

# Make Health Happen

Quarter 4, 2022 | myamerigroup.com/tn



## Morning sickness during pregnancy

Many people have problems with nausea or vomiting during the first 16 weeks of pregnancy. This is called morning sickness.

Morning sickness usually goes away over time. Many people can manage morning sickness with at-home treatments, like changing what, when, and how much they eat. They can also talk to their doctor about safe medicines to treat nausea and vomiting.

Some people have more severe vomiting during pregnancy. Vomiting is considered more serious if it happens more than 2 to 3 times per day, or when lower abdominal pain or vaginal bleeding also happens.

### Call your doctor if:

- You have symptoms of dehydration, including:
  - Being a lot more thirsty than normal.
  - Your mouth and eyes are drier than usual.
  - You feel dizzy when you sit or stand up.
- Your vomiting is so severe that you can't drink fluids.
- Your vomiting doesn't get better with at-home treatment.



If you have severe, ongoing nausea and vomiting, see your doctor for treatment.

Severe vomiting can lead to dehydration or be a sign of other problems during pregnancy.



Source: <https://www.healthwise.net/amerigroupcath/Content/StdDocument.aspx?DOCHWID=tm6615>

# Well-child checkups for children ages 1 to 6

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. Your child may be due for a checkup. Check this chart to find out:



## Immunization chart for children ages 1 to 6 years

Immunization due	12 months	15 months	18 months	24 months	3 years	4 years	5 years	6 years
Varicella	✓ Dose 1					✓ Dose 2		
MMR	✓ Dose 1							
Hep A	✓ Dose 1							
PCV	✓ Dose 4							
Influenza (yearly*)	✓	✓	✓	✓	✓	✓	✓	✓
DTaP/Tdap		✓ Dose 4				✓ Dose 5		
Hib		✓ Dose 4						
IPV						✓ Dose 4		

\*Two doses given at least four weeks apart are recommended for children age 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.



Do you need help finding a doctor or making an appointment for your child? We can help. 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 [secure account](#) to live chat with us or send a secure message.

# Asthma in winter months

For children living with asthma, winter can be one of the hardest times of year. Cold, dry air, and sudden changes in weather can irritate their airways and cause their body to create more mucus, which can lead to respiratory illnesses. This can cause more severe asthma symptoms.

If your child has asthma, here are some tips to help prevent attacks or worsening symptoms during winter months:

- Stay hydrated. Encourage your child to drink water, decaffeinated tea, or even broth-based soups to help stay hydrated.
- Make sure your child washes their hands often with soap and water. This helps prevent the spread of germs.
- Dress in warm clothes. Your child can keep a scarf, gloves, and other warm layers with them just in case.
- Encourage your child to breathe through their nose when they are outside. This helps their nasal passages warm the air before it moves into their lungs.
- Take your child to get the flu vaccine. It's the best way to protect your child and those close to them from getting the flu.
- Remind your child to keep their inhaler with them, and to keep taking their daily asthma medications as their doctor instructed.
- Make an asthma action plan with your child's doctor if you know their symptoms are worse during winter.



**Source:**

<https://www.templehealth.org/about/blog/why-asthma-worse-in-winter>

## 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 when eligible. 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.**





# Does your child need an antibiotic?

Cough and cold season is here. During this time, your child may become sick with a respiratory infection. A respiratory infection is an infection that affects the parts of your body that help you breathe, like your sinuses, throat, airway, or lungs. They can cause a runny nose, sore throat, and a cough.

Respiratory infections are common in children. They can spread from one child to another during school, daycare, or other activities. Common respiratory infections in children include:

- Common cold
- Sore throat
- Sinus infection
- Croup

Most of the time, viruses cause upper respiratory infections. Viruses don't respond to antibiotics. In most cases, you can treat your child's symptoms at home with pain relievers, rest, and drinking fluids.

If your doctor prescribes your child antibiotics, make sure to follow their instructions. It's important for your child to keep taking the antibiotics for as long as your doctor prescribed them.

**Stopping antibiotics early can cause the infection to come back worse, or not respond as well to medicines in the future.**



If your child has a bacterial infection, like strep throat, they will need to take antibiotics. See your child's doctor if they have any of the symptoms below. These are signs your child may have a bacterial infection and needs antibiotics:

- Stuffiness, cough, fatigue, headaches, or pain in their face for more than seven days.
- Severe throat pain, ear pain, or swollen, red tonsils.
- Difficulty breathing, speaking, or swallowing.
- A fever higher than 103° F.
- Wheezing or frequent, severe coughing.
- Dizziness.

---

#### Sources:

<https://my.clevelandclinic.org/health/articles/4022-upper-respiratory-infection>

<https://www.aafp.org/pubs/afp/issues/2012/1101/p817.html>

# Dental tips for teens



**Dental care is important for your teen's health and overall well-being.** Every six months, your teen should have a dental checkup at their Dental Home. A Dental Home is the dentist office your child goes to regularly for dental care.

As a CoverKids member, your teen has been assigned a Dental Home. You can find the name of their Dental Home listed at the top of the letter sent with your child's member ID card.

Aside from regular checkups at their Dental Home, here are things your teen can do to help make sure their teeth are healthy:



Wear a mouthguard while playing contact sports.



Keep good oral health habits by brushing their teeth twice a day with fluoride toothpaste, and flossing once a day.



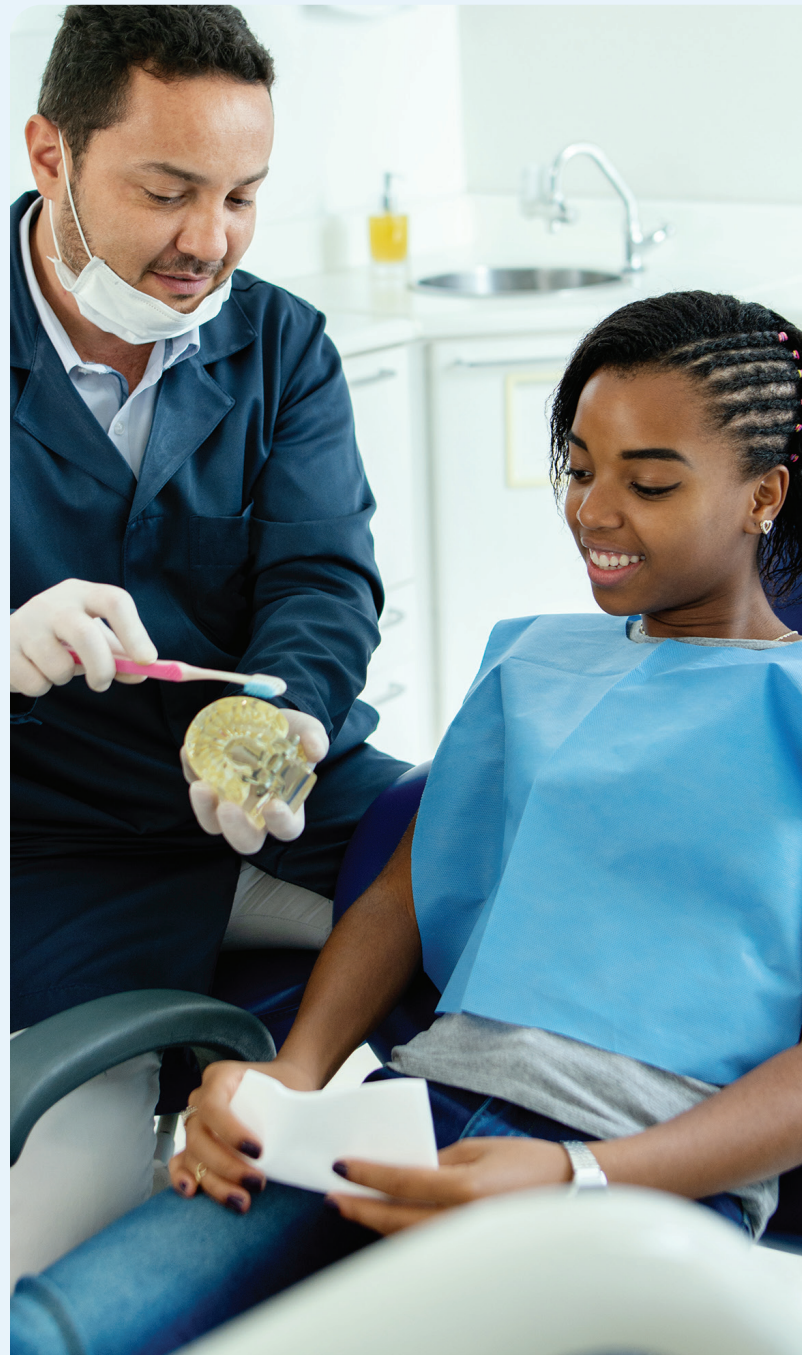
Change their toothbrush every three months.



Eat healthy snacks and meals. Avoid sticky or sweet foods and sugary drinks, and buy sugar-free gum if your child chews gum.

Ask your teen's dentist about sealants for their teeth. Sealants help to prevent cavities, and help to keep molars clean.

**To learn more about your child's dental benefits, visit our website at [myamerigroup.com/tn](https://myamerigroup.com/tn).**



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** or visit the **[DentaQuest website](https://www.dentaquest.com)**.

# 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](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 for your and your child's best health.

## 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 click **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](https://bit.ly/agp-snt).

## Community Resource Link — 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, help paying for housing and utility bills



**Goods:** clothing, home goods, medical supplies, baby and child supplies



**Transportation:** bus passes, help paying for your car or gasoline



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



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



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



**Legal aid:** help finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, 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 drugstores 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)



# 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).



Find a doctor or specialist.



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 | Get health news, healthy lifestyle tips, and more on our blog at [blog.amerigroup.com](https://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:

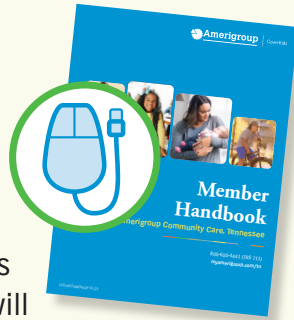
- You choose to enroll with another managed care organization (MCO) within 90 days of enrolling with us.
- You choose another MCO during the annual choice period and enroll in another MCO.
- CoverKids approves your request or appeal to change MCOs based on hardship criteria, and you enroll with another 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](http://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](http://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> TennCare members: <b>800-600-4441 (TRS 711)</b> CHOICES/ECF CHOICES members: <b>866-840-4991 (TRS 711)</b>	Your benefits, special health programs, and other health plan questions.
24-hour Nurse HelpLine: <b>866-864-2544 (TRS 711)</b>	An illness, injury, or other medical concerns.
TennCare Connect Hotline: <b>855-259-0701</b>	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 قهسه دهکهیت، خزمهتگوزاریهکانی یارمەتی زمان، بهخوڕایی، بو تو بهردهسته. پهیوهندی 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.

