

# Make Health Happen

Quarter 4, 2021 | [myamerigroup.com/tn](https://myamerigroup.com/tn)



## Winter self-care tips to keep you happy and healthy

Cold-weather months don't have to get you down. If the lack of sunlight or drop in temperature has you feeling sad, lonely, or sluggish, self-care can help. Self-care is about making time to take care of yourself. This winter, [try these six ideas to improve your mood and energy](#) during these cold, dark winter months (and beyond):

- 1 **Get regular exercise.** As tempting as it may be to stay under the covers or on the sofa, try to do something active each day. Exercise can go a long way toward improving your mood.
- 2 **Eat well.** Fruits, nuts, vegetables, and whole grains give you energy. Try cooking with your family or friends to squeeze in some together-time.
- 3 **Go outside when it's sunny.** Whether it be for a five-minute walk around your neighborhood or a simple trip to the grocery store, a little sunlight can help reduce everyday stress.
- 4 **Get good quality sleep.** Too little or too much sleep can affect your mood. Try relaxing music, meditation, or limiting your screen time to help ease you into dreamland.
- 5 **Call a friend or loved one** — A good chat with someone you love and trust does wonders for your mental health.
- 6 **Ask for help.** Talking to a doctor or therapist may provide much-needed relief and support.

With a little planning, you can spend more time treating yourself, relaxing, and enjoying the people in your life. Not only during these cold, dark winter months, but in every season.

Sources: Mayo Clinic, [newsnetwork.mayoclinic.org](https://newsnetwork.mayoclinic.org), Mental Health America, [mhanational.org](https://mhanational.org)

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### Find community resources to keep you healthy and happy

Amerigroup Community Resource link connects you to low- or no-cost mental health and social care resources near you.

**To use the tool**, go to [myamerigroup.com/tn](https://myamerigroup.com/tn), and select the **Support** tab. Then, choose *Community Support*.

**If you need additional help**, call Member Services at 800-600-4441 (TRS 711).



# Member Advocates for ECF CHOICES members



**Our Employment and Community First (ECF) CHOICES program helps members with intellectual and developmental disabilities (I/DD) live independently and participate fully in their communities. To help our ECF CHOICES members live the lives they choose, we make sure their voices are being heard through the support of Member Advocates.**

Member Advocates act as liaisons between Amerigroup and our ECF CHOICES members. Member Advocates help members solve problems and provide them with education and tools they need. They also work with the community to provide additional resources and information to care coordinators regarding needs and services for the individuals we support, not covered by ECF CHOICES benefits.

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

- Providing individuals with information about the ECF 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 ECF CHOICES program.

**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).**



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

# Benefits of having a primary care provider for your child

Research shows that children who see the same provider at visits have better health in the long run. From checkups and care for minor illnesses or injuries to support for chronic conditions or disability — your child can benefit from developing a long-term relationship with a primary care provider (PCP).

## Reasons to choose a PCP for your child



**They're a one-stop health shop** — Your child's PCP should be the first person you go to for almost any health needs. They can treat and help diagnose almost anything. And if not, they'll refer your child to a specialist.



**They know your child's full health history** — A PCP sees your child regularly and is familiar with their health history. This helps doctors catch diseases earlier, provide better overall care, or even prevent certain conditions.



**They keep track of your child's healthcare** — Your child's PCP will keep track of their immunization and screenings to help them stay up to date.



**Seeing the same PCP helps build trust** — The stronger the relationship you have with your child's PCP, the easier it is to talk about their medical concerns. Your child may enjoy the visit more as they learn to trust their pediatrician.



**You can get an appointment faster** — Once you've found a PCP for your child and had your first visit, it's easier to get an appointment sooner. Plus, when you're in the office, you'll spend less time answering health history questions and filling out extra paperwork.

You can find or change your child's PCP:

### Online

- Visit [myamerigroup.com/tn](https://myamerigroup.com/tn).
- Select **Find a Doctor**.
- Log in to (or create) your child's secure account and follow the instructions on screen to change PCPs.

### By phone

- Call 800-600-4441 (TRS 711) Monday through Friday 8 a.m. to 5 p.m. Central time.

# Teens and teeth



As a parent, you probably know how important your child's oral care is to their overall health. But as your child grows up and becomes more independent, you might not pay as close attention to how they're caring for their teeth.

Here are **six ways** to help your teen brush up on their dental care:

1. **Routine dentist visits are important for a healthy smile.** To find a dentist near you, visit [dentaquest.com](http://dentaquest.com) or call 888-291-3766.
2. **Remind your teens to brush at least twice a day and floss daily.** When it comes to oral health, sometimes teens can slack off. Let them know routine teeth cleaning can prevent cavities, bad breath, and stains.
3. **Replace their toothbrush every three months** and after they recover from a cold or flu.
4. **Avoid buying junk food.** Soda, energy drinks, chips, and candy can lead to tooth decay and gum infections.
5. **Talk to your teens about the dangers of vaping and smoking.** The nicotine in e-cigarettes and other tobacco products can cause tooth decay, cavities, and gum disease and may increase their risk for oral cancer.
6. **Encourage the use of a mouth guard when they play contact sports.** This can protect your teen's teeth from serious injury.



Talking to your teen now about the importance of dental care will help them develop healthy habits that last a lifetime.

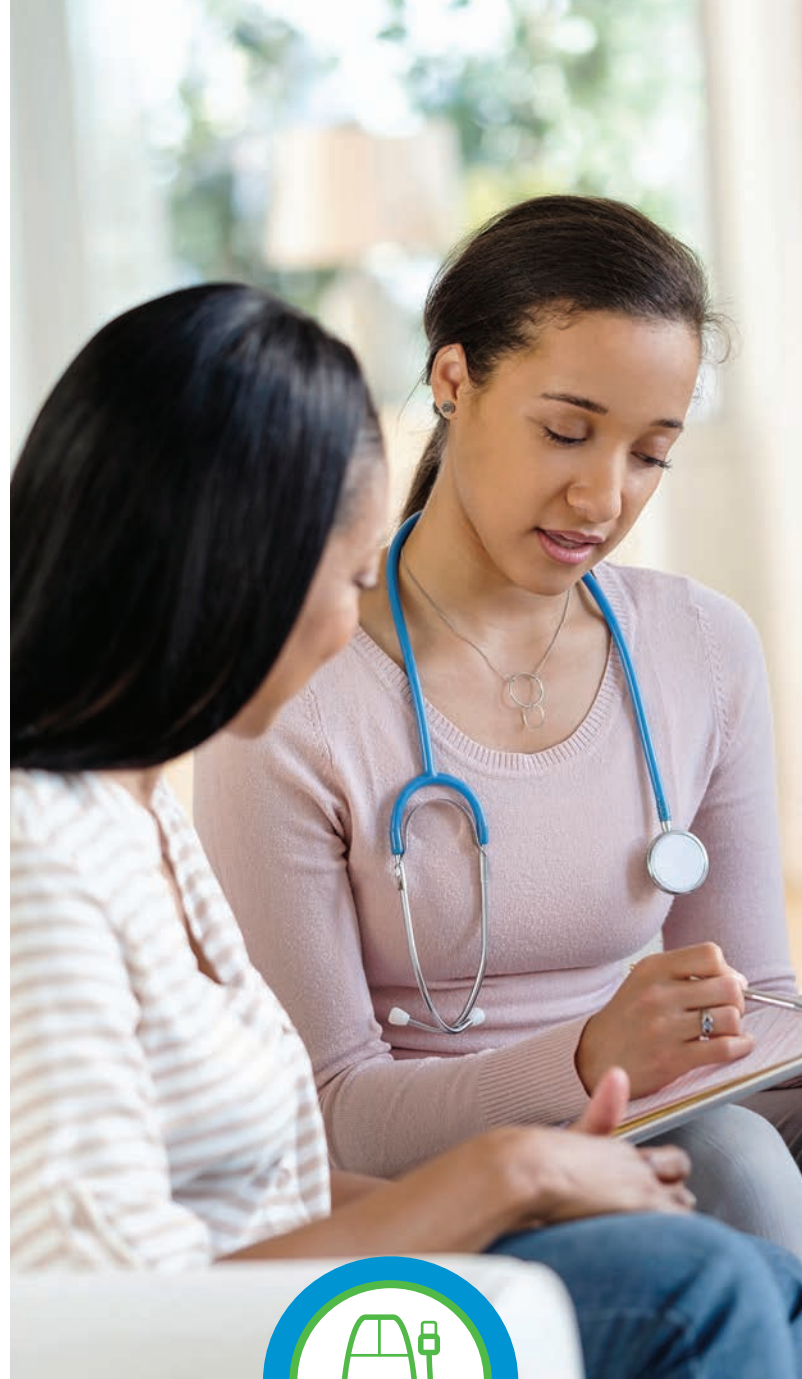


# Manage your health with these medication tips

A healthy lifestyle is often the first defense against health conditions such as high blood pressure, high cholesterol, or heart disease. But sometimes diet and exercise aren't enough. You might also need to take medications.

Prescription medications can help you prevent new health issues and lead a healthier life when you take them the right way and at the right time. If you need help staying on track with your medicines, try these tips:

- 1. Talk to your doctor about:**
  - Why you're taking each medication.
  - What to do if you miss a dose.
  - Medications other healthcare providers have prescribed.
  - Any side effects you're having.
- 2. Take your medicine as prescribed.** If you're unsure how to take your medicine, your doctor or pharmacist can help.
- 3. Start a reminder system.** Use a pillbox for every pill, every day. Set an alarm on your phone or download a mobile app that tells you when it's time to take your medicine.
- 4. Keep follow-up visits** so your doctor can track your progress and make changes to your medication plan if needed.
- 5. Bring your medications** or a complete list of them with you to all doctor appointments.
- 6. If you want to stop taking your medications,** talk to your doctor about the best way to do it.
- 7. Fill your prescription before the last one runs out.** This will make sure you don't get off schedule with your medication.



For more tools to help you manage your medications, visit:

[myamerigroup.com/tn](https://myamerigroup.com/tn)

and talk to your doctor about your medication plan.

# Five simple ways to prevent diabetes



About 1.5 million Americans learn they have diabetes each year.

Are you at risk? While sometimes genetics play a role, small changes in your daily routine can help prevent diabetes.

1

## Move more

Take a walk around the neighborhood. Burn calories with house or yard work. Toss a ball with the kids. Get your heart rate up for just 30 minutes, five days a week, to lower your risk of diabetes.

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2

## Banish binge watching

Too much screen time can threaten your health. Every two hours you watch TV instead of being active increases your chances of diabetes by 20%. When you do spend time in front of the screen, do something active, such as jumping jacks, yoga, or lifting weights.

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3

## Swap out the sugar

Try fresh fruit for dessert, or reach for a small piece of dark chocolate instead of a giant cupcake. Limit sugary soda, iced tea, and fruit drinks to one a day.

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4

## Tune up your diet with these tips:

- Make your dinner plate more colorful — and healthier — with lots of veggies, fruit, and lean proteins.
  - Cut back on white flour, rice, and pasta, which your body processes like sugar.
  - Swap out red meat for a healthier protein source like poultry, fish, or low-fat dairy to lower diabetes risk.
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5

## Call it quits with tobacco

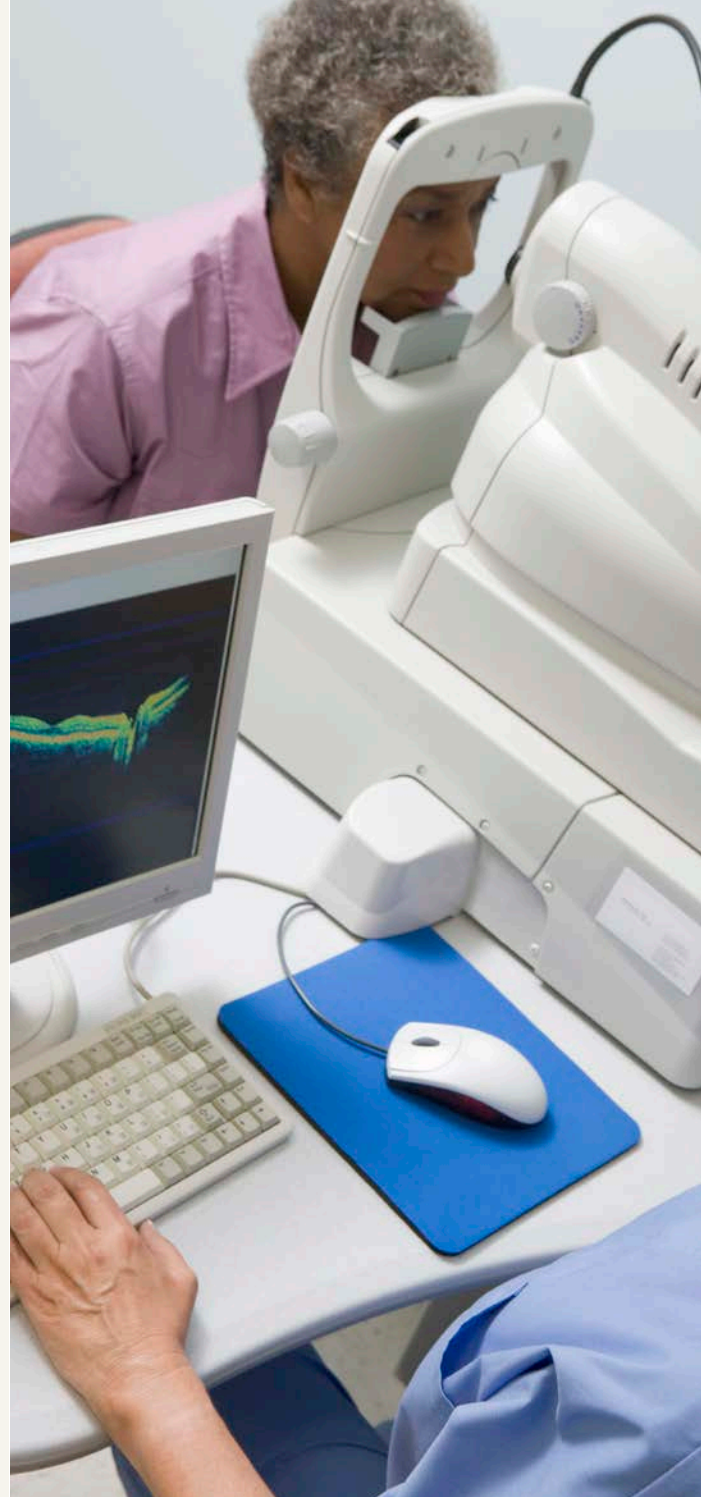
Smokers are roughly 50% more likely to develop diabetes than non-smokers. Quitting tobacco is not easy, but it can help if you have a plan. If you need help quitting, talk to your doctor. You also can call the **Tennessee Tobacco Quitline at 800-784-8669 (TRS 711)** or visit [tnquitline.org](http://tnquitline.org).

## We're here to help.

Visit [myamerigroup.com/tn](http://myamerigroup.com/tn) to find these webpages and resources:

- **Community Support** — Find healthy food and support.
- **Health & Wellness** — Get tips for a healthy lifestyle and more.

# Diabetes eye care



## Want to know how you can help protect your eyesight?

Diabetic retinopathy is a disease of the eye that can lead to severe vision loss and blindness. It can be treated if found early. By going for a diabetic retinal eye exam each year, you're taking an important step in protecting your eyesight.

Anyone who has diabetes is at risk for diabetic retinopathy. In early stages there are no symptoms or pain. Getting a dilated eye exam is the only way to know if you have retinopathy. This test is quick and painless.

Here are some steps you can take to protect against diabetic retinopathy:

- See your doctor for regular checkups.
- Work to keep your blood sugar and blood pressure under control.
- Stay active.
- Eat healthy.
- Avoid smoking.

If you have diabetes and haven't had a dilated eye exam this year, consider calling your doctor to make an appointment today. If you need help finding a provider or making an appointment, call Member Services at 800-600-4441 (TRS 711). CHOICES or ECF CHOICES members can call 866-840-4991 (TRS 711).



## You can earn \$50 in healthy rewards for a diabetic retinal eye exam.



To learn more, log in to or register your secure account at [myamerigroup.com/tn](http://myamerigroup.com/tn). Then select Benefit Reward Hub to see if you're eligible.



Know where to go for 24/7 care

## Urgent care versus emergency room care

It is important to know where to go when you are sick or injured. Your 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.

 <b>Urgent care for situations that are not life-threatening, such as:</b>	 <b>Emergency room (ER) for medical emergencies, such as:</b>
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](https://myamerigroup.com/tn).

### 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.







# Loneliness hurts

Feeling isolated from people doesn't just hurt emotionally. Loneliness is bad for your physical health, mental health, and your overall well-being.

## What is loneliness?

Loneliness is much more than feeling alone. It's a state of mind that can last for days, weeks, or years. You may be lonely if you feel:

- Disconnected from family or friends.
- Like you have no one to talk to.
- That no one cares about you.
- That no one will know if something happens to you.
- Like you have no social worth.

## How can you feel less lonely?

Research shows social relationships can help people live longer, healthier lives. These simple steps may help you feel more connected:

- Skype, FaceTime, or video chat with loved ones.
- Ask someone to visit.
- Take care of yourself.
- Tell your PCP how you're feeling.
- Volunteer.
- Find a course, event, or activity you'd enjoy and go.
- Join an online community or Meetup group.



## If you're lonely or feeling isolated, don't be afraid to call these numbers for help:

- 24-hour Nurse HelpLine: 866-864-2544 (TRS 711)
- Amerigroup Member Services: 800-600-4441 (TRS 711)

If you feel like you might hurt yourself, call 911 or Mental Health Crisis Services at 855-CRISIS-1 (or 855-274-7471) right away.



# Manage your or your child's condition **with your Amerigroup benefits**

## 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.

**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](https://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.

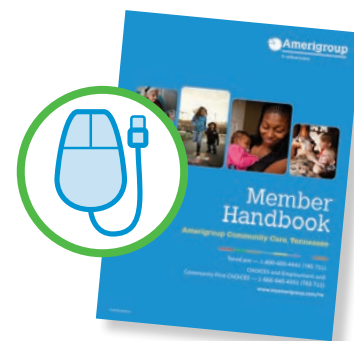


## Did you know you have access to the member handbook online?

**You can follow these steps:**

1. Visit [myamerigroup.com/tn](https://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).

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**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 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/agg-snt](https://bit.ly/agg-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

## 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.



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).



## 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\*. 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)



## 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 ...
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



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:

### ی‌دروک

ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاری یارمەتی زمان، بەخۆراییی، بۆ تو بەردەستە. پەیوەندی بە 800-600-4441 (TRS 711) بکە.

## 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.

