

Make Health Happen

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Peer-to-peer support

Peer-to-peer support is a benefit for members in the Employment and Community First (ECF) CHOICES program.* This benefit connects ECF CHOICES members with other people living with intellectual and developmental disabilities (I/DD) who have experience in employment, community living, and self-advocacy to give guidance and act as a mentor.

Peer supporters complete a thorough training that teaches them how to be a mentor for ECF CHOICES members. They are trained to:

- Listen to your needs.
- Help you identify your goals and support you in achieving them.
- Support you in speaking up for yourself.

Peer supporters can also use their personal experience to help ECF CHOICES members to:

- Find and keep a job.
- Manage money.
- Pay bills and do household chores.
- Make connections in the community through social groups, churches, and shared interests.

* The full name of the benefit is Peer-to-Peer Support and Navigation for Person-Centered Planning, Self-Direction, Integrated Employment/Self-Employment, and Independent Community Living.



If you are interested in the peer-to-peer support benefit, talk to your support coordinator. They can help connect you with qualified peer supporters.

Well-child checkups for children ages 7 to 12



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.

It may be time for your child's checkup or vaccines. Check this chart to find out.

Well-child chart for children ages 7 to 12 years		
7 years	Well-child checkup	Once a year
	Flu vaccine	Once a year
	Vision and hearing screening	Once a year
	Dental checkup	Twice a year
8 years	Well-child checkup	Once a year
	Flu vaccine	Once a year
	Vision and hearing screening	Once a year
	Dental checkup	Twice a year
9 years	Well-child checkup	Once a year
	Flu vaccine	Once a year
	Vision and hearing screening	Once a year
	Dental checkup	Twice a year
10 years	Well-child checkup	Once a year
	Flu vaccine	Once a year
	Vision and hearing screening	Once a year
	Dental checkup	Twice a year



Well-child chart for children ages 7 to 12 years

11 years	Well-child checkup	Once a year
	Diphtheria, tetanus, and pertussis vaccine	One time
	Human papillomavirus vaccine (HPV)	2-dose series from ages 11-12
	Meningococcal vaccine	One time
	Flu vaccine	Once a year
	Vision and hearing screening	Once a year
	Dental checkup	Twice a year
12 years	Well-child checkup	Once a year
	Flu vaccine	Once a year
	Vision and hearing screening	Once a year
	Dental checkup	Twice a year

Other ways to help your child be healthy:

- Keep their teeth and gums healthy. Make sure your child:
 - Visits the dentist twice a year.
 - Brushes twice a day.
 - Flosses at least once a day.
 - Avoids sugary foods.
- Find fun, safe activities that encourage your child to stay active.
- Check that your child is wearing their seat belt in the car. Car crashes are the leading cause of death for kids under the age of 14.



For help finding a doctor or making an appointment, 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 [online account](#) to live chat with us or send a secure message.



Dental care for teens



Dental care is an important part of your teen's overall health and well-being. Regular dental care can help to prevent cavities and gum disease. A healthy smile can also help boost your teen's confidence.

As part of Amerigroup, your teen can get one checkup and cleaning every six months through DentaQuest. Your teen also has been assigned a Dental Home. A Dental Home is the dentist office your child goes to regularly for dental care. You can find the name and location of their Dental Home at the top of the letter that was sent with your child's ID card.

If you need help finding where your teen's Dental Home is, or if you would like 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-Z](#) and search "dental."

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. 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. To find a vaccine site, visit [vaccines.gov](https://www.vaccines.gov).



How alcohol can affect medicines

Drinking alcohol with certain medicines can be harmful. It can cause:

- Nausea and vomiting
- Headaches
- Tiredness and trouble concentrating
- Fainting
- Loss of coordination



Mixing alcohol and certain medicines can also put you at risk for internal bleeding, heart problems, and difficulties in breathing. It can make your medicines less effective or cause them not to work, and it can even cause the medicine to be harmful to your body.

Older people are at a higher risk for harmful alcohol-medication interactions. When you get older, your body has a harder time breaking down alcohol, so it stays in your body longer. Older people are also more likely to take a medication that reacts with alcohol.



Some medicines, like painkillers, cough, cold, and allergy medicines, contain ingredients that react with alcohol. Read the label on the medicine bottle to find out exactly what ingredients a medicine contains. Ask your doctor and pharmacist if you have any questions about how alcohol might interact with a drug you are taking.

Source: <https://www.niaaa.nih.gov/publications/brochures-and-fact-sheets/harmful-interactions-mixing-alcohol-with-medicines#:~:text=The%20danger%20is%20real.,problems%2C%20and%20difficulties%20in%20breathing.>

How to choose or change a PCP

A primary care provider (PCP) is the main doctor you see for checkups and other health concerns. Your PCP will get to know you and your health needs so they can help you manage and coordinate your healthcare.

If you need to choose or change your PCP, you can:

- Find a PCP with our online [Find a Doctor](#) tool, and change your PCP anytime by logging in to your [online account](#).

- Call Member Services at **800-600-4441 (TRS 711)** Monday through Friday from 8 a.m. to 5 p.m. Central time for help finding, choosing, or changing a PCP.

After you choose or change your PCP, we will send you a new member ID card with your PCP's name on it.

Healthy weight gain during pregnancy

If you're pregnant, you may be wondering how your body will change and how much weight you should gain. Weight gain is a normal part of pregnancy. The amount of weight that is healthy to gain during pregnancy depends on your health, your pregnancy, and your weight before pregnancy.

Gaining too much weight when you are pregnant can raise your risk of high blood pressure, gestational diabetes, or preeclampsia. It also raises your risk of having a baby that is 10 or more pounds when they are born. When this happens, you may be more likely to have a long labor or an injury to yourself or your baby during childbirth. It also increases your child's risk for obesity and Type 2 diabetes later in life.

Gaining too little weight during pregnancy raises your baby's risk for early birth or for a low birth weight and size. That means your baby may have a greater chance of:

- Becoming sick in their first weeks of life.
- Physical and mental disabilities.
- Long-term health problems later in life.

Source:

<https://www.healthwise.net/amerigroup/Content/StdDocument.aspx?DOCHWID=abp4805>



Ask your doctor how much weight is healthy for you to gain during pregnancy. In general, experts say it is usually best to gain about:

- 28 to 40 pounds if you were underweight before pregnancy.
- 25 to 35 pounds if you were at a healthy weight before pregnancy.
- 15 to 25 pounds if you were overweight before pregnancy.
- 11 to 20 pounds if you were obese before pregnancy. In some cases, a doctor may recommend that a woman not gain any weight.

What is depression?

Depression is an illness that causes you to feel sad, lose interest in activities that you used to enjoy, withdraw from others, and have little energy. Depression can also cause people to feel hopeless about the future.

Depression is very common. It affects people of all ages.

A lot of things can cause depression. When you are living with depression, there may be problems with activity levels in certain parts of your brain, or chemicals in your brain might be out of balance.

Most experts believe a combination of genes and stressful life events may cause depression.



If you think you may be depressed, tell your doctor. They can help you find care and treatment that can help you enjoy life again.

Source:

<https://www.healthwise.net/amerigroup/Content/StdDocument.aspx?DOCHWID=hw30709>



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.
- 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.

TennCare Kids parents and adult members: Annual physicals for kids and youth under age 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 age 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.

To support individuals living with physical disabilities or chronic conditions, we offer services to assist you in your day-to-day health and independent living needs.

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 (instead of having to go to a nursing home).

The covered long-term services and supports you can receive 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 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 may 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 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 receive 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; and 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 8 a.m. to 5 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.

If you have a medical emergency, dial **911**.





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

Did you know you have to renew your Amerigroup benefits? Look out for a letter from TennCare telling you it's time to renew. When it's time to renew your benefits, complete and sign the renewal packet TennCare sent 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 select **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.

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



Helping households stay connected

Do you know about the Affordable Connectivity Program? It's a new program that helps pay for high-speed internet. You can use the internet for work, school, healthcare, and more. What do you get with this program? You may get up to \$30 per month off your internet bills. There is also a one-time \$100 discount off a laptop, tablet, or computer. Who can get this program? Any household that has at least one person enrolled in Medicaid. How do you get this program? You must enroll to get it. Go online to getinternet.gov and enroll today.

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.



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 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 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 support 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 also can go online to tn.gov/tenncare and select **Report TennCare Fraud**.



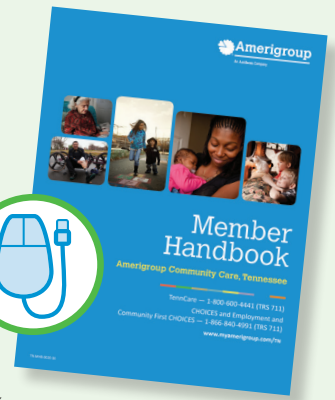
To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.




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, call us at **800-600-4441 (TRS 711)**. We will gladly mail you one for free.

Who to call ...	For questions about ... 
<p>Member Services TennCare members: 800-600-4441 (TRS 711) CHOICES/ECF CHOICES members: 866-840-4991 (TRS 711)</p>	<p>Your benefits, special health programs, and other health plan questions.</p>
<p>24-hour Nurse HelpLine: 866-864-2544 (TRS 711)</p>	<p>An illness, injury, or other medical concerns.</p>
<p>TennCare Connect Hotline: 855-259-0701</p>	<p>Applying to or renewing TennCare.</p>

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, 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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