

Make Health Happen

Quarter 4, 2023 | myAmerigroup.com/tn



Breastfeeding

If you're pregnant, you may be thinking about breastfeeding. Breastfeeding has certain health benefits for your baby, like lowering their risk for sudden infant death syndrome (SIDS). It can also lower your baby's risk for infections, obesity, and diabetes.

Breastfeeding has benefits for you, too. It can lower your risk of breast cancer and help you recover from labor and delivery faster.

Talk with your doctor or midwife if you have questions about breastfeeding. If you choose to breastfeed your baby, remember it is a learned skill and usually gets easier with time. A doctor, nurse, or lactation consultant can help if you need it.

For more information and tips about breastfeeding, visit [Health A to Z](#) and search for breastfeeding.

Source: <https://www.healthwise.net/amerigroup/Content/StdDocument.aspx?DOCHWID=hw91687>





Preventing lead poisoning in children

Lead is a metal that can cause negative health effects. Young children tend to touch and put objects in their mouths, making them more likely to be exposed to lead. Their bodies also absorb it easily, which makes them vulnerable to the effects from lead, like:

- Developmental delays
- Behavioral issues
- Difficulty learning

Childhood lead poisoning can be prevented. Here's what you can do to help your children:

- Check your home for lead. If you live in a home built before 1978, ask a lead inspector to inspect your home. To find a lead inspector, visit epa.gov/lead.
- Check your drinking water. If you have public water, contact your water provider to find out if you have a lead service line connected to your home. If you have well water, contact your local health department to find out how to have your water tested.
- Make sure items you and your child use do not have lead in them. You can find photos and information on recalled items, including children's toys at cpsc.gov/recalls.

Take steps to help stay healthy. Here are some ways:

- Feed your child healthy foods. Calcium, iron, and vitamin C foods may help keep lead out of the body.
- Wash hands and toys. Harmful lead particles can remain on hands and toys. Washing your child's hands and cleaning their toys can help remove any lead elements.
- Take off shoes when you enter your house. This can help keep lead dust from spreading throughout your home.

Be safe when working with lead. If you or someone who lives with you works with lead, have them:

- Change into clean clothing before coming home.
- Wash work clothes separately from the rest of the family's clothes.
- Keep work shoes and tools outside.

Sources: <https://cdc.gov/nceh/lead/docs/how-to-prevent-lead-poisoning-in-children-h.pdf> and <https://cdc.gov/nceh/lead/overview.html>

Chlamydia and screenings

Chlamydia is a common sexually transmitted disease (STD) that can affect men and women. From 2000 – 2021, the number of chlamydia cases in the United States has more than doubled.

For women, chlamydia can cause:

- Chronic pelvic pain.
- Trouble conceiving (getting pregnant).
- An ectopic pregnancy (dangerous pregnancy outside the womb).

A chlamydia screening once a year is recommended for those who are sexually active and:

- Younger than 25 years old.
- 25 years or older with certain risk factors, including:
 - More than one sex partner.
 - A sex partner who has a sexually transmitted infection (STI).

For men and women, it's important to see your doctor right away if you have:

- A burning sensation while you pee.
- Unusual sores or a rash.
- Discharge that is different than normal.
- Pain and swelling in one or both testicles.

Chlamydia usually doesn't have symptoms. The best way to tell if you have it is with a regular chlamydia screening. For more information about chlamydia and screenings, visit cdc.gov.

Sources: <https://cdc.gov/std/statistics/2021/syndemic-infographic-2023.pdf> and <https://cdc.gov/std/chlamydia/stdfact-chlamydia.htm>

Give yourself the best shot to stop the flu.

Flu season is just around the corner. The flu shot can help reduce your chances of getting sick and help keep your family safe. As an Amerigroup Community Care member, the flu shot is at no cost to you.

Call your doctor or pharmacy to schedule your flu shot today. To find a doctor or pharmacy near you, use our online [Find a Doctor](#) tool.



Are you feeling sick? Flu symptoms can include:

- Fever
- Cough
- Fatigue
- Sore throat
- Runny or stuffy nose

If you feel like you may have the flu, call your doctor. If they can't see you right away, visit an urgent care center near you.

For help finding where to go, call 24-hour Nurse HelpLine at 866-864-2544 (TRS 711) any time, day or night.

Depression in teens

Teen depression is more than just moodiness. It's a serious health condition that can affect every aspect of their life. Depression in teens can look different than depression in adults. Here are a few signs to watch for:

- Being irritable or angry. A depressed teen may be grumpy, easily angered, or get frustrated quickly.
- Unexplained aches or pains. If a doctor can't find a physical explanation for their aches or pains, the cause may be depression.
- Being very sensitive to criticism, rejection, or failure.
- Withdrawing from some, but not all people. Teens with depression may socialize less, pull away from their parents, or start hanging out with a new crowd.

If you're a teen feeling depressed, try:



Talking to an adult you trust. It can be hard to open up about your feelings, but speaking with someone you trust can help you feel less alone. It's also the first step to getting help.



Socializing face-to-face with friends who make you feel good and are understanding.



If you think your teen may be depressed, talk with them to try and find out what they may be going through. Focus on listening, acknowledge how they feel, and make it clear that you are there to support them. If they won't talk to you, try turning to a trusted contact, like a school counselor, a behavioral health professional, or a favorite teacher.



Doing things you like or used to enjoy, such as playing a sport, making art, volunteering, or doing an after-school activity.



Cutting back on social media. Spending too much time online can make depression worse.

If you or your teen is struggling with suicidal thoughts, help is available. Call or text the 988 Suicide and Crisis Lifeline at **988**, day or night.

Source: <https://helpguide.org/articles/depression/parents-guide-to-teen-depression.htm>

Taking medicine for depression

Depression is an emotional health condition that can lead to sadness, a lack of interest in once-enjoyed activities, social withdrawal, and a decrease in energy.

If you or your child feels depressed, talk with a doctor. They may be able to prescribe medicine that can help make life enjoyable again. It's important to take the medicine as prescribed. Don't stop taking it without talking to the doctor first.

The medicine may take up to 12 weeks to start working. It may take more than one prescription before finding one that works. Talk to the doctor if you feel like the medicine isn't working, or if you have questions or concerns.

Source: <https://psychiatry.org/patients-families/depression/what-is-depression>

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.

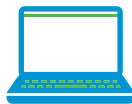


Visit our website at myamerigroup.com/tn.

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, 7 a.m. to 5:30 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.

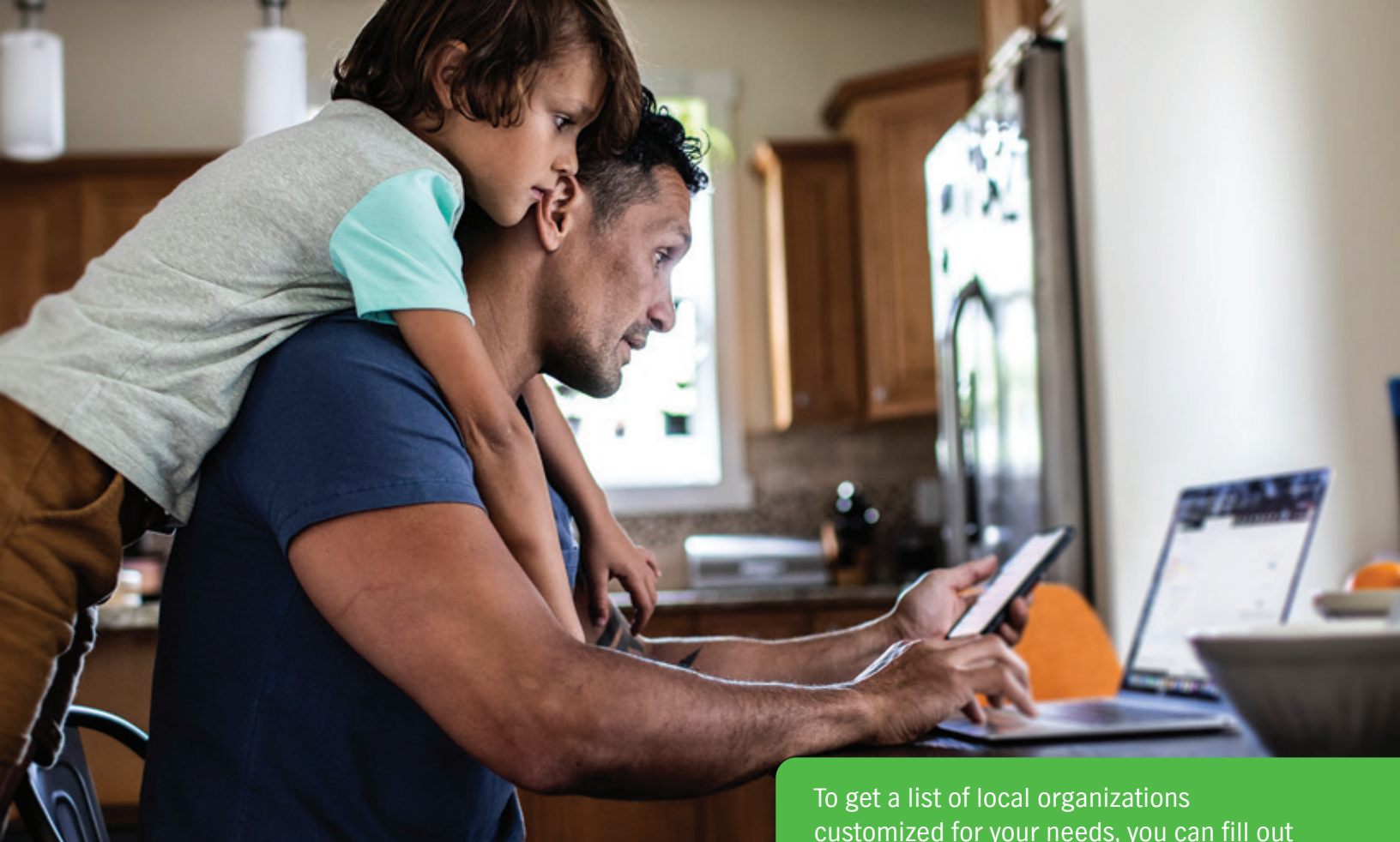
Renewing your Amerigroup benefits

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/aggp-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



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



Housing: help finding shelter or permanent housing, home repairs, and paying for housing and utility bills



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



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



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



Transportation: bus passes and help paying for your car or gasoline



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 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**.

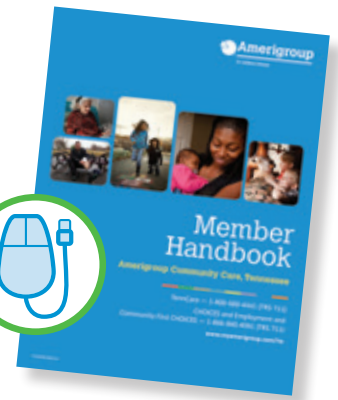


To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.


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 قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بۆ 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, 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.



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. ©2023. All rights reserved. Printed in the USA.