

# Make Health Happen

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## Understanding the difference between emergent, urgent, and routine health conditions

Knowing where to go for care can help you stay healthy. A primary care provider (PCP) is your main doctor. They can help:

- Make sure your individual health needs and goals are met.
- Provide checkups, screenings, and other routine care.
- Stay on top of health conditions like asthma and diabetes.

### When to go to an urgent care center

Some illnesses or injuries aren't emergencies, but they can get worse if they are not treated right away. If you have any of the below, call your PCP's office first. If your PCP's office is closed, go to your nearest urgent care center for care.

- Minor burns, cuts, or injuries
- Sprains, strains, or broken bones
- Earache
- Sore throat
- Ear infection
- Cold
- Bad rash or other skin irritations

### When to go to the emergency room (ER)

The ER can help with health problems that are life-threatening, like:

- Chest pain or trouble breathing
- Bleeding that cannot be stopped
- Loss of consciousness
- Bad burns
- Poisoning

**If you have an emergency, call 911 or go to your nearest ER.**

Need help deciding where to go for care? Call 24-hour Nurse HelpLine to speak with a nurse. The nurse can:

- Find a doctor, urgent care center, or walk-in clinic.
- Figure out if you are having an emergency.
- Refer you to LiveHealth Online.



# Managing high blood pressure before, during, and after pregnancy

Some women have high blood pressure while they are pregnant. This can put the mother and baby at risk for problems during the pregnancy and after delivery. These problems can include:

- Preeclampsia — high blood pressure and signs of liver or kidney damage after the 20th week of pregnancy
- Eclampsia — seizures or coma that happens in pregnant women with preeclampsia
- Stroke — a block that prevents blood from getting to a part of the brain, causing parts of the brain to become damaged or die
- Preterm delivery — birth that happens before 37 weeks of pregnancy
- Low birth weight — when a baby is born weighing less than 5 pounds, 8 ounces



## What to do if you have high blood pressure before, during, or after pregnancy



**Before pregnancy** — talk with your doctor about planning for your pregnancy. Your doctor can help you find medicines that are safe to take during pregnancy and other ways to manage your blood pressure with healthy eating and exercise.



**During pregnancy** — go to the doctor regularly for prenatal care. Make sure to talk with your doctor about any medicines you are taking. Eating healthy foods and getting enough exercise are also important ways to manage your blood pressure.

**After pregnancy** — pay attention to how you feel after you give birth. Tell your doctor right away, or call 911 if you have symptoms of preeclampsia after pregnancy, which include:

- A headache that will not go away
- Changes in vision, like blurry vision or seeing spots
- Pain in the upper stomach
- Nausea or vomiting
- Swelling in the face or hands
- Sudden weight gain
- Trouble breathing



# Buffering impacts of isolation and trauma faced through the COVID-19 pandemic



We cover healthcare services for behavioral health issues and substance use disorders. Your teen can see any healthcare provider in our network, including:

- Their primary care provider (PCP).
- A counselor, therapist, psychologist, or psychiatrist.
- A community mental health center.



To find a provider, use our Find a Doctor tool or call Member Services at 800-600-4441 (TRS 711).

COVID-19 has impacted us all, including our mental health. Social distancing helps reduce the spread of COVID-19, but it can also cause feelings of isolation, loneliness, stress, and anxiety. Finding ways to cope with these feelings can help you and those around you become stronger.

## Not everyone responds to stress in the same way. Stress can cause:

- Feelings of anger, sadness, worry, frustration, or numbness
- Changes in how much you eat and sleep
- Difficulty concentrating or making decisions
- Physical changes, like headaches or stomach problems
- Worsening mental health conditions
- Increased use of drugs or alcohol



## It's normal to feel more stress during the COVID-19 pandemic. Here are some ways to cope:

- Take breaks from the news and social media.
- Remember you're not alone. Stay in touch with friends and talk with them about how you're feeling.
- Enjoy little wins throughout the day.
- Make time to relax. Listen to music, read, or try out a new hobby.
- Treat yourself to healthy foods and get plenty of rest.
- Exercise daily. Exercise can help reduce anxiety, fatigue, and stress.



# Treating cold and flu symptoms



When you're sick with a cold or with the flu, it can be hard to tell what to do to treat your symptoms. Here are some tips to help:

**Drink plenty of fluids.** Water, juice, or warm water with lemon and honey helps fight congestion and prevents dehydration.

**Soothe a sore throat** by gargling warm saltwater.

**Relieve a cough.** Try cough drops or lozenges instead of cough medicine.

**Ease a stuffy nose.** Try a nose spray or nasal drops to help relieve stuffiness and congestion. Adding moisture to the air with a humidifier can also help.

**Avoid taking medicines with the same ingredients,** like Tylenol and Ibuprofen. Read the label of any medicines you take to check the ingredients.

Remember, only take medicines as directed. For help finding a doctor or urgent care center near you, use our Find a Doctor tool or call Member Services at **800-600-4441 (TRS 711)** Monday through Friday from 8 a.m. to 5 p.m. Central time.

Source: Mayo Clinic website, *Cold remedies: What works, what doesn't, what can't hurt* (accessed September 2021): mayoclinic.org.

## Flu prevention

Getting a flu shot each year is the best way to prevent the flu. The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older get a flu shot to help reduce severe illness from the flu. Young children, pregnant women, people 65 years and older, and those with conditions like asthma, diabetes, and heart disease are at higher risk of having serious complications from the flu.

There are also things you can do every day to help prevent the flu from spreading:



- Avoid close contact with people who are sick. If you are sick, keep your distance from others to protect them from getting sick, too.
- Cover coughs and sneezes.
- Wash your hands often with soap and water.
- Avoid touching your eyes, nose, and mouth.
- Clean surfaces and objects regularly.
- Practice healthy habits, like getting plenty of sleep, exercising, managing stress, and drinking plenty of water.

Sources: Centers for Disease Control and Prevention website, *Who Needs a Flu Vaccine* (accessed September 2021): cdc.gov. | Centers for Disease Control and Prevention website, *Preventive Steps* (accessed September 2021): cdc.gov. | Centers for Disease Control and Prevention website, *Healthy Habits to Help Protect Against Flu* (accessed September 2021): cdc.gov.

# Manage your or your child's condition with your **Amerigroup Community Care** 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.
- Give information about local support services for specific health conditions.

**We are just a click away at [myamerigroup.com/tn](http://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 from 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).

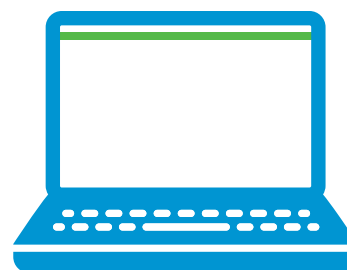
We look forward to working together with you or your child for your best health.

## Did you know you can access the member handbook online?

**You can follow these steps:**

1. Visit [myamerigroup.com/tn](http://myamerigroup.com/tn).
2. Choose your health plan.
3. Then, scroll down to find the 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.



**New benefits have been added!**  
View your member handbook to learn more.

To receive a list of local organizations customized for your needs, you can fill out a short survey online at [bit.ly/agp-snt](http://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, SNAP (food stamps), and tools to learn about healthy eating



**Housing:** help finding shelter or permanent housing, home repairs, and help 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:** 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.
- Change your PCP and 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](http://blog.myamerigroup.com).

On the blog, you can:

- Read the latest medical news and health tips.
- Learn more about how Medicaid works.
- Find tasty recipes.





## Renewing your or your child's Amerigroup benefits

Did you know you have to renew your Amerigroup benefits? Look out for a letter from TennCare telling you if it's time to renew. When it's time to renew your benefits, complete and sign the renewal packet TennCare sent to 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 click **Renew My Coverage**.



### 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 1200-13-13-.08(11) and 1200-13-14-.08(11)

## Three ways to schedule your COVID-19 vaccines

You can find a vaccine site and schedule COVID-19 vaccines in one of the following ways:

- 1 Visit [vaccines.gov](https://www.vaccines.gov).
- 2 Text your ZIP code to GETVAX (in English) or VACUNA (en Español).
- 3 Call **800-232-0233 (TRS 888-720-7489)**.



**Testing is still an important part of our fight against COVID-19.**

If you have symptoms, it's a good idea to get tested. You can use our COVID-19 Test Finder link at <https://www.sydneyhealth.com/covid19/test-site-finder/> to find a location near you.


**Visit our COVID-19 resource center at**

[myamerigroup.com/tn/coronavirus.html](https://myamerigroup.com/tn/coronavirus.html). Here, you'll find local resources, telehealth options, and a COVID-19 test site locator. By activating your online account, you can receive email updates, too.



## 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** 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.

Who to call ...	For questions about ... 
<b>Member Services:</b> 800-600-4441 (TRS 711)	Your benefits, special health programs, 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



**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.**

### Spanish: Español

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

### Kurdish: کۆردۆکی

ئاڭاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆرای، بۆ تۆ بەردەستە. پەیوەندی بە 800-600-4441 (TRS 711) بکە.

**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.

