

Make Health HAPPEN

Quarter 2, 2020 | www.myamerigroup.com/TN



Employment and Community First (ECF) CHOICES members:

Your voice, your choice



Becoming a self-advocate

The best health care and long-term services are the ones that you choose and agree with. Self-advocacy means speaking up for yourself. It means you have a say in what you want and don't want.

Questions you may want to ask

- Can I change my health care services, medicine and/or my home care?
- Can I change doctors or caregivers?
- How can I refuse treatment that I don't agree with?
- Am I being treated with respect by my doctors and caregivers?
- How can I file a complaint?
- How can I report abuse?

What you can do today

- Read your member rights and responsibilities (in the member handbook on our website).
- Learn about your health conditions and the treatment options.
- Learn how to work within the health care system.
- Learn how to consumer direct your home care (if you want to).
- Keep good records of your health history, doctor visits and contacts.
- If you don't understand information that's given to you, let us know. And don't be afraid to ask questions.



If there's a problem, we want to hear about it. Your support coordinator can help you with most of these things. If you need help making changes or have questions, give them or Member Services a call.



CHOICES members:

Prepare for an emergency

Do you have a plan for when the power goes out?

Longer outages can be dangerous because they can mean:

- Medical devices can't be used.
- Loss of heating and air conditioning.
- Spoiled food and/or contaminated water.
- Closed grocery stores, banks, gas stations and more.
- Land lines may be down or cellphone batteries may run out.
- If due to a natural disaster, transportation may be limited or not possible.



Tips before, during and after an emergency:



Getting prepared

- **Batteries** — Make a list of all your medical equipment and other electronics that you rely on. Make sure you get enough batteries or other backup energy to last three days. Your doctors and support coordinators can help you with batteries for medical devices.
- **Medicines** — If some of your medicines need to be refrigerated, ask your doctor about using coolers, ice packs and other options to keep them from spoiling.
- **Pack items to go** — Store all backup medical supplies and medical alert tags in a container with wheels. Label everything.
- **Get alerts** — Sign up for community and weather reports.
- **Stock up** — Keep a flashlight for every person in the house. Store enough nonperishable food, water and supplies to last several days. If you know an outage is possible, fill up gas tanks and keep cellphones fully charged. Store extra blankets in the winter months.
- **Know who to call in an emergency;** home health or respite care, family, friends or other people who can help you. Keep phone numbers handy, like on the fridge.
- **Know your neighbors** — Introduce yourself to neighbors. Talk to them about checking on each other during an emergency.

During the outage

- Keep your freezer and fridge closed.
- Use food that doesn't need to be kept in the fridge.
- Never use camp stoves or gas stoves, generators or charcoal grills indoors. They can cause carbon monoxide poisoning.
- If it's too hot or cold, go to a community shelter with power if possible.

When power comes back

Throw away food in the fridge:

- If the fridge reached 40 degrees or higher for two hours or longer
- If it looks or smells bad

Call your support coordinator if you need help with your medicines, devices or supplies in an emergency.



Stop the spread of germs this spring!

Spring is in the air — that includes pollen, germs and more! Lots of people get sick in spring time with things like:

- Colds
- Allergies
- Asthma
- Flu

Cold and flu prevention tips



- Wash your hands — many times throughout the day. And teach your kids proper hand-washing skills:
 - Use soap and running water.
 - Scrub for at least 20 seconds each time.
 - Wash all over — in between fingers, under fingernails and the backs of hands.
- Keep unwashed hands away from your face, eyes, nose, mouth and your food and drink.
- Stay away from people who show any cold or flu symptoms, even if they think it's only allergies.
- Sanitize areas that lots of hands touch:
 - You can use an all-purpose cleaner, rubbing alcohol or sanitary wipes to clean surfaces.
 - Wipe down doorknobs, handles, light switches, faucets, remote controls, your phone, keyboard and mouse, etc.

Allergy and asthma prevention tips



- Avoid your triggers like dust, mold, pollen, pets and smoke.
- Stay indoors when pollen counts are high (search the internet for pollen counts).
- Dust and vacuum often.
- Use an air filter in your home.
- Keep windows closed in the house and car.
- Shower before bed.
- Never air dry clothes on a line outdoors.
- If taking prescription medicine:
 - Take your medicine on time.
 - Follow the instructions on the label.
 - Get refills on time.

Feeling sick?

This time of year, it can be tough to know what ails you. Here's a list to help you narrow it down. You may have some or all of the symptoms on a list:

Cold

- Sneezing
- Stuffy and/or runny nose
- Coughing with mucus
- Sore throat

Flu

- Sore throat
- Dry cough
- Headache
- Body aches
- Feeling tired
- Fever

Allergies

- Itchy eyes, inner ears and throat
- Sneezing
- Coughing

Asthma

- Wheezing
- Out of breath feeling
- Tight feeling in chest
- Coughing

If symptoms are bad or don't improve, call your PCP to schedule a visit.



Did you know the flu season can last until May?! It's not too late to get a flu shot! Call your primary care provider (PCP) if you or your kids haven't had a flu shot in the past six months.

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.

Connect with TennCare online

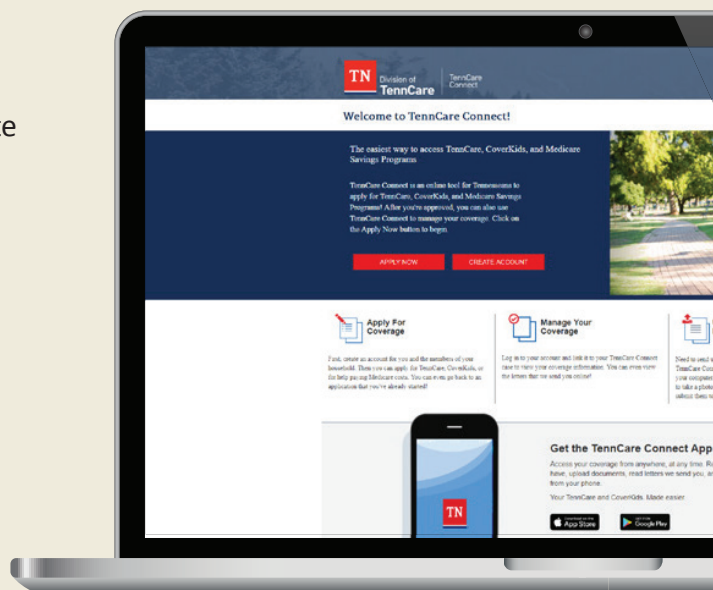
TennCare Connect

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!



Vaping is the new smoking

Is your teen getting hooked? You may have heard that vaping isn't as bad as smoking. But that doesn't mean it's safe. People are likely inhaling harmful chemicals from vaping, too.

What's so bad about vaping?

They call it vapor. But it's not just water vapor you're inhaling. It's aerosols usually made from either propylene glycol or vegetable glycerin combined with other substances like:

- Nicotine
- Cannabis
- Chemicals for flavoring, like mint and menthol
- Formaldehyde
- Diacetyl (known to cause lung disease)
- Toxic metals like nickel, tin and lead

Many of them contain nicotine:

- Nicotine is highly addictive. Quitting is almost never easy. Plus, teens are even more prone to addiction than adults.
- It can cause problems with teen brain development, memory, learning new things, concentration and more.
- Once addicted to nicotine, it may become a gateway to tobacco products. Meaning teens may start smoking cigarettes, chewing tobacco, etc.

Some of the main e-liquid ingredients may be safe to eat. But they can be harmful when heated and inhaled. Also, e-liquids are not regulated by the FDA for safety.

The CDC and other government agencies are investigating a national outbreak of e-cigarette, or vaping, product use-associated lung injury (EVALI) that led to thousands of hospitalizations and 55 deaths from June-December of 2019.



Vaping explained:

An e-cigarette or vape pen is made of these parts:

- A mouth piece
- A cartridge that holds the e-liquid (oil)
- A battery and heating component

The heat turns e-liquid into aerosol to inhale.



More
than **1 in 4**

high school students are now using e-cigarettes according to the Centers for Disease Control and Prevention (CDC).

Did you know?

On December 20, 2019, a new law passed that says you have to be at least 21 years old to buy tobacco products. That includes vaping tobacco products. Since it's a federal law, that means it's required in every state.

Talk to your teen about vaping. It's important they know the health risks. And if they're vaping nicotine, call their doctor and make an appointment to get help quitting.



TennCare CHOICES

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

That includes:

- Care in a nursing home.
- Or support 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 (TRS 711).

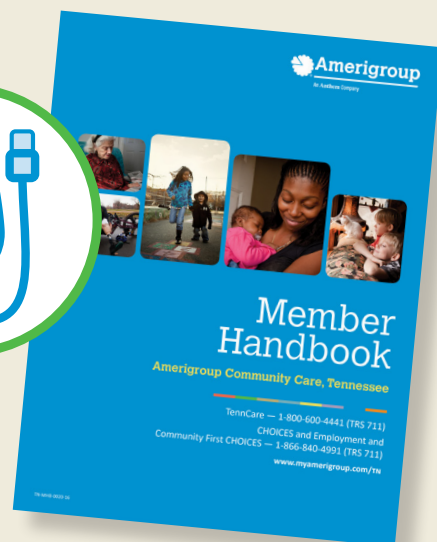
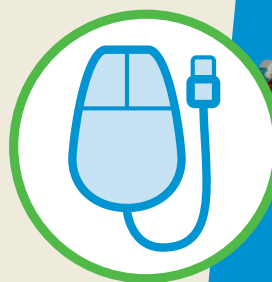
Get your handbook online — your guide to all the things in your health plan!

Visit www.myamerigroup.com/TN, choose the plan you’re enrolled in, then scroll down to find a link to your member handbook. Prefer a printed copy? Give us a call, and we’ll mail you one for free.

No car? No ride? We’ll pick you up!

We offer free rides to and from (nonemergency) health care appointments and the drug store. Call 1-866-680-0633.


Remember: To get a ride for a medical emergency, always call 911.





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**.

Who to call	For questions about 
Member Services TennCare members: 1-800-600-4441 (TRS 711) CHOICES/ECF CHOICES members: 1-866-840-4991 (TRS 711)	Your benefits, special health programs, finding a doctor and more!
24-hour Nurse HelpLine: 1-866-864-2544 (TRS 711)	An illness, injury, or other medical advice
TennCare Connect Hotline: 1-855-259-0701	Applying to or renewing TennCare

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: ئه‌گهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بۆ تو بهر دهسته. په‌یومندی به 1-800-600-4441 (TRS 711) بکه.

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.

