

Make Health HAPPEN



Quarter 1, 2020 | www.myamerigroup.com/TN

Raising **happy,** **healthy** kids

Your child's health is important. Kids need healthy bodies to walk, run and play. That's why it's so important to help them stay active as well as take them to the doctor once a year.

Exercise doesn't have to be boring. Here are some ideas to help your child get active:



Enroll them in a team sport at school or a community team



Family walks, jogs or bike rides



Playing outdoors with friends — encourage some old-school games, like tag, capture the flag, crab races, relay races, follow the leader and more



Playing indoors during bad weather — they can try Twister, freeze dance, broom hockey (with a tennis ball)



Regular exercise boost kids' mental and physical health

Mental

- Better body image
- Builds confidence
- Helps prevent depression, anxiety and more
- Improves focus, learning and memory

Physical

- Stronger heart, muscles and bones
- Healthier weight
- Better sleep
- Improved hand-eye coordination



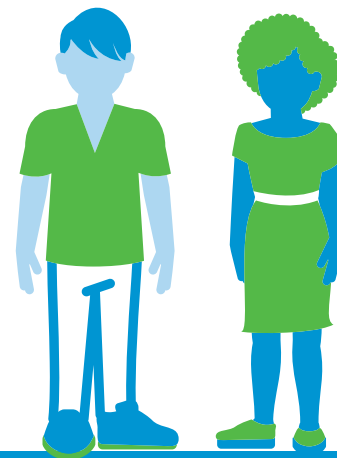
Member
Services

TennCare: 1-800-600-4441 (TRS 711)

CHOICES/ECF CHOICES: 1-866-840-4991 (TRS 711)

24-hour Nurse HelpLine: 1-866-864-2544 (TRS 711)

Give teens their best shot at healthy living



Shots aren't just for babies. Teens need several vaccines, too. It's very important that they get all needed shots on time, as the doctor recommends.

Here's a breakdown of some of the shots they'll need and when to get them:

Tetanus, Diphtheria, Pertussis (Tdap)	1 shot at 11-12 years old	Protects against 3 life-threatening bacterial infections: <ul style="list-style-type: none">■ Tetanus, also called lockjaw■ Diphtheria, a life-threatening lung disease■ Pertussis, also called whooping cough
Meningococcal Conjugate (MCV4)	<ul style="list-style-type: none">■ 1 shot at 11-12 years old■ 1 shot at 16 years old	Protects against meningitis — a serious and sometimes life-threatening infection of the fluid in the brain and spine.
Human Papillomavirus (HPV)	<ul style="list-style-type: none">■ 2 shots if given between ages 9-14■ 3 shots if given at age 15 or older	Protects against certain strains of HPV for boys and girls — the most common sexually-transmitted infection in the U.S. It can cause genital warts, cervical cancer and more.



Is your teen due or past due?

Call their doctor and make sure they're up to date on all their shots.



Managing type 2 diabetes

Diabetes is a serious, lifelong condition that can be fatal. According to the Centers for Disease Control and Prevention (CDC), it's the seventh leading cause of death in the U.S.

What happens with diabetes?

When we eat sugar, our body releases a hormone called insulin. Insulin helps turn sugar into energy. Without it, sugar (called glucose) builds up in your blood. Sugar eventually leaves the body through our urine, but not fast enough.

Having high blood sugar will damage other parts of your body:

- Heart
- Kidneys
- Eyes
- Feet
- And more

Because of this, your doctor may prescribe you more than one medicine.



Is it time to refill your diabetes or blood pressure medicines? If yes, call your pharmacy to have it refilled. If you're out of refills, call your doctor right away.

Living well with diabetes:



Monitor blood sugar — ask your doctor about your ideal blood sugar range and write it down. Test your sugar daily at home. Your doctor should check it in their office, too.

Monitor blood pressure — high blood pressure is common with diabetes. Having both can put you at risk of having a heart attack, stroke and more.

Take medicines as prescribed, get refills on time, and talk to your doctor about any issues with your medicine.

Eat healthy — at the same times each day. Plan meals and snacks. Keep a food journal of the food you eat, what time and your blood sugar levels after. Keep track of how different foods affect your sugar levels.

Exercise daily.

Get checkups at least once a year — they'll check your blood sugar, blood pressure, cholesterol and kidney function.

Get an eye exam each year.

Call the doctor right away when you notice red spots, swelling or cuts on your feet and hands.

Free rides to your doctor visits



Trouble getting to the doctor? We can help you get there! We offer free transportation services to and from (nonemergency) health care appointments. If you don't have a car or other ride, give us a call.

Here's what you need to know:

You can get rides to:

- Covered doctor visits
- Trips to the pharmacy
- Rides home from the hospital

How to set up a ride:

- At least three days before your appointment, call 1-866-680-0633 (TRS 711).

We need to know:

- Your member ID number (on your member ID card)
- Your phone number
- The name and number of the doctor you're seeing
- The date, time and location of your appointment
- The address where you'll be for pickup
- If you need someone to ride with you — either:
 - Your child
 - Or an escort — someone over age 12

On the day of your ride:

- ✓ Be ready 15 minutes before your scheduled pickup time
- ✓ Keep an eye out for your driver — they may call you when they're on the way, and they may blow the horn when they arrive
- ✓ If your appointment ends early, you may call and request an earlier pickup time



**For a ride in an emergency,
always call 911.**

Connect your TennCare benefits online

TennCare Connect

Did you know you can access your TennCare benefits online with TennCare Connect? Just visit www.tennconnect.tn.gov to create your online account. All you need is your name and email address.

With your TennCare Connect account, you'll be able to:

- See your case info and coverage eligibility dates
- Submit applications
- Update your address
- Change your income levels
- Renew your benefits when it's time once per year
- Upload requested documents such as pay stubs or tax documents
- Receive electronic notices

They also offer a free mobile app!
Just search **TennCare** in the **Apple App Store** or **Google Play**.

**Create an account
and download the
app today!**



CHOICES members:

Medication risk assessments

Taking more than one medicine can be challenging. It can also increase your risk of unwanted side effects, drug interactions or even make symptoms worse. That's why we give CHOICES members regular medication risk assessments (MRAs).

Your care coordinator or support coordinator will check:

- How many medicines you take (prescription or over-the-counter)
- How often you have to take them
- The possible side effects
- How recent or often your medicines have changed
- And more

If you're at a high risk, we'll alert your doctor and pharmacist right away.



Employment and Community First (EFC) CHOICES members:

Benefits counseling

Having Medicaid and a job can be confusing at times. With benefits counseling, you'll have someone to help you understand how the money you earn from working will impact other benefits you get, including Social Security and TennCare.

You can get benefits counseling if and when:



You get a new job



You get a promotion or raise



You are considering self-employment

Certain limits apply. See your member handbook or call 1-866-840-4991 (TRS 711) for more info.

TennCare Kids parents and adult members:



Check in, check up, check back

Children, teens and young adults need yearly health checkups, even if they feel fine. These visits help their PCP find and treat problems early.

With TennCare Kids, checkups are free up until age 21. Checkups include:

- Health history
- Complete physical exam
- Lab tests (if needed)
- Immunizations (shots)
- Vision/hearing check
- Dental check
- Growth and behavioral screening (as needed)
- Tips about how to keep your child healthy

If your child hasn't had a checkup in the past year, call their PCP today for an appointment. Ask for a TennCare Kids checkup.



TennCare CHOICES in Long-Term Care, or “CHOICES” for short, is the TennCare program for long-term care services.

Long-term care services include:

- Care in a nursing home
- Or care in your own home or in the community (instead of having to go to a nursing home)



If you think you need long-term care services, call 1-866-840-4991.

Get your handbook online — your guide to all the things in your health plan!

Visit www.myamerigroup.com/TN, choose the plan you're enrolled in, then scroll down to find a link to your member handbook.



Help us fight fraud!

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 and click on *Report TennCare Fraud*. To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), call toll free **1-800-433-5454**.

Spanish: Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-600-4441 (TRS: 711).

Kurdish: کوردی

ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆڕایی، بۆ تۆ بەر دەستە. پەیوەندی بە 1-800-600-4441 (TRS 711) بکە.

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 (TRS: 711).

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 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.

