

Make Health HAPPEN



Quarter 4, 2018 | www.myamerigroup.com/TN

Our quality scores

To measure the quality of your plan, we use tools from professional organizations, including the:

- Consumer Assessment of Healthcare Providers and Systems® (CAHPS) survey
- Healthcare Effectiveness Data and Information Set® (HEDIS)



See the tables below for some of our scores and how we've improved in the past couple years.

CAHPS

Category	Population	2017	2018	Change
Rating of health plan	Children	85%	86%	↑1%
Customer service	Children	87%	90%	↑3%
How well doctors communicate	Children	92%	93%	↑1%
Getting needed care	Adults	82%	83%	↑1%

HEDIS

Category	East region			Middle region			West region		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
Adult access to preventive/ ambulatory care	70%	72%	↑2%	78%	80%	↑2%	73%	76%	↑3%
Children getting flu shots	31%	36%	↑5%	49%	49%	none	21%	27%	↑6%
Breast cancer screenings	34%	41%	↑6%	48%	49%	↑1%	43%	47%	↑4%



Member Services

TennCare: 1-800-600-4441 (TRS 711)
 CHOICES/ECF CHOICES: 1-866-840-4991 (TRS 711)
 24-hour Nurse HelpLine: 1-866-864-2544 (TRS 711)

TennCare members and parents

Check in, check up and check back

Children and young adults need regular health checkups, even if they feel fine. These visits help their primary care provider (PCP) find and treat problems early.

With TennCare Kids, checkups are free up until age 21. Checkups include:

- Health history
- Complete physical exam
- Lab tests (if needed)
- Immunizations (shots)
- Vision/hearing check
- Dental check
- Growth and behavioral screening (as needed)
- Tips about how to keep your child healthy



If your child hasn't had a checkup in the past year, call their PCP today for an appointment. Ask for a TennCare Kids checkup.

Healthy smiles for life

Your child's smile is priceless. To help keep their teeth clean and healthy, start with good oral health habits at home:

- Brush teeth twice a day.
- Floss at least once per day. (For baby teeth, start flossing as soon as their teeth start touching.)
- Eat healthy foods and limit sweets to help prevent cavities.
- Visit the dentist for an exam and cleaning twice a year.



We cover a dental checkup and cleaning every six months for children under 21. To find a dentist, visit dentaquest.com.



Your teen is coming out

Here's one way you can help

Let's be real — sometimes it can be tough getting the right health care as an adult. Imagine what it's like for your LGBTQ teen.

LGBTQ individuals often experience higher rates of:

- Smoking
- Substance use disorder
- Depression
- Anxiety
- Feeling lonely
- Suicide attempts
- Discrimination such as prejudice, stereotyping, harassment and bullying from others
- Certain sexually transmitted infections and diseases

Talk to your teen about coming out to their doctor. It's important to be open and honest about:

- Their sexual orientation
- Their gender identity
- Emotions, including body image issues
- Whether or not they smoke, drink alcohol or use other substances
- Whether or not they're having sex

Sharing all this with the doctor may not be easy. But it's an important step for their life-long health.

Five reasons to get tested for chlamydia

- 1 Chlamydia is one of the most common sexually transmitted infections (STIs).
- 2 It normally shows no symptoms.
- 3 It can damage your reproductive organs so that you can no longer have children.
- 4 It's easily treated with antibiotics.
- 5 The test is easy, quick (you often get results in a few days) and covered by your health plan!

If you're sexually active, you should get tested once every year. To get tested, call one of these doctors today:

- Your PCP
- Your OB/GYN

Employment and Community First (ECF) CHOICES members

Connect with your community



Friends, hobbies and a sense of community are important. And our Community Integration Support team is here to help you venture out when you're ready. We can help you:

- Take a class
- Join a club
- Volunteer
- Find activities to help you get or stay healthy
- Or do other fun things in your local area

To learn more and see if you qualify, call 1-866-840-4991 (TRS 711).

The truth about drug use and pregnancy

Neonatal abstinence syndrome (NAS) happens when a baby is exposed to drugs in their mother's womb before birth.

Taking these drugs can cause NAS:

- Codeine and hydrocodone (Vicodin)
- Morphine (Kadian, Avinza)
- Oxycodone (OxyContin, Percocet)
- Tramadol (Ultram)
- Heroin
- Antidepressants
- Benzodiazepines (sleeping pills)
- Gabapentin (treats seizures and nerve pain)

Babies with NAS may suffer from:

- Low birth weight (less than 5 lbs., 8 oz.)
- Feeding problems
- Breathing problems
- Tremors
- Seizures
- Throwing up and diarrhea
- Birth defects
- Withdrawal symptoms

If you're currently taking or using any drugs that may cause NAS, your doctor can help you wean off the drugs safely. Here's what to do:

If you're pregnant:

- Stopping the drugs too quickly may cause even more harm to you and your baby. Talk with your doctor first.
- Tell your prenatal care doctor about any drugs you take, even if:
 - They're prescribed by a different doctor
 - You take more than you're supposed to
 - They're illegal drugs

If you're not pregnant:

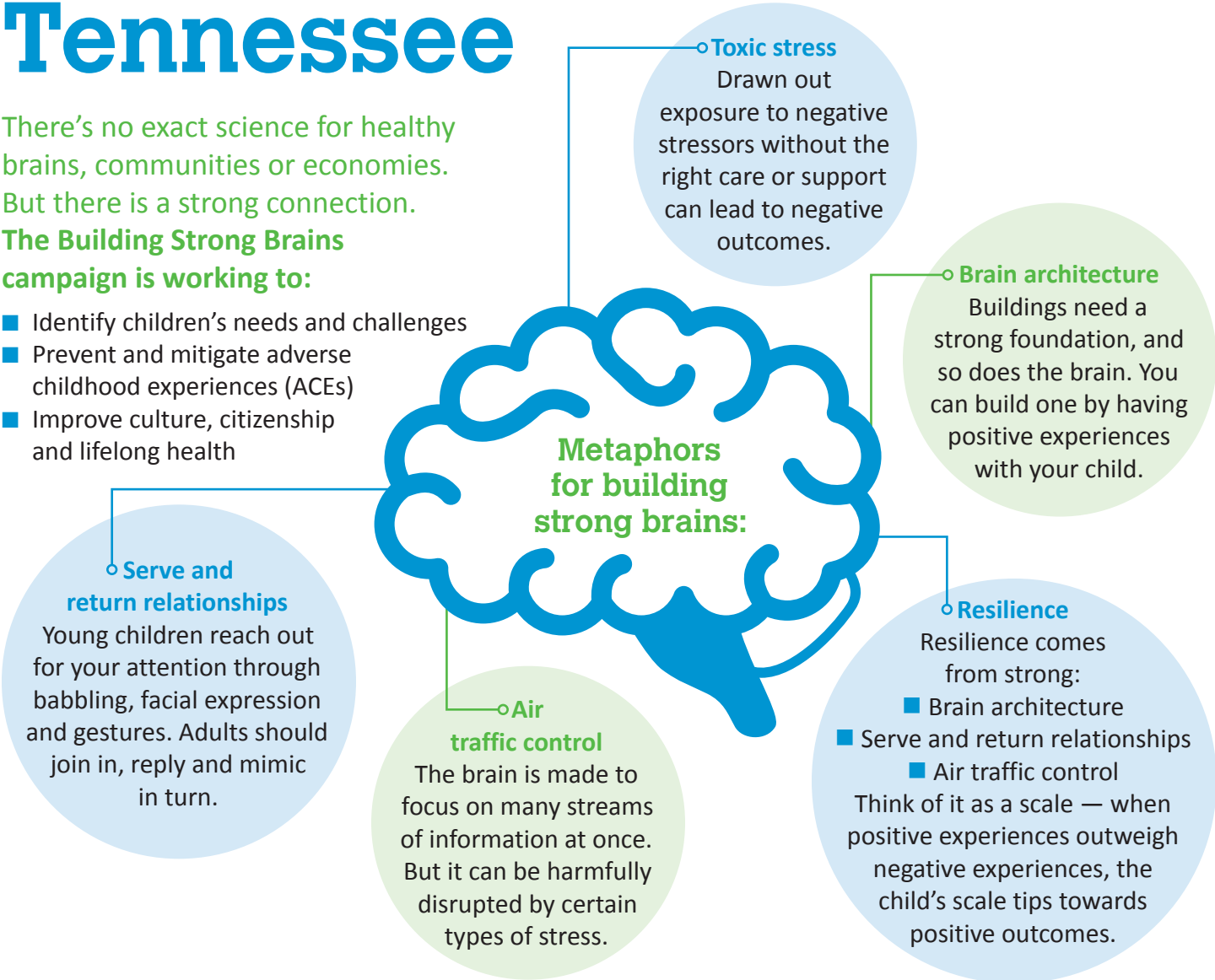
- Use birth control to prevent getting pregnant.
- Quit using these drugs before getting pregnant. Talk to your doctor to learn how.



Building Strong Brains Tennessee

There's no exact science for healthy brains, communities or economies. But there is a strong connection. The Building Strong Brains campaign is working to:

- Identify children's needs and challenges
- Prevent and mitigate adverse childhood experiences (ACEs)
- Improve culture, citizenship and lifelong health



Change your PCP online with My PCP Connection

Do you have a PCP you prefer to see? Is it the same PCP listed on your Amerigroup ID card? If not, **My PCP Connection** can help you and your family make the change.

My PCP Connection is a feature on our secure member website:

- 1 Go online to www.myamerigroup.com/TN.
- 2 If you haven't already, register for a username and password. Then log in to your secure account.
- 3 Once logged in, your PCP information will be in the box on the left. Click the link to make changes.

We'll also send you a new ID card with the PCP's name on it.

If you would rather talk with someone, call Member Services at:
■ 1-800-600-4441 for TennCare
■ 1-866-840-4991 for CHOICES and ECF CHOICES

Season's greetings! Watch out for seasonal depression this year.

Feeling blue during the cold fall and winter months? It may be a sign that you have seasonal depression.

Know the signs:

- Feeling sad throughout the day, most days
- Feeling lazy or sluggish
- Loss of interest in activities you used to enjoy
- Trouble sleeping
- Weight and/or appetite changes
- Trouble concentrating
- Feeling hopeless, worthless or guilty for little or no reason
- Thoughts of suicide or dying

If you think you may have seasonal depression, it's best to get help:

- If you have thoughts of death or suicide, call 911 or go to the nearest emergency room right away.
- For less severe symptoms, call your primary care or behavioral health provider and make an appointment.

Need help finding a doctor? Call 1-800-600-4441 (TRS 711). Or go to Find a Doctor on our website, www.myamerigroup.com/TN.



Taking pills for depression?

We know there's a lot of negative stigma about taking pills to help with your moods or behaviors. The truth is:

- Lots of people get depressed
- It can happen to anyone
- There's no shame in asking for help or getting treatment

The CDC says about **one in six American adults will suffer from depression at some point in their lives.**



Here are some tips to help take the medicine:

- Use a pill box with a compartment for each day of the week.
- Set an alarm to help you take it at the same time each day.
- If you don't feel comfortable taking pills in front of others, choose a time when you're home or likely to be alone.

Your medicine is an important part of your ongoing treatment plan. Don't stop taking it without talking with your doctor, first.



Protect your health and your waistline this holiday season

What's one thing the holidays seem to all have in common? Lots of food! It's easier than you think to avoid gaining weight during holiday feasts.

Here are some tips:

- Don't skip regular meal times — It's important to stay on your normal meal schedule on holidays, too. Skipping meals may lead to:
 - Overeating
 - Eating too fast
 - Changing your metabolism
- Control portions — Most portions shouldn't be larger than the size of your fist.
- Don't overload your plate — Remember, there will probably be leftovers for later!
- Choose more healthy foods — Try to fill half your plate with foods that look like real food, especially colorful fruits and veggies.

Hold the phone, turn off that TV

Experts say kids spend too much time using technology and not enough time getting exercise. How much time do kids 8-18 spend each day in front of a screen for entertainment? A national study says an average of 7.5 hours. That’s 114 days each year watching a screen.



Kids should spend more time being physically active. They should spend less time watching TV, playing video games or online. The Centers for Disease Control and Prevention (CDC) suggest kids get at least one hour of physical activity each day.

How can you help your child?

- Limit total screen time to one to two hours per day.
- Remove TV sets and other electronics from your child’s bedroom.
- Encourage other types of fun that include both physical and social activities, like joining a sports team or a club.
- Make sure kids have one hour of physical activity each day.

How can you know just how much time your child is spending using technology? And how can you limit that screen time?

The good news is there are many ways you can limit the amount of time your child uses technology — no matter how young or old they are:

- Set rules. Limit what they can use, what they look at and for how long. This is called content restrictions. You can set rules for television and the internet by using parental block options.
- Keep tablets, computers, TVs and other electronic devices out of your child’s room. This makes it easier to keep track of their screen time.
- Be a good role model. Limit your own time in front of a computer or TV screen or on your smartphone. Be active with physical activities and get out of doors.

Create a Family Media Plan

When technology is used the right way — and with limits — it can be a positive part of daily life. But when it’s not used the right way, it can replace important things like family time, fitness activities and enough sleep.



What is a Family Media Plan?

This is a plan you create that sets rules and goals in line with your family values. The American Academy of Pediatrics (AAP) has a website to help you. Go to healthychildren.org. This website has tools to help you figure out the amount of time your family spends on technology. Then it will help you create your plan. And this web site: kidcentraltn.com has information about different activities your family can do to avoid too much screen time.



We have a Quality Management/Quality Improvement (QM/QI)

program that guides our processes, including how we look at patient safety. We listen to your comments and look at claims data to help us know where we need to do better. If you would like information about our scores, efforts to improve patient safety or any other info about our QM program, please write to: Amerigroup Community Care, 22 Century Blvd., Suite 220, Nashville, TN 37214

TennCare CHOICES

in Long-Term Care, or “CHOICES” for short, is TennCare’s program for long-term care services. Long-term care services include care in a nursing home. Long-term care also includes care in your own home or in the community that may keep you from having to go to a nursing home for as long as possible. If you think you need long-term care services, you can call Amerigroup at 1-866-840-4991.

What do you know about your rights?

You can find a list of your rights and responsibilities as a TennCare and Amerigroup member in the member handbook. It’s available online (www.myamerigroup.com/TN), or you can call 1-800-600-4441 (TRS 711) to get a copy mailed to you.

To report fraud or abuse

to the Office of Inspector General (OIG), you can call toll-free 1-800-433-3982 or go online to tn.gov/tenncare and click on ‘Report TennCare Fraud’. To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), call toll-free 1-800-433-5454.

How you use your benefits And how we pay for them

Sometimes we change the way we pay for certain care and services. This is called Utilization Management (UM).

What our UM program does:

- Identifies what, when and how much of our services are medically needed
- Helps ensure the best possible health results for you as our member
- Follows National Committee for Quality Assurance (NCQA) standards

Our UM program does not:

- Stop certain people from getting health care
- Tell our providers to withhold or give you fewer services
- Reward providers for limiting or denying care
- Hire, promote or fire providers or staff based on how they approve or deny services

CHOICES members

Supporting you and your support system

Everyone needs to be able to take time off from time to time. When caregivers, family members and friend supporters need a break, we’re here to help make it happen. That’s why CHOICES members who qualify get yearly, in-home respite care.

Respite care is a fill-in caregiver that lets your caregiver or family member:

- Take vacation or general time off
- Take sick time

To get CHOICES in-home respite care, talk to your care coordinator.

Privacy matters

Learn how we protect yours



We want you to know that we take your privacy very seriously. Our Notice of Privacy Practices (NOPP) tells you:

- How we protect, use and disclose your health information
- How you can get a copy of your records
- How we follow the Health Insurance Portability and Accountability Act (HIPAA)

To get a copy of our NOPP, call 1-800-600-4441 (TRS 711). You can also read it on our website, www.myamerigroup.com/TN.



An **Anthem** Company

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Make **Health** HAPPEN

Want to achieve your best health?

Move toward better health by:



Connecting
with community
resources (like
food pantries,
housing help)



Acting
for better health
by learning about
your care needs



Reducing
the stigma (shame
or blame) often
felt by those that
are in need of help



Empowering
yourself to take
the steps needed
for better health

Taking the survey will help us all improve health in Tennessee. Your answers will not have your name on them and will be combined with information from other community members.

Thank you for caring about your health and the health of your community.

What tools do you need to act for better health? Tell us! Take the **CARE survey** and learn about free resources at: <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>.