

Make Health Happen

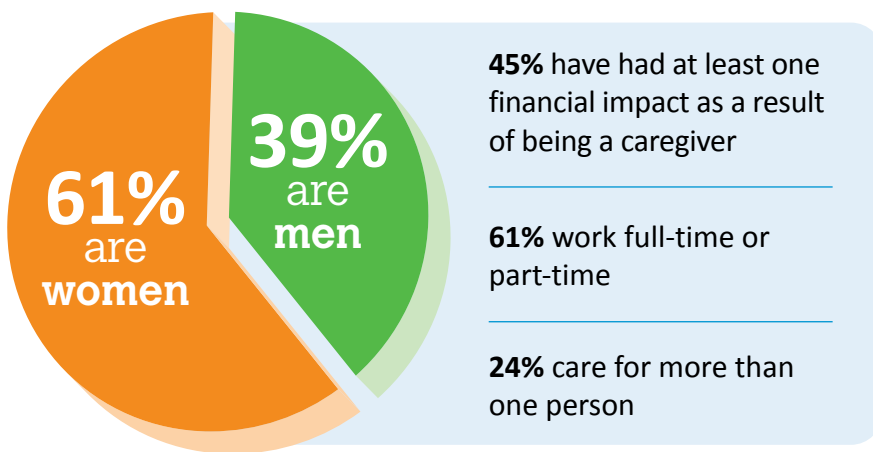
Quarter 1, 2022 | myamerigroup.com/tn



The challenges of caregiving and where to find support

Chances are you or someone you know is currently acting as a caregiver to someone in need. According to the National Alliance for Caregiving, nearly 1 in 5 Americans are providing unpaid care to an adult with health or functional needs. While people receive care from paid caregivers, most rely on unpaid assistance from family, friends, and neighbors.

Here is a look at the demographics of today's family caregivers:



Most caregivers say they are happy to provide the help and believe it gives them a sense of purpose. However, 23% of caregivers also say caregiving has had negative impacts on their own health.



Family caregivers spend an average of 24.4 hours a week providing care.



Caregivers need a range of support services to stay healthy, improve their skills, and to remain in their role. Areas where caregivers can use support include:

- Managing their own emotional and physical stress.
- Figuring out forms and paperwork, or eligibility for services or support for their care recipient.

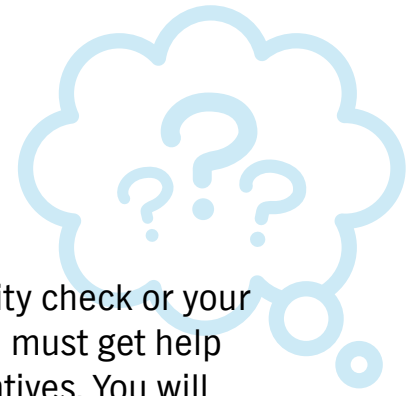
- Keeping their care recipient safe at home.
- Receiving respite services.
- Receiving assistive devices or home modifications.

See below for resources that help support those acting as a caregiver.


Resources available to caregivers	Services provided
<p>National Family Caregiver Support Program Call 866-836-6678.</p>	<ul style="list-style-type: none"> • Access assistance services — provides contacts to caregivers, helping them locate services from a variety of private and voluntary agencies. • Counseling and training services — provides caregivers with counseling, peer support groups, and training to help them manage the stresses of caregiving. • Respite care services — provides caregivers with temporary relief from caregiving responsibilities at home or in an adult day care or institutional setting.
<p>AARP Call 888-OUR-AARP (888-687-2277) or go to aarp.org.</p>	<ul style="list-style-type: none"> • Provides multiple, easy-to-use guides covering different topics, such as first-time caregiving, common caregiving conflicts, and caring for a loved one with dementia. • Access to an online community to chat and receive tips and advice from other caregivers.
<p>Eldercare Locator Call 800-677-1116 or go to eldercare.acl.gov.</p>	<ul style="list-style-type: none"> • Connects visitors to state and local area agencies on aging and community-based organizations that serve older adults and their caregivers. • Caregiver Corner — provides helpful links and resources, as well as answers to common questions. • <i>Caring Across the Miles</i> brochure — provides long-distance caregivers with tools and resources to help them best support their loved ones from afar.
<p>Family Caregiver Alliance - National Center on Caregiving Go to caregiver.org.</p>	<ul style="list-style-type: none"> • Family Care Navigator — online guide to help families locate caregiver support programs and services. • <i>Caregiver Policy Digest</i> — e-newsletter and webinars on key topics to keep caregivers up to date on emerging and current caregiver policies.
<p>Lotsa Helping Hands Go to lotsahelpinghands.com.</p>	<ul style="list-style-type: none"> • Provides a private, group calendar where caregivers can post tasks for which they need help. Family and friends can visit the site and sign up online to assist with those tasks. The site tracks each task and sends reminder emails to those involved.


While caregiving can be a rewarding experience, it can also be very challenging. If you or someone you know is currently acting as a caregiver and needs help, please check out the resources here. For a more comprehensive list, go to aarp.org/caregiving/local/info-2017/important-resources-for-caregivers.


Having a job and keeping your benefits





Do you want to work but are worried about losing your Social Security check or your TennCare benefits? You can work and not lose your benefits, but you must get help to understand the Social Security Administration's (SSA) Work Incentives. You will always make more money working than simply relying on your Supplemental Security Income (SSI) check alone. Below are some frequently asked questions, but remember, everyone's situation is unique.


 **If I go to work, will I lose my SSI?** **No**, you will continue to receive a reduced SSI check until you begin earning income above the limit for SSI. This amount will vary depending on your specific circumstances.

 **If I go to work, will I lose my TennCare benefits?** **No**. As long as you continue to receive SSI benefits, and even when you stop getting an SSI check, TennCare will continue for most people until they meet the gross annual earned income threshold amount of \$34,200.

 **If I go to work, will I lose my Medicaid or ECF CHOICES benefits?** **No**. Section 1619(b) of the Social Security Act provides protection for people who receive services like ECF CHOICES through Medicaid. This provision allows people to make gross earnings up to \$41,003 and continue to receive Medicaid benefits.

 **What are Social Security Work Incentives?** They are rules that allow you to continue to receive Social Security disability benefits while you explore working.

 **How can Social Security Work Incentives help me?** They can help protect your cash and medical benefits while you work; reimburse you for work-related and needed equipment (steel-toed boots for factory work, bus pass for work, etc.); help you start a business, or even save money to go to school.

 **Can I get my SSI check back if I have to quit work because of my disability?** **Yes**. In many cases, your check can be reinstated the next month without having to reapply for benefits.

The Social Security Work Incentives are very complicated with many exceptions, but you are not alone. There are so many resources to help you maximize your earnings and keep your benefits. Please get help from a Certified Work Incentive Coordinator. Do not let the fear of losing benefits get in the way of achieving your dreams.

Use the resources below to get all your questions answered, and then go for that job.

Ticket to Work Helpline –
866-968-7842

Benefits to Work Program –
615-383-9442 or toll free 888-839-5333

Online at <https://www.tndisability.org/benefits-work>.

Call your Support Coordinator and ask them about benefits counseling.



Understanding the difference between emergent, urgent, and routine health conditions

Knowing where to go for care can help you stay healthy. A primary care provider (PCP) is your main doctor. They can help:

- Make sure your individual health needs and goals are met.
- Provide checkups, screenings, and other routine care.
- Stay on top of health conditions like asthma and diabetes.

When to go to an urgent care center Some illnesses or injuries aren't emergencies, but they can get worse if they are not treated right away. If you have any of the below, call your PCP's office first. If your PCP's office is closed, go to your nearest urgent care center for care.	When to go to the Emergency Room (ER) The ER can help with health problems that are life-threatening, like:
Minor burns, cuts, or injuries	Chest pain or trouble breathing
Sprains, strains, or broken bones	Bleeding that cannot be stopped
Earache	Loss of consciousness
Sore throat	Bad burns
Ear infection	Poisoning
Cold	
Bad rash or other skin irritations	

Need help deciding where to go for care?

Call 24-hour Nurse HelpLine to speak with a nurse.



The nurse can:

- Find a doctor, urgent care center, or walk-in clinic.
- Figure out if you are having an emergency.
- Refer you to LiveHealth Online.

If you have an emergency, **call 911** or go to your **nearest ER.**

Impacts of isolation and trauma faced through the COVID-19 pandemic

COVID-19 has impacted us all, including our mental health. Social distancing helps reduce the spread of COVID-19, but it can also cause feelings of isolation, loneliness, stress, and anxiety. Finding ways to cope with these feelings can help you and those around you become stronger.



Not everyone responds to stress in the same way. Stress can cause:

- Feelings of anger, sadness, worry, frustration, or numbness
- Changes in how much you eat and sleep
- Difficulty concentrating or making decisions
- Physical changes, like headaches or stomach problems
- Worsening mental health conditions
- Increased use of drugs or alcohol

It's normal to feel more stress during the COVID-19 pandemic. Here are some ways to cope:

- Take breaks from the news and social media.
- Remember you're not alone. Stay in touch with friends and talk with them about how you're feeling.
- Enjoy little wins throughout the day.
- Make time to relax. Listen to music, read, or try out a new hobby.
- Treat yourself to healthy foods and get plenty of rest.
- Exercise daily. Exercise can help reduce anxiety, fatigue, and stress.

We cover behavioral healthcare services and substance use disorder services. You can see any healthcare provider in our network, including:

- Your primary care provider (PCP).
- A counselor, therapist, psychologist, or psychiatrist.
- A community mental health center.



To find a provider, use our **Find a Doctor tool** or call **Member Services at 800-600-4441 (TRS 711).**

Sources:

<https://www.cdc.gov/mentalhealth/stress-coping/cope-with-stress/index.html>
<https://www.cdc.gov/mentalhealth/stress-coping/care-for-yourself/pdfs/Young-Adults-Care-for-Yourself.pdf>
https://www.cdc.gov/mentalhealth/stress-coping/help-children-cope/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fdaily-life-coping%2Ffor-parents.html



Depression and winter months: the importance of antidepressant medication adherence/utilization

If you have depression, you're not alone. Seasonal depression is also common in the winter months. Here are the signs:

- Feeling sad throughout the day, most days
- Feeling lazy or like you don't have energy
- Losing interest in activities you used to enjoy
- Trouble sleeping or sleeping too much
- Changes in weight or appetite
- Feeling hopeless, worthless, or guilty for no reason

Sources:

<https://www.nlm.nih.gov/health/publications/seasonal-affective-disorder>, <https://www.nlm.nih.gov/health/topics/depression>

Help from a professional

Working with a doctor, psychiatrist, therapist, or psychologist can help improve your mental health. Treatment may include talk therapy and/or prescription medicines as part of an ongoing treatment plan. Depression medicine may take time to work. Don't stop taking it without talking with your doctor first. We cover healthcare services for behavioral health and substance use disorders.



You can see any healthcare provider in our network, including:

- Your primary care provider (PCP).
- A counselor, therapist, psychologist, or psychiatrist.
- A community mental health center.

To find a provider, use our **Find a Doctor tool** or call **Member Services at 800-600-4441 (TRS 711)**.

Three ways to schedule your COVID-19 vaccines



Testing is still an important part of our fight against COVID-19. If you have symptoms, it's a good idea to get tested. You can use our COVID-19 **Test Finder link** at <https://www.sydneyhealth.com/covid19/test-site-finder/> to find a location near you.

Visit our COVID-19 resource center at <https://www.myamerigroup.com/tn/coronavirus.html/>. Here, you'll find local resources, telehealth options, and a COVID-19 test site locator. By activating your online account, you can receive email updates, too.

You can find a vaccine site and schedule COVID-19 vaccines one of the following ways:



Visit [vaccines.gov](https://www.vaccines.gov).



Text your ZIP code to GETVAX (in English) or VACUNA (en Español).



Call 800-232-0233 (TRS 888-720-7489).



Flu prevention

Getting a flu shot each year is the best way to prevent the flu. The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older get a flu shot to help reduce severe illness from the flu. Young children, pregnant women, people 65 years and older, and those with conditions like asthma, diabetes, and heart disease are at higher risk of having serious complications from the flu.

There are also things you can do every day to help prevent the flu from spreading:

- Avoid close contact with people who are sick. If you are sick, keep your distance from others to protect them from getting sick, too.
- Cover coughs and sneezes.
- Wash your hands often with soap and water.
- Avoid touching your eyes, nose, and mouth.
- Clean surfaces and objects regularly.
- Practice healthy habits, like getting plenty of sleep, exercising, managing stress, and drinking plenty of water.

Sources:

<https://www.cdc.gov/flu/prevent/vaccinations.htm>, <https://www.cdc.gov/flu/prevent/prevention.htm>, <https://www.cdc.gov/flu/prevent/actions-prevent-flu.htm>

Sickle cell management



Sickle cell disease is a disorder that affects red blood cells. Healthy red blood cells are round, and they carry oxygen to all parts of the body. In someone who has sickle cell disease, red blood cells are c-shaped and become hard and sticky. This can cause a shortage of red blood cells, clogs in blood flow, pain, and other serious health problems.

If you have sickle cell disease, there are things you can do to help manage it. Here are some key tips:



Work with your doctor or healthcare provider closely. Regular care from a provider you trust can help prevent more serious problems.



Take steps to keep from getting sick. Common illnesses, like the flu, can become dangerous for someone with sickle cell disease. Wash your hands often, keep surfaces clean, and stay up to date on any vaccines you may need.



Drink plenty of water and eat healthy foods.



Sources:

<https://www.cdc.gov/ncbddd/sicklecell/facts.html>, <https://www.cdc.gov/ncbddd/sicklecell/healthyliving-living-well.html>, <https://www.cdc.gov/ncbddd/sicklecell/healthyliving-prevent-infection.html>



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 and Supports, aka “CHOICES”, 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)

If you think you need long-term care services, you can call 866-840-4991 (TRS 711).

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 (shots)
- Vision and hearing check
- Oral health check
- Growth and behavioral screening (as needed)
- Tips about how to 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.



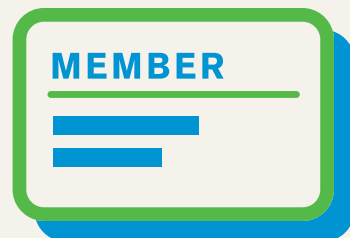


How to choose a PCP

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 with your secure, 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'll send you a new member ID card with your PCP's name on it.

Free transportation services

We cover rides to and from the drugstore and nonemergency healthcare appointments. 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 Community Care benefits**

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.

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. 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.



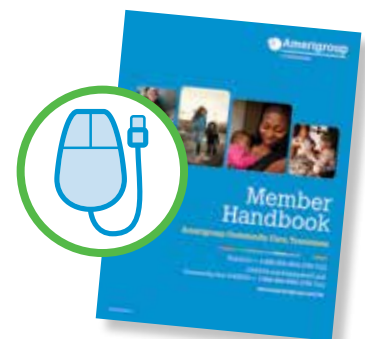
Did you know you have access to the member handbook online?

You can follow these steps:

1. Visit myamerigroup.com/tn.
2. Choose your health plan.
3. Then scroll down to find the 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.

New benefits have been added! View your member handbook to learn more.



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.

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)



To receive a list of local organizations customized for your needs, you can fill out our short survey online at bit.ly/agg-snt.

Community Resource Link – Social Needs Tool

Our Community Resource Link – 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 help 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: finding and paying for school for you or your child, GED testing, financial aid, school supplies, and training programs



Legal aid: finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, and identity theft

Online and mobile tools to help manage your health

Amerigroup app

... on the App Store® or Google Play™.

What you can do with the app:

- Access your member ID card on your smartphone anytime.
- Change your PCP and find a doctor near you.
- Call a nurse for answers to your health questions 24/7.
- Manage your prescriptions.



Amerigroup blog

... at blog.myamerigroup.com.

On the blog, you can:

- Read the latest medical news and health tips.
- Learn more about how Medicaid works.
- Find tasty recipes.





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.



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: کۆردۆکی

ئاگاداری: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمتهی زمان، بهخۆراییی، 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.

