

# Make Health HAPPEN

Quarter 3, 2020 | [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)



TennCare Kids parents, teens and adult members:

## Two ways to keep the family healthy

Kids, teens, and young adults grow and change so fast! It's so important to make sure they stay healthy with each new step in life. That's why we cover two types of physicals every year:

### ① TennCare Kids checkup

- Free for members under age 21
- A thorough, overall exam, including:
  - Health history.
  - Vision + hearing check.
  - Dental check.
  - Shots.
  - A complete physical exam.
  - Growth and behavior screening, as needed.
  - Lab tests (if needed).
  - General tips about staying healthy.



Remember, children, teens and young adults need a TennCare Kids checkup every year, even if they feel fine. This visit helps the doctor find and treat problems early. If your child hasn't had a checkup in the past year, call their primary care provider (PCP) today for an appointment.

### ② Sports physical

- Free for school-age kids and teens
- Checks to make sure the body can handle starting new sports
- Often checks:
  - Health history.
  - Vision.
  - Height and weight.
  - Blood pressure and pulse.
  - Heart, lungs and abdomen.
  - Joints, flexibility and strength.
  - That no parts of the body are at risk for injury.



Sports physicals are only needed if you haven't had a TennCare Kids checkup in the last year, and want to sign up for a sports team.



When you sign up for **Healthy Rewards**, you can earn **\$20 in rewards** for getting a TennCare Kids checkup.

Visit [www.myamerigroup.com/HealthyRewards](http://www.myamerigroup.com/HealthyRewards) or call 1-877-868-2004 to sign up and learn more.



### Signing up for sports?

The school will need a copy of either the TennCare Kids checkup or sports physical.

To do this, either:

- Ask the doctor for a paper copy. Then deliver the copy to the school.
- Fill out a release form so the doctor can mail or fax it directly to the school.





# Sign up to save lives

## Organ and tissue donations and transplants

### What's a transplant?

A type of surgery that can save lives. It's when a healthy organ or tissue (a group of cells formed in other parts of the body) is removed from one person, and given (transplanted) to another person whose organ or tissues were injured or failed.

### What if you need a transplant?

Your health plan covers organ and tissue transplants, including, but not limited to those listed. Your doctor may add you to the UNOS transplant list or refer you to an organ transplant center. To find an organ match, they often have to find organs or tissues that are the correct size, and from people with the same blood type.

Common transplants	Common reasons why they're needed
Cornea	Vision problems caused by keratoconus or other injuries, thinning, or scarring of the cornea
Bone marrow (aka a stem cell transplant)	To treat certain types of bone cancer and blood diseases
Kidney	Kidney failure from things like diabetes and high blood pressure
Pancreas	To treat diabetes and sometimes cancer
Liver	Hepatitis B and C, drinking too much alcohol (causing liver disease and failure), genetic diseases (that run in your family), cancer, and more
Heart	Heart disease, disease of the arteries or birth defects
Lung	Chronic obstructive pulmonary disease (COPD) and pulmonary fibrosis (often caused by smoking or asthma), cystic fibrosis
Small bowel	When the bowel can no longer get enough nutrients from food due to certain health conditions



**Don't need a transplant? Become an organ donor today!**

Register online at [donatelifetn.org](https://donatelifetn.org) or at your local DMV.



According to the  
United Network for Organ  
Sharing (UNOS), nearly

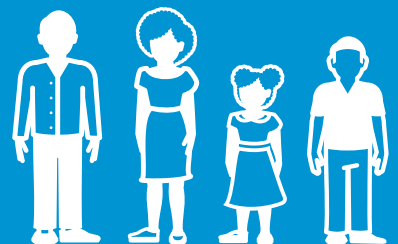
**40,000**  
**transplants**  
happened in 2019.

Yet, there are still over

**100,000**  
**people**

on the transplant waiting list.

**And both of those numbers go up every year.**







# 5 reasons to get tested for chlamydia

- 1 Chlamydia is one of the **most common** sexually transmitted infections (STIs) in the U.S.
- 2 It normally shows **no symptoms**.
- 3 It can **damage** your reproductive organs so that you can no longer have children.
- 4 It's **easily treated** with antibiotics.
- 5 The test is **easy, quick** (you often get results in a few days) and covered by your health plan! You can get screened anytime.

If you're sexually active, you should get tested once every year. Reduce your risk of STIs by using a new condom every time you have sex.

**To get tested, call one of these doctors today:**

Your PCP ■ Your OB/GYN

CHOICES members:

## Someone to call

In addition to your care coordinator, there are other people at Amerigroup Community Care here to help CHOICES members. They're called **Member Advocates**, and they can:

- Answer questions about the CHOICES program.
- Make referrals to the right Amerigroup staff.
- Help if you're having problems with your health care.
- Help you file a complaint.
- Change your care coordinator.
- And much more!

**If you need help**, call us at 1-866-840-4991 (TRS 711), and ask to speak with a CHOICES Member Advocate.





# Do more online.

## Amerigroup mobile app

Get it on the App Store® or Google Play™.

- Access your member ID card on your smartphone anytime.
- Find a doctor or pharmacy near you.
- Call a nurse to get answers to your health questions 24/7.
- Manage your prescriptions.



## Amerigroup blog

Visit [blog.myamerigroup.com](http://blog.myamerigroup.com).

- Get the latest medical news and health tips.
- Learn more about how Medicaid works and about your health plan.
- Find resources in the community.
- And more!



# Connect with TennCare online

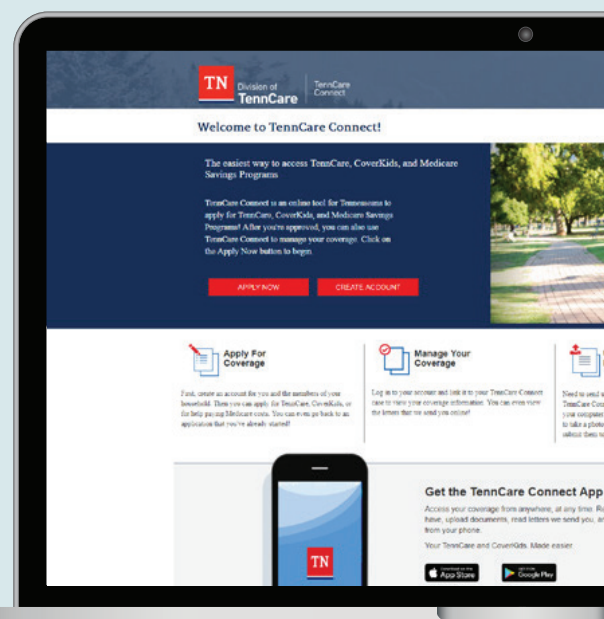
## TennCare Connect

Did you know you can access your TennCare benefits online with TennCare Connect? Just visit [www.tenncareconnect.tn.gov](http://www.tenncareconnect.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!**



**Have you moved? Make sure TennCare has your updated address to ensure your benefits remain active.**





# Newborn testing for PKU

Are you welcoming a new baby into the world? **Congratulations!**

In the first few days of life, the doctor needs to run a few tests. One of them includes checking for phenylketonuria, or PKU for short.

## What is PKU?

PKU is a rare disease when the body can't break down an amino acid called phenylalanine. Phenylalanine is found in almost all foods with protein. When the body can't break it down, it builds up in our blood. When levels get too high, it can cause:

- Brain damage.
- Seizures.
- Intellectual disability.

With early testing and treatment, those problems can be prevented! We cover the PKU test and other medical services, including special, low-protein baby formula.



Most doctors are required to test for PKU. If you have questions, **talk to your doctor** about this and other screenings to expect.

Employment and Community First (ECF) CHOICES members:

## Get social, get busy, join in the community

Community is about more than just where you live. It's about finding your tribe, your village — a group of friends to go out with, try new things with or visit new places. We feel that community and relationships are very important to a person's overall health and wellbeing.

Our Community Integration Support services are here to help ECF CHOICES members venture out and meet new people. We can help you:

- Take a class.
- Find activities to help you get healthy and stay healthy.
- Join a club.
- Do other fun things in your local area.
- Volunteer.

## Find your community.

Call 1-866-840-4991 (TRS 711)  
to get started.







## TennCare CHOICES

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

### That includes:

- Care in a nursing home.
- 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).**

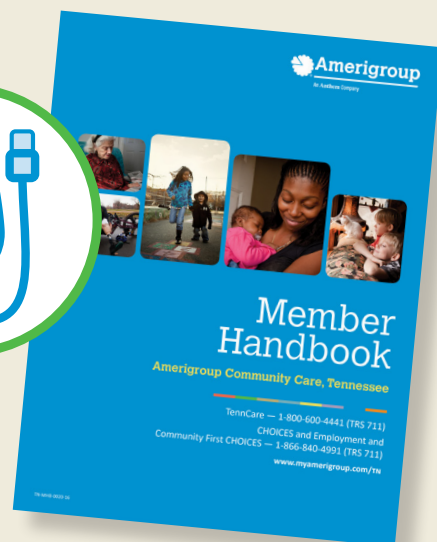
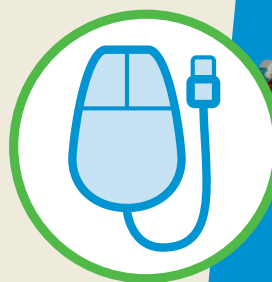
**Get your handbook online — your guide to all the things in your health plan!**

Visit [www.myamerigroup.com/TN](http://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 drugstore. 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 at **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 at **1-800-433-5454**.

Who to call	For questions about 
<b>Member Services</b> 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!
<b>24-hour Nurse HelpLine:</b> 1-866-864-2544 (TRS 711)	An illness, injury or other medical advice
<b>TennCare Connect Hotline:</b> 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: ئه گهر به زمانی کوردی قهسه ده کهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بو تو به دهسته. په یومندی 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.

