

# Make Health HAPPEN

Quarter 4, 2017 | [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)



## Controlling your blood pressure

As you may already know, going to your primary care provider (PCP) to have your blood pressure checked can help keep your heart healthy.

Even if you feel healthy, getting your blood pressure checked at every PCP visit is important because high blood pressure has no signs or symptoms. Many people don't even know they have it.



The good news is you can take steps to help control high blood pressure and reduce your risk for heart disease, stroke and other illnesses:

### See your PCP yearly.

- Have your blood pressure checked at your yearly wellness exam.

### Take all your blood pressure medications.

- Follow the directions on the label or as prescribed by your PCP.

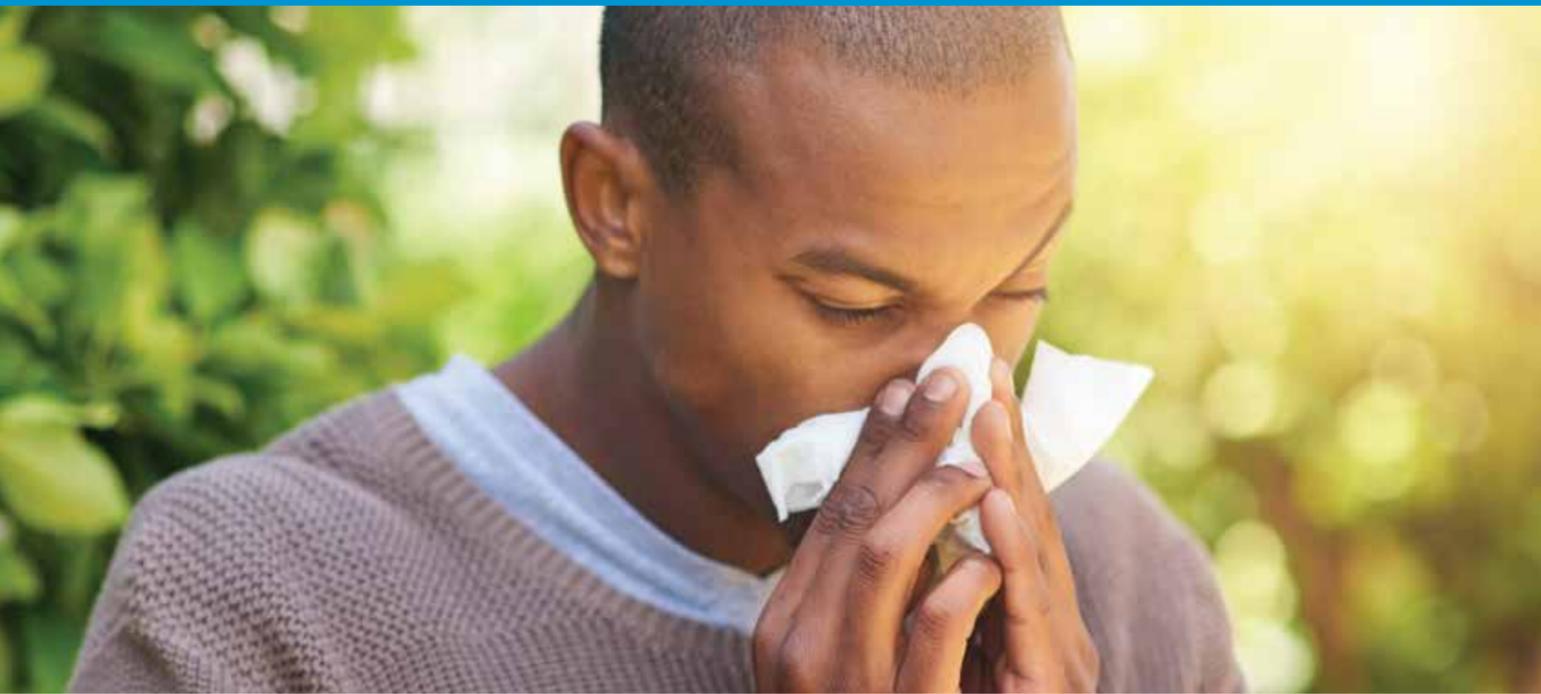
### Practice healthy eating habits and exercise.

- Talk to your PCP about what diet and exercise plan is right for you.



Member Services 1-800-600-4441 (TennCare)  
1-866-840-4991 (CHOICES and ECF CHOICES) TTY 711

Amerigroup On Call 1-866-864-2544 (TTY 711) 1-866-864-2545 (español)



# Prepare now to stay healthy during flu season

Influenza, also known as the flu, can make you feel terrible. But there are things you can do now to help keep the flu away.

### Some basic tips:

- Get a flu vaccine, or shot, each year.
- Wash your hands often.
- Stay away from people who have the flu.
- Eat more foods, like fruits and vegetables, that can help protect you from the flu.
- Drink more water.
- Get more rest.

The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older, especially those at high risk of serious complications from the flu, get a flu shot every year. And if you're age 65 or older, the CDC suggests getting a pneumonia vaccine as well.

### When should you get a flu shot?

Even though the flu season usually peaks in January or later, try to get a flu shot as soon as the vaccine becomes available — before the flu season even begins and reaches your community. This will give your body time to develop the antibodies needed to protect against the flu.

### Where can you get a flu shot or more information?

- Your primary care provider (PCP) or case manager.
- Any of our network pharmacies if you're age 18 or older.
- Your local health department.

How active is the flu in your state or city? Visit [cdc.gov/flu/weekly](http://cdc.gov/flu/weekly) for more details.

# Let us help you stop using tobacco

Quitting tobacco can be difficult. But it's one of the best things you can do for your health. Amerigroup Community Care wants to help you succeed. Before you decide to quit using tobacco, explore your readiness for making a change.

### Put a check next to the statements that are true for you:

#### How do I feel about taking action?

- I want to stop using tobacco, but I don't really know how.
- I want to stop using tobacco and feel confident I can.
- I can stop using tobacco, but it's not really a concern for me right now.
- I don't know how to stop using tobacco, and I'm not worried about it.



#### Why do I want to quit?

- I want to breathe easier and cough less.
- I want to have more energy.
- I want to save money.
- I want a healthier heart and healthier lungs.
- I want to taste and smell foods better.
- I don't want to expose others to secondhand smoke.
- I want my car, home and clothes to smell better.

#### Think about quitting for good

There are many resources to help you, including tobacco cessation medication and/or nicotine replacement therapy. A prescription is needed, but there is no copay for it. Call your primary care provider (PCP) today to discuss which medications, therapies and/or programs meet your needs.



### For more information:

**Member Services:**  
 1-800-600-4441 (TennCare) (TTY 711)  
 1-866-840-4991  
 (CHOICES and ECF CHOICES) (TTY 711)

**Tennessee Tobacco Quitline:**  
 1-800-Quit-Now (1-800-784-8669)



## Amerigroup Community Care

has a Quality Management/Quality Improvement (QM/QI) program that guides our processes, including how we look at patient safety. We listen to your comments and look at claims data to help us know where we need to do better. If you'd like information about our performance, efforts to improve patient safety or QM program, please write to us at:

Amerigroup Community Care, 22 Century Blvd., Suite 220 Nashville, TN 37214

# On and off the road safety tips for your child

Children grow into pre-teens and then teenagers. And as they do, parents and caregivers want to keep them safe. Talking to your pre-teen or teen about driving safety is one way to do just that. It's never too early or too late.

## Here are a few of the driving safety tips you should talk about:

- What a driver should and shouldn't do while they are driving
- What a passenger or pedestrian should or shouldn't do while someone else is driving, and how drivers can help keep passengers and pedestrians safe
- What can happen when a driver drinks or takes drugs and then drives
- What can happen when a driver uses a cellphone — especially texting — while driving
- How seat belts can save lives — of drivers and passengers

Driving is a privilege. Teens should first show they can drive safely before they're allowed to drive.



Getting to drive a car can be a big deal in a teenager's life. Keeping them safe is a big deal, too. But the dangers of driving is not the only thing kids will face as they grow up. Here are some other things parents and caregivers should talk about.

## Other safety concerns

Sports equipment and protective gear or clothing only work when they're used the right way. Help your kids and teens know more about the gear they have, how it works and how to use it the right way. They should



always know the rules of the game and how to play it safely. Injuries like concussions — a hit or jolt to the head that may cause them to pass out — can have side effects that last a long time.

Kids need to know that using drugs or alcohol — even just once — can end in death. Starting with something small or having just a little can lead to more and more and more. Trying drugs and alcohol can lead to abusing them or even becoming addicted to them.

Pressure from family, school, social groups, peers and friends is sometimes too much for pre-teens and teens to handle. Their need to be accepted can be strong. And the feelings they have when they're not accepted can weigh them down. It can lead to depression, self-harm or suicide.

## Additional resources

### Are you concerned about your child's behavior?

Talk with your doctor or a mental health professional.

### Are you concerned about your child's behavior right now?

Do you feel unsafe? Do you think they could hurt themselves or someone else? If yes, call the statewide crisis line right away at 1-855-CRISIS-1 (855-274-7471).



## Preventive care for children: TennCare Kids checkups

### Check in, check up and check back

Your child needs regular health checkups, even if he or she seems healthy. These visits help your child's primary care provider (PCP) find and treat problems early.

With TennCare Kids, checkups for children are free until they reach age 21. TennCare Kids also pays for all medically necessary care and medicine to treat problems found at the checkup. This includes medical, dental, speech, hearing, vision and behavioral health (mental health, alcohol or drug abuse problems) services.

If your child hasn't had a checkup lately, call your child's PCP today for an appointment. Ask for a

TennCare Kids checkup. You can go to your child's PCP or the Health Department to get TennCare Kids checkups. And if someone else is worried about your child's health, you can get a TennCare Kids checkup for your child.

### TennCare Kids checkups include:

- Health history
- Complete physical exam
- Laboratory tests (as needed)
- Immunizations (shots)
- Vision/hearing screening
- Developmental/behavioral screening (as needed)
- Advice on how to keep your child healthy



Please read more about TennCare Kids in your member handbook.



## Do you want to keep your TennCare?



Be sure TennCare has your current address.

### Here's what you should do:

#### Step 1:

If TennCare has your current address, you do not need to do anything yet. If you haven't given TennCare your current address, you need to call TennCare. It's a free call: 1-855-259-0701.

#### Step 2:

Watch for mail from TennCare. Open and read any mail from TennCare and follow the directions. If you don't, you could lose your TennCare.



# HPV vaccine is for boys, too

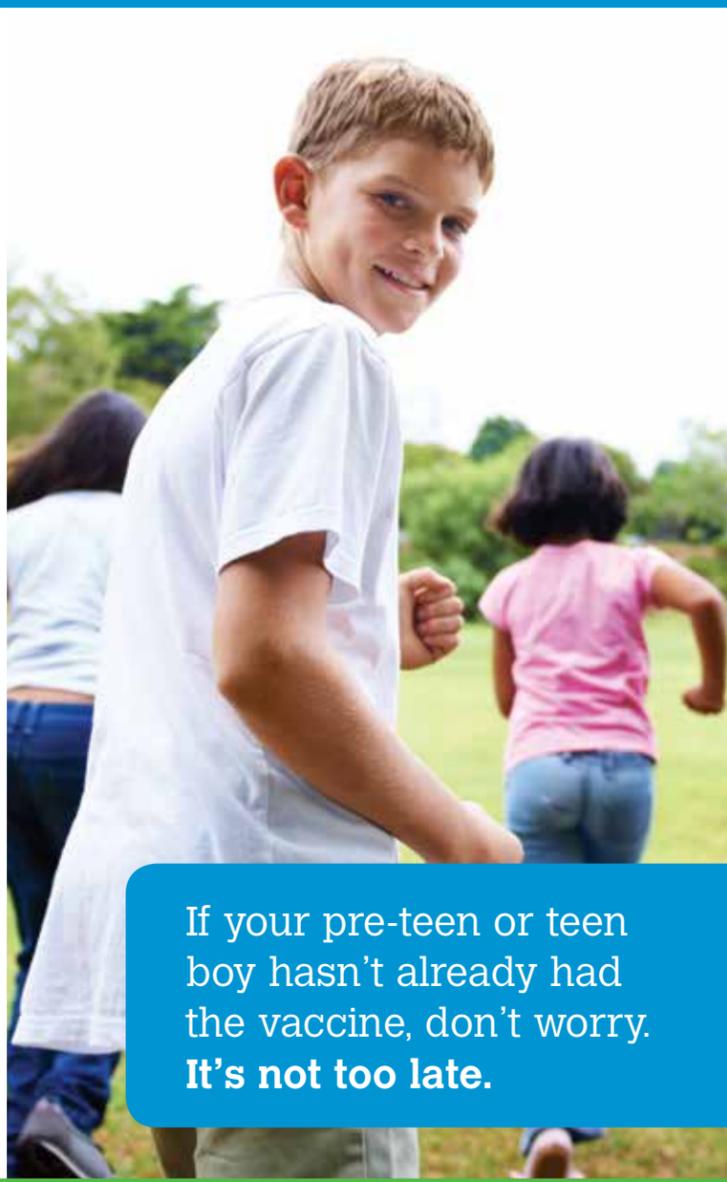
Human papillomavirus, or HPV, is a group of viruses that causes genital warts and other cancers such as cancer of the penis, anus, mouth and throat. It's passed from person to person during sex and is very common. Because there aren't screening tests for these cancers, they're often caught at a later stage when they're harder to treat.



The good news is an HPV vaccine can help prevent many of the cancers caused by an HPV infection. It's given as a series, recommended for boys and girls at ages 11 or 12 but can be started as early as age 9.

Boys should be finished with the shots before they turn 13. When the shots are given at these ages, only two doses, six to 12 months apart, are needed.

If he's already 15 years old and hasn't started the vaccine, he'll just need three shots over six months. Call your child's primary care provider (PCP) today to ask whether the HPV vaccine is right for him or her.



If your pre-teen or teen boy hasn't already had the vaccine, don't worry. It's not too late.



## My PCP Connection

Do you have a primary care provider (PCP) you prefer to see? Is it the same PCP listed on your Amerigroup ID card?

If not, My PCP Connection can help you and your family get access to PCPs who meet your needs.

My PCP Connection is a feature on our secure member website. First, go online to [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN). Register for a username and password if you haven't already. Then log in with your username and password. Once logged in, your PCP information will be in the box on the left. Click the link to make changes.



To change your PCP, you can also call Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES). Ask for a new ID card if you don't have one.

## What are cost-effective alternative services?

A cost-effective alternative service is a service that's not listed or covered as part of your health care benefits but is medically appropriate, cost-effective and approved by TennCare.

The services don't have to be medically necessary except to the extent that they're provided as alternatives to covered Medicaid services. Members aren't entitled to receive these services. They're provided at Amerigroup's discretion because they're:

**1** Cost-effective alternatives to covered Medicaid services.

OR

**2** Preventative in nature and offered to avoid the development of conditions that would require more costly treatment in the future.

## Help finding local services

Amerigroup Community Resource Link is a site where you can search for free or low-cost local services for help with:



Housing



Education



Jobs



And more

To learn more, visit [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN) then click **Community Resources** or call 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES), TTY 711.

## How can we help you?



To find out more about cost-effective alternative services, visit [tn.gov/assets/entities/tenncare/attachments/ben08001.pdf](http://tn.gov/assets/entities/tenncare/attachments/ben08001.pdf) or call Amerigroup at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES) (TTY 711).

# 4 reasons to avoid soda

- 1 Weight gain:** Calories from a sugary soda are more easily turned into fat.
- 2 Diabetes:** Consuming a lot of sugar in one setting can lead to a sugar rush, or high spike, followed by a sugar crash. The more often this happens, the harder it is for the body to process the sugar. This can eventually lead to diabetes.
- 3 Poor dental health:** The sugar in soda combines with bacteria in your mouth to form acid, which can cause tooth decay and weaken tooth enamel.
- 4 Cardiovascular disease (independent of weight gain):** The high amounts of sodium and caffeine in soda can increase heart rate and blood pressure, damaging the heart over time.



## Kick the can

### 5 tips for drinking less soda

- 1. Craving carbonation?**  
Mix seltzer with a splash of 100-percent juice.
- 2. Yearning for caffeine?**  
Brew your own tea and add oranges or lemons for flavor.
- 3. Got to have it?**  
Every now and then, treat yourself to a soda but fill the cup to the brim with ice or cut the soda with seltzer.
- 4. Thirsting for an ice cold beverage?**  
Keep a pitcher of water in the fridge. Add orange, lemon, lime or cucumber slices for more flavor.
- 5. Want to shake things up?**  
Make a milkshake or smoothie with fruit and ice.



## Keep eating healthy this winter

Does cold weather stir up cravings for comfort food, rich desserts and holiday candy? Are you tempted to order delivery or takeout and curl up on the couch after a long, cold day, especially when it's dark outside? If so, you're not alone.

Healthy eating and meal planning during the winter isn't easy, but it's definitely worth it. They can help you control your blood glucose (sugar), blood pressure, cholesterol and weight, and give you the energy and nutrition you need to stay healthy.

### How can you keep eating healthy when the weather gets cold?

- When preparing your winter favorites like soups, stews, casseroles and chili, add veggies or swap other ingredients for veggies.
- If you're not cooking for a crowd, freeze leftovers in individual containers so you'll have a quick, pre-portioned meal for another day.
- Not in the mood to cook? Let your crock pot or slow cooker do the cooking. Not sure what to cook or where to start? Visit [diabetes.org/mfa-recipes](https://diabetes.org/mfa-recipes) for ideas. From there, search "crock pot recipes."
- Buy winter produce. It will be lower in price than out-of-season produce. Some examples of winter produce:
  - Clementines
  - Oranges
  - Tangerines
  - Grapefruit
  - Pears
  - Broccoli
  - Cauliflower
  - Cabbage
  - Brussel sprouts
  - Carrots
  - Squash
  - Radishes
  - Turnips
  - Leafy greens
  - Potatoes
  - Onions

Find more healthy tips for meal planning and preparation at [diabetes.org/mfa-recipes/tips/tips-archive.html](https://diabetes.org/mfa-recipes/tips/tips-archive.html).



Which tips are you willing to try or already doing? Cut out this article and post it where you can easily see it the next time you start craving soda.



# Self-advocacy: a valuable skill

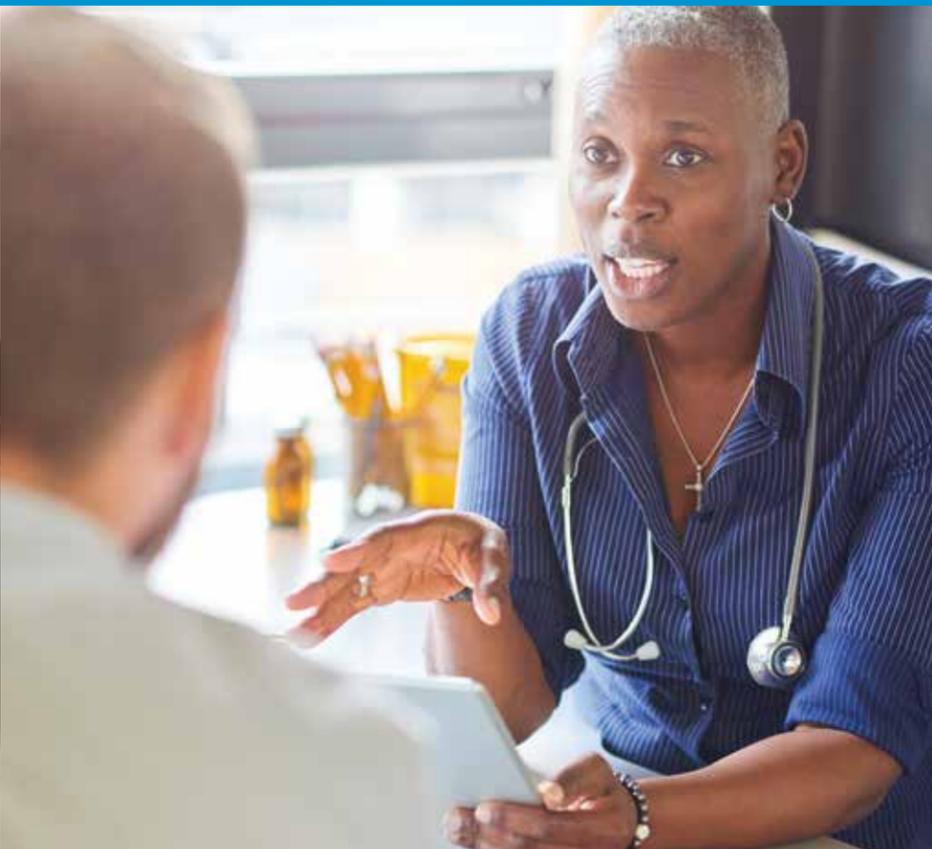
Self-advocacy is knowing your legal rights and responsibilities and speaking up for yourself when it comes to your strengths, needs and personal goals. Being able to do this can help you move through life's challenges to make sure your needs are met. The more often you do it, the more prepared you'll be for the future.

## How can you be a better self-advocate?



Put a checkmark beside the things you will start doing or working on.

- I understand the intellectual or developmental disabilities (IDD) I am living with. If I'm unsure, I'll talk to my primary care provider (PCP), specialist, advocate or loved ones. This will help me become more aware of my strengths and needs.
- I practice communicating with others. Role playing is a great way to develop communication skills. Knowing how to communicate can bring about understanding and raise confidence.
- I know who I can trust and ask for support when I need help or someone to talk to.
- I know my rights and responsibilities. There are several laws that protect people with IDD. Visit [eoc.gov/laws/types/intellectual\\_disabilities.cfm](http://eoc.gov/laws/types/intellectual_disabilities.cfm) for more information.
- I participate in activities that interest me. This helps me stay connected to my community.
- When I interact with others, I teach them about IDD. While it may seem uncomfortable at first, it brings about more awareness.



## Making decisions on care and services

Sometimes we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don't base it on that they might or we think they might deny or would be likely to deny benefits.

## Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by Amerigroup. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call Member Services at the phone number listed on your ID card or go online to [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN).

To report fraud or abuse to the Office of Inspector General (OIG), you can call toll free 1-800-433-3982 or go online to [tn.gov/tenncare/fraud.shtml](http://tn.gov/tenncare/fraud.shtml). To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll free 1-800-433-5454.

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion or sex. Do you think we did not help you or treated you differently? Then call 1-800-600-4441 (TTY 711) or TennCare at 1-855-857-1673 (TRS 711) for free. You can also get a complaint form online at <http://www.tn.gov/hcfa/article/civil-rights-compliance>.

Do you need help with your health care, talking with us or reading what we send you? Call us for free at 1-800-600-4441 (TTY 711).

**Spanish:** **Español**  
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-600-4441 (TTY 711).

**Kurdish:** **کوردی**  
ناگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆراییی، بۆ تۆ بەردەستە. پەیوەندی بە 1-800-600-4441 (TTY 711) بکە.



## TennCare CHOICES in Long-Term Care,

or CHOICES for short, is TennCare's program for long term services and supports (LTSS). Long-term care services include care in a nursing home. Long-term services and supports also include care in your own home or in the community. These are called Home and Community-Based Services, or HCBS. This type of care may help keep you from needing to go to a nursing home for as long as possible. If you think you need long-term services and supports, call Amerigroup at 1-866-840-4991.



P.O. Box 62509  
Virginia Beach, VA 23466-2509



## Make **Health** HAPPEN



### What do you know about your rights?

You can find a listing of your rights and responsibilities as a TennCare and Amerigroup member in the member handbook.

The member handbook is available online ([www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)), or you can call 1-800-600-4441 to request a copy be mailed to you.