

# Make Health HAPPEN

Quarter 3, 2021 | [myamerigroup.com/TN](https://myamerigroup.com/TN)



## Member Advocates

We want to make sure the members of the Amerigroup Community Care CHOICES program receive the care they need. We also want to be sure their voices are being heard. One way we are doing that is by providing Member Advocates.

Member Advocates act as liaisons between Amerigroup and our CHOICES members. Member Advocates provide support to members by helping to educate members and assist in solving problems. They also provide a method of outreach to the community to provide additional resources and information to care coordinators regarding needs and services for the individuals we support, not covered by CHOICES benefits.

### Member Advocates help our CHOICES members in a variety of ways, including:

- Providing individuals with information about the CHOICES program and Amerigroup.
- Assisting in locating community resources.
- Assisting with filing a complaint as well as investigating and leading resolution of complaints.
- Explaining appeal rights.
- Making referrals to appropriate Amerigroup staff.
- Conducting Quarterly Advisory Board Meetings and annual Community Forums.
- Providing Amerigroup and TennCare with feedback from individuals we support about the CHOICES program.

To talk to an Amerigroup CHOICES Member Advocate, call us at 866-840-4991 (TRS 711).



## Peer to Peer Support

# Connecting members to mentors

Peer to Peer Support is a benefit available to members in the Employment and Community First (ECF) CHOICES program.\*



This benefit connects ECF CHOICES members with other people with intellectual and developmental disabilities (I/DD) who have experience in employment, community living, and self-advocacy to give guidance and act as mentors in these areas.

**Peer Supporters complete a thorough training that teaches the skills needed to be effective mentors for ECF CHOICES members. These skills include:**

- Reflective listening.
- Helping the person to identify their goals.
- Supporting the person to create action steps to achieve those goals.
- Supporting the person to speak up for themselves.

Peer Supporters also can draw on their own personal experience on topics to help ECF CHOICES members, including:

- Finding and keeping a job.
- Managing their money.
- Paying their bills and doing household chores.
- Speaking up for themselves in meetings and as part of systems change.
- Making connections in their community through social groups, churches, and shared interests.



**ECF CHOICES members interested in the Peer to Peer Support benefit should talk to their Support Coordinator. Their Support Coordinator will share the ECF CHOICES provider agencies that have qualified Peer Supporters available.**

**If you have questions, you can contact Carrie Hobbs Guiden, Employment and Community First (ECF) CHOICES Director, at [carrie.guiden@amerigroup.com](mailto:carrie.guiden@amerigroup.com).**

\*Full name of the benefit is Peer-to-Peer Support and Navigation for Person-Centered Planning, Self-Direction, Integrated Employment/Self-Employment and Independent Community Living (up to \$1,500 per lifetime).

## 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.**



# Vaccines are your best shot at keeping your child feeling well



Throughout the COVID-19 pandemic, families have done their part by staying at home as much as possible. However, as communities open up, it is important your child see their primary care provider (PCP) for their well-child visit. Your child needs these checkups for many reasons; one being it is when your child receives their scheduled vaccinations (shots).

Whether you have younger kids or older ones, vaccines can help keep them feeling healthy and well. From toddlers to tweens to teens, there are shots kids need as they grow. For older kids, some shots that kept them from becoming sick when they were little may start to wear off. Getting booster shots, or extra doses of shots, can help.

Did you know there were several outbreaks of measles and whooping cough in recent years?

## Immunization chart: 2 to 18 years

Immunization due	2 to 3 years	4 to 6 years	7 to 10 years	11 to 12 years	13 to 18 years
<b>DTaP</b> (Diphtheria, tetanus, pertussis)		<input type="checkbox"/> 1 dose			
<b>IPV</b> (Polio)		<input type="checkbox"/> 1 dose			
<b>Influenza</b>	Given each fall or winter				
<b>MMR</b> (Measles, mumps, rubella)		<input type="checkbox"/> 1 dose			
<b>Varicella</b> (Chickenpox)		<input type="checkbox"/> 1 dose			
<b>MCV4</b> (Meningococcal)				<input type="checkbox"/> 1 dose	<input type="checkbox"/> Booster at 16 years
<b>Tdap</b> (Tetanus, diphtheria, and acellular pertussis)				<input type="checkbox"/> 1 dose	
<b>HPV</b> (Human papillomavirus) For all genders				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 2–3 doses 9 to 18 years*	

Sources: cdc.gov, aap.org, aafp.org

*\*The Centers for Disease Control and Prevention (CDC) recommend 11- and 12-year-olds of all genders get two doses of the HPV vaccine to protect against cancers caused by HPV. The first dose can be given as early as age 9. If both doses are given between 9 and 14, only two doses are needed. If the first dose is given at or after age 15, a third dose may be needed.*

### If you are not sure if your child's vaccines are up to date, call their PCP.

If you do not know the name of your child's PCP, or would like help making an appointment or arranging a ride, let us know. Call Member Services at 800-600-4441 (TRS 711) for TennCare, or 866-840-4991 (TRS 711) for CHOICES and ECF CHOICES. We are here to help you Monday through Friday, 8 a.m. to 5 p.m. Central time.



## Know the facts

# Teen pregnancy and sexually transmitted diseases (STDs)

Many young people enjoy pushing the limits and taking risks. However, one area where teens do not want to take any chances is with their health. Knowing the facts about teen pregnancy and STDs can help them make informed decisions and keep them healthy.

Teen pregnancy	STDs
<ul style="list-style-type: none"><li>■ Nearly 180,000 babies were born to teen girls (aged 15–19 years) in 2018.</li><li>■ Only about 50% of teen mothers receive a high school diploma by 22 years of age.</li></ul>	<ul style="list-style-type: none"><li>■ 15 to 24 year olds account for almost half of all new STD infections.</li><li>■ Less than 10% of all high school students have been tested for STDs during the past year.</li></ul>

Sources: cdc.gov, National Youth Risk Behavior Survey, 2019

According to the American College of Obstetricians and Gynecologists, one third of teen pregnancies end in abortion. Teens who choose to carry their pregnancy to term run the risk of having complications, usually because they do not receive proper prenatal care.

Unplanned pregnancy is just one of the risks of having unprotected sex. This behavior also puts teens at risk for getting an STD. **Some of the most common STDs are:**

- Chlamydia
- Herpes
- Hepatitis B and C
- Genital warts
- HIV/AIDS
- Syphilis
- Gonorrhea



## If your teen is sexually active, it is important for them to know how to prevent pregnancy and STDs.

### To prevent pregnancy, teens can:

- Choose not to have sex.
- Talk openly to parents or other trusted adults and ask how they can receive birth control if they choose to be sexually active.
- Talk with their doctor to learn about the best types of birth control for them, and use it and condoms the right way every time.

### The best ways to reduce the risk of getting an STD are:

- **Abstinence.** If you don't have sex of any kind, you will most likely not get an STD.
- **Condoms.** If you have oral, vaginal, or anal sex, always use a condom. **Never reuse a condom. Use a new one every time you have sex.**
- **Have sex with fewer people.**
- **Receive the vaccines** to prevent hepatitis B and human papilloma virus (HPV). The HPV vaccination is most effective when you receive it before you start having sex.



Teens can talk to their doctor about how often they need to be tested for STDs and about what birth control option is best for them.

Sources: The American College of Obstetricians and Gynecologists website: [acog.org](http://acog.org)  
The Centers for Disease Control and Prevention website: [cdc.gov](http://cdc.gov)

# Metabolic monitoring while taking antipsychotics



Like with many medications, taking antipsychotics can cause unwanted side effects. Some of these side effects can have a big impact on your health if no one is monitoring them.

When taking antipsychotic medications, you are at a higher risk for:

- Cardiovascular illness
- Weight gain
- Type 2 diabetes

It is important to have follow-up visits with your doctor for metabolic monitoring. Metabolic monitoring is a health assessment to check your body mass index (BMI), glucose levels, and blood pressure. Your doctor uses these measurements to detect cardiovascular side effects and prevent illness.



If you are taking antipsychotics, talk to your doctor today about metabolic monitoring.

Source: Coughlin M, Goldie CL, Kanellos-Sutton M, Khalid-Khan S, Tranmer J, Tregunno D, *Enhancing metabolic monitoring for children and adolescents using second-generation antipsychotics: International Journal of Mental Health Nursing* (June 2018): pubmed.ncbi.nlm.nih.gov/29205757

## According to the CDC, the COVID-19 vaccines are safe and effective.

Once you are fully vaccinated, you can start to do things you haven't been able to do because of the pandemic, like:

- Visit friends and family inside a home or private setting without a mask with other fully vaccinated people of any age.
- Travel domestically without a pre- or post-travel test.
- Travel internationally without a pre-travel test depending on destination.
- Travel domestically and internationally without quarantining after travel.

To find COVID-19 vaccination locations near you and to sign up for a vaccine appointment, visit [covid19.tn.gov](https://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.

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

# Four steps to breathe easier with asthma

Asthma is a chronic (long-term) condition that affects the airways in the lungs. The airways bring air to and from the lungs. These airways can become inflamed and narrow if you have asthma.



It's hard to breathe easy when you are living with asthma. However, there are steps you can take to keep you in control. You could avoid an attack or even skip a trip to the emergency room.

1

## Take your medicine and receive refills on time.



These may include:  
**Long-term medicine** (also called controllers) — Inhaled medicine you take every day

**Quick-relief medicine** (also called rescue medicine) — Inhaled medicine that you use when your breathing is suddenly worse

2

## Avoid triggers:

- Pollen from weeds, trees, grass, and flowers
- Mold
- Dust
- Pets
- Smoke

## Avoid them by:

- Staying indoors when pollen counts are high (search the internet for pollen counts)
- Using an air filter in your home
- Dusting and vacuuming often
- Keeping windows closed in the house and car
- Showering before bed
- Never air-drying your clothes on a line outdoors

3

## Keep visiting your doctor.



### Here's why:

- They can help make sure your medicines are working the right way.
- If you have side effects, they may recommend changes that can help.
- They will help you make an asthma action plan — what to do and who/when to call for help when you have an attack.
- They can find other ways to relieve or prevent some asthma symptoms, like receiving a flu shot or helping you quit smoking.

4

## Sign up for asthma case management.



Case management is one-on-one help from a nurse. They can help you learn more about your asthma, answer questions about your medicine, and help you make appointments with your healthcare providers. Call 888-830-4300 (TRS 711).

# 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](http://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).

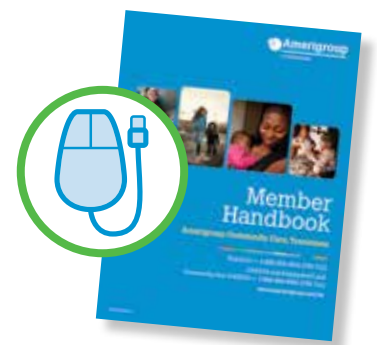
We look forward to working together with you for your and your child's best health.

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

**You can follow these steps:**

1. Visit [myamerigroup.com/TN](http://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.





**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).**

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.





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



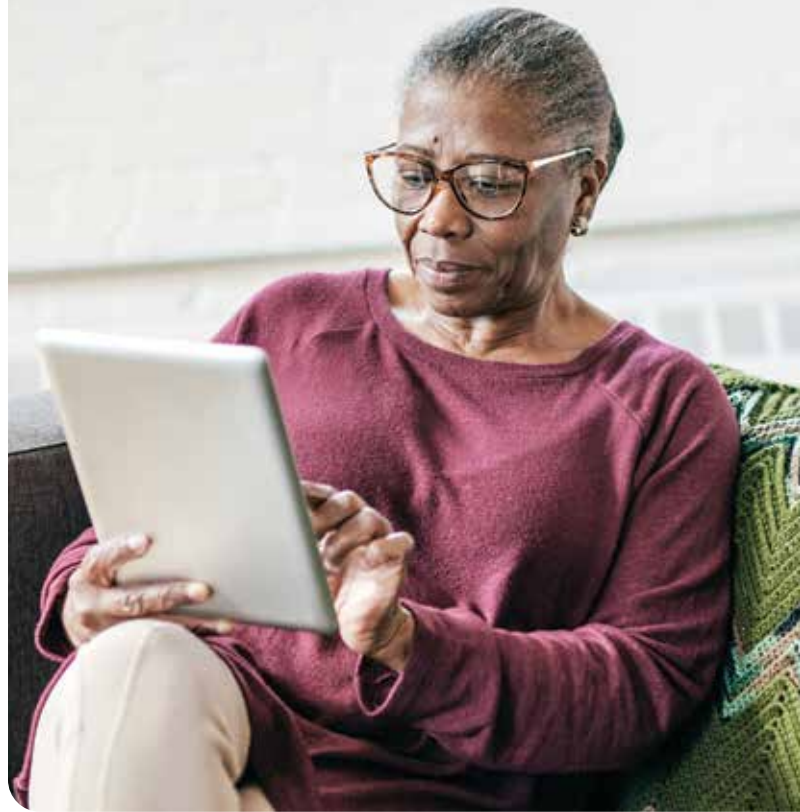
**Work:** finding work or on-the-job aids, retirement, and unemployment benefits



**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



## 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](https://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.





## 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](http://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 ... 
<b>Member Services</b> 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
<b>24-hour Nurse HelpLine:</b> 866-864-2544 (TRS 711)	An illness or injury, or questions about where to receive care
<b>TennCare Connect Hotline:</b> 855-259-0701	Applying for or renewing benefits



You have contact information TennCare may not know about. Telling TennCare about a new phone number, address, or other changes is easy. Use your TennCare Connect account on your mobile app or online at [tenncareconnect.tn.gov](http://tenncareconnect.tn.gov). Or you can call TennCare for free at 855-259-0701.

### 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. پهیهوهندی 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.

