

# Make Health HAPPEN

Quarter 4, 2019 | [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)



## Helping babies sleep safe

Thousands of sleep-related deaths happen to babies every year. According to the Centers for Disease Control and Prevention (CDC), these include things like accidental suffocation, sudden infant death syndrome (SIDS) and more.

### Protect your baby. Follow these tips:

- **Babies should always sleep on their backs** until they can easily and frequently roll over on their own. (This normally happens around 12 months old.)
- **They should sleep on a firm mattress** (never a pillow, waterbed, chair/sofa or squishy surface).
- **Don't put anything in the crib with the baby** — no loose bedding — all you need is a fitted sheet; no pillows and no soft objects/toys. A pacifier is OK.
- **Babies should sleep in their own crib.** It's a good idea for the crib to be in your bedroom. But they should not sleep in your bed.
- **Don't let your baby get too warm.** Don't over dress or over bundle. (You can tell if babies are too hot if they're sweating or if they feel too hot when you touch them.)



If you have questions, talk to your doctor. For support groups for families who have lost a child in their sleep, visit [www.firstcandle.org](http://www.firstcandle.org).



**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)



## Know the **signs** of lead poisoning:

- Headaches
- Stomachaches
- Muscle and joint pain
- Kidney problems
- Hearing problems
- Learning problems, including attention deficit hyperactivity disorder (ADHD)
- It can also slow down growth



Note: There are often **no signs** of lead poisoning. When symptoms do occur, they may be mistaken for other conditions.

## How children may be **exposed** to lead:

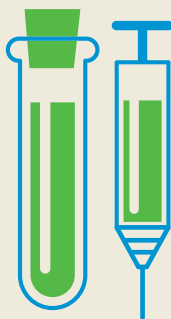
- Living in an older home, built before 1978 and:
  - Consuming peeling paint
  - Breathing in dust, especially around window sills
- Playing with old, antique toys
- Drinking water tainted with lead from corroded pipes and fixtures (Note: you can have your water tested)
- Using old, antique furniture with lead
- Playing on bare soil (grass and pavement should be OK)
- Eating or drinking foods, candy and liquids stored in lead-glazed containers

# Protect your child from **lead poisoning**

Did you know lead poisoning is still a health hazard for millions of children in the U.S.?

Since lead is a heavy metal, it's still used in many consumer products. It's also still found in many older homes.

The only way to know for sure if your child has been exposed to lead is with a blood lead test. All children should have a blood lead test at 12 and 24 months old.



**If** you suspect your child has been exposed to lead or poisoning, call their doctor right away.

## Striving to do better

We have 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 would like information about our scores, efforts to improve patient safety or any other info about our QM program, please write to:

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



# How to help your family **lose weight**

Did you know September is childhood obesity awareness month? According to the Centers for Disease Control and Prevention (CDC), 1 in 5 children is obese. If your child is overweight or obese, work together as a family to make healthy changes in diet and exercise habits.

## Nutrition



**Eat colorful fruits and veggies** — half the food on the plate should be fruits and/or veggies at every meal (fresh or frozen is best).



**Eat less salt** — buy no- or low-sodium groceries (especially sauces and canned goods).



**Eat less sugar** — buy fewer sugary snacks, desserts and cereals; try snacking on fruit, berries or nuts.



**Drink less sugar** — drink more water; limit juice and soda to one small glass a day.



**Adjust portion sizes** — eat until satisfied (you no longer feel hungry), not until feeling full.



**Avoid processed foods** — like microwave meals or snacks that come in colorful wrappers or boxes.



**Try grilling or baking meats** instead of frying; try seasoning with herbs and spices instead of breading.



**Cook with oil or water** instead of butter.



**Limit breads and pastas** to part of the meal; also try mixing veggies into pastas.



**If you drink milk**, buy skim or 1%. Or try a milk alternative, like unsweetened almond milk/beverage that's fortified with calcium.



### Other tips:

- **Eat meals together**, sitting at the table.
- **Include a variety of items at meal times** — include veggies and/or fruits and include at least one food/side item that everyone likes.
- **Lead by example** — eat healthy and get regular exercise both on your own and with the kids.



## Physical activity



**Encourage kids to go outside** and play with friends.



**Limit screen time** for TV, phones and other devices to a couple hours per day.



**Be active as a family.** You could try taking walks after meals, family dance parties, jumping rope, yoga, or just going to play/hang out at the park or community center.



**Try to do something active** almost every day.



**Be careful not to eat when bored or stressed;** find something active to do instead.



**Get 7-8 hours of sleep every night** — it's best to go to bed and wake up at the same time each day.

## Ready to get started?

**Your or your child's doctor is the best place to start.**

They can:

- Tell you how much weight you or your child need(s) to lose based on age, height and weight
- Help you make a diet and exercise plan that you can handle and enjoy
- Check for other health problems and start treatment



**Call the primary care provider (PCP) today and ask to schedule a well-child visit.**

Studies show that 77% of children who are obese become obese adults.



## Employment and Community First (ECF) CHOICES:

# Support for families

When ECF CHOICES family members need a hand, we're here to help. Take advantage of our family services listed below.

### Respite care

This is a fill-in caregiver when you need a short break (only for unpaid caregivers).



### Supportive home care

This is like a personal assistant who helps members with their personal needs (at home, work and otherwise), freeing family to do other things.



### Family caregiver stipend

This is an alternative to supportive home care. It's a monthly payment to family caregivers for helping with a member's personal, day-to-day needs.



**To learn more**, see the back of the member handbook. To see if you qualify, call 1-866-840-4991 (TRS 711).

# Person centered support plans

## Focused on caring for you

Our people are here to listen. If you're in CHOICES Group 2 or 3 (meaning you receive home care instead of living in a nursing home) or ECF CHOICES, we'll work together to create your person-centered support plan.



## This includes:

**What is important to you** — the things that really matter to you

**What is important for you** — the supports you need to stay healthy and safe, and achieve your goals

**How to support you** to have those things in your life

Your person centered support plan will be updated once a year or more often if needed. To update your plan or to ask questions, call 1-866-840-4991 (TRS 711).

## My PCP Connection

**Do you have a primary care provider (PCP) you prefer to see?** Is it the same PCP listed on your member ID card? If not, you can make the change online with My PCP Connection. Here's how:

- 1 Go online to [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN).
- 2 If you haven't already, register for a username and password. Then, log in to your secure account.
- 3 Once logged in, your PCP information will be in the box on the left. Click the link to make changes.



## Rather talk with someone? Call Member Services.

Note: After you change, we'll send you a new ID card with the PCP's name on it.



# The dangers of taking opioids while pregnant

In the U.S., the number of people who take and abuse opioids has been rising since the '90s. The problem is that opioids can cause serious health risks both for you and your baby. And if you're addicted, you should seek help from your doctor as soon as possible.

## What are opioids?

- Strong prescription pain medicine
- Highly addictive (they're created from the poppy plant — the same plant used to make heroin)

## Common opioids you may know:

- |                         |                             |
|-------------------------|-----------------------------|
| ■ Hydrocodone (Vicodin) | ■ Tramadol (Ultram)         |
| ■ Oxycodone (Oxycontin) | ■ Morphine (Kadian, Avinza) |

## Opioid risks to babies in the womb:

- |  |  |
|--|--|
| ■ Placental abruption — when the placenta (that gives your baby food and oxygen) separates from the wall of the uterus | ■ Premature birth (when the baby is born too small and/or not strong enough) |
| ■ The baby not growing big enough in the womb  | ■ Miscarriage (death of the baby)  |
| ■ Water breaking too early   | ■ The baby becoming addicted to opioids and dangerous withdrawal symptoms    |
| ■ Preterm (early) labor  | ■ And more risks   |

**If you're pregnant and taking opioids**, don't try to quit on your own — withdrawal symptoms could put you and your baby's life in danger. Call one of these doctors to get help weaning off them:

- |               |   |
|---------------|---|
| ■ Your OB/GYN | ■ A community mental health center (CMHC) |
| ■ Your PCP    |   |

**If you're not pregnant and taking opioids**, talk to your doctor about birth control.





# Better choices, healthier life

According to the Centers for Disease Control and Prevention (CDC),  
**6 in 10 people in the U.S.  
have one or more chronic diseases.**

Those may be:

- Diabetes
- Heart disease (that leads to heart attack)
- Stroke
- Alzheimer's
- Kidney disease
- Lung disease
- Cancer



**The best way to prevent diseases is to make healthy habits and stick with them:**

## **Eat healthy**

- Fill half your plate with colorful fruits and veggies every meal.
- Cook more meals at home, using less salt and sugar.
- Drink more water.

## **Exercise**

At least 150 minutes total every week

## **Don't smoke**

- If you smoke, quit.
- If you don't smoke, don't start.
- Avoid being around people who are smoking. Secondhand smoke is just as bad.

## **Limit alcohol**

No more than 1-2 drinks per day and only on occasion

## **Sleep**

- Get at least seven hours of sleep every night.
- Go to bed and wake up at the same time.

## **Get regular health care and screenings**

Get a wellness checkup every year.

Your PCP can help you with all of these things, including making a diet and/or exercise plan. If you haven't had a physical this year, call today and make an appointment.



# When your teen fights at school

As a parent, it can be hard to know what to do when your teen gets into a fight. Here are some tips to help both you and your teen through this difficult time:

**Listen to their side of the story** — sometimes what people need is to vent their frustrations. The same is true for your teen. Talking about it without interruption can be an emotional relief by itself. They may not be 100% honest or realistic at this time. But knowing they are being heard can go a long way.

**Talk about the consequences of fighting as an adult** — they need to know that as an adult, fighting can mean legal assault charges, going to court, going to jail, having a criminal record (which can ruin their chances of getting a job) and more. If the other party was injured now, there's a good chance legal action could begin now as well.



**Talk about the consequences now** — many schools have a zero-tolerance policy for fighting. That usually means school suspension and possibly being expelled now or soon. Teens need to know that fights, suspensions and being expelled are kept on their school records. Meaning future teachers, principals and colleges will likely be able to see this. With those records, other schools may not allow them to enroll later.



**If they've been suspended now** — reinforce the suspension at home. Calmly remove electronics, cellphones, devices, car keys (if able to drive) or even power chords. You may also want to assign chores during this time. Do this so that their suspension does not become a vacation. But don't leave them with a sympathetic grandparent, for example. If leaving them alone, take electronics, keys and chords with you.

**Talk to them about how to handle things better** — start off by asking for their ideas how they could have handled things better this time. If they can't think of good alternatives, then calmly instruct them. You may want to talk to them about anger management or problem-solving skills. Share the things that *you* do to calm down. Tell them when to walk away, when to go to a school counselor or principal, when to call you directly, etc.



Make it clear — violence is **never** the answer.





## Five reasons to get tested for chlamydia

- 1 Chlamydia is one of the most **common** sexually transmitted infections (STIs).
- 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!

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

## Diabetes and high cholesterol go hand-in-hand

Did you know many people with diabetes are at an increased risk for high cholesterol? High cholesterol is waxy, fatty buildup in your blood vessels (veins).

This also puts you at an increased risk for:

- Heart disease (that causes heart attack)
- Stroke
- And more

Because of this, most people with diabetes should also take a statin (prescription cholesterol medicine). If you're not doing this already, talk to your PCP.



# Our quality scores

To measure the quality of your plan, we use tools from professional organizations, including the:

- Consumer Assessment of Healthcare Providers and Systems® (CAHPS) survey
- Healthcare Effectiveness Data and Information Set® (HEDIS)



See the tables below for some of our scores and how we've improved in the past year.

CAHPS				
Category	Population	2018	2019	Change
Rating of health plan	Children	86%	89%	↑3%
Rating of health care	Children	86%	89%	↑3%
Rating of personal doctor	Children	89%	91%	↑2%
Customer service	Adults	88%	89%	↑1%

HEDIS									
Category	East region			Middle region			West region		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Teens getting Tdap and meningococcal shots	69%	75%	↑6%	67%	76%	↑9%	70%	72%	↑2%
Prenatal care visits	77%	83%	↑6%	79%	85%	↑6%	70%	76%	↑6%
Monitoring blood sugar and cholesterol of kids and teens who take antipsychotic medicine	28%	36%	↑8%	29%	35%	↑6%	21%	24%	↑3%

## Connect with us, connect to CARE

Do you have needs in your life that are not being met? Are they keeping you from good health? We want to know, and we want to help.



Tell us about your life. Starting September 20, take the CARE survey at <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>. Your answers will not have your name on them and will be combined with information from other community members.

By taking the survey, you'll give us the information we need to understand what you need to get and stay healthy.

**Thank you for caring about your health and the health of your community.**

**Our goal is helping you and others:**

**C** = **Connect** with community resources (like food pantries, housing help)

**A** = **Act** for better health by learning about your care needs

**R** = **Reduce** the stigma (shame or blame) often felt by those who are in need of help

**E** = **Empower** yourselves to take the steps needed for better health

## TennCare Connect

There is a new way to access all your TennCare benefit information. It's called TennCare Connect. TennCare members can visit [www.tenncareconnect.tn.gov](http://www.tenncareconnect.tn.gov) now and create an online account with TennCare Connect. All you need is your name and your email address.

When you create an account, you can connect your TennCare coverage details to your account online. You will be able to see your case information and eligibility coverage dates.

### With TennCare Connect, you'll be able to:

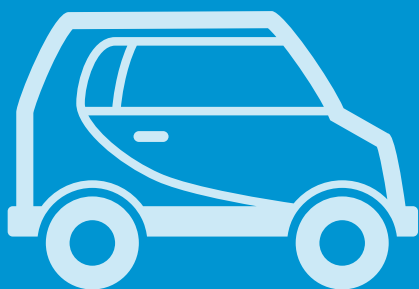
- Submit applications
- Make changes (like change your address or update your income)
- Complete annual renewals
- Upload requested documents such as pay stubs or tax documents
- Receive electronic notices



### There is also a **FREE** mobile app.

Just search TennCare in the Apple App Store or Google Play. By using the mobile app, TennCare members can upload documents, view notices and make other changes.

Just search TennCare and download the app today!



## Trouble getting to the doctor shouldn't stand between you and your health

That's why we offer free transportation services to and from (nonemergency) health care appointments.

**If you don't have a car or other ride, call us at 1-866-680-0633 (TRS 711).** In an emergency, always call 911.





## TennCare Kids parents and adult members:

### Check in, check up and 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.



# What do you know about your rights?

You can find a list of your rights and responsibilities in the member handbook. It's available:

- **Online** — [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)
- **By mail** — call 1-800-600-4441 (TRS 711) to get a copy mailed to you



## 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](http://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: ئه‌گهر به زمانی کوردی قهسه ده‌کهیت، خزمهتگوزاریه‌کانی یارمهتی زمان، به‌خوێرایی، بۆ تو به‌رده‌سته. پهیوهندی 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.

