

Make Health HAPPEN

www.myamergroup.com/TN



CHOICES and Employment and Community First (ECF) CHOICES members:

Consumer direction — putting you in charge of home care

Our goal is to help you live comfortably in your home for as long as possible. And we know sometimes that means putting you in charge.

Some members qualify for consumer direction, which means you're the boss of your home support staff. You'd have more choices and more control over who gives your home care and how it's given.

Being the boss means:	You'd be the boss of staff that provides:
<ul style="list-style-type: none"> Hiring Training Supervising Firing And more 	<ul style="list-style-type: none"> Personal care visits Attendant care In-home respite (a fill-in caregiver when your regular caregiver takes time off) Companion care (only if you're in CHOICES group 2)

Consumer direction may not be right for everyone.

You can also:

- Choose a family member, friend or another (unpaid) person to direct your staff for you — this is called representative consumer direction
- Have an agency direct your staff



Ready to start directing?

- To learn more about what you'd be responsible for, see the member handbook at www.myamergroup.com/TN.
- To see if you qualify, talk to your care coordinator.



Your voice counts — becoming a self-advocate

Sometimes you may get information that's hard to understand. You may even feel ignored or like you're not being treated with respect. Self-advocacy means speaking up for yourself. It means you have a say in what you want and don't want.

We support
your right to pick
and choose your
health care services
and support.

Ask yourself



Can I choose or change my health care services, medicine and/or home care?

Can I choose or change my doctors or caregivers?

How can I refuse treatment I don't agree with?

Am I being treated with respect by my doctors and caregivers?

How can I file a complaint?

How can I report abuse?

What you can do today



Read and understand your member rights and responsibilities (in the member handbook).

Learn about your health conditions and the treatment options.

Learn how to work within the health care system.

Learn how to consumer direct your home care (if you want to).

Keep good records of your health history, doctor visits and contacts.

Keep a positive attitude — it's the key to your success.

Your support coordinator can help with most of these things. If you need their help making changes or have questions, give them or Member Services a call.

My PCP Connection

Do you have a primary care provider (PCP) you prefer to see?

Is it the same PCP listed on your member ID card? If not, you can make the change online with My PCP Connection. Here's how:

- 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.



**Rather talk with someone?
Call Member Services.**

Note: After you change, we'll send you a new ID card with the PCP's name on it.



Cough less and breathe easier

Managing your asthma or chronic obstructive pulmonary disease (COPD)



One of the best ways to control your lung condition long term is by taking the right medicine at the right times. There are two types:

Long-term medicines	Quick-relief medicines
<p>Most people need one or more long-term (also called controller) medicines. They:</p> <ul style="list-style-type: none">■ Help reduce swelling inside airways■ Help relax airway muscles■ May reduce flare-ups■ Are taken every day (even when you feel fine) or as directed by your primary care provider (PCP)	<p>A quick-acting inhaler:</p> <ul style="list-style-type: none">■ Helps make it easier for you to breathe right away■ Helps open your airways■ Should be used as directed <p>Note: If you find yourself using quick-relief medicine daily or more often than your doctor prescribed, make an appointment to talk with your PCP.</p>

Those with COPD may also need to wear an oxygen mask.

Also make sure to:

- Refill your medicines on time
- Keep your quick-relief inhaler with you at all times
- Know what to do during a flare-up — make a plan with your doctor
- Quit or cut back on smoking
- Avoid triggers like dust, pollen, smoke, cold air and pets
- Get a flu shot every year

If you're due for a refill of one or more of your medicines, call your doctor today and set up a visit to get a refill.

We also offer these free programs to members who qualify:

- Stop smoking program
- Asthma disease management
- COPD disease management

To learn more and find out if you qualify, call 1-888-830-4300 (TRS 711).

Five steps to control your high blood pressure

Following these steps can help bring your blood pressure down to a healthy number (120/80 or lower):

1. Have regular visits with your doctor and:

- Follow the treatment plan
- Take medicines as prescribed, and refill them on time



2. Check your blood pressure regularly — both at home and at the doctor's office



3. Limit salt by:

- Eating less table salt
- Reading nutrition labels and choosing low-sodium options
- Eating fewer processed foods — cook/prepare more meals and snacks from scratch using whole, real ingredients



4. Eat healthy, including:

- More colorful fruits and veggies
- Drinking more water

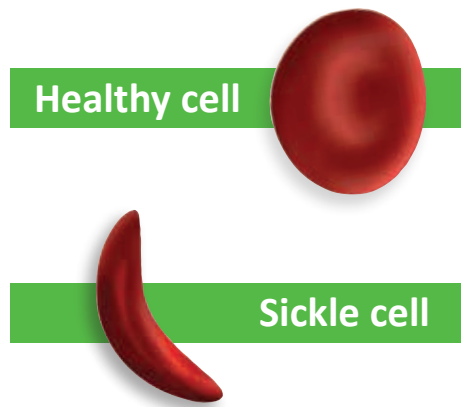


5. Exercise regularly — your doctor can help you make an exercise plan you can handle and enjoy



Living well with sickle cell disease

Sickle cell disease (SCD) is a serious, inherited blood disorder. It affects around **100,000 people** in the U.S., mostly African Americans.



Sickle cells are red blood cells that:

Die early, causing a constant lack of blood cells (and anemia)

Are hard and sticky

Can get stuck in small blood vessels, causing serious:

- Pain
- Organ damage
- Stroke
- Blockages
- Infections
- And more

Look like a C-shaped farm tool called a sickle (healthy cells are round)

If you or your child has SCD, we know it can be a lot to manage.

There's no cure, but there are ways you can help control it and live a full life.

Find good medical care



- Find doctors and nurses who have lots of experience treating SCD.
- Visit them regularly.
- Follow the treatment plan.
- Take medicines as prescribed, and refill them on time.

Make healthy habits



- Drink 8-10 glasses of water every day.
- Eat healthy food (lots of colorful fruits and veggies).
- Try not to get too hot, cold, thirsty or tired. This may mean:
 - Staying indoors when it's hot or cold outside
 - Planning water and bathroom breaks
- Exercise, but don't overdo it — rest when tired and hydrate.
- Find support from family, friends or ask the doctor about local support groups.

Avoid getting sick



- Wash hands regularly.
- Stay up-to-date on shots (including the flu shot).
- Avoid people showing signs of a cold or flu.

Know when to get help



- Call your doctor right away if you have pain that won't go away with home treatment or sudden vision problems.
- Call 911 or go to the emergency room if you have:
 - Severe pain
 - Fever above 101° F
 - Trouble breathing
 - Chest pain
 - Abdominal (belly) swelling
 - Sudden weakness or loss of feeling and movement
 - Seizure
 - Painful erection that lasts more than four hours

Almost time for fun in the sun!

Sunny days are just around the corner. And by then, we'll be ready to dash outside. Not so fast! Following a few simple steps can save your skin from:

- Sunburn
- Skin cancer
- Early skin aging, including sun spots and wrinkling



Sunscreen

- Apply sunscreen all over — don't forget the tops of your feet and toes!
- Use SPF 15 or higher with both UVA and UVB protection.
- Reapply every two hours or right after swimming or sweating.
- Check the expiration date. If no date is listed, replace after one year.



Clothing

- Wear comfortable, loose or breathable clothes to protect exposed skin.
- Darker colors may offer better sun protection.
- Dry clothes are better for UV protection than wet clothes.



Hats

- Wear a wide brim hat that shades your face, head, ears and neck.
- If you wear a baseball cap, protect your ears and neck with sunscreen.



Sunglasses

- Sunglasses protect your eyes from UV rays and reduce risk of cataracts.



Shade

- Shade is your friend, especially midday (10 a.m.-2 p.m.).
- Even when you're in the shade, use sunscreen or protective clothing.



Striving to do better

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., Ste. 220 • Nashville, TN 37214



Drug use and pregnancy

Quit now — for your baby's sake

Substance use may come with major health problems — both for you and your unborn baby.

For your baby	For you
<ul style="list-style-type: none">■ Low birth weight (less than 5 lbs., 8 oz.)■ Feeding problems■ Breathing problems■ Tremors■ Seizures■ Throwing up and diarrhea■ Birth defects■ Hepatitis C (can be passed to your baby during labor)	<ul style="list-style-type: none">■ Liver damage■ Heart problems■ Stroke■ Seizures■ Depression■ Violence■ Hepatitis C or HIV/AIDS (if using drugs with needles)

These are some of the substances that are often used and abused:

- Cannabis (aka marijuana, weed, pot, etc.)
- Cocaine or crack
- Methamphetamines (aka speed, meth, crystal, etc.)
- Heroin
- Hallucinogens (including acid/LSD, ecstasy, mushrooms, etc.)
- Pills (including ones that treat pain, depression, anxiety and ADHD)

If you're pregnant and using substances, call one of these doctors today to get help quitting:

- Your primary care provider (PCP)
- A community mental health center (CMHC)

Or call Member Services and ask to speak with an obstetrical (OB) case manager. They'll call you and help you find a doctor who works with us close to home.

Have you heard of the opioid epidemic?

According to the Centers for Disease Control and Prevention (CDC), around 115 Americans die every day from opioid overdose. The number of people who take and abuse opioids has been rising since the 1990s.

Here's what you need to know:

- Doctors may prescribe opioids for things like:
 - Back pain
 - Recovery after surgery
 - Pain from injuries
 - And more
- Common opioids you may know include:
 - Hydrocodone (Vicodin)
 - Oxycodone (OxyContin)
 - Tramadol (Ultram)
 - Morphine (Kadian, Avinza)

- They're highly addictive — meaning quitting is almost never easy.
- You'll build a tolerance — meaning you'll need to take more and more to feel its effects over time.
- Taking too many can lead to:
 - Death — it can stop your breathing
 - Increased pain sensitivity
 - Depression, confusion and/or dizziness

- Nausea and throwing up
- Itching

- Stopping too quickly can cause serious withdrawal.

If you're taking opioids, there are other less risky ways you can relieve pain. Talk to one of these doctors to get help weaning off them:

- The doctor who prescribes your opioids
- Your primary care provider (PCP)
- A community mental health center (CMHC)

Teen mental, emotional and behavioral health

Behavioral health issues are very common, especially for kids and teens. The stress from a busy home, school and social life can lead to:

Anxiety | **Depression** | **Substance use disorder (using drugs or alcohol)**

Know the signs:

- Feeling overly anxious or worried most of the time
- Little or low energy
- Trouble sleeping
- Loss of interest in activities they used to enjoy
- Avoiding friends
- Grades getting worse
- Frequent stomachaches or headaches that can't be explained
- Frequent tantrums or overly negative
- Unable to sit still or quietly
- Risky, dangerous behaviors
- Hearing voices
- Cuts or burn marks
- Smokes, drinks or uses drugs

If your teen is showing signs for weeks or months that affect their daily life, get help.



Call one of these doctors today:

- Their primary care provider (PCP)
- A community mental health center (CMHC)

We can help you find a CMHC who accepts your insurance. Call Member Services.

If they're having thoughts of harming themselves or others:



- Call 911
- Call the National Suicide Prevention Line at 1-800-273-TALK (8255)
- Text the Crisis Text Line at 741741

Take control of your depression

Everyone feels blue or sad sometimes, but it rarely lasts. When you have depression, it hinders your daily life and normal functioning.

Here are some things you can do to take back control of your life.



Antidepressant medicine — Your doctor may prescribe medicine to improve or balance your mood. You may need to take this medicine for several weeks before you start to feel better. If you have side effects or problems, tell your doctor. They may try a different medicine or dose.



Therapy — Your doctor may recommend talk therapy to treat your depression. A therapist will help you learn to cope with your thoughts and feelings. This may be one-on-one or in a support group.



Exercise — Try to be active for 30 minutes, 3-5 days a week. Work with your doctor to make an exercise plan that you enjoy. Physical activity may improve your symptoms.



Get enough sleep — Go to bed and wake up at the same time every day. Sleep is important for emotional health.



Eat healthy — Lots of fruits and veggies. Ask your doctor about a meal plan that's right for you.



Getting help
with an

eating disorder

DON'T SUFFER IN SILENCE

Eating disorders are serious and often misunderstood. You may be surprised to learn:

- They're more than just extreme dieting or exercising to lose weight
- Eating disorders can have tragic and long-lasting effects on your health
- They affect both men and women:
 - Women often feel the need to be very small/petite.
 - Men often feel the need to be very lean and/or muscular. (They're also less likely to get help and/or treatment.)

Watch for early red flags

- Unhappy with weight, body size and shape
- Distorted body image
- Weighs or measures self frequently
- Exercises constantly
- May become very thin
- May avoid eating with others or leave the table/eating area quickly after meals
- Obsessed with food portions
- Binge eating — eating fast, large amounts and/or having little-to-no control when eating
- Feels very guilty after eating large amounts of food
- Regularly buys laxatives, supplements, water pills or enemas

Know the long-term effects

- Dry, pale skin
- Sunken eyes
- Hair loss
- Dry, brittle nails and bones
- Muscle loss, weakness, spasms and/or cramping
- Tooth decay and teeth turning yellow
- Depression
- Suicidal thoughts or behaviors
- Severe dehydration
- Gastric issues
- Kidney failure
- And more

Doctors can treat eating disorders with:

- Psychotherapy (talking with a mental health professional or support group)
- Nutrition counseling
- Prescription medicine



If you or someone you care for shows signs of an eating disorder, get help. Call either:

- Your primary care provider (PCP) — their number is on the member ID card
- The National Eating Disorders Association at 1-800-931-2237

What do you know about your rights?

You can find a list of your rights and responsibilities as a TennCare Amerigroup Community Care member in the member handbook. It's available:

- **Online** — www.myamerigroup.com/TN
- **By mail** — call 1-800-600-4441 (TRS 711) to get a copy mailed to you





TennCare Connect

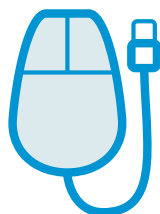
This spring, TennCare plans to roll out a new website.

It's called TennCare Connect. TennCare members can visit www.tennconnect.tn.gov now and create an online account with TennCare Connect. All you need is your name and your email address.

When you create an account, you can connect your TennCare coverage details to your account online. You will be able to see your case information and eligibility coverage dates.

With TennCare Connect, you'll be able to:

- Submit applications
- Make changes (like change your address or update your income)
- Complete annual renewals
- Upload requested documents such as pay stubs or tax documents
- Receive electronic notices



There is also a **FREE** mobile app.

**Just search
TennCare and
download the
app today!**

Just search TennCare in the Apple App Store or Google Play. By using the mobile app, TennCare members and applicants can upload documents, view notices, and make address and other changes.

TennCare Kids parents and adult members:

Check in, check up and check back

Children, teens and young adults need regular health checkups, even if they feel fine. These visits help their 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.

Protect yourself from sexually transmitted infections (STIs)

Part of having a good, safe sex life is getting tested regularly and getting treatment when you need it.

Here are some infections and their signs:

Gonorrhea	Syphilis
<p>Symptoms can include:</p> <ul style="list-style-type: none">■ Pain or burning when peeing■ Discharge from the tip of your penis or vagina■ Painful, swollen testicles■ Bleeding between periods■ Symptoms of rectal infections include discharge, itching, bleeding or painful bowel movements <p>A doctor may test your urine or use a cotton swab.</p>	<p>Syphilis can become very serious if left untreated. There are different stages and symptoms for each one:</p> <ul style="list-style-type: none">■ Primary syphilis stage: One or several sores around the genitals, anus or mouth■ Secondary syphilis stage: Rash, swollen lymph nodes or fever■ Latent stage: No symptoms for up to several years■ Tertiary (last) stage: May damage multiple internal organs and lead to death (often after 10 years or more) <p>A doctor may do a blood test or test fluid from a sore.</p>

Remember, most people who get an STI show no symptoms.

STIs are very common.

There's no shame in getting tested or treated. Plus, we cover both! If you're sexually active or showing symptoms, call one of these doctors and make an appointment:

- Your primary care provider (PCP)
- A specialist called a urologist
- Women can call their obstetrician/gynecologist (OB/GYN)



Help us fight fraud!

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.