

# Make Health Happen

Quarter 4, 2023 | [myamergroup.com/tn](https://myamergroup.com/tn)



## Preterm labor

Labor that comes early, before 37 weeks of pregnancy, is called preterm labor or premature labor. Preterm labor can lead to premature birth.

A baby born too early may have health issues because their heart, lungs, and other organs are not yet fully grown.

It can be hard to tell when labor starts. You may experience cramps, regular contractions, or fluid leaking from your vagina. If you have symptoms of preterm labor, it's important to notify your provider right away.

Source: <https://marchofdimes.org/find-support/topics/birth/preterm-labor-and-premature-birth-are-you-risk#:~:text=Preterm%20labor%20is%20labor%20that,before%2037%20weeks%20of%20pregnancy>



# Benefits counseling for ECF CHOICES members

Benefits to Work is a program that can help you understand how getting a job will affect your benefits. Benefits to Work has counselors who can help you:

- Understand how working will impact your benefits.
- Learn about Social Security work incentives.
- Make good choices about where you want to work.
- Find out how to make more money to become independent.

As an Employment and Community First (ECF) CHOICES member, you can receive Benefits to Work services at no cost to you. Call **888-839-5333** to make an appointment with a benefits counselor. Or visit [tndisability.org/benefits-work](https://tndisability.org/benefits-work) to learn more.



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## Member story

An ECF CHOICES recipient, who had been working since 2016, received a notice from Social Security that they had an overpayment due to non-accurate reporting of wages.

Social Security stated that more than \$10,800 was owed. The Support Coordinator authorized benefits counseling so the member could get support from a Certified Work Incentives Counselor. Through the use of this service, the member was able to get help submitting a Reconsideration Letter with calculations and an explanation of the situation. After a couple months of follow up, Social Security reduced the overpayment to less than \$400, **saving the member over \$10,400**. The family was so happy and the person was able to keep working, with the knowledge of how to avoid this in the future. This is a testament to the success of benefits counseling and the ECF CHOICES support this person received.



# 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](https://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](https://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](https://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.



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>



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.

# 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>



## Are you living with a physical disability or chronic condition? We offer support services to help with day-to-day health and independent living.

TennCare CHOICES in Long-Term Care, or CHOICES for short, is the TennCare program for long-term care services, including:

- Care in a nursing home.
- Support in your own home or in the community.

The covered long-term services and supports you're eligible for 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 receive nursing home care.
- People in CHOICES Group 2 need the level of care provided in a nursing home but receive home care or home- and community-based services (HCBS) instead of nursing home care.
- People in CHOICES Group 3 receive home care, or HCBS, to prevent or delay the need for nursing home care.

The kinds of home care CHOICES members can receive are covered in the member handbook.

In some instances, Amerigroup may choose to provide certain non-covered services to a particular Group 2 or Group 3 member. That can happen when the MCO determines that such services are an appropriate and more cost-effective way of meeting the member's needs. A member is not entitled to receive these non-covered services. The decision to provide or not provide them 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 care services, you can call **866-840-4991 (TRS 711)** Monday through Friday from 7 a.m. to 5:30 p.m. Central time.

## 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 [myamergroup.com/tn](https://myamergroup.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, 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.**

## 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 primary care provider (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.



# 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 Connect at **855-259-0701**.
- Download the TennCare Connect app.
- Visit the TennCare Connect website at [tenncareconnect.tn.gov](https://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](https://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 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](https://blog.amerigroup.com).

Scan the QR code to register or log in to your online account. Or download the Sydney 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 enrolled 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 also can go online to [tn.gov/tennCare](http://tn.gov/tennCare) and select **Report TennCare Fraud**.

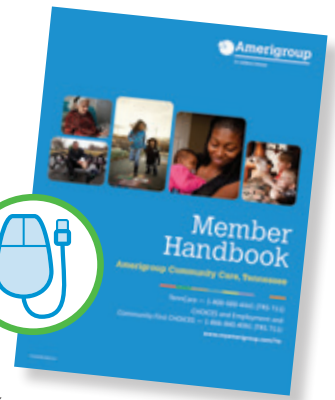


To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.

## 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 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 ...
<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 قسه دهکەیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بۆ 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.



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