

Make Health Happen

Quarter 3, 2023 | myamerigroup.com/tn



Protecting your child against HPV

Human papillomavirus (HPV) is a group of viruses that can cause certain kinds of cancers in everyone. To help protect against HPV, your child can get two shots of the HPV vaccine 6 to 12 months apart, starting at age 9. Starting the HPV vaccine at age 9, but it is recommended for routine vaccination at age 11 or 12.



Source: <https://www.cdc.gov/vaccines/parents/diseases/hpv.html>



To learn more about HPV and the HPV vaccine, visit the Centers for Disease Control and Prevention website: [cdc.gov](https://www.cdc.gov).

Using asthma medicines

Asthma is a long-term condition that affects the airways in the lungs. Airways bring air to and from the lungs. They can become inflamed and narrow if you have asthma.

To help manage asthma, your doctor may prescribe you or your child medicines. These may include:

- Long-term medicine – inhaled medicine you take each day, even if you don't have symptoms.
- Quick-relief medicine – inhaled medicine you use when your breathing is suddenly worse.

Long-term asthma medicines help manage asthma attacks and other problems. You or your child may need to keep using long-term medicines for several months before feeling the full results.



Make sure to take asthma medicines as directed by your or your child's doctor. Talk with the doctor if you have any questions about your or your child's medicines or want to change them.



For more information and tips for keeping your teen's smile healthy, view our [TennCare Dental Health Guide](#) or visit [Health A to Z](#) and search for "dental."

Dental care for teens



Dental care is important at any age or phase of life. Regular dental care helps prevent tooth decay and gum disease, and improves overall health. A healthy smile can also help boost your teen's confidence.

As an Amerigroup Community Care member, your teen can get one checkup and cleaning every six months through DentaQuest. Your teen has also been assigned a Dental Home. This is the dentist office that 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**.

Staying healthy during pregnancy and after delivery



If you're pregnant, you may have a lot of questions. Here are some tips for taking care of yourself while you're pregnant:

- Go to your OB-GYN or your primary care provider (PCP) as soon as you think you might be pregnant and for regularly scheduled visits.
- Get vaccines your PCP recommends.
- If you smoke, drink alcohol, and/or use drugs, talk to your doctor about how to quit.
- Eat small meals often and choose healthy foods.
- Take a daily prenatal vitamin with folic acid.
- Get plenty of rest.
- Wear a seatbelt with a shoulder strap and place the lap belt under your belly.
- Use a condom or dental dam if having sex with a new partner.



After you have your baby, it can take 4 to 6 weeks to heal. To help your body recover, you can:

- See your OB-GYN for a checkup 1 to 3 weeks after delivery, but no later than 12 weeks. They may want to see you sooner if you had certain issues before, during, or after delivery, such as high blood pressure or if you had a cesarean section (C-section).
- Rest as much as you can.
- Don't lift anything heavier than your baby.
- Wait to take a bath and soak in the tub. Take showers until your OB says it's OK to take a bath. Bacteria can get into your vagina during a bath, and that can cause an infection.



You can earn rewards for going to regular checkups with your doctor while you are pregnant and after you deliver your baby.

To get started, visit the [Benefit Reward Hub](#) in your online account and enroll in Healthy Rewards. You can also call 800-600-4441 (TRS 711).

You may be eligible for:

- \$25 for going to your first prenatal visit.
- \$25 for going to a postpartum visit 7-84 days after delivery.



Coronary artery disease

Coronary arteries send blood to the heart. Coronary artery disease (CAD) is when your arteries get clogged. Here are some facts about CAD:

- Arteries get blocked when plaque builds up over time.
- Plaque is made of fat, cholesterol, and other things.
- Plaque starts to build up in your arteries when you're young.

Your risk of CAD is higher when you:

- Smoke cigarettes. People who smoke have a higher risk of having heart disease than those who don't.
- Have high blood pressure. This increases your heart's workload and your risk of health problems.

- Have high cholesterol. Too much bad cholesterol in the blood can increase the risk of atherosclerosis (plaque buildup in the arteries).
- Don't get enough exercise. This can lead to a weak heart, which can lead to heart problems.
- Have diabetes. Diabetes can increase the risk of heart disease and stroke.

To help support a healthy heart, you or your child can:

- Move more. Try to exercise each day, even if it's only for a short time.
- Ask your PCP to check your blood pressure and cholesterol.
- Keep your stress level down. Exercise, do hobbies you enjoy, and take a deep breath.
- Smoke less, or quit altogether.
- Eat healthy foods, such as grilled or baked lean proteins, whole grains, fruits and veggies.

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:

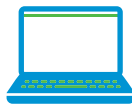
- Talk with you about healthcare needs.
- Coordinate care, such as scheduling appointments for different doctors.
- Give information about local support services for specific health conditions.



Visit our website at myamerigroup.com/tn.

Check out 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.
- Remove you from 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.

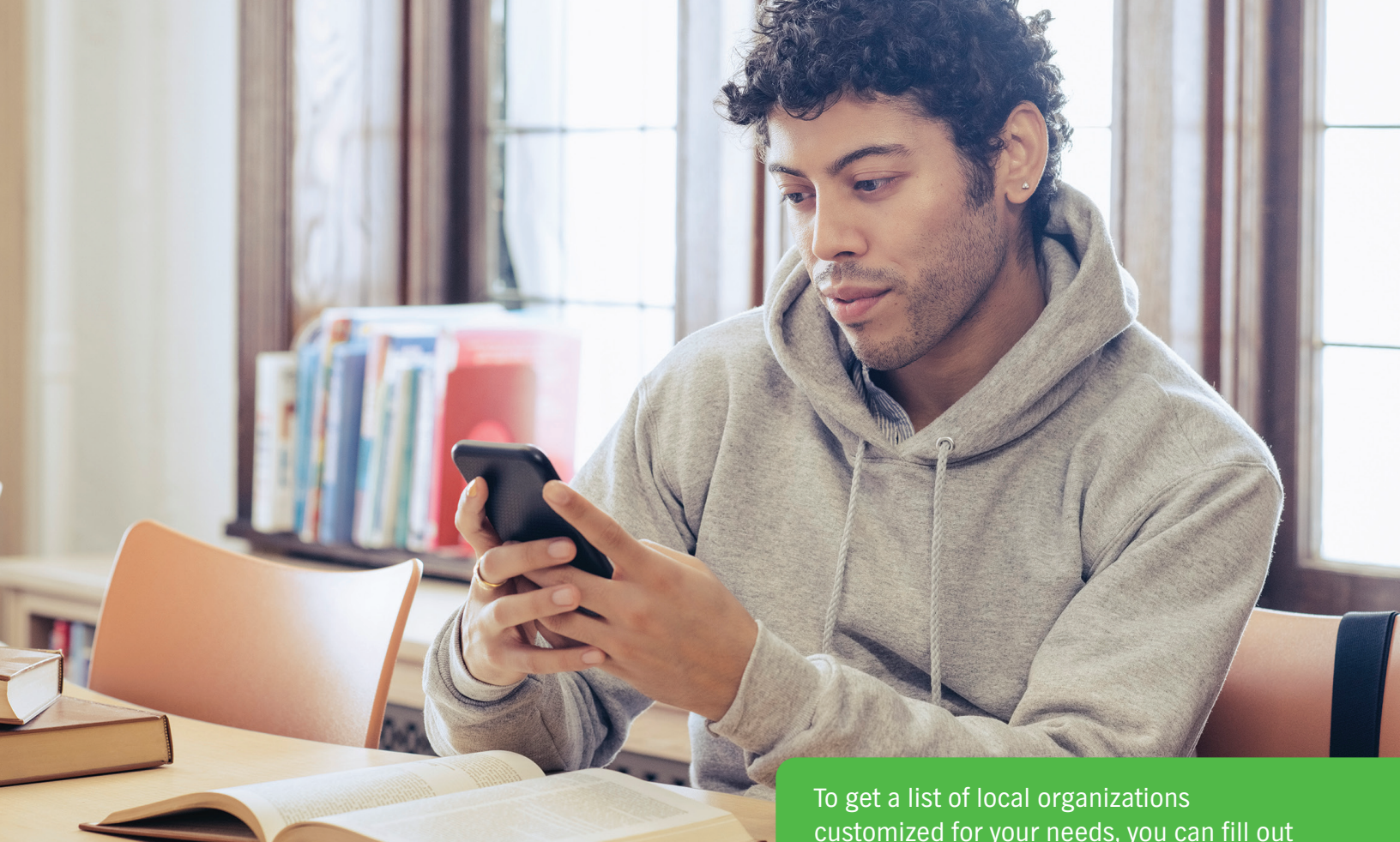
Renewing your Amerigroup benefits

Have you moved in the past three years? If so, did you update your address with TennCare? If not, you will need to update your information. If your address is not updated, TennCare cannot reach you to help you keep your benefits.

To update your information, you can:

- Call TennCare at **855-259-0701**.
- Download the TennCare Connect app.
- Visit the TennCare Connect website at tenncareconnect.tn.gov.





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

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

With a secure 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 Syndey Health 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.

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 with 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 with another MCO.
- You move outside of our service area and enroll with 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**.

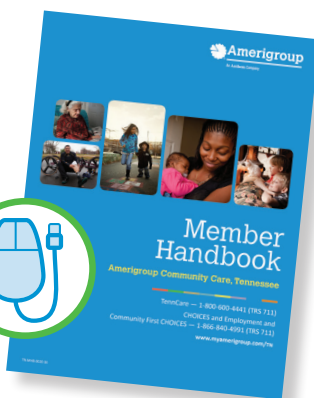


To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.

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 قسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، 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, birthplace, 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) toll free.



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