

# Make Health Happen

Quarter 4, 2021 | [myamerigroup.com/tn](https://myamerigroup.com/tn)



## Time for your child's flu shot



It's flu season and you can help protect your child with a flu shot. Every year there is a new flu shot because flu viruses are always changing. Flu shots are safe and the best way to lessen your child's chance of contracting the flu and spreading it to others.

**Who needs a flu vaccine?** Everyone six months and older needs a flu vaccine every year.

**When and how often should children get a flu vaccine?** For most children, it is good practice to get them vaccinated by the end of October. However, getting vaccinated later can still be protective, as long as flu viruses are circulating.

- Babies and children 6 months to 9 years of age who have never had a flu shot will need two doses of the vaccine, given at least four weeks apart. Your child should get the first dose as early in the season as possible.
- Children who had one or more doses of the regular seasonal flu shot in the past will only need one dose per year.

### Benefits of the flu shot

The flu shot is safe and gives your child the best chance to avoid the flu. The flu shot can help:

- Keep your child healthy. The flu shot has helped stop illness, hospitalizations, and even death.
- Lessen the symptoms from COVID-19.
- Prevent them from missing school.
- Protect others from getting the flu, including infants who can't get the vaccine.

## COVID-19 VACCINES

COVID-19 vaccines are now available to people ages 12 and up, at no cost to you. Visit [vaccines.gov](https://www.vaccines.gov) to find vaccine locations near you. This site allows you to choose locations by vaccine brand. Right now, Pfizer vaccines are approved for children 12 to 18.

For your child's best shot at protection, make an appointment with their primary care provider (PCP) for a flu shot.



### We're here to help

We can help you schedule your child's visit or find them a PCP. Amerigroup Community Care members can send a secure message through their online account at [myamerigroup.com/tn](https://myamerigroup.com/tn). You can also call Member Services at 800-600-4441 (TRS 711), Monday through Friday from 8 a.m. to 5 p.m. Central time.



# Winter care tips for moms-to-be

## to prevent skin issues and nosebleeds

Pregnancy has its challenges in any season, but winter brings its own special set. Cold winter air means less humidity and less moisture. These conditions increase the risk of itchy and dry skin and nosebleeds for expecting moms. To avoid both of these problems, it's important to stay hydrated and keep your skin moisturized.

Try these seven simple tips to help you during the dry winter months:

1. Drink lots of water and limit caffeine.
2. Use a humidifier to add moisture to dry indoor air.
3. Add lotion to your daily skincare routine.
4. Try a warm oatmeal bath to help relieve itchy skin.
5. Wear sunscreen with an SPF of at least 35. Pregnancy can make your skin more sensitive to the sun.
6. Keep the inside of your nose moist with petroleum jelly saline gel, or aloe vera.
7. Blow your nose gently if you're stuffed up or have a runny nose.



Our 24-hour Nurse HelpLine is ready 24/7 to answer any health questions, even when your OB's office is closed. When your provider is not available, you also can use LiveHealth Online to see a provider on your smartphone, tablet, or computer. Visit [startlivehealthonline.com/landing.htm](https://startlivehealthonline.com/landing.htm).

Dry and itchy skin and nosebleeds are very common during pregnancy. They're usually nothing to worry about, but **tell your obstetrical (OB) provider right away if you have:**

- A nosebleed that lasts longer than 10 minutes or is very heavy.
- Red, itchy rashes on your skin.


Sources: The American College of Obstetricians and Gynecologists website: *Skin Conditions during Pregnancy* (accessed August 2021): [acog.org](https://www.acog.org)  
American Pregnancy Association website: *Nosebleeds during Pregnancy* (accessed August 2021): [americanpregnancy.org](https://www.americanpregnancy.org)


# Teens and teeth





As a parent, you probably know how important your child's oral care is to their overall health. But as your child grows up and becomes more independent, you might not pay as close attention to how they're caring for their teeth. Here are six ways to help your teen brush up on their dental care:


1. Routine dentist visits are important for a healthy smile. To find a dentist near you, visit [dentaquest.com](https://www.dentaquest.com) or call 888-291-3766.



2. Remind your teens to brush at least twice a day and floss daily. When it comes to oral health, sometimes teens can slack off. Let them know routine teeth cleaning can prevent cavities, bad breath, and stains.


3. Replace their toothbrush every three months and after they recover from a cold or flu.


4. Avoid buying junk food. Soda, energy drinks, chips, and candy can lead to tooth decay and gum infections.


5. Talk to your teens about the dangers of vaping and smoking. The nicotine in e-cigarettes and other tobacco products can cause tooth decay, cavities, and gum disease and may increase their risk for oral cancer.


6. Encourage the use of a mouth guard when they play contact sports. This can protect your teen's teeth from serious injury.



**Talking to your teen now about the importance of dental care will help them develop healthy habits that last a lifetime.**



# Four things to know about antibiotics this cold and flu season

When you have a stuffy nose, persistent cough, and a fever, you want to feel better right away. Taking antibiotics won't help. In fact, it can kill off "good" bacteria that helps the body fight infections. Read on to learn more about antibiotics, superbugs, and ways to treat a cold and the flu.

**1 Doctors prescribe antibiotics to treat infections caused by bacteria, not viruses.** If you have a cold or the flu, antibiotics will not help you feel better or reduce the length of your illness. See the chart below to know when you need antibiotics – and when to avoid them.

**2 What is antibiotic resistance?** Antibiotics are powerful and can save lives. But when taken improperly, bacteria can become resistant and may be harder to treat. This means antibiotics may no longer work when fighting the bacteria.

Superbugs are germs that don't respond to antibiotics. Common superbugs are MRSA and hard-to-treat forms of pneumonia, gonorrhea, tuberculosis, and UTIs. Every year, at least 2.8 million Americans get sick from superbugs.

**3 How you can help fight superbugs** Superbugs are hard to treat, but you can help prevent them by taking antibiotics safely.

It's important to take antibiotics as prescribed and never skip doses, even if you are feeling better. Avoid pressuring your doctor to prescribe an antibiotic.

**4 How to treat cold and flu symptoms** The common cold and the flu usually go away in a week or two without treatment. Here are a few ways to feel better:

- Over-the-counter pain relievers or fever reducers
- Saline nasal spray or drops
- Warm compresses
- Drinking lots of fluids, such as juice, chicken soup, or herbal tea
- Rest



Next time you have a cold or the flu, talk to your doctor before rushing to antibiotics. Your doctor will work with you to find the best treatment option for you.

## Will antibiotics help?

### Never

- Cold
- Flu
- Chest cold (acute bronchitis)

### Sometimes

- Pinkeye
- Urinary tract infections (UTIs)
- Pneumonia
- Earache
- Sinus infection

### Always

- Strep throat
- Tuberculosis
- Staph infection
- E. coli

# Loneliness hurts

Feeling isolated from people doesn't just hurt emotionally. Loneliness is bad for your physical health, mental health, and your overall well-being.

## What is loneliness?

Loneliness is much more than feeling alone. It's a state of mind that can last for days, weeks, or years.

### You may be lonely if you feel:

- Disconnected from family or friends.
- Like you have no one to talk to.
- That no one cares about you.
- That no one will know if something happens to you.
- Like you have no social worth.

## How can you feel less lonely?

Research shows social relationships can help people live longer, healthier lives. These simple steps may help you feel more connected:



- Skype, FaceTime, or video chat with loved ones.
- Ask someone to visit.
- Take care of yourself.
- Tell your PCP how you're feeling.
- Volunteer.
- Find a course, event, or activity you'd enjoy and go.
- Join an online community or Meetup group.



**If you're lonely or feeling isolated, don't be afraid to call these numbers for help:**

- 24-hour Nurse HelpLine: 866-864-2544 (TRS 711)
- Amerigroup Member Services: 800-600-4441 (TRS 711)

**If you feel like you might hurt yourself, call 911 or Mental Health Crisis Services at 855-CRISIS-1 (or 855-274-7471) right away.**

# 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.

**We are just a click away at [myamerigroup.com/tn](https://myamerigroup.com/tn). Visit the:**

- **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).

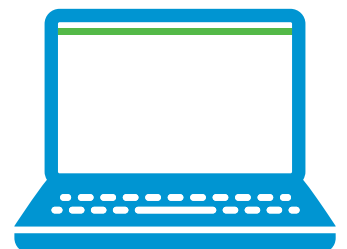
We look forward to working together with you for your family's best health.

## Your member handbook is available online.

**You can follow these steps to access it now:**

1. Visit [myamerigroup.com/tn](https://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 call us at 800-600-4441 (TRS 711). We will gladly mail you one for free.



To receive a list of local organizations customized for your needs, you can fill out a short survey online at [bit.ly/agp-snt](https://bit.ly/agp-snt).

# Community Resource Link — Social Needs Tool

Our Community Resource Link Social Needs Tool lets members and parents 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, where to find free food, SNAP (food stamps), and tools to learn about healthy eating



**Housing:** 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 paying for your car or gasoline



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



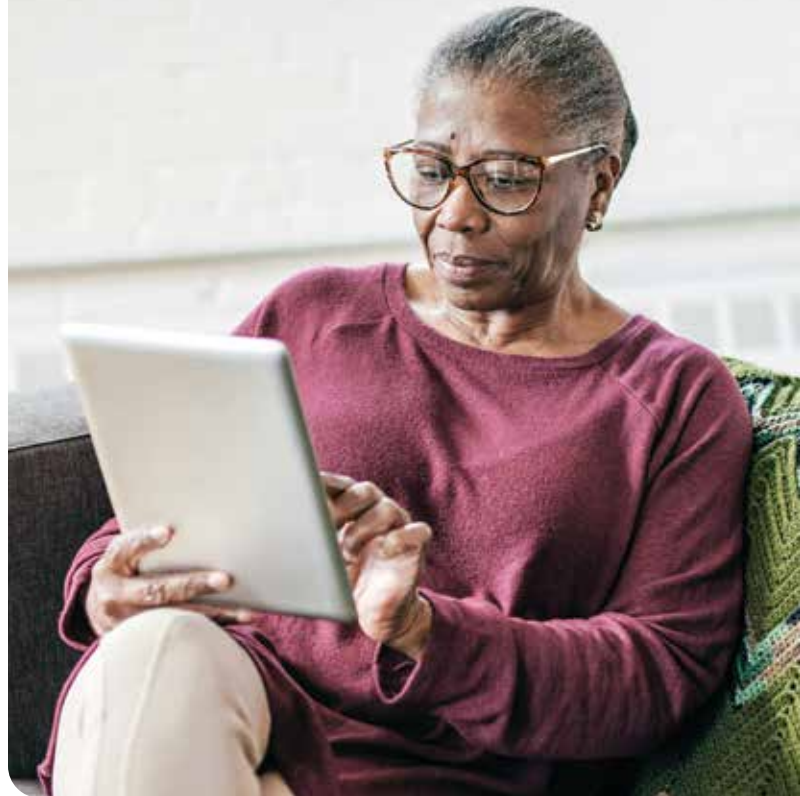
**Work:** finding work or on-the-job aids, retirement, and unemployment benefits



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



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



## Online and mobile tools to help manage your health

### Amerigroup app

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

With this app, you can:

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



### Amerigroup blog

... at [blog.myamerigroup.com](https://blog.myamerigroup.com).

On the blog, you can:


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





## You can help protect your child's 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](http://tn.gov/tenncare) and select **Report TennCare Fraud**. To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call 800-433-5454 toll free.

Who to call ...	For questions about ... 
<b>Member Services:</b> 800-600-4441 (TRS 711)	Your benefits, special health programs, finding a doctor, and other health plan questions
<b>24-hour Nurse HelpLine:</b> 866-864-2544 (TRS 711)	An illness, injury, or questions about where to receive care
<b>TennCare Connect Hotline:</b> 855-259-0701	Applying for or renewing benefits

### Spanish:

### Español

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

### Kurdish:

### ی‌دروک

ئاگاداری: ئه‌گهر به زمانی کوردی قهسه ده‌کهیت، خزمه‌تگوزاریه‌کانی یارمه‌تی زمان، به‌خۆرایی، بو تو به‌دهسته. په‌یه‌ندی 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.

