

# Make Health HAPPEN

Quarter 3, 2019 | [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)



## CHOICES members:

### Care coordination — our team of clinicians is here to help!

It can be hard doing things around the house at times — like bathing, dressing, cooking or other chores — especially as you grow older or if you have a disability. We have a specialized team of clinicians called care coordinators who listen and get you the help you need.

#### Your care coordinator will:

- Ask you questions about your health, your health care and how you're doing at home or in your nursing home
- Recommend doctors, in-home help, community aids and other solutions
- Answer health-related questions
- Sign you up for special programs and learning tools
- Make a person-centered support plan to keep track of your doctors, providers, appointments and medicines



Care coordination is for members enrolled in TennCare CHOICES. To see if you qualify for CHOICES, call 1-866-840-4991. We can help you apply.



#### 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)

# What does community mean to you?

To us, community is about more than just where you live. It's about finding your tribe, your village — a group of friends who you do things with and enjoy being around. We also think community is very important for your overall health and wellbeing.

Our Community Integration Support services are here to help ECF CHOICES members venture out of the house.

## We can help you:

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



**Find your community. Call 1-866-840-4991 (TRS 711) to get started.**



## 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](http://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.





# Watch out for diabetic eye problems

Did you know diabetes can lead to blindness and other eye/vision issues?

## Common eye/vision problems for people with diabetes:

### Cataract

When the eye lens gets cloudy and causes blurry vision

### Glaucoma

When there's extra pressure in the eye because of damage to the optic nerve (the nerve that sends pictures from your eyes to your brain)

### Retinopathy

When tiny blood vessels in the retina (back part of the eye) weaken and bleed/leak

Many eye diseases have no signs/symptoms at first. If caught early, the doctor may be able to prevent blindness.

**Tell your doctor right away if you notice vision changes that don't go away, like:**

- Seeing lines or spots
- Cloudy/foggy vision
- Seeing rings/halos around lights
- Eyes taking longer to adjust to the dark

**It's important to get a diabetic eye exam every year. Call your ophthalmologist (vision/eye doctor) to schedule an appointment.**

**Need help finding an eye doctor?**  
Call eyeQuest at 1-800-446-0037 (TRS 711).

## TennCare Kids parents:

# Glasses for classes

Does your child need glasses? It can be hard to tell, but it's important for them to see the chalkboard or read small print to be successful in school. It's best to get their vision checked out by an eye doctor.

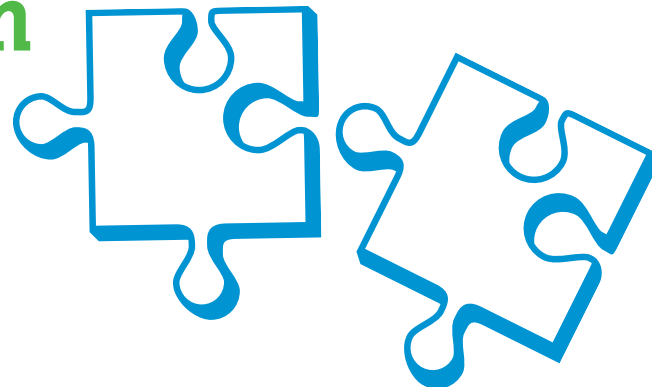
## Signs of vision problems in kids:

- Closing or covering one eye
- Squinting or frowning
- Head tilting
- Blinks a lot
- Thrusting head forward
- Holds things close to eyes to look or read
- Has trouble seeing or reading things either up close or far away
- Complains of things being hard to see, looking blurry or seeing double
- Complains of headache, feeling dizzy, or itchy or burning eyes
- Gets angry or upset when focusing on close-up work

**Remember: Sometimes there are no signs/symptoms.**

We cover eye exams and glasses for kids and youth up to age 21. Get their vision checked before they start to suffer in school. To find an eye doctor, call eyeQuest at 1-800-446-0037 (TRS 711).

# Early signs of autism



Part of every child's doctor visit includes checking to see if they're growing and developing at the right pace.

That includes screening for autism when they're:

- 18 months (1.5 years) old
- 24 months (2 years) old

What is autism?	Who's at risk?	To check for autism, the doctor may:
Autism spectrum disorder (ASD) is a delay of social and communication skills and can come with difficult behaviors. In short, the way they learn and act can be very different from others.	<ul style="list-style-type: none"><li>■ Babies born early (or premature/preterm)</li><li>■ Low-birth-weight babies (weighing less than 5 pounds, 8 ounces)</li><li>■ Kids who have a brother or sister with autism</li></ul>	<ul style="list-style-type: none"><li>■ Ask you some questions</li><li>■ Talk to and/or play with your child to watch how they move, speak, behave, learn, etc.</li></ul> <p><i>Note: Autism can be tough to diagnose and easy to miss. The doctor may recommend other tests or refer you to a specialist.</i></p>

Possible signs of autism in infants:

- Not knowing their name by the time they're 12 months old
- Not pointing at things that interest them by the time they're 14 months old
- Not playing pretend by the time they're 18 months old
- Little or no interest in others and/or interacting
- Delayed talking skills
- Flat expressions or uses wrong face expressions

If you're concerned about your child's development, talk with their doctor. Ask if your child has been screened for autism. If you're noticing signs, schedule a visit for an autism screening right away.



## Newborn testing for PKU

Congrats to pregnant and new parents! And welcome new baby! Just a heads up — in the first few days of life, the doctor needs to run a few tests. One of them includes checking for Phenylketonuria, or PKU for short.

### What is PKU?

PKU is a rare disease when the body can't break down an amino acid called phenylalanine. Phenylalanine is found in almost all foods that contain protein. When the body can't break it down, it builds up in our blood.

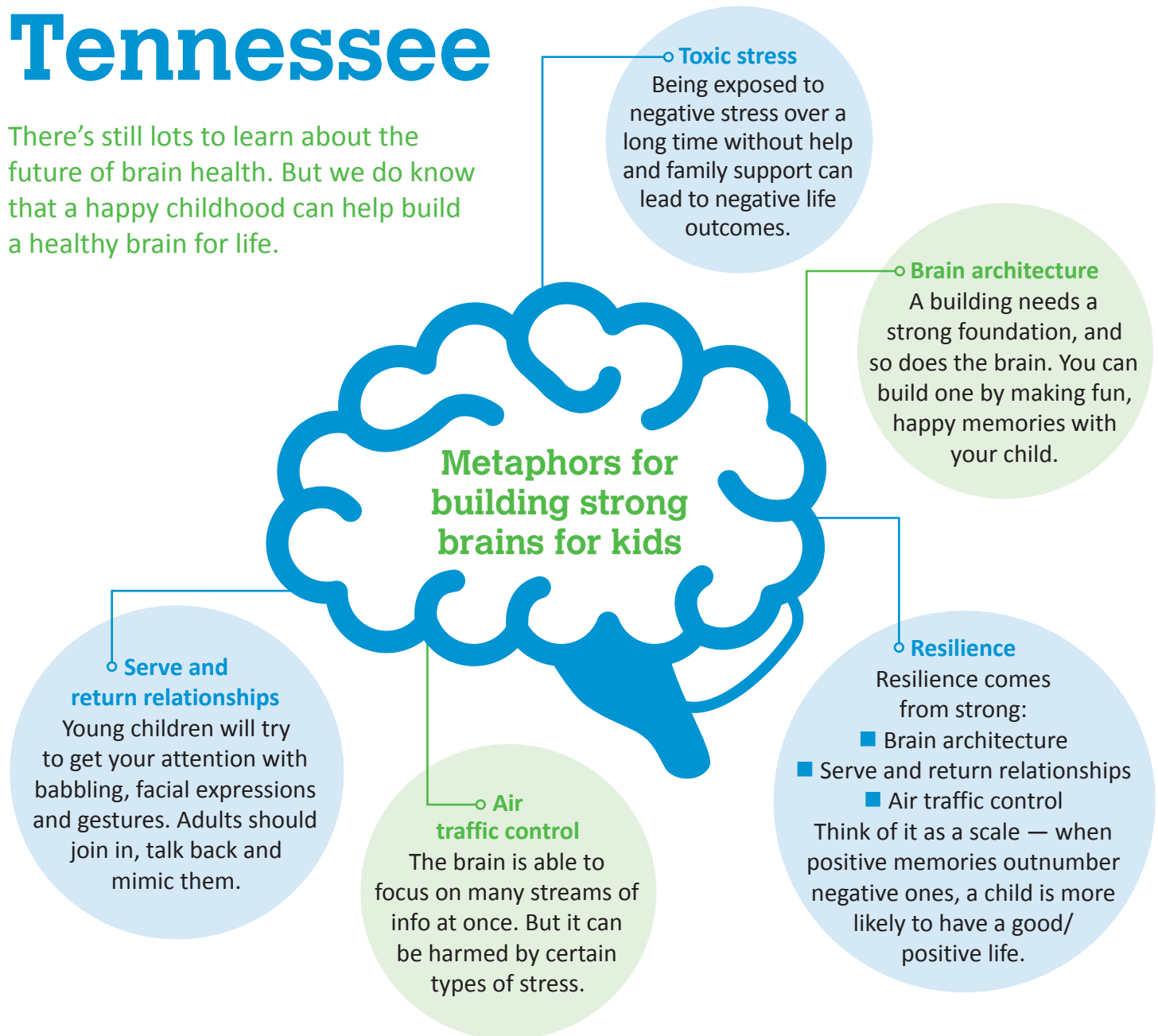
When levels get too high, it can cause:

- Brain damage
- Seizures
- Intellectual disability (mental retardation)

**With early testing and treatment, those problems can be prevented!** We cover the PKU test and other medical services, including special, low-protein baby formula. Talk to your doctor about PKU testing and other screenings to expect.

# Building Strong Brains Tennessee

There's still lots to learn about the future of brain health. But we do know that a happy childhood can help build a healthy brain for life.



To learn more, visit [www.tn.gov/tccy/ace/tccy-ace-building-strong-brains.html](http://www.tn.gov/tccy/ace/tccy-ace-building-strong-brains.html).

## 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





# Three ways to prevent breast cancer

Breast cancer is very common for women age 50 and older. As with most cancers, the earlier it's found, the easier it is to treat. That means checking for lumps regularly — both at home and by health care professionals.

## Self-exam

You should do a breast exam at home around the same time every month. Here's how:

1. Lie down on your back and place your arm above your head.
2. With your other hand, use your middle fingers to feel for lumps in your breast.
3. Use a dime-sized circular motion to feel your breast tissue and muscle.
4. First, press lightly, then press a little harder, then press firmly.
5. Move to a new spot, overlapping the last.
6. Check the entire breast by moving in an up-and-down pattern.
7. Repeat these steps on the other breast.



## Clinical breast exam

Your primary care provider (PCP) should give you a breast exam every year.

## Mammogram

Once you turn 40, your doctor will send you for a mammogram (breast X-ray) once every year. Mammograms can help detect cancer early, before you feel a lump.

### Call your doctor to set up a visit:

- If you feel a lump
- If you have pain or notice a change in breast size or tissue that concerns you
- If you're overdue for a professional screening

*Note: if you have a high risk of getting breast cancer, your doctor may recommend a mammogram more often or before you turn 40.*



## Postpartum depression

### Committed to mom's whole health

Sometimes after you have a baby, something just feels off. Don't worry — these feelings are very common, and you don't have to suffer alone.

With postpartum depression, you may have or feel:

- Sad, depressed or anxious
- Little or no interest in daily activities
- Tired or low energy
- Trouble concentrating
- Guilty for little or no reason
- Trouble sleeping or sleeping longer than usual
- Hopelessness
- Weight or appetite loss
- Low self-worth
- Thoughts of death or suicide

**Tell your doctor about any symptoms that last longer than two weeks. You can tell your doctor during your postpartum checkup 21-56 days after delivery. Or just call and set up a visit.**

# Goodbye smoking — hello health!

So you're ready to quit smoking. That's great news! It's one of the best things you can do for your health. Smoking can cause:

- Cancer
- Heart disease
- Stroke
- And many more health issues

If you've tried to quit before, it's great that you're trying again. It often takes a few tries.



## Tips to help you quit

- Talk to your doctor about medicines that can help.
- Set a quit date.
- Tell everyone — it helps when you have moral support.
- Remove ashtrays and cigarettes from places you normally smoke.
- Walk away when other people smoke around you.
- Be patient with yourself — when you decide to quit, it's normal to have setbacks when you're stressed. Don't give up and get right back on track!



## Reasons to quit and stick with it!

- You'll have more energy.
- You'll breathe easier.
- You'll save money.
- Your hair, clothes and home will smell better.
- You won't cough as much.
- You won't risk harming others with second hand smoke.

Sign up for a free stop smoking program today.  
**Break the habit for good!**

- Call the TNQuitline at 1-800-QUIT-NOW (1-800-784-8669) or visit [www.tnquitline.org](http://www.tnquitline.org).
- Smoking and pregnant? Call 1-800-600-4441 (TRS 711). Ask about Baby & Me Tobacco Free.



# Four steps to breathe easier with asthma

It's hard to breathe easy when you're living with asthma. But taking a few steps can help you get in control. You could avoid an attack or even skip a trip to the emergency room.



## Take medicine and get refills on time.

These may include:

**Long-term medicine** (also called controllers)

Inhaled medicine that you take every day

**Quick-relief medicine** (also called rescue medicine)

Inhaled medicine that you use when your breathing suddenly gets worse



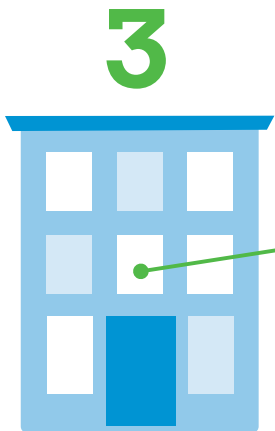
## Avoid triggers

### 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



## Keep visiting your doctor

### Here's why:

- They can help make sure your medicines are working the way they should.
- If you have side effects, they may recommend changes that can help.
- They'll 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 getting a flu shot or helping you quit smoking.



## 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 more. Call 1-888-830-4300 (TRS 711).



# Is your teen vaping?

The number of middle and high school kids who use electronic cigarettes, or e-cigarettes, has gone up between 2011 and 2018. And the Centers for Disease Control and Prevention say that it keeps going up.



E-cigarettes are devices that heat a liquid into an aerosol or gas that is inhaled. The gas can contain nicotine, other cancer-causing chemicals, metals such as nickel and lead and flavoring. The fruity flavors and fun names make e-cigarettes seem fun and not risky.

## What can **parents** do?

Talking with your middle or high school aged kids about e-cigarettes can be hard. But it is important to talk to them about all of the risks. If you don't want to do the talking, ask a trusted relative, teacher, faith leader, coach or counselor to help talk about the risks with your kids.

**Another thing parents can do** is never smoke or vape near your kids. Secondhand smoke is harmful to children's growing lungs. E-cigarette liquid can poison children if they swallow it or it gets on their skin.

## What are the **risks** of using e-cigarettes?

The nicotine in e-cigarettes can be bad for kids and teens. It can have many different long-term effects:



■ **How the brain grows:** The brain grows until you are at least 25 years old. Nicotine can put young people's brain growth at risk. These risks include addiction, mood disorders and not being able to control actions. It can also harm the parts of the brain that control attention and learning.



- **Get addicted:** Because kids' and teens' brains are still growing, they can get addicted easier than adults can. The nicotine in e-cigarettes and other tobacco products can make it more likely that a young person can become addicted to other drugs.
- **Bad health choices:** Kids and teens who use e-cigarettes are more likely to use other tobacco products, such as regular cigarettes, cigars, hookah and smokeless tobacco.



## 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
- Or care 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 1-866-840-4991.**



## Need a ride to the doctor?

We offer free transportation services to and from (nonemergency) health care appointments.

**If you don’t have a car or other ride, call us at 1-866-680-0633 (TRS 711).**  
In an emergency, always call 911.

## TennCare Kids parents and adult members:

### Check in, check up and check back

Children, teens and young adults need yearly 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



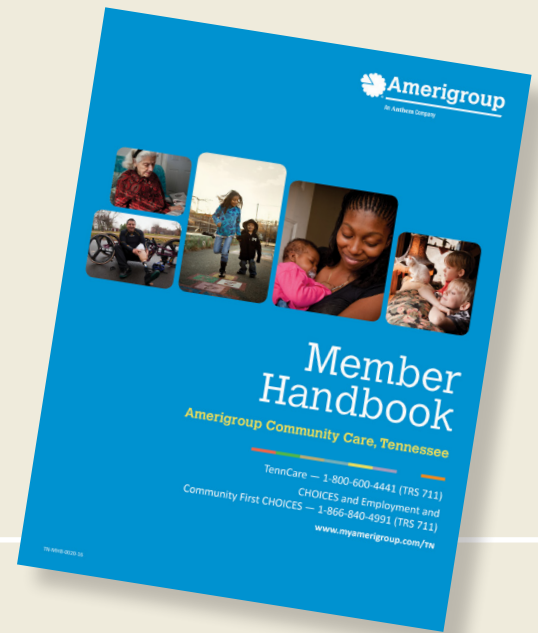
If your child hasn’t had a checkup in the past year, call their PCP today for an appointment. Ask for a TennCare Kids checkup.



# What do you know about your rights?

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

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



## 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](http://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.

### Spanish: Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-600-4441 (TRS: 711).

### Kurdish: کوردی

ئاگاداری: ئه‌گهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوڕایی، بۆ تو بهردهسته. پهیوهندی به 1-800-600-4441 (TRS 711) بکه.

Do you need help with your health care, talking with us, or reading what we send you? Call us for free at: 1-800-600-4441 (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 1-800-600-4441 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.

