

Make Health Happen

Quarter 2, 2023 | myamerigroup.com/tn



New adult dental benefits

TennCare is expanding dental benefits for TennCare Medicaid adult members beginning January 1, 2023.

You will now be able to see the dentist at no cost to you! Your dental benefits will be managed by DentaQuest. DentaQuest is sending you 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.

Consumer Direction of ECF CHOICES services

Did you know that some services in Employment and Community First CHOICES, also known as ECF CHOICES, can be provided through Consumer Direction? Consumer Direction is a way of getting some in-home support when needed.

What services can be consumer directed? There is the option to choose Consumer Direction for the following:

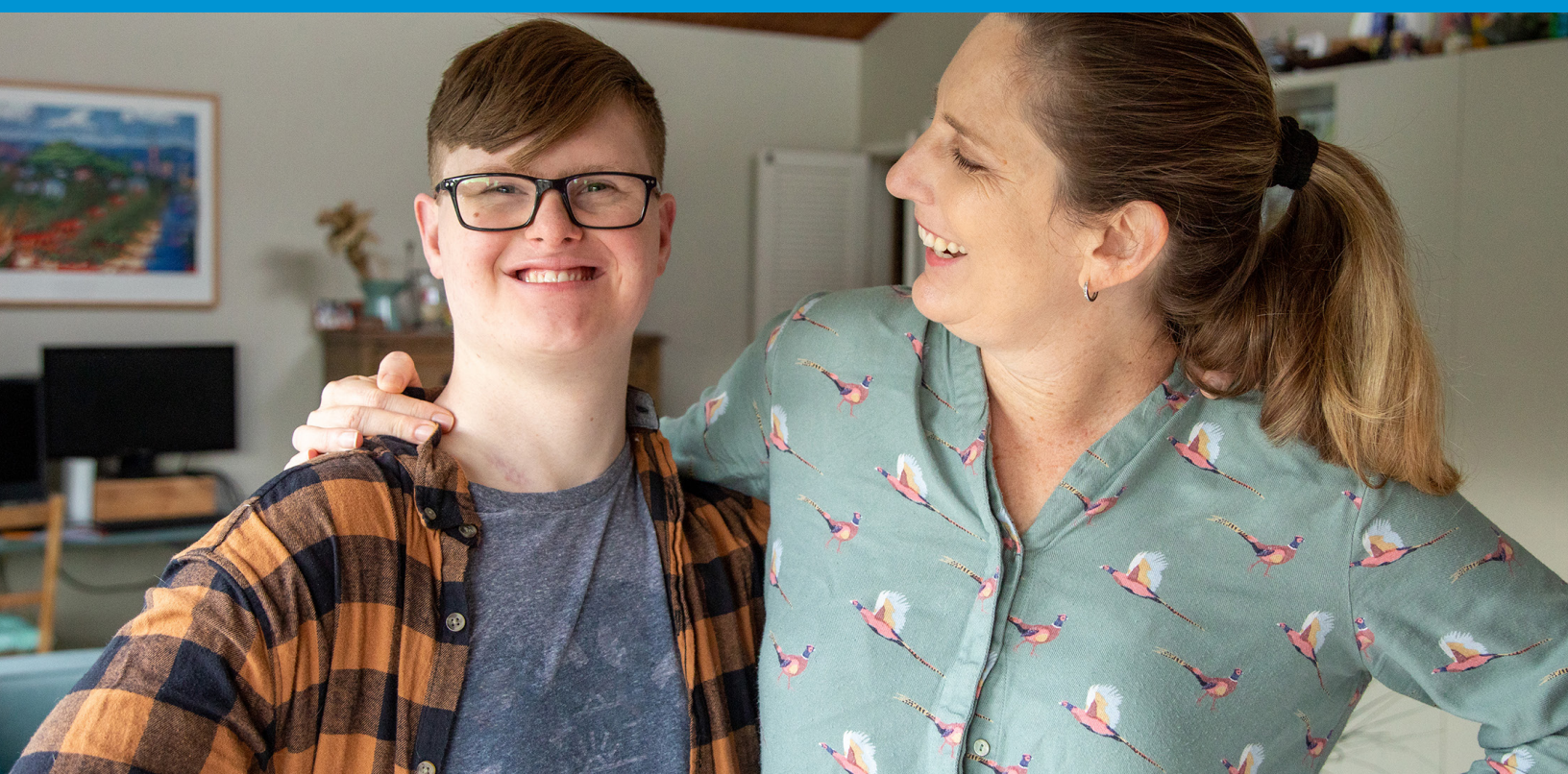
- **Personal assistance** (for those in Group 5 or 6)
- **Supportive home care** (for those in Group 4)
- **Hourly respite** (for those in Groups 4, 5, or 6)
- **Community transportation** (for those in Groups 4, 5, 6, and 7).

In Consumer Direction, the person enrolled in ECF CHOICES, or their chosen representative, employs the people who give them their support services *instead* of a provider agency. This means the person getting services, or their chosen representative, must do the things an employer would do — like hire, train,

schedule, supervise, and even fire workers. They must also be able to manage the services they need within an approved budget.

If the person receiving consumer direction services can't do some or all of these things, they can choose a family member, friend, or someone close to them to help or do these things for them.

Is Consumer Direction right for you? Talk to your assigned **Support Coordinator** to learn more. Amerigroup Community Care currently has 392 people choosing to consumer direct at least one service.



TennCare well-child checkup roadmap



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.

Visit tn.gov/tenncare/tenncare-kids.html to view the online resource guide for well-child visits, immunizations, and dental checkups.

For help finding a doctor or making an appointment, call Amerigroup 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.



To learn more and get tips for keeping your teen's smile healthy, view our TennCare Dental Health Guide. You may also visit Health A to Z and search "dental."

Dental care for teens



Dental care is an important part of your teen's overall health and well-being. Regular dental care can help prevent cavities and gum disease. A healthy smile can also help boost their 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. A Dental Home is the dentist office 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**.

Types and risks of pain medicines



Sometimes, you may use certain medicines to help manage pain. There are two types that can help:

- Anti-inflammatory medicines help relieve pain by reducing swelling.
- Opioids change how your brain perceives pain.

Many pain medicines are available over-the-counter (OTC), while others require a doctor to write a prescription.

Anti-inflammatory pain medicines are usually safe to take as directed. They can cause some side effects if they are used too often, for too long, or taken in too high a dose. Side effects may include:

- Heart problems
- Upset stomach, nausea, and diarrhea
- Damage to internal organs, like the liver or kidneys

Opioids can cause some of the same side effects as anti-inflammatory medicines if they are not taken as directed. Opioids are closely controlled because they can become addictive and cause substance use disorder. Signs of substance use disorder may include:

- Taking the medicine in larger amounts than directed often.
- Being unable to reduce the amount of medicine you are taking.
- Being unable to fulfill duties at work, home, or school.
- Using the medicine in unsafe ways, like while driving.
- Going through withdrawal.



Talk to your doctor right away if you are taking pain medicines and have:

- An allergic reaction, like a rash or swelling on your body.
- Black bowel movements.
- Blood or something that looks like coffee grounds in vomit.
- Changes to your hearing or vision.
- Severe stomach pain or headaches.
- Trouble urinating.
- Yellowish skin or eyes.
- Unusual weight gain.



Benefits of breastfeeding

Breastfeeding has health benefits for parents and baby. Here are five benefits:

1. Breast milk is the best source of nutrition for most babies. As babies grow, breast milk changes to meet their nutritional needs.
2. Breastfeeding can help protect babies from certain illnesses. Babies who are breastfed have lower risk of:
 - Asthma
 - Type 1 diabetes
 - Sudden infant death syndrome
 - Ear infections
 - Stomach bugs
3. Breastfeeding can help reduce the mother's risk of certain illnesses and health issues, too, including:
 - Breast and ovarian cancer
 - Type 2 diabetes
 - High blood pressure
4. Breast milk can help give babies a strong immune system.
5. There is no need to prepare bottles or mix formula. When traveling, breastfeeding can also provide a source of comfort for babies who are away from their normal routine.

Living well with diabetes



If you're living with diabetes, you can make changes to help you enjoy a long, active life.

Here are some ways that can help:

- Keep working with your primary care provider (PCP) on your diabetes care plan.
 - Schedule and keep your PCP visits, tell them how you are doing, and ask questions.
 - Talk to them about new ways to get active, eat healthier, and about your medication plan.
- Move more. Any activity you start can help your overall health.
- Take medicines. Start a routine for taking insulin and other medicines, for example, taking them at the same time each day. Don't skip taking your medicine, even if you feel well.
- Eat healthy.
- If you smoke, consider stopping. It's one of the best things you can do for your health and to help manage diabetes.

Source: American Diabetes Association, diabetes.org



How to change your primary care provider

Your 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 [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.

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.



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



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.
- Create 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.



- Growth and behavioral screenings, as needed
- Tips about how to get and stay healthy

If you are a TennCare member under the age of 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 people living with physical disabilities or chronic conditions, we offer services to help with daily health and independent living needs.

TennCare CHOICES in Long-Term Care, also known as 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.

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 CHOICES members may get 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 managed care organization (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 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.

Remember, when you need a ride in 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).

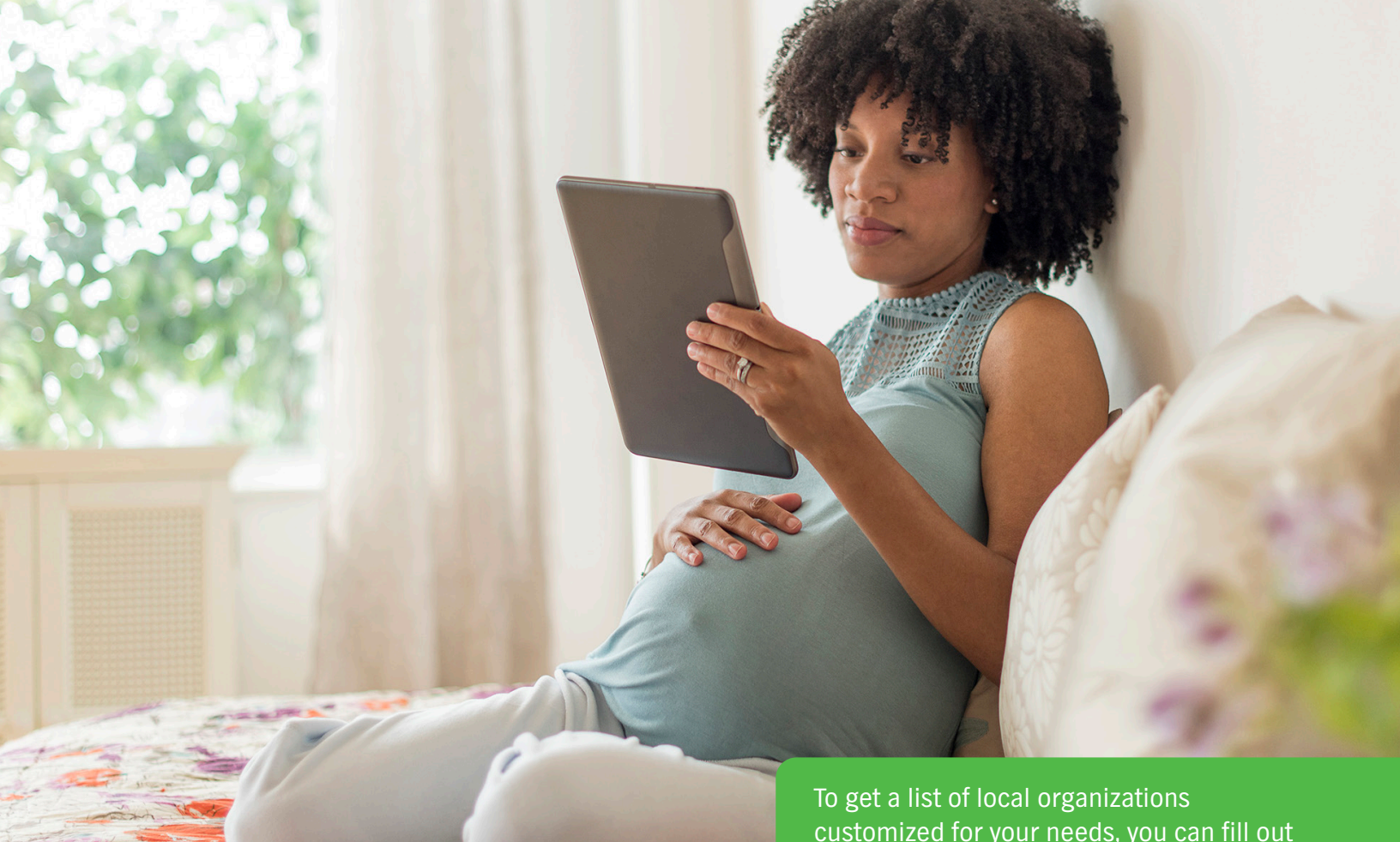
Renewing your Amerigroup benefits

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. 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 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.
- 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 with another MCO.
- You move outside of our service area and enroll with 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**.

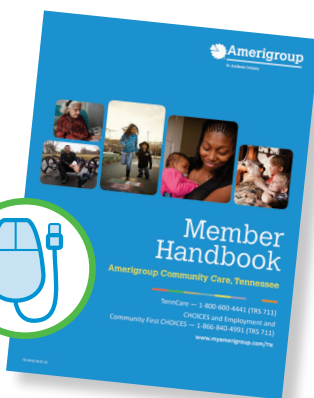


To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.

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, 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 ده‌که‌یت، خزمه‌تگوزاریه‌کانی یارمه‌تی زمان، به‌خواری، 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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