

Make Health Happen

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Getting ready for winter

It's not too early to prepare for winter. Here are steps you can take now to help keep you safe and healthy in the winter months.

- Stock food that does not need to be cooked or refrigerated, as well as clean water.
- Keep an emergency kit that includes a flashlight, extra batteries, a first aid kit, medicines, and items for your baby or pet.
- Test batteries in your home's smoke and carbon monoxide detectors. If you don't have these items, it's a good idea to install them.
- Make sure you have layers of warm clothing, including a coat or jacket, hat, scarf, and boots.
- Clean your home's gutters and repair any roof leaks.
- Check your heating system for any problems, and insulate water lines to help protect them from freezing.

These tools and resources can also help you during a storm or other emergency:

- The Amerigroup mobile app. When you download it, you'll always have access to:
 - Your member ID card.
 - The Find a Doctor tool.
 - The Find a Pharmacy tool.
 - Live chat with a representative.
 - Your doctor's contact information.



- LiveHealth® Online. Download the free mobile app to visit a provider on a smartphone, tablet, or computer 24/7.
- RX Open. Find a pharmacy that's open in an area impacted by a disaster.
- 24-hour Nurse HelpLine. Talk to a nurse 24 hours a day, 7 days a week by calling **866-864-2544 (TRS 711)**.
- Community Resource Link. Enter your ZIP code to find help getting food, housing, and more.

Source: <https://www.cdc.gov/nceh/features/winterweather/index.html>

ECF CHOICES services

Employment and Community First (ECF) CHOICES is for people of any age who have an intellectual or developmental disability (I/DD). Our goal is to help ECF CHOICES members live as independently as possible. We do this through services and supports like:

- **Your own support coordinator.** This person will help you reach your goals, receive support services, and get the physical and emotional healthcare you need.
- **Help finding work.** We can help you learn skills for work, find a job, and keep a job. We can also help you:
 - Decide if you want to work and what jobs you might be good at.
 - Try out different jobs.
 - Get a better job that earns more money.
 - Understand how the money you earn will impact other benefits you receive, like Social Security and TennCare.
- **Help living independently.** We offer services to help you learn and do things at home, plus get actively involved in your community. This also includes peer supports for you and your family.

The services you can receive in ECF CHOICES depend on how much support you may need. To learn more and view a full list of services, see your member handbook at myamerigroup.com/tn.



You can also reach us in any of these ways:

- Chat with a live person or send us a secure message. To get started, log in to your secure account at myamerigroup.com/tn.
- Call Member Services at **866-840-4991 (TRS 711)** Monday to Friday from 8 a.m. to 5 p.m. Central time.

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.*

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

If you have problems getting your prescription medicines, you or your doctor can call the TennCare pharmacy help desk at **888-816-1680**.





Choosing the right doctor for your child

The doctor you choose is up to you. There are many ways to find out if a doctor is the right fit – location, the language they speak, when they are open, and more. You can find a doctor who fits both your needs *and* your child's needs. You may have questions about how to choose a doctor for your child.

Here are some tips to help you find the right pediatrician:

1 Ask someone you trust

A simple first step is to talk to someone you trust about pediatricians they like. Asking family members or friends is a quick way to learn who the people that you trust, trust with their children. You can also ask your health plan for doctors they recommend for your child. Members can download the Amerigroup mobile app to live chat with a representative or send a secure message.

2 Look at office websites

Next, check out the doctors' websites. You can find useful information and get important questions answered.

- Is the office close to where I live or work?
- Is it near my child's daycare?
- How flexible are the office hours?
- Are they open on weekends or in the evening?
- Can I schedule same-day or last-minute appointments?
- What languages do the doctor and staff speak?
- What are their specialties?
- Can they provide care for my child's specific health needs?
- Do they offer virtual appointments?
- How much medical training and years of experience does the doctor have?

3 Meet or visit the doctor

Once you have a list of a few doctors, schedule a call or visit to meet them. Writing down your questions before speaking with them for the first time can help you remember what to ask the doctor. And take notes during your visit. Having notes to review later can help you decide which pediatrician is the best fit. Some notable questions are:

- Do the staff and doctors make my child and I feel comfortable?
- Are they professional and welcoming?
- Do I feel comfortable asking questions?
- Are they good listeners?
- Do they explain things clearly to me?

4 Trust your instincts

You decide what is most important when choosing a pediatrician for your child. Knowing more about the doctors and their offices will help you choose the best option for your child.



Sleep and your teen

Sleep is more important than you may think. During sleep, your brain sorts and stores information, solves problems, and replaces certain chemicals.

Teens need 8 to 10 hours of sleep each night. Not getting enough sleep can make it hard for your teen to pay attention, cause them to feel moody or depressed, and affect their germ-fighting immune system.

If you think your teen has trouble sleeping, talk with their doctor.

For help finding a doctor near you, visit our website at myamerigroup.com/tn and select the [Find a Doctor](#) tool.

Different things can make it hard for teens to get the sleep they need.

- Early school start times and packed schedules can take away time needed for sleep.
- Their bodies release sleep hormones later in the night, which causes them to fall asleep and wake up at later times. Many teens aren't tired enough for bed before 11 p.m.
- Using technology like smartphones, computers, and TV before bed can make it hard to fall asleep.



To help your teen sleep, you can:

- Talk to them about setting regular bedtimes and wake-up times.
- Keep their bedroom dark, cool, and quiet for bed.
- Encourage them to turn off electronics before bed.
- Help your teen limit caffeine in the late afternoon and evening.
- Encourage your teen to exercise and do physical activities during the day.

Sources: <https://kidshealth.org/en/parents/sleep-problems.html#catsleep> and <https://kidshealth.org/en/kids/not-tired.html#catbody>

At-home COVID-19 test

COVID-19 testing is now more convenient than ever. You can receive four at-home COVID-19 tests at no cost for your household at COVIDtests.gov. To place an order, all you need is your name and address.

You can also find covered at-home test kits at any TennCare pharmacy. To find a pharmacy closest to you, visit the online Optum Rx [Find a Network Pharmacy](#) tool.

At-home test kit packages might include one test kit or several test kits in the same package. There is a limit of eight packages with one test kit, or four packages with two test kits. If you go to your local pharmacy to find an at-home test kit, make sure to check out at the pharmacy counter as if you were picking up a prescription.

At-home testing is not your only option. You are also covered if you go to a testing site. To find a COVID-19 testing site near you, visit covid19.tn.gov/testing-sites.

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)**.



Urgent care versus emergency room (ER) 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.

All you need to know about your health plan. All in one place.

With a secure 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).

Scan the QR code to register or log in to your online account. OR download the Amerigroup app from the App Store® or Google Play™.



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!

Get health news, healthy lifestyle tips, and more on our blog at blog.amerigroup.com.

Hepatitis C

What is hepatitis C?

Hepatitis C is a disease caused by a virus that infects the liver. It spreads through contact with an infected person's blood. Some people who get hepatitis C have it for a short time and then get better. Most people get a long-term infection that can lead to cirrhosis, liver cancer, or liver failure. Although hepatitis C can be very serious, most people can manage it and live active, full lives.

What are the symptoms?

Most people who have hepatitis C don't have symptoms. If there are symptoms, they may include fatigue, pain in the belly and joints, itchy skin, sore muscles, and dark urine. The whites of the eyes and skin may also look yellow.

How is hepatitis C diagnosed?

If your doctor thinks you may have hepatitis C, he or she will talk to you about having a blood test. If the blood test shows hepatitis C antibodies, then you have had hepatitis C at some point. A second test can tell if you still have hepatitis C.

How is hepatitis C treated?

Medicines may be given for short-term hepatitis C. They are also used to treat a long-term infection. Treatment may also help prevent liver problems, like cirrhosis and liver cancer.

Source: <https://www.cdc.gov/hepatitis/hcv/index.htm>



Heat and medicines

Certain medicines can affect the way your body regulates its temperature. In hot and humid weather, that can increase your risk for heat-related illnesses, like heat exhaustion or heat stroke.

Heat exhaustion happens most often in people who are active outside during the hottest times of day. It can cause a rapid heartbeat, cold, pale skin, dizziness, or even vomiting.

Heat stroke is the most serious heat-related illness. The body's temperature rises and is unable to cool down, which can lead to death. Signs of a heat stroke include:

- Confusion
- Slurred speech
- Hot, dry skin or sweating a lot
- Seizures
- Very high body temperature

Medicines that can increase your risk of heat-related illness

- Antipsychotics, such as Aripiprazole, Haloperidol, and Risperidone
- Antidepressants, such as Amitriptyline and Doxepin
- Allergy medicines, like Benadryl (Diphenhydramine)
- High blood pressure drugs, like Hydrochlorothiazide, Furosemide, Benazepril, Lisinopril, and Atenolol
- Overactive bladder treatments, such as Oxybutynin and Solifenacin
- Stimulants, like Amphetamine

How to prevent heat-related illness

- Drink plenty of water.
- Be sun-safe. Use sunscreen and wear loose, light-colored clothing that helps protect from the sun.



As soon as you recognize the signs of heat stroke, call 911. You can also:



- Loosen or remove outer layers of clothing.
- Move to a cool place.
- Use CPR, if needed.
- Try to bring down body temperature with cold compresses or cold water.

- Seek shade. Stay in the shade or inside during the hottest times of the day.
- Stay cool. Try to limit outdoor activity to the morning or evening.
- Know your medicines. Ask your doctor or pharmacist if any medicines you're taking could make you more sensitive to the sun or heat.

Sources:

<https://www.nj.gov/humanservices/news/hottopics/approved/heat.html>, <https://www.consumerreports.org/drug-safety/can-your-meds-make-you-more-sensitive-to-sun-and-heat/>

High blood pressure (hypertension)

Hypertension is high blood pressure.

Blood pressure is the amount of force it takes for the heart to push blood through the body. Many people can have high blood pressure and not know that they have it.

Adults should get their blood pressure checked at least once a year. It's the only way to know if it's too high. You can have it checked:

- When you visit your primary care provider (PCP).
- At your local pharmacy (if available).
- At home with a blood pressure cuff (if you have one).

High blood pressure:

- Makes the heart work harder.
- Can still damage the body, even without symptoms.



To help manage your blood pressure, you can make these heart-healthy changes:

- Use exercise, meditation, music, or journaling to help with stress.
- Choose foods and drinks that are low in salt and high in potassium.
- Take action to stop smoking by calling **800-QUIT-NOW (800-874-8699)**.



We're here to help our members living with high blood pressure. Visit myamerigroup.com/tn to find these helpful webpages:

- [Manage Your Condition](#) — Learn more about Population Health programs.
- [Community Resources](#) — Get help finding ways to get healthy food and support.
- [Health & Wellness](#) — Find tips for a healthy lifestyle and more.

Sources: American Heart Association, heart.org
United States Department of Agriculture, choosemyplate.gov

What does your blood pressure reading mean?	Normal	Above normal (elevated)	High, stage 1	High, stage 2	Hypertensive crisis
Top number (Systolic) Pressure as the heart beats	Less than 120	120-129	130-139	140 or higher	Higher than 180
Bottom number (Diastolic) Pressure in between heartbeats	and less than 80	and less than 80	or 80-89	or 90 or higher	and/or higher than 120
Take action and follow up based on your reading.	Monitor as needed.	Talk with your doctor or PCP.			Call for help right away.

Manage your or your child's condition with your Amerigroup Community Care 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.

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.



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).

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.



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), 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



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.

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.



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 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.



You can search the large network of doctors in your plan. Visit our website at myamergroup.com/tn and use the Find a Doctor tool.

You can also change your child's pediatrician or primary care provider (PCP) at any time by logging in to your secure account at myamergroup.com/tn. Once you are logged in, you can chat with a Member Services representative if you need help. Or, download the Amerigroup mobile app to live chat with a representative or send a secure message.

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, 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 بهرهدهسته. 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.