

Make Health Happen

Quarter 1, 2023 | myamerigroup.com/tn



Well-child checkups for children ages 7 to 12

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. Amerigroup Community Care is here to help.

It may be time for your child's checkup. Check this chart to find out.

| Well-child chart for children ages 7 to 12 years | | |
|--------------------------------------------------|------------------------------|--------------|
| 7 years | Well-child checkup | Once a year |
| | Flu vaccine | Once a year |
| | Vision and hearing screening | Once a year |
| | Dental checkup | Twice a year |
| 8 years | Well-child checkup | Once a year |
| | Flu vaccine | Once a year |
| | Vision and hearing screening | Once a year |
| | Dental checkup | Twice a year |
| 9 years | Well-child checkup | Once a year |
| | Flu vaccine | Once a year |
| | Vision and hearing screening | Once a year |
| | Dental checkup | Twice a year |

Well-child chart for children ages 7 to 12 years

| | | |
|-----------------|--------------------------------------------------|-------------------------------|
| 10 years | Well-child checkup | Once a year |
| | Flu vaccine | Once a year |
| | Vision and hearing screening | Once a year |
| | Dental checkup | Twice a year |
| 11 years | Well-child checkup | Once a year |
| | Tetanus, diphtheria and pertussis vaccine (Tdap) | One time |
| | Human papillomavirus vaccine (HPV) | 2-dose series from ages 11-12 |
| | Meningococcal vaccine | One time |
| | Flu vaccine | Once a year |
| | Vision and hearing screening | Once a year |
| | Dental checkup | Twice a year |
| 12 years | Well-child checkup | Once a year |
| | Flu vaccine | Once a year |
| | Vision and hearing screening | Once a year |
| | Dental checkup | Twice a year |

Other ways to help your child be healthy:

- Keep their teeth and gums healthy. Make sure your child:
 - Visits the dentist twice a year.
 - Brushes twice a day.
 - Flosses at least once a day.
 - Avoids sugary foods.
- Find fun, safe activities that encourage your child to stay active.
- Check that your child is wearing their seat belt in the car. Car crashes are the leading cause of death for kids under the age of 14.



For help finding a doctor or making an appointment, call 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.

Healthy weight gain during pregnancy

If you're pregnant, you may be wondering how your body will change and how much weight you should gain. Weight gain is a normal part of pregnancy. The amount of weight that is healthy to gain during pregnancy depends on your health, your pregnancy, and your weight before pregnancy.

Gaining too much weight when you are pregnant can raise your risk of high blood pressure, gestational diabetes, or preeclampsia. It also raises your risk of having a baby that is 10 or more pounds when they are born. When this happens, you may be more likely to have a long labor or an injury to yourself or your baby during childbirth. It also increases your child's risk for obesity and Type 2 diabetes later in life.

Gaining too little weight during pregnancy raises your baby's risk for early birth or for a low birth weight and size. That means your baby may have a greater chance of:

- Becoming sick in their first weeks of life.
- Physical and mental disabilities.
- Long-term health problems later in life.

Source:

<https://www.healthwise.net/amerigroup/Content/StdDocument.aspx?DOCHWID=abp4805>



Ask your doctor how much weight is healthy for you to gain during pregnancy. In general, experts say it is usually best to gain about:

- 28 to 40 pounds if you were underweight before pregnancy.
- 25 to 35 pounds if you were at a healthy weight before pregnancy.
- 15 to 25 pounds if you were overweight before pregnancy.
- 11 to 20 pounds if you were obese before pregnancy. In some cases, a doctor may recommend that a woman not gain any weight.



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."

Dental care for teens



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

As part of Amerigroup, your teen can get one checkup and cleaning every six months through DentaQuest. Your teen also has 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 their Dental Home at the top of the letter that was sent with your child's ID card.

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

Using Tylenol and ibuprofen for fever

If your child has a fever, you might give them medicine, like Tylenol or ibuprofen, to help lower it.

If you do, follow these tips:

- Give the right dose. Make sure to read the label to find out how much medicine is right for your child. If you're not sure, ask your doctor or pharmacist.
- Use only when needed. Most doctors will give Tylenol or ibuprofen to help lower a fever that's 101°F or higher.
- Never give your child aspirin and ibuprofen at the same time. This increases the risk of certain side effects, like nausea, vomiting, and hives.

Other ways to help your child when they have a fever:

- Keep them comfortable. Make sure they get plenty of rest and monitor their activity level.



- Encourage them to drink plenty of fluids and stay hydrated.
- Look out for any signs of serious illness. These might include a severe headache, rash, or vomiting. If your child has any of these symptoms along with a fever, call their doctor. If they are having difficulty breathing, call **911** or go to the emergency room (ER).

Source:

<https://www.aafp.org/pubs/afp/issues/2012/0301/p518.html#:~:text=Most%20physicians%20initiate%20treatment%20with,can%20actually%20protect%20the%20child.>

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](https://www.vaccines.gov).



What is depression?

Depression is an illness that causes sadness, loss of interest in activities that you or your child used to enjoy, withdrawal from others, and decreased energy. Depression can also cause people to feel hopeless about the future.

Depression is very common. It affects people of all ages.

A lot of things can cause depression. When someone has depression, there may be problems with activity levels in certain parts of the brain, or chemicals in the brain might be out of

balance. Most experts believe a combination of genes and stressful life events may cause depression.



If you think you or your child may be depressed, talk with your or your child's doctor. They can help to find care and treatment that can help you or your child enjoy life again.

Source:

<https://www.healthwise.net/amerigroup/Content/StdDocument.aspx?DOCHWID=hw30709>

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.
- 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.



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)

Renewing your 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 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 receive 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



Helping households stay connected

Do you know about the Affordable Connectivity Program? It's a new program that helps pay for high-speed internet. You can use the internet for work, school, healthcare, and more. What do you get with this program? You may get up to \$30 per month off your internet bills. There is also a one-time \$100 discount off a laptop, tablet, or computer. Who can get this program? Any household that has at least one person enrolled in Medicaid. How do you get this program? You must enroll to get it. Go online to getinternet.gov and enroll today.

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.



Manage your IngenioRx Pharmacy prescriptions.



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.amerigroup.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 supports you need to live a healthy life. We understand that at times, you may need to leave, or disenroll from, our health plan.

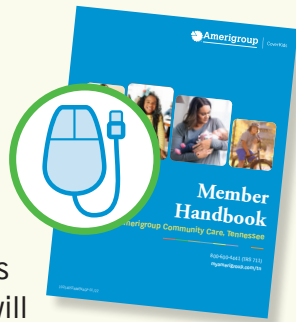
As our member, you have a right to request disenrollment if:

- 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.

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, call us at **800-600-4441 (TRS 711)**. We will gladly mail you one for free.



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.



| Who to call ... | For questions about ...  |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Member Services TennCare members: 800-600-4441 (TRS 711) CHOICES/ECF CHOICES members: 866-840-4991 (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

ناگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی 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.



Make Health Happen is published by Amerigroup Community Care to give information. It is not meant to give personal medical advice. For personal medical advice, talk to your doctor. ©2022. All rights reserved. Printed in the USA.