

Make Health Happen

Quarter 4, 2022 | myamerigroup.com/tn



Services in the CHOICES program

The covered long-term services and supports you can receive in CHOICES depends 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 covered in CHOICES Group 2 and Group 3 are covered in the member handbook. Some of these services have limits. This means that TennCare will pay for only a certain amount of these services. The kind and amount of care you get in CHOICES depends on your needs.

In some instances, Amerigroup Community Care 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.

Enabling technology for ECF CHOICES members

Enabling technology is equipment and tools that help support independence at home, in the community, and at work. It can help people complete tasks that they may not be able to do on their own.

Examples of enabling technology include:

- Motion sensors
- Stove guards
- Automated medication dispensers
- Mobile apps that use pictures, audio, and video to guide, teach, or remind
- Wearable technologies
- Software that helps individuals communicate

With Amerigroup, Employment and Community First CHOICES, or “ECF CHOICES” for short, members can receive up to \$5,000 worth of enabling technology, assistive technology, or specialized medical equipment and supplies each year. Your support coordinator will assess your interest, readiness, and need for enabling technology before you receive it. If your support coordinator finds that you are ready for and need enabling technology, they will help you access the devices and supports you need.



To learn more about ECF CHOICES and the services you can receive, view 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 online account at myamerigroup.com/tn.
- Call Member Services at **866-840-4991 (TRS 711)**
Monday through Friday from 8 a.m. to 5 p.m. Central time.



Well-child checkups for children ages 1 to 6



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 is here to help.

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

Immunization chart for children ages 1 to 6								
Immunization due	12 months	15 months	18 months	24 months	3 years	4 years	5 years	6 years
Varicella	✓Dose 1					✓Dose 2		
MMR	✓Dose 1							
Hep A	✓Dose 1							
PCV	✓Dose 4							
Influenza (yearly*)	✓	✓	✓	✓	✓	✓	✓	✓
DTaP/Tdap		✓Dose 4				✓Dose 5		
Hib		✓Dose 4						
IPV						✓Dose 4		

*Two doses given at least four weeks apart are recommended for children age 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.

Do you need help making an appointment or finding a ride to your child's doctor visit? We can help.

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 tips for teens



Dental care is important for your teen's health and overall well-being. Every six months, your teen should have a dental checkup at their Dental Home. A Dental Home is the dentist office where your child goes regularly for dental care.

As a TennCare member, your teen has been assigned a Dental Home. You can find the name of their Dental Home listed at the top of the letter sent with your child's member ID card.

If you need help finding out where your teen's Dental Home is, or if you would like to change their Dental Home, call DentaQuest at **855-418-1622** or visit the [DentaQuest](#) website.

Aside from regular checkups at their Dental Home, here are things your teen can do to help make sure their teeth are healthy:

- Wear a mouthguard while playing contact sports.
- Keep good oral health habits by brushing their teeth twice a day with fluoride toothpaste and flossing once a day.
- Change their toothbrush every three months.
- Eat healthy snacks and meals. Avoid sticky or sweet foods and sugary drinks and buy sugar-free gum if your child chews gum.



You can also ask your teen's dentist about sealants for their teeth. Sealants help to prevent cavities and help to keep molars clean.

To learn more about your teen's dental benefits, visit our website at myamerigroup.com/tn.

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, when they're eligible. 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.

Heart health and medicines







Many people living with high blood pressure or high cholesterol take medicine to help manage their condition. These medicines can help reduce the risk of serious health issues, like heart disease, heart attack, or stroke.

If you take medicine to help with a chronic condition, like high blood pressure or high cholesterol, make sure to follow your doctor's instructions carefully. Continue to take your medicine even if you feel well. If you have questions, ask your doctor or pharmacist, and never stop taking your medicine without talking to your doctor first. Stopping these medicines without talking to your doctor could cause you to experience symptoms or lead to serious health consequences.

Sources: <https://www.cdc.gov/bloodpressure/manage.htm> | <https://www.cdc.gov/bloodpressure/medicines.htm> | <https://www.heart.org/en/health-topics/high-blood-pressure/changes-you-can-make-to-manage-high-blood-pressure/managing-high-blood-pressure-medications> | <https://www.heart.org/en/health-topics/high-blood-pressure/changes-you-can-make-to-manage-high-blood-pressure/what-you-should-know-about-high-blood-pressure-and-medications>

Where to go for care

Are you injured or feeling sick? You have options.

 Doctor	 Telehealth	 Urgent care	 Emergency room
Contact your primary care provider (PCP) first when you need healthcare.	Check with your PCP to see if they offer telehealth appointments.	When you can't see your PCP, visit an urgent care center for minor illnesses or injuries, like: <ul style="list-style-type: none">• Fever• Vomiting that won't stop• Sprains• Strains• X-rays• Small cuts• Back pain	Visit an emergency room (ER) for serious or life-threatening issues that need attention right away. <ul style="list-style-type: none">• Chest pain• Trouble breathing• Head injury• Slurred speech• Seizure• Broken bones



Having trouble deciding where to go for care?

Talk to a nurse. Call 24-hour Nurse HelpLine at 866-864-2544 (TRS 711) 24 hours a day, seven days a week.

For help finding a provider near you, use our online [Find a Doctor](#) tool.

New pregnancy and postpartum benefits

Great news. If you have TennCare Medicaid and are pregnant, you will now keep your healthcare coverage for 12 months after you give birth. You will also have dental benefits during this time.

To receive dental benefits, you will need to update your TennCare Connect account to tell the state you are pregnant. To update your account, visit tenncareconnect.tn.gov or call **855-259-0701**.

Once you update your account, you'll have access to dental benefits through DentaQuest. For help finding a dentist, call DentaQuest at **855-418-1622** or visit the [DentaQuest](https://www.dentaquest.com) website.

If you need help getting to the dentist or other health visits, we have ways to help you get there. You can schedule a free ride, receive a bus pass, or be reimbursed when a friend or family member drives you to a covered appointment. To learn more



about your options, contact Tennessee Carriers at **866-680-0633 (TRS 711)** or visit the tenncarriers.com/schedule.

Managing depression

Everyone feels blue or sad some of the time, but these feelings don't last very long. When a person has major depressive disorder (MDD or clinical depression), these feelings don't go away easily. They can get in the way of everyday life.

Depression is a common and real illness. When you are living with depression, it can cause you to feel sad, lose interest in activities you always liked doing, withdraw from others, and have little energy.

If you think you may be depressed, talk with your doctor. They can help you get the care and treatment you need. Treatment might include counseling, psychotherapy, and medicines, like antidepressants. Making changes to your lifestyle, like exercising more, may also help with depression.

If you think someone you love has depression, encourage them to get or stay in treatment. Talk with them, learn more about depression, and gently encourage them to do things they love and see people they enjoy spending time with.

To learn more about depression, what causes it, and how it's treated, visit [Health A-Z](#).





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.

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 from 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).

TennCare CHOICES

To support individuals living with physical disabilities or ongoing 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 kids and youth under 21

It's important for children, teens, and young adults to get 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.



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 drugstores 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 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.

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



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

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

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



With an online account, you can:



Change your primary care provider (PCP).



Take your Health Risk Screener (HRS).



Find a doctor or specialist.



View your contact info.



View or print your member ID card.



Chat with a live person or send us a secure message.



Manage your IngenioRx Pharmacy prescriptions.



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.

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.



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.



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.

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.



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 قهسه دهکهیت، خزمهتگوزاریهکانی یارمەتی زمان، بهخۆراییی، بو تو بهردهسته. پهیههندی 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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