

Make Health Happen

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TennCare well-child checkup roadmap

Taking your child to appointments with their primary care provider (PCP) for routine health tests and vaccinations can help keep them on the road to good health.

Visit tn.gov/tenncare/tenncare-kids.html to view the online resource guide for well-child visits, immunizations, and dental checkups.



For help finding a doctor or making an appointment, call Amerigroup Community Care Member Services at **800-600-4441 (TRS 711)** Monday through Friday from 8 a.m. to 5 p.m. Central time. Or log in to your [online account](#) to live chat with us or send a secure message.

Staying active and hydrated during pregnancy

Spring is here! It's a great time to lace up your tennis shoes and go outside to move more. Pregnant women benefit from at least two hours and 30 minutes of moderate-intensity aerobic activity a week. Here are some outdoor, pregnancy-safe activities you can enjoy this season:

- **Swimming** — burns calories and keeps your body toned without adding weight and stress to your joints
- **Walking** — boosts your mood and energy levels and keeps your heart strong
- **Yoga** — helps relieve stress and pressure on your body

All of this activity will have you reaching for your water bottle. When you are pregnant, your body needs even more water than usual to stay hydrated. How much water you need each day will depend on things such as your activity level, the weather, and your size.

Follow these tips for safe exercise during pregnancy:

- Start slowly, know your limits, and always do a cool down.
- Take frequent breaks as needed.
- Do not exercise on your back for an extended period if you are in the second or third trimester. This can put too much pressure on an important vein and restrict blood flow to your baby.
- Avoid jerky and high-impact movements. During pregnancy, connective tissues stretch more easily, and these types of movements put you at risk of joint injury.
- Avoid activities where you could easily lose your balance. As your baby grows, your center of gravity shifts which can increase your odds of falling.



The Institute of Medicine recommends that those who are pregnant drink about 10 cups of fluids daily.

- Do not exercise if you are at an altitude of more than 6,000 feet. It can lessen the amount of oxygen going to your baby.
- Do not work out in extreme heat or humidity.



Stop exercising and call your doctor immediately if you experience any of the following:

- Dizziness
- Headache
- Chest pain
- Calf pain or swelling
- Abdominal pain
- Blurred vision
- Vaginal bleeding
- Less fetal movement
- Contractions

Talk to your doctor before beginning any new exercise routine during pregnancy. They can answer any safety concerns you have and help you create a plan that is right for you.

Source: American Pregnancy Association website: americanpregnancy.org/healthy-pregnancy/pregnancy-health-wellness/exercise-and-pregnancy-1059/

Office on Women's Health website: womenshealth.gov/pregnancy/youre-pregnant-now-what/staying-healthy-and-safe

Dental care for teens

Dental care is an important part of your teen's overall health and well-being. Regular dental care can help prevent cavities and gum disease. A healthy smile can also help boost their confidence.

As an Amerigroup member, your teen can get one checkup and cleaning every six months through DentaQuest. Your teen has also been assigned a Dental Home. A Dental Home is the dentist office your child goes to regularly for dental care. You can find the name and location of your child's Dental Home at the top of the letter that was sent with your child's member ID card.

If you need help finding out where your teen's Dental Home is, or want to change their Dental Home, call DentaQuest at **855-418-1622**.



For more information and tips for keeping your teen's smile healthy, view our **TennCare Dental Health Guide** or visit **Health A-Z** and search "dental."



Manage your or your child's condition with your Amerigroup benefits

We offer resources for you to learn more about your or your child's health condition.

When you call us to start participating in one of our Amerigroup benefits, a care coordinator will work with you or your child to set and reach health goals. A care coordinator will:

- Talk with you about healthcare needs.
- Coordinate care, such as scheduling appointments for different doctors and finding rides to and from those appointments.
- Give information about local support services for specific health conditions.



Visit our website at myamerigroup.com/tn. From there, you can view our:

- *Manage Your Condition* page to learn more about our support services.
- *Health & Wellness* page to learn more about health conditions and find interactive tools and wellness apps.



Steps you can take today

Call us toll free at **800-600-4441 (TRS 711)**, Monday through Friday, 8 a.m. to 5 p.m. Central time. When you call, we will:

- Set you up with a care coordinator.
- Ask you some questions about your or your child's health.
- Start making your or your child's care plan.
- Take you out of the program if you do not want to be in it right now (opt out).

We look forward to working together with you for your and your child's best health.



COVID-19 vaccines in children and adolescents

Even if your child or teen has already had COVID-19, it's important to get them vaccinated and boosted. Kids can get very sick from COVID-19, and long-term side effects can persist even in mild cases. Vaccination helps to reduce the risk of long-term effects from COVID-19.

The vaccine has been proven safe and effective in children as young as 6 months. Vaccination remains the best way to protect your children from severe COVID-19. To find a vaccine site, visit **vaccines.gov**.



Appropriate use of allergy medicines

If your child has allergies, giving them medicines to manage their symptoms may help. There are different kinds of medicines to help treat your child's allergies, but antihistamines are usually the first thing to try.



When your child's body comes into contact with something that triggers their allergies, it makes chemicals that can cause their nose and eyes to run and swell, and their nose, eyes, and sometimes mouth to itch. Antihistamines are medicines that reduce or block those chemicals and can help stop many allergy symptoms.

Some antihistamines are available over-the-counter (OTC), while others require a doctor to write a prescription. To help treat a stuffy nose, your child's doctor may also recommend another kind of medicine, called a decongestant.


Make sure to read the label before giving your child an antihistamine, and be sure they take it as directed. Antihistamines that may cause drowsiness should be taken before bedtime. It is not a good idea give your child antihistamines during the day or before they go to school. Talk with their doctor if you have questions or need help managing your child's allergy symptoms.

Living well with diabetes

If your child is living with diabetes, you can make changes each day that can help them enjoy a long, active life. Here are some ways that can help:

- **Stay connected.** Keep working with their primary care provider (PCP) on a diabetes care plan.
 - Talk to them about new ways your child can be more active, eat healthy, and about their medication plan.
 - Schedule and keep your child's PCP visits, tell them how your child is doing, and ask questions.
- **Take medicines.** Start a routine for your child with insulin and other medicines, such as taking them at the same time each day. Don't skip giving your child their medicine, even if they feel well.



- **If your child smokes,** consider having them stop. It's one of the best things they can do for their health and to help manage their diabetes.

Sources: American Diabetes Association, diabetes.org

Renewing your Amerigroup benefits

Did you know you have to renew your Amerigroup benefits? Look out for a letter from TennCare telling you when it's time to renew. To renew your benefits, complete and sign the renewal packet TennCare sent you. You can submit your documents:



- **Over the phone.** Call TennCare Connect at **855-259-0701**.
- **Through the mail.** Send your completed renewal packet to:
TennCare Connect
P.O. Box 305240
Nashville, TN 37230-5240
- **By fax.** Fax your completed renewal packet to **855-315-0669**. Make sure to keep the page that says your fax went through.
- **Online.** If the letter you received says you can renew online, log in to your [TennCare Connect account](#) and select **Renew My Coverage**.



Have you moved? Call TennCare at 855-259-0701 to make sure they have your current address. They will need it to send important renewal information to you.

To get a list of local organizations customized for your needs, you can fill out our short survey online at bit.ly/agp-snt.

Social Needs Tool

Our Social Needs Tool lets you search for nearby organizations that can lend a hand when you need a little extra help in life. You can find help with:



Food: meal delivery, SNAP (food stamps), and tools to learn about healthy eating



Housing: help finding shelter or permanent housing, home repairs, and paying for housing and utility bills



Goods: clothing, home goods, medical supplies, and baby and child supplies



Transportation: bus passes and help paying for your car or gasoline



Money: government benefits, loans, taxes, insurance, and classes to help manage money



Work: help finding work or on-the-job aids, retirement, and unemployment benefits



Education: help finding and paying for school for you or your child, GED testing, financial aid, school supplies, and training programs



Legal aid: help finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, or identity theft



Pharmacy copays

If you have pharmacy benefits through TennCare, you have the right to get the prescriptions you need. If you are unable to make a copay when filling a prescription, providers and drug stores cannot refuse services.* If you have problems getting your prescription medicines, you or your doctor can call the TennCare pharmacy help desk at **888-816-1680**.

* TennCare Rules 1200-13-21-.10(10)



All you need to know about your health plan — all in one place

With an online account, you can:



Change your primary care provider (PCP).



View or print your member ID card.



Take your Health Risk Screener (HRS).



View your contact info.



Chat with a live person or send us a secure message.



Request a call back from Member Services.



Check out our blog to get the latest health news, healthy lifestyle tips, and more. Visit blog.myamerigroup.com.

Scan the QR code to register or log in to your online account. Or download the app from the App Store® or Google Play™.



Your right to disenroll from Amerigroup

As our member, we hope to provide you with the benefits, services, and support you need to live a healthy life. We understand that at times, you may need to leave, or disenroll from, our health plan.

You have a right to request disenrollment if:

- You choose to enroll with another managed care organization (MCO) within 90 days of enrolling with us.
- You choose another MCO during the annual choice period and enroll in another MCO.
- CoverKids approves your request or appeal to change MCOs based on hardship criteria, and you enroll with another MCO.
- You are incorrectly assigned to our health plan and enroll in another MCO.
- You move outside of our service area and enroll in another MCO.
- CoverKids determines it is in your and CoverKids' best interest during the appeal process.
- You are no longer eligible for CoverKids.
- We no longer provide CoverKids services, or our contract to provide CoverKids services ends.
- CoverKids gives you the right to end your enrollment with us and enroll with another MCO.



You can help protect your identity by stopping fraud, waste, and abuse

To report suspicious activity to the Office of Inspector General (OIG), you can call **800-433-3982** toll free.

You also can go online to **tn.gov/tenncare** and select **Report TennCare Fraud**.



To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.



Did you know you have access to the member handbook online?

You can follow these steps:

1. Visit **myamerigroup.com/tn**.
2. Choose your health plan.
3. Then scroll down to find a link to the handbook.



If you prefer a printed copy, you can always call us at **800-600-4441 (TRS 711)**. We will gladly mail you one for free.

Who to call ...	For questions about ...
Member Services: CoverKids members: 800-600-4441 (TRS 711)	Your benefits, special health programs, and other health plan questions.
24-hour Nurse HelpLine: 866-864-2544 (TRS 711)	An illness, injury, or other medical concerns.
TennCare Connect Hotline: 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 800-600-4441 (TRS: 711).

Kurdish: کوردی

ئاگاداری: ئه‌گهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوڕایی، بۆ تو بهردهسته. پهیومندی به 800-600-4441 (TRS 711) بکه.

Do you need help with your healthcare, talking with us, or reading what we send you? Call us for free at: **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 800-600-4441 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.



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