

Make Health HAPPEN

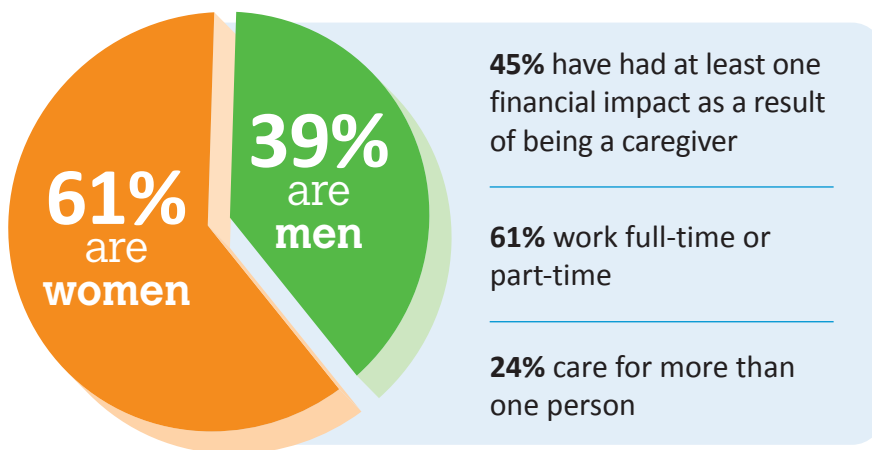


Quarter 2, 2021 | myamerigroup.com/TN

The challenges of caregiving and where to find support

Chances are you or someone you know is currently acting as a caregiver to someone in need. According to the National Alliance for Caregiving, nearly 1 in 5 Americans are providing unpaid care to an adult with health or functional needs. While people receive care from paid caregivers, most rely on unpaid assistance from family, friends, and neighbors.

Here is a look at the demographics of today's family caregivers:



Most caregivers say they are happy to provide the help and believe it gives them a sense of purpose. However, 23% of caregivers also say caregiving has had negative impacts on their own health.

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Family caregivers spend an average of 24.4 hours a week providing care.



Caregivers need a range of support services to stay healthy, improve their skills, and to remain in their role. Areas where caregivers can use support include:

- Managing their own emotional and physical stress.
- Figuring out forms and paperwork or eligibility for services or support for their care recipient.
- Keeping their care recipient safe at home.
- Receiving respite services.
- Receiving assistive devices or home modifications.

See below for resources that help support those acting as a caregiver.

Resources available to caregivers	Services provided
<p>National Family Caregiver Support Program Call 866-836-6678.</p>	<ul style="list-style-type: none"> ■ Access assistance services — provides contacts to caregivers, helping them locate services from a variety of private and voluntary agencies ■ Counseling and training services — provides caregivers with counseling, peer support groups, and training to help them manage the stresses of caregiving ■ Respite care services — provides caregivers with temporary relief from caregiving responsibilities at home or in an adult day care or institutional setting
<p>AARP Call 888-OUR-AARP (888-687-2277) or go to aarp.org.</p>	<ul style="list-style-type: none"> ■ Provides multiple, easy-to-use guides covering different topics, such as first-time caregiving, common caregiving conflicts, and caring for a loved one with dementia ■ Access to an online community to chat and receive tips and advice from other caregivers
<p>Eldercare Locator Call 800-677-1116 or go to eldercare.acl.gov.</p>	<ul style="list-style-type: none"> ■ Connects visitors to state and local Area Agencies on Aging and community-based organizations that serve older adults and their caregivers ■ Caregiver Corner — provides helpful links and resources, as well as answers to common questions ■ <i>Caring Across the Miles</i> brochure — provides long-distance caregivers with tools and resources to help them best support their loved ones from afar
<p>Family Caregiver Alliance – National Center on Caregiving Go to caregiver.org.</p>	<ul style="list-style-type: none"> ■ Family Care Navigator — online guide to help families locate caregiver support programs and services ■ <i>Caregiver Policy Digest</i> — e-newsletter and webinars on key topics to keep caregivers up to date on emerging and current caregiver policies
<p>Lotsa Helping Hands Go to lotsahelpinghands.com.</p>	<ul style="list-style-type: none"> ■ Provides a private, group calendar where caregivers can post tasks for which they need help. Family and friends can visit the site and sign up online to assist with those tasks. The site tracks each task and sends reminder emails to those involved.

While caregiving can be a rewarding experience, it can also be very challenging. If you or someone you know is currently acting as a caregiver and needs help, please check out the resources here. For a more comprehensive list, go to aarp.org/caregiving/local/info-2017/important-resources-for-caregivers.

Sources:

Tennessee Commission on Aging and Disability website: tn.gov.
The National Alliance for Caregiving website: caregiving.org.

Family Caregiver Alliance website: caregiver.org.
Administration for Community Living website: acl.gov.
AARP website: aarp.org.

Paying for your long-term care services

We understand that healthcare costs can add up quickly, but it is important if you are a **TennCare CHOICES or ECF CHOICES member that you pay your part of the cost of the care you receive. We call this cost patient liability.** Paying this cost on time helps ensure you will continue to receive services and support to help manage your condition. The amount you pay depends on your income.

If you receive care in an assisted-living or adult-care home, or in a nursing home, you pay your patient liability to that home. If you receive care in your own home, you pay your patient liability to Amerigroup Community Care.

How to pay your patient liability to Amerigroup

If you receive a patient liability letter from Amerigroup, please pay it within 30 days of the date of the letter. If you are unable to pay the amount, please call 615-316-2400, ext. 106-126-0080 to talk about your payment options.

What could happen if you do not pay your patient liability:

- Amerigroup may decide not to be your health plan for CHOICES or ECF CHOICES anymore.
- Other TennCare health plans may not be willing to be your health plan for CHOICES or ECF CHOICES either. If that happens, you may not be able to stay in CHOICES or ECF CHOICES. If that is the case, TennCare will send you a letter that says why. If you think TennCare is wrong, you can appeal the decision. That letter will tell you how to appeal.
- In addition, if you cannot stay in CHOICES or ECF CHOICES, you may not qualify for TennCare anymore. If the only way you qualify for TennCare is because you receive long-term care, you could lose your TennCare, too. Before your TennCare ends, you will be sent a letter that says how to appeal if you think TennCare is wrong.



We want you to be our member so we can help make sure you have the care you need.

If you have questions about your patient liability, please call Amerigroup at 866-840-4991 (TRS 711) to talk with your care coordinator.

You can earn rewards for taking healthy actions

Healthy Rewards is a no-cost, optional program for eligible members enrolled in our health plan. The program encourages you and your family to receive the care you need to create a healthy lifestyle.

Once you join the Healthy Rewards program, you can start earning dollars for completing wellness activities. The reward dollars can be redeemed for a variety of retail gift cards.

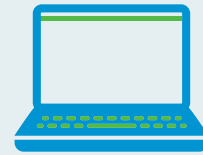
You can earn reward dollars if you complete or your child completes the following healthy activities:

\$25 per year for one ADHD medication refill for children ages 6 to 12 years old

\$25 for completing a series of three immunizations, including the HPV vaccine, which is recommended for children between the ages of 11 and 13 years old

\$25 for completing a series of 10 immunizations recommended for children under the age of 2

\$50 per year for completing an annual wellness visit for children and adolescents ages 2 to 20 years old



Before you can join the Healthy Rewards program, you need to register for an Amerigroup account.

You can register at myamerigroup.com/tn/registration.html#. For help creating an Amerigroup account, call us at 800-600-4441 (TRS 711), or if you're enrolled in CHOICES or ECF CHOICES call us at 866-840-4991 (TRS 711).

Once you have your Amerigroup account, you can join the Healthy Rewards program through the Benefit Reward Hub at <https://bit.ly/3rSPOWF>.

For help joining Healthy Rewards, call Healthy Rewards Customer Service at 888-990-8681 (TRS 711) Monday through Friday, 9 a.m. to 8 p.m. Eastern time.

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.

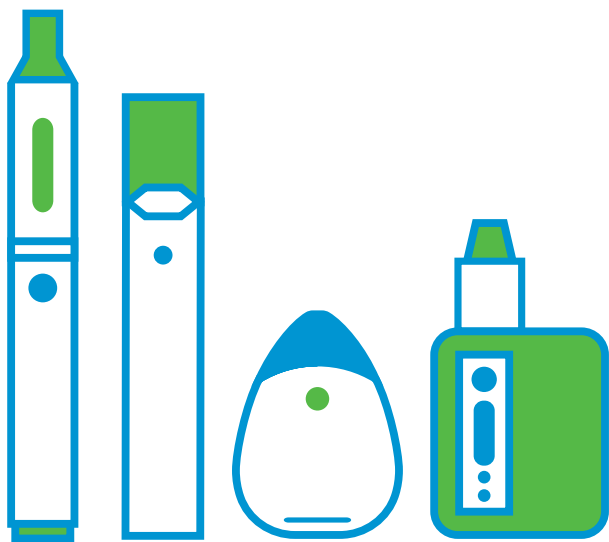
The TennCare Kids program covers annual checkups until they turn 21. These visits include:

- Discussion of health history
- Complete physical exam
- Lab tests (if needed)
- Vaccines (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.



The facts about electronic cigarettes



Quitting smoking is one of the best things you can do for your health. This includes quitting smoking electronic cigarettes, or e-cigarettes.

Did you know?

Vaping is illegal for anyone under the age of 21, according to federal law and many state and local laws.

Remember, as soon as you quit, your health can improve. Talk with your doctor about the risks of smoking and for tips to help you quit. For free support, call 800-QUIT-NOW (800-784-8669).

An **e-cigarette** is a device that heats up liquid, usually with nicotine, flavorings, and other chemicals. This liquid turns into tiny bits (particles) of vapor that users inhale into their lungs. **E-cigarettes with nicotine are very addictive.**

Source:
The Centers for Disease Control and Prevention website: [cdc.gov](https://www.cdc.gov).



More than **1 in 4** high school students are now using e-cigarettes according to the Centers for Disease Control and Prevention.

What is in them?

Besides nicotine, e-cigarettes can contain harmful:

- Cancer-causing chemicals and tiny particles.
- Heavy metals like nickel, tin, and lead.
- Flavors with diacetyl, a chemical linked to serious lung disease.

Know the facts. Smoking an e-cigarette:

- **Is not safer** than smoking regular cigarettes and is not shown to help people quit smoking.
- Often leads to the use of other tobacco products.
- Can be just as addictive as smoking, or more, because of nicotine content.
- Is not safe during pregnancy or any other time. It can be harmful to you, unborn babies, and growing children.
- Increases your risk for severe illness from COVID-19.

Teens and substance use: Informed parents can make a big difference



In a 2019 study, the National Institute on Drug Abuse surveyed 18,000 high school seniors about adolescent drug misuse. Roughly, 11% of these seniors reported prescription drug misuse during the past year, and of those, 44% used multiple supply sources.

Engaging with your teen and knowing what is normal for them can help you spot when things are not quite right.

As a parent, you are your child's first line of defense against substance use. Here are some tips on how to be more involved in what is going on with your child:

- Ask questions and be a good listener.
- Have family meals together.
- Spend time with your child's friends and their parents.
- Know who your children are hanging out with and where they are.
- Supervise group activities.

If you think your child may be misusing prescription drugs or other substances, enlist the help of a doctor, school guidance counselor, or addiction specialist.

Parents may be surprised their teens are able to acquire and hide drugs in plain sight. If you want to test your knowledge on where teens could be concealing their stash, check out the [Hidden in Plain Sight](#) room on [Power to the Parent's website](#). When you are on the site, be sure to take the Parent Quiz. You will receive the answers immediately and be given more tools and information to help you stay informed on teen substance use.



Know the signs of teen substance use

- Sudden changes in mood
- Defensive when the topic of drugs is raised
- Sudden drop in grades
- Change in eating or sleeping patterns
- Red or glassy eyes
- Ongoing dry or hacking cough
- Unable to sit still or quietly



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 are just a click away at myamerigroup.com/TN. Visit the:

- **Manage Your Condition** page to learn more about our support services.
- **Health and Wellness** page to learn more about health conditions and find interactive tools and wellness apps.



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).

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



To support individuals with disabling and ongoing conditions, we offer services to assist you in your day-to-day health and 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, call 866-840-4991 (TRS 711).

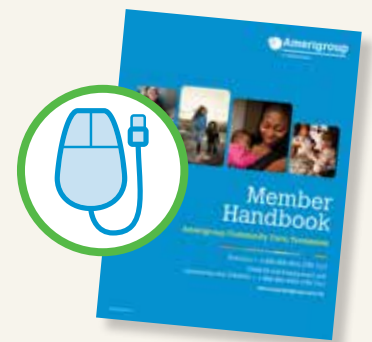


Did you know you have access to the member handbook online?

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. Call 866-680-0633 to schedule a ride in advance.

Remember, when you need a ride in a medical emergency, dial 911.



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, where to find free food, SNAP (food stamps), and tools to learn about healthy eating



Housing: 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 paying for your car or gasoline



Money: government benefits, loans, taxes, insurance, and classes to manage money



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



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



Legal aid: finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, and 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.

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.

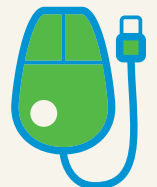


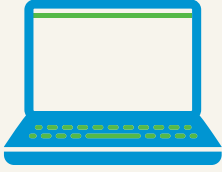
Amerigroup blog

... at blog.myamerigroup.com.

On the blog, you can:

- Read the latest medical news and health tips.
- Learn more about how Medicaid works and about your health plan.
- Find resources in the community.





To find COVID-19 vaccination locations near you and to sign up for a vaccine appointment, visit covid19.tn.gov.

There you also will find:

- A vaccine eligibility tool to determine your COVID-19 vaccine distribution phase.
- Answers to frequently asked questions about the vaccine.
- Information on how to prevent the spread of the virus, including what to do if exposed and a quarantine and isolation calculator.



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), call 800-433-5454 toll 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 or injury, or questions about where to receive care
TennCare Connect Hotline: 855-259-0701	Applying for or renewing benefits

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.

