

Make Health Happen

Quarter 2, 2022 | myamerigroup.com/tn



COVID-19 vaccines for children 5-11

The best way to protect your child from COVID-19 is to get them vaccinated. While many children with COVID-19 have mild symptoms or no symptoms at all, some children do become severely ill. And any child with COVID-19 can still spread the virus to others.

The American Academy of Pediatrics (AAP) recommends all children ages 5 and older get the COVID-19 vaccine. Your child can also receive their flu shot and the COVID-19 vaccine at the same time. Ask your child's doctor if they can provide both the flu and COVID-19 vaccine at your child's next wellness visit, or sooner.



Children ages 5 and older who complete the COVID-19 vaccine may be eligible to earn a \$50 reward. Create, or log in to your [Healthy Rewards account](#) to see if you're eligible.



Don't want to wait?
Find vaccine
locations near you
at vaccines.gov.

It's safe to visit your child's doctor during COVID-19



With more than two years of the COVID-19 pandemic behind us, people are adjusting to safely living life. It's important to keep up with your child's wellness visits and vaccines. Getting your child vaccinated helps their immune system fight off preventable diseases.

While it might have seemed unsafe to visit your child's doctor two years ago, many doctor's offices continue to take steps to keep you and your family safe while you're there.

To find out what your child's doctor is doing to protect your family, visit their website or call ahead. Ask them if they are:

- Checking everyone's temperatures.
- Checking for other symptoms of COVID-19 when you arrive.
- Requiring all visitors and staff to wear masks.
- Moving the furniture in waiting rooms six feet apart for social distancing.
- Cleaning exam rooms, equipment, and other spaces between each visit.
- Providing hand sanitizer.

For vaccine appointments, your child's doctor may:

- Schedule special kids-only hours.
- Ask you and your family to wait outside or in your car until they're ready to see your child.
- Set up a separate entrance or area for kids' well-visits.
- Offer a drive-up service for checkups and vaccines in your car.

You and your child can do your part by taking these steps:

- Wear a mask at all times.
- Stay six feet apart from others.
- Wash your hands for at least 20 seconds, or use hand sanitizer before and after touching anything in public places.
- Avoid touching your face, eyes, nose, and mouth.
- Remind small children to keep their hands to themselves and in their laps.
- Cover any coughs or sneezes.

Don't let COVID-19 stop you from keeping your kids healthy. The pandemic may have changed many things, but we can't let it stop us from keeping our kids — and ourselves — healthy.



You may be eligible to earn \$25 for getting your baby's shots on time and \$50 for getting your adolescent's HPV shots on time. To learn more, visit myamerigroup.com/tn.



Teen safety

Kids go through many changes during their preteen and teenage years. They deal with changes in their bodies, friendships, dating, social pressures, and the demands of school. Meanwhile, parents and guardians try to keep them safe while giving them freedom to make their own choices.

Safe driving

Car crashes are the leading cause of teen deaths in the U.S. You can help them become a better driver by letting your teenager practice driving with you.

Talk with your teen about safe driving, including not riding in a car with a person who has used drugs or alcohol. Ask them if they have someone to call for a ride if they feel unsafe getting into a car with someone. Let your teen know it is OK to call you or a trusted adult for help if they need it.

Encourage your teen to always wear a seatbelt. This lowers the risk of serious injuries and deaths by close to half. Remember, drivers and passengers can get a ticket for not wearing seatbelts.

Sources:

American Academy of Pediatrics:
brightfutures.aap.org, healthychildren.org

Safe Kids Worldwide: safekids.org

Centers for Disease Control and Prevention:
cdc.gov

Gun safety

Teens and children commit half of all accidental shootings. If you have a gun in your home:

- Store it unloaded and locked away
- Lock up bullets in a different place
- Teach kids about gun safety

It's important to talk to your kids about guns. Discuss how guns they see on TV or in videogames are different than guns in real life. Let them know never to take a gun to school. If they know someone talking about bringing a gun to school, tell a teacher or an adult right away.

Peer pressure and taking risks

Learning to manage conflict in a healthy way is an important part of staying safe. Teach your kids non-violent ways to resolve conflicts. Let them know walking away is OK, and that they can talk with you or another trusted adult if they need help or feel bullied.

Talk with your teen about dating and staying safe in sexual situations. Make a plan with them for avoiding risky situations or if they feel pressured. Tell them no means no, and no is OK.



Urgent care versus emergency room care

It is important to know where to go for care when you are sick or injured. Your primary care provider (PCP) should be your first stop for your medical needs, but sometimes, you need care after hours or right away. If you are 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:

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/allergic reactions	Loss of consciousness
Urinary tract infection	Head and eye injuries

Remember, most urgent care centers are open late at night, on weekends, and holidays — and without the long wait of the ER.



To find an urgent care center near you, visit myamerigroup.com/tn.

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.



You may be eligible to earn up to \$20 for high blood pressure medication refills and up to \$20 for antidepressant medication refills.

To learn more, visit myamerigroup.com/tn.

*TennCare Rules 1200-13-13-.08(11) and 1200-13-14-.08(11).





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).



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 members 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.



You may be eligible to earn \$20 for adult wellness visits and \$50 for childhood wellness visits when you complete these healthy activities. Visit myamerigroup.com/tn to learn more.

New maternal health benefits

As of April 1, 2022, Amerigroup will be expanding the following maternal health benefits:

- All pregnant Medicaid enrollees will remain eligible for TennCare for 12 months after delivery beginning on 4/1/2022.
- Dental coverage will begin on 4/1/2022 for Medicaid enrollees 21 and older who are either pregnant or in the 12 month postpartum period.
- The length of dental coverage is the duration of the pregnancy and 12 months following delivery.
- The dental benefits covered will include the following:
 - Diagnostic X-rays and exams
 - Scaling and root planing
 - Tooth extractions
 - Preventive cleanings
 - Full mouth debridement
 - Alveoloplasty
 - Topical fluoride treatments and caries arresting medicament



- Crowns (2 per member per eligibility period)
- Removal of lateral exostosis
- Restorative (fillings)
- Complete dentures
- Removal of torus mandibularis
- Endodontics (1 root canal per member per eligibility period)
- Immediate complete dentures and complete denture relines
- Palliative treatment



To access the dental benefits, members will need to notify TennCare of their pregnancy. You can update your TennCare Connect account online at tenncareconnect.tn.gov, or by calling the TennCare Connect Hotline at **855-259-0701**.

How to change your PCP

Do you have a primary care provider (PCP) you prefer to see? Is the same one listed on your member ID card? If not, you can follow these steps to change your PCP:



1. Visit myamerigroup.com/tn.
2. Log in or register your online account.
3. Once you log in to your account, you can view or change your PCP in the *Primary Care Provider (PCP)* section.

If you would rather talk with someone to change your PCP, call our Member Services team at **800-600-4441 (TRS 711)**.

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



Deciding if consumer direction is right for you

Consumer direction, also called self-direction, is a way to receive services in your home. It allows you to choose your own workers who support you, and to decide when and how you receive services.

With consumer direction, your workers work for you, not an agency. This means you will have responsibilities, like:

- Choosing who works for you.
- Scheduling your workers.
- Training your workers.
- Giving your workers feedback on their services.

Choosing to consumer direct is a big decision. It means you may have to make more decisions than if an agency managed your services. To learn more about consumer direction and if it may be right for you, view our online [toolkit](#).

If you choose to consumer direct, you have support. Talk to your coordinator if you are interested in consumer directing your care.

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:



- **Online.** If the letter you received says you can renew online, log in to your [TennCare Connect account](#) and click **Renew My Coverage**.
- **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.
- **Over the phone.** Call TennCare Connect at **855-259-0701**.

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.

Storing and disposing medicines safely

Many children visit the emergency room (ER) each year because they get into medicines while an adult isn't looking. Any medicine, including over-the-counter medicines, can cause harm if taken in the wrong way or by the wrong person. Safely storing and getting rid of any unused medicines can help protect children and others close to you.



How to store medicines safely

- Keep medicines out of children's sight. Pick a storage place they can't reach or see.
- Put medicines away each time. Don't leave them on a counter or at a child's bedside, even if it is needed again in a few hours.
- Teach children and guests about medicine safety. Ask guests to store their medicines in a safe place, and tell your children about what medicine is and why a trusted adult must give it to them.
- Make sure the safety cap is locked. Twist the cap until you hear it click, or can't twist it anymore.
- Be prepared in case of an emergency.

When and how to get rid of medicines

If you have medicines that are expired or that you no longer use, it's time to get rid of them. Safely getting rid of these medicines can help protect others from taking them accidentally, or using them when they don't need to.

There are two main ways to safely get rid of medicines you no longer need:

- 1 Use a drug take back program. These programs collect and dispose of unused medicines for you. Some pharmacies, like CVS and Walgreens, offer drug take back programs. You can also search for locations that offer drug take back programs on the U.S. Department of Justice Drug Enforcement Agency (DEA) website [here](#).
- 2 Dispose of medicines at home. Use this option when you can't use a drug take back program. You can either:
 - Flush your unused medicines. Some medicines have specific directions to flush them down the sink or toilet if they aren't needed. These medicines are on the U.S. Food and Drug Administration (FDA)'s [flush list](#).
 - Throw your unused medicines in the trash. Most medicines that are not on the flush list can be thrown away. These include pills, liquids, drops, patches, and creams.



Call the Poison Control Center at **800-222-1222** if you think your child may have gotten into a medicine or vitamin.

Sources:

U.S. Food and Drug Administration website: *Where and How to Dispose of Unused Medicines* (accessed January 2022): [fda.gov](https://www.fda.gov)

Centers for Disease Control and Prevention website: *Put Your Medicines Up and Away and Out of Sight* (accessed January 2022): [cdc.gov](https://www.cdc.gov)

To learn more about disposing of medicines safely, visit the FDA's website, [fda.gov](https://www.fda.gov).

Hypertension

Hypertension is high blood pressure. Blood pressure is the amount of force it takes for the heart to push blood through the body.

High blood pressure usually has no symptoms. The only way to know you have it is to measure your blood pressure often.

If you have high blood pressure, you can help manage it by:



Checking your blood pressure regularly.

You can measure your blood pressure at home, or visit your doctor or nurse so they can check it for you.



Taking your medicine. If you take medicine for your high blood pressure, follow your doctor's instructions carefully. Never stop taking your medicine without talking to your doctor or pharmacist first.



Exercising and eating healthy foods. Living a healthy lifestyle can help keep high blood pressure under control.

To learn more about managing high blood pressure, visit the Centers for Disease Control and Prevention (CDC) [website](#).



High blood pressure:



- Makes the heart work harder.
- Increases the risk for heart disease and stroke.
- Can damage the body, even without symptoms.

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

When you call to participate, a care coordinator will work with you or your child to set and reach health goals.



They will:

- Talk with you about healthcare needs.
- Coordinate care, such as scheduling appointments for different doctors.
- Help you find rides to and from those appointments.
- Give information about local support services for specific health conditions.

We're 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.

We look forward to working together with you for your and your child's best health.

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).



Quitting smoking

Have you ever thought about quitting smoking, chewing, vaping, or dipping? Making a change can be hard. The first step is deciding you're ready to quit.

What could motivate you to quit?

- Saving money
- Having more energy
- Breathing easier and coughing less
- Having a healthier heart and lungs
- Not wanting to:
 - Miss seeing your kids or grandkids grow up
 - Smell like smoke
 - Expose others to secondhand smoke

Once you decide you're ready to quit, make a quit plan. This can help you prepare and boost your chances of success. To make a no-cost quit plan, visit smokefree.gov and choose **I Want to Quit**.

We're here to support you if you want to quit smoking. Our no-cost Population Health program offers services that can help you quit. To learn more about the Population Health program, look in your member handbook or call Amerigroup Population Health at **800-600-4441 (TRS 711)**.

To receive a list of local organizations customized for your needs, you can fill out our short survey online at bit.ly/agp-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), tools to learn about healthy eating



Housing: Finding shelter or permanent housing, home repairs, paying for housing and utility bills



Goods: Clothing, home goods, medical supplies, baby and child supplies



Transportation: Bus passes, paying for your car or gasoline



Money: Government benefits, loans, taxes, insurance, classes to help manage money



Work: Finding work or on-the-job aids, retirement, unemployment benefits



Education: Finding and paying for school for you or your child, GED testing, financial aid, school supplies, training programs



Legal aid: Finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, 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.
- 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 resources in the community.





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**.



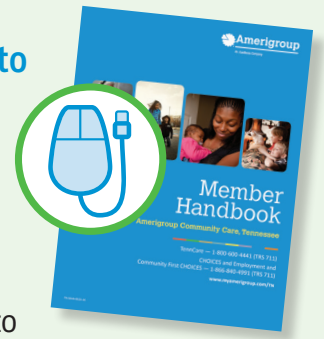
To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.



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.

New benefits have been added! You can learn more about any updated benefits and services by viewing *Updates to your benefits* on our website under **Member Materials**.

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, finding a doctor, 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 قهسه دهکهیت، خزمهتگوزاریهکانی یارمتهی زمان، بهخوڕایی، بو 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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