

Make Health Happen

Quarter 3, 2023 | myamerigroup.com/tn



Adult dental benefits

As a reminder, TennCare has expanded dental benefits for TennCare Medicaid adult members.

Effective January 1, 2023, you can see the dentist at no cost to you. Your dental benefits are managed by DentaQuest. You should have gotten a letter about your new benefits.

For questions about dental coverage and where to find a dentist, visit TN.gov/TennCare/members-applicants/dental-services.

CHOICES Advisory Committee Board

Members of the CHOICES Advisory Committee Board include those who get CHOICES services, their representatives (such as family or caregivers), providers, and Amerigroup staff.

At the meetings, board members discuss ways to improve the CHOICES services. The board gives open and honest feedback about the Amerigroup CHOICES program to Amerigroup leadership and TennCare. By being a board member, you will make a difference in the lives of Amerigroup CHOICES members.



What is ECF CHOICES?

Employment and Community First CHOICES, or ECF CHOICES for short, is for people of all ages who have an intellectual or developmental disability (I/DD). ECF CHOICES helps people with I/DD gain independence and supports people to live with their family or in the community.

ECF CHOICES will help you:

- Explore the possibility of working. If you do want to work, we will also help you get the skills you need for work, find a job, and keep a job.
- Learn and do things at home and in your community to meet your goals. You will have your own support coordinator to help you:
 - Reach your goals.
 - Get support services.
 - Receive the healthcare you need.

- Live independently. We offer services to help you learn and do things at home, plus get actively involved in your community. This includes peer supports for you and your family.



The services you can get with ECF CHOICES depend on how much support you may need. To learn more and to view a full list of services, visit our website at myamerigroup.com/tn.

Services in the CHOICES program

The covered long-term services and supports you can get in CHOICES depend on the CHOICES Group you're enrolled in. If you enroll in CHOICES, TennCare will tell you which CHOICES Group you're in. There are three CHOICES Groups:

- People in CHOICES Group 1 get nursing home care.
- People in CHOICES Group 2 need the level of care provided in a nursing home but get home care or Home and Community Based Services (HCBS) instead of nursing home care.
- People in CHOICES Group 3 get home care or HCBS to prevent or delay the need for nursing home care.

The kinds of home care covered in CHOICES Group 2 and Group 3 are covered in the member handbook. Some of these services have limits. This means that TennCare will pay for only a certain amount of these services. The kind and amount of care you get in CHOICES depends on your needs.

In some instances, Amerigroup Community Care may choose to provide certain non-covered services

to a particular Group 2 or Group 3 member when the MCO determines that such services are an appropriate and more cost-effective way of meeting the member's needs than other covered services that would otherwise be provided.

A member is not entitled to get these non-covered services. The decision to provide or not provide these non-covered services to a particular member is at the sole discretion of the MCO. If the MCO does not provide one of these non-covered services to a member, the member is not entitled to a fair hearing regarding the decision.

If you think you need long-term services and supports, you can call **866-840-4991 (TRS 711)** Monday through Friday from 8 a.m. to 5 p.m. Central time.



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, but it is recommended for routine vaccination at age 11 or 12.

To learn more about HPV and the HPV vaccine, visit the Centers for Disease Control and Prevention (CDC)'s website.

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



Dental care for teens



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

As an Amerigroup 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**.

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 "dental."

Gestational diabetes

Even if you don't have diabetes, you can get it while you are pregnant. This is called gestational diabetes.

Diabetes happens when your body doesn't make or use insulin properly. The sugar in your blood can become high, making it dangerous for both you and your baby.

Those who are pregnant are typically most at risk for gestational diabetes. You may also be at risk if you:



- Have high blood pressure.
- Are age 30 or older.
- Have a family member who has diabetes.
- Had gestational diabetes with an earlier pregnancy.
- Have gained a lot of weight during pregnancy. If you are not sure how much weight gain is too much, talk with your doctor.

To help keep yourself and your baby healthy, try to eat:



- Foods low in sugars.
- Smaller, healthy meals more often during the day.
- Whole grains.
- Low-fat milk, yogurt, and cheese.
- Lean proteins like seafood, poultry, and tofu.
- Fruits and vegetables.

Staying active can also help control your blood sugar. You can still have a healthy pregnancy and a healthy baby if you have gestational diabetes. You and your doctor can work as a team to keep your blood sugar under control. This may include checking your blood sugar regularly.

Call a doctor right away if you have any of these symptoms:



- Bleeding from your vagina.
- Stomach cramps or contractions.
- Blurred or double vision.
- Feeling lightheaded, shaky, or dizzy.
- Not feeling your baby move much or at all.
- Unusual thirst.
- Needing to use the restroom more often than normal.





Coronary artery disease

Coronary arteries send blood to your 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 can 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 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 deep breaths.
- Smoke less, or quit altogether.
- Eat healthy foods, such as grilled or baked lean proteins, whole grains, fruits and veggies.



Reducing the risk of heart disease

If you have high cholesterol, high blood pressure, or diabetes, you can take steps to help lower your risk of heart disease.

- Take medicines as directed. If you take medicine to treat high blood pressure, high cholesterol, or diabetes, follow your doctor's instructions. Don't stop taking the medicine without talking to your doctor first.
- Choose healthy foods and drinks. Eat fresh fruits and vegetables, and foods high in fiber and low in saturated fat, trans fat, and cholesterol. Try not to drink too much alcohol, as this can raise your blood pressure.
- Keep a healthy weight. Carrying extra weight can put extra stress on your heart.
- Exercise regularly. Try to get two hours of exercise each week.
- If you smoke, talk to your doctor about how to quit. Smoking cigarettes can increase the risk of heart disease.

Source: <https://www.cdc.gov/heartdisease/prevention.html>

TennCare Kids parents and adult members Annual physicals for kids and youth under 21

Children, teens, and young adults need yearly health checkups, even if they feel fine. These visits help their PCP find and treat problems early.

The TennCare Kids program covers annual checkups until they turn 21.

These visits include:

- Discussion of health history
- Complete physical exam
- Lab tests, if needed
- Vaccines, or "shots"
- Vision and hearing check
- Oral health check
- Growth and behavioral screenings, as needed
- Tips about how to get and stay healthy

If you are a TennCare member under age 21, or a parent whose child has not had a checkup in the past year, we recommend calling your PCP's office today to schedule a TennCare Kids checkup.



Free transportation services

We cover rides to and from the drugstore and nonemergency healthcare appointments. You can call 866-680-0633 to schedule a ride in advance.

Remember, when you need a ride in a medical emergency, dial 911.



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.



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.
- 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.

Emergency room verses urgent care

It's important to know where to go for care when you're sick or injured. Generally, your primary care provider (PCP) is your first stop for your medical needs, but sometimes, you need care after hours or right away. If you're not sure where to go, check the guide below or call 24-hour Nurse HelpLine at **866-864-2544 (TRS 711)** to talk to a nurse.

Urgent care for situations that are not life-threatening, such as:	Emergency room (ER) for medical emergencies, such as:	Remember, most urgent care centers are open late at night, on weekends, and holidays — and without the long wait of the ER.
Throwing up, diarrhea, or stomach pain	Chest pain	
Sprains and minor injuries	Trouble breathing	
Minor cuts and burns	Severe bleeding	
Fever, cold, flu, and sore throat	Bad burns	
Mild asthma or allergic reactions	Loss of consciousness	
Urinary tract infection	Head and eye injuries	



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).

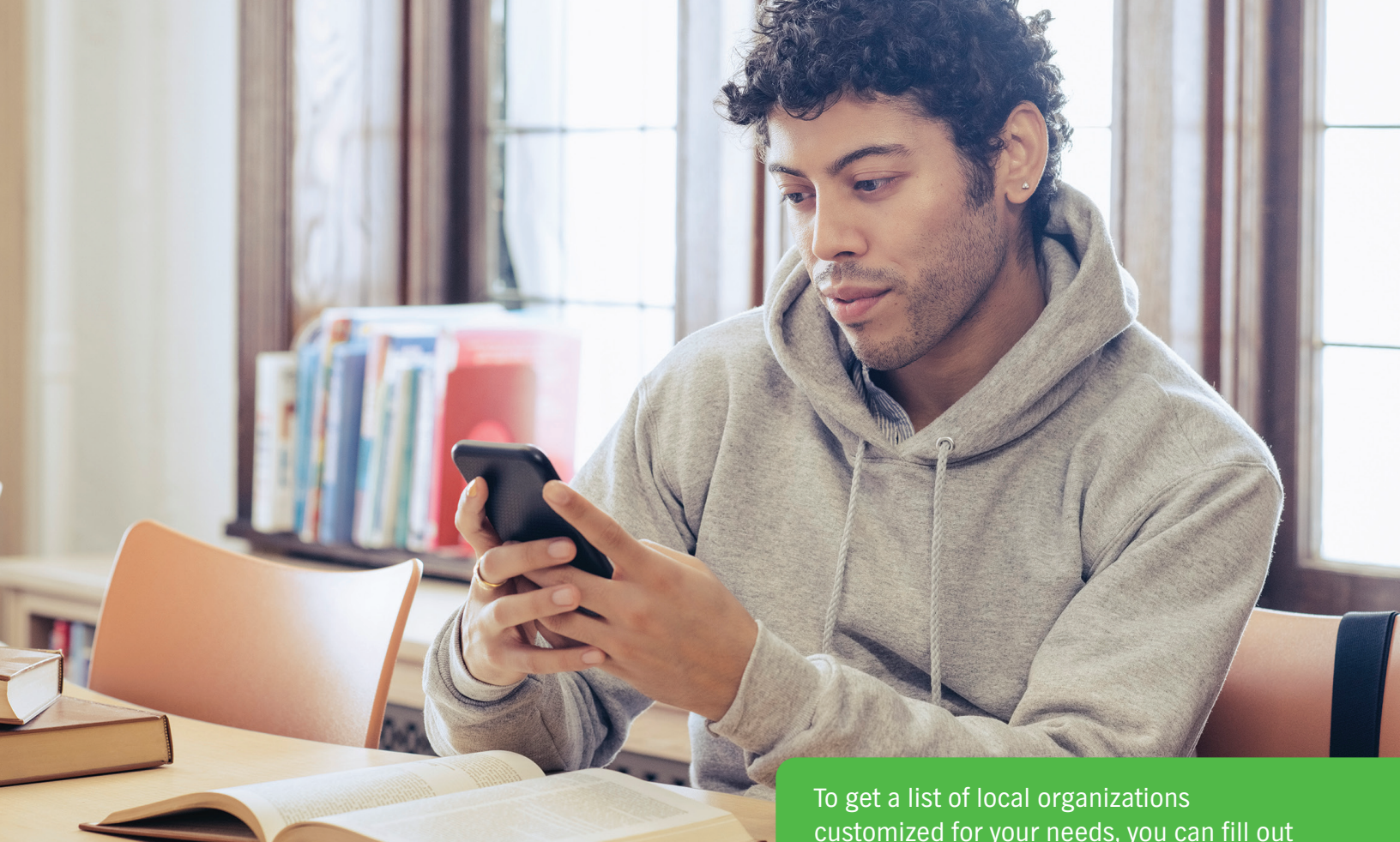
Renewing your Amerigroup benefits

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



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 an online 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 at blog.amerigroup.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.

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.
- TennCare 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.
- TennCare determines it is in your and TennCare's best interest during the appeal process.
- You are no longer eligible for TennCare.
- We no longer provide TennCare services, or our contract to provide TennCare services ends.
- TennCare 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 can also go online to **tn.gov/tenncare** and select **Report TennCare Fraud**.

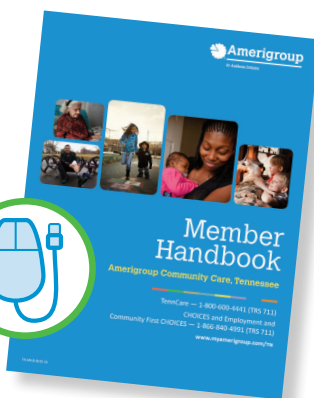


To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.

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 member 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 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

ئاگاداری: ئه‌گهر به زمانی کوردی قسه دهکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، به‌خۆرای، 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, 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.



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