

Make Health Happen

Quarter 2, 2022 | myamerigroup.com/tn



It's safe to visit your child's doctor during COVID-19

With more than two years of the COVID-19 pandemic behind us, people are adjusting to safely living life. It's important to keep up with your child's wellness visits and vaccines. Getting your child vaccinated helps their immune system fight off preventable diseases. While it might have seemed unsafe to visit your child's doctor, many doctor's offices have taken steps to keep you and your family safe while you're there.

To find out what your child's doctor is doing to protect your family, visit their website or call ahead. **You can ask if they are:**

- Checking everyone's temperatures.
- Checking for symptoms of COVID-19 when you arrive.
- Requiring all visitors and staff to wear masks.
- Moving the furniture in waiting rooms six feet apart for social distancing.
- Cleaning exam rooms, equipment, and other spaces between each visit.
- Providing hand sanitizer.



For vaccine appointments, your child's doctor may:

- Schedule special kids-only hours.
- Ask you and your family to wait outside or in your car until they're ready to see your child.
- Set up a separate entrance or area for kids' well-visits.
- Offer a drive-up service for checkups and vaccines in your car.

To learn more, visit myamerigroup.com/tn.

Don't let COVID-19 stop you from keeping your kids healthy. The pandemic may have changed many things, but we can't let it stop us from keeping our kids – and ourselves – healthy.

You and your child can do your part by taking these steps:



- Wear a mask at all times.
- Stay six feet apart from others.
- Wash your hands for at least 20 seconds, or use hand sanitizer before and after touching anything in public places.
- Avoid touching your face, eyes, nose, and mouth.
- Remind small children to keep their hands to themselves and in their laps.
- Cover any coughs or sneezes.

You may be eligible to earn rewards for completing the following activities:

- \$50 for childhood wellness visits.
- \$25 for getting your baby's shots on time.
- \$50 for getting your adolescent's HPV shots on time.





COVID-19 vaccines for children 5-11

The best way to protect your child from COVID-19 is to get them vaccinated. While many children with COVID-19 may have mild symptoms or no symptoms at all, some children do become severely ill. And any child with COVID-19 can still spread the virus to others.

The American Academy of Pediatrics (AAP) recommends all children ages 5 and older get the COVID-19 vaccine. Your child can also get a flu shot and the COVID-19 vaccine at the same time. Ask your child's doctor if they can provide both the flu and COVID-19 vaccine at your child's next wellness visit, or sooner.

Don't want to wait? Find vaccine locations near you at [vaccines.gov](https://www.vaccines.gov).

Children ages 5 and older who complete the COVID-19 vaccine may be eligible to earn a \$50 reward. Create, or log in to your Healthy Rewards account to see if you're eligible.

Stay healthy. Earn rewards.

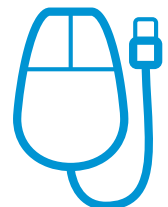
Did you know you can earn rewards for certain healthy activities while you're pregnant? With our no-cost Healthy Rewards program, you can earn gift cards to retailers like Amazon, Kohls, and Lowe's.

Earn rewards when you complete these activities during your pregnancy.

Activity	Who can earn	Reward	Limitations
First prenatal care visit	Women ages 13 - 55 years	\$25	1 per pregnancy
Postpartum care visit	Women ages 13 - 55 years	\$50	1 per pregnancy

To start earning your rewards, follow these steps:

- 1. Log in or register your online account** at myamerigroup.com/tn. After you log in, enroll in Healthy Rewards by visiting the Benefit Reward Hub.
- 2. Complete** your eligible appointments and screenings.
- 3. Choose** your gift card and enjoy.



See what you can earn on your Healthy Rewards account home page. After you finish an activity, we will load the rewards to your account.

Access your Healthy Rewards today.

Teen safety

Kids go through many changes during their preteen and teenage years. They deal with changes in their bodies, friendships, dating, social pressures, and the demands of school. Meanwhile, parents and guardians try to keep them safe while giving them freedom to make their own choices.

Safe driving

Car crashes are the leading cause of teen deaths in the U.S. You can help them become a better driver by letting your teenager practice driving with you.



Talk with your teen about safe driving, including not riding in a car with a person who has used drugs or alcohol. Ask them if they have someone to call for a ride if they feel unsafe getting into a car with someone. Let your teen know it is OK to call you or a trusted adult for help if they need it.

Encourage your teen to always wear a seatbelt. This lowers the risk of serious injuries and deaths. Remember, drivers and passengers can get a ticket for not wearing seatbelts.

Gun safety

Teens and children commit half of all accidental shootings. If you have a gun in your home:

- Store it unloaded and locked away.
- Lock up bullets in a different place.
- Teach kids about gun safety.

It's important to talk to your kids about guns. Discuss how guns they see on TV or in video games are different than guns in real life. Let them know never to take a gun to school. If they know someone talking about bringing a gun to school, tell a teacher or an adult right away.



Peer pressure and taking risks

Learning to manage conflict in a healthy way is an important part of staying safe. Teach your kids non-violent ways to resolve conflicts. Let them know walking away is OK, and that they can talk with you or a trusted adult if they need help or feel bullied.



Talk with your kids about dating and staying safe in sexual situations. Make a plan with them for avoiding risky situations, or if they feel pressured. Tell them no means no, and no is OK.



Storing and disposing medicines safely

Many children visit the emergency room (ER) each year because they get into medicines while an adult isn't looking. Any medicine, including over-the-counter medicines, can cause harm if taken in the wrong way or by the wrong person. Safely storing and getting rid of any unused medicines can help protect children and others close to you.

How to store medicines safely

- Keep medicines out of children's sight. Pick a storage place they can't see or reach.
- Put medicines away each time. Don't leave them on a counter or at a child's bedside, even if it's needed again in a few hours.
- Make sure the safety cap is locked. Twist the cap until you hear it click, or can't twist it anymore.
- Teach children and guests about medicine safety. Ask guests to store their medicines in a safe place, and tell your children about what medicine is and why a trusted adult must give it to them.
- Be prepared in case of an emergency. Call the Poison Control Center at 800-222-1222 if you think your child may have gotten into a medicine or vitamin.



To learn more about disposing of medicines safely, visit the FDA's website at [fda.gov](https://www.fda.gov).

When and how to get rid of medicines

If you have medicines that are expired or that you no longer use, it's time to get rid of them. Safely getting rid of these medicines can help protect others from taking them accidentally, or using them when they don't need to.

There are two main ways to safely get rid of medicines you no longer need:

- 1 Use a drug take back program. These programs collect and dispose of unused medicines for you. Some pharmacies, like CVS and Walgreens, offer these programs. You can also search for locations that offer drug take back programs on the U.S. Department of Justice Drug Enforcement Agency (DEA) website [here](#).
- 2 Dispose of medicines at home. Use this option when you can't use a drug take back program. You can either:
 - a. Flush your unused medicines. Some medicines have specific directions to flush them down the sink or toilet if they aren't needed. These medicines are on the U.S. Food & Drug Administration (FDA)'s [flush list](#).
 - b. Throw your unused medicines in the trash. Most medicines that are not on the flush list can be thrown away. These include pills, liquids, drops, patches, and creams.

Quitting smoking

Have you ever thought about quitting smoking, vaping, chewing, or dipping? Making a change can be hard. The first step is deciding you're ready to quit.

What could motivate you to quit?

- Saving money
- Having more energy
- Breathing easier and coughing less
- Having a healthier heart and lungs
- Not wanting to:
 - Miss seeing your kids or grandkids grow up
 - Smell like smoke
 - Expose others to secondhand smoke



Once you decide you're ready to quit, make a quit plan. This can help you prepare and boost your chances of success. To make a no-cost quit plan, visit smokefree.gov and choose I Want to Quit.



We're here to support you if you want to quit tobacco. Our no-cost Population Health program offers services that can help you quit. To learn more about the Population Health program, look in your member handbook, or call Amerigroup Population Health at 800-600-4441 (TRS 711).

Renewing your or your child's Amerigroup benefits



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

- **Online.** If the letter you received says you can renew online, log in to your TennCare Connect account and click **Renew My Coverage**.
- **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.
- **Over the phone.** Call TennCare Connect at **855-259-0701**.

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.

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

We offer resources for you to learn more.

When you call to participate, a care coordinator will work with you or your child to set and reach health goals. They will:

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

We're just a click away at 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).

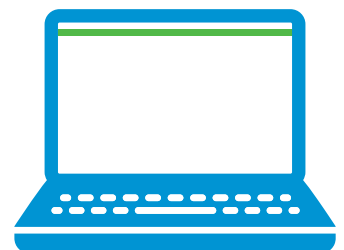
We look forward to working together with you for your family's best health.

Did you know you can access the member handbook online?

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.



To receive a list of local organizations customized for your needs, you can fill out a short survey online at 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 it. You can find help with:



Food: meal delivery, where to find free food, 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



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).

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.

On the blog, you can:

- Read the latest medical news and health tips.
- Learn more about how Medicaid works.
- 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 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: 800-600-4441 (TRS 711)	Your benefits, special health programs, finding a doctor, and other health plan questions.
24-hour Nurse HelpLine: 866-864-2544 (TRS 711)	An illness, injury, or where to receive care.
TennCare Connect Hotline: 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، بهخواری، بو تو بهردهسته. 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.

Make Health Happen is published by Amerigroup 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.