

Make Health HAPPEN

Quarter 4, 2020 | myamerigroup.com/TN



Find **everyday resources** close to **your home**

Our Community Resource Link Social Needs Tool can help you find resources in your local area that can lend a hand when you need a little extra help in life.

Fill out our online Social Needs Tool for a customized list of organizations in your area that can connect you with resources for:



Food — meal delivery, SNAP, tools to learn about healthy eating



Housing — help finding shelter or permanent housing, home repairs, help paying for housing and utility bills



Goods — clothing, home goods, medical supplies, child and baby supplies



Transportation — bus passes, help paying for cars or gas



Money — government benefits, financial education, loans, taxes, insurance



Work — help finding work or on-the-job aids, retirement, unemployment benefits



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



Legal aid — finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, identity theft



The survey is
quick and easy.



Visit bit.ly/aggp-snt.

October is Breast Cancer Awareness Month

According to the Centers for Disease Control and Prevention (CDC), breast cancer is the second most common cancer in American women.¹ Even though breast cancer is most often found in women 50 years old and older, around 11% of cases are found in women younger than 45.²



Prevention

The earlier breast cancer is found, the easier it is to treat. That means checking for lumps regularly — doing an exam at home and during your annual physical.

Three ways to check for breast cancer:

1. Self-exam

You should do a breast exam at home around the same time every month.

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.



2. Clinical breast exam

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

3. Mammogram

Mammograms (breast X-rays) can detect cancer early, before you feel a lump.

- Between ages 35 to 40, your doctor will talk with you about having at least one mammogram.
- From ages 40 to 50, your doctor may recommend a mammogram every two years, or more frequently if you have a high risk of breast cancer.
- From age 50 and older, your doctor will likely recommend a mammogram every year.





Who may have a higher risk of breast cancer?³



- Women with certain genetic mutations, sometimes called breast cancer genes
- Women who started having menstrual periods before they were 12 years old
- Women who have dense breast tissue (dense breasts typically feel lumpy even when they do not have breast cancer) instead of fatty (softer) breast tissue
- Women who have had breast cancer before
- Women who have had other breast diseases, such as hyperplasia or lobular carcinoma in situ (LCIS)
- Women who have a family member who had breast cancer
- Women who had radiation treatment to the chest or breasts before age 30

Make sure to call your doctor to set up a visit:

- If you feel a lump in your breast or armpit.
- If you have pain or notice a change in breast size or tissue that concerns you.
- If you are overdue for a yearly physical or mammogram.

Treatment

Amerigroup Community Care covers:

- Surgery to remove part or all of one or both breasts (mastectomy).
- Surgery to make the breasts look normal (breast reconstructive surgery) after a mastectomy. This includes:
 - Reconstructive surgery for a cancerous breast.
 - Reconstructive surgery for a breast without cancer so that the breasts are the same size and shape (to make them symmetrical). This surgery is covered as long as it is done within five years of the reconstructive surgery on the diseased breast.
- Chemotherapy.
- Radiation.
- Hormonal therapy.

1 Centers for Disease Control and Prevention website, *Breast Cancer Statistics* (accessed July 2020): [cdc.gov](https://www.cdc.gov).

2 Centers for Disease Control and Prevention website, *Breast Cancer in Young Women* (accessed July 2020): [cdc.gov](https://www.cdc.gov).

3 Centers for Disease Control and Prevention website, *What Are the Risk Factors for Breast Cancer?* (accessed July 2020): [cdc.gov](https://www.cdc.gov).

TennCare Kids parents:


Has your child missed vaccines?



The World Health Organization (WHO) announced that millions of children around the world have been missing important vaccines due to stay-at-home orders. As communities and schools reopen, it is very important to make sure your child's shots are up to date.

Vaccines recommended by the Centers for Disease Control and Prevention (CDC):

Vaccines	Timing checklist	Protects against:
Hepatitis B	<input type="checkbox"/> Birth <input type="checkbox"/> 1-2 months old <input type="checkbox"/> 6-18 months old	Hepatitis B is a serious liver infection that can be fatal.
Rotavirus	<input type="checkbox"/> 2 months old <input type="checkbox"/> 4 months old <input type="checkbox"/> 6 months old (for certain vaccine brands only)	Rotavirus causes diarrhea and throwing up in babies and small children. This can make children dehydrated (low body fluids). Without vaccines or the right treatment in a hospital, it can be fatal.
Diphtheria, tetanus, pertussis (DTaP)	<input type="checkbox"/> 2 months old <input type="checkbox"/> 4 months old <input type="checkbox"/> 6 months old <input type="checkbox"/> 15-18 months old <input type="checkbox"/> 4-6 years old	<ul style="list-style-type: none">■ Diphtheria is an infection that can cause trouble breathing, heart failure, being paralyzed, or death.■ Tetanus is also called lockjaw. It can cause muscle stiffness, pain in the neck and jaw, and trouble breathing. It can be fatal.■ Pertussis is also called whooping cough. It can cause a dangerous cough, trouble breathing, runny and stuffy nose, and sneezing.
Haemophilus influenzae type b (Hib)	<input type="checkbox"/> 2 months old <input type="checkbox"/> 2-3 doses when the doctor suggests depending on the brand of vaccine <input type="checkbox"/> last vaccine at 12-15 months old	Haemophilus influenzae is a bacteria that can cause infections, some minor and some deadly, including meningitis, pneumonia, and throat or blood infections.
Pneumococcal conjugate (PCV13)	<input type="checkbox"/> 2 months old <input type="checkbox"/> 4 months old <input type="checkbox"/> 6 months old <input type="checkbox"/> 12-15 months old	Pneumococcal bacteria can cause dangerous illnesses, including pneumonia, meningitis, and blood infections.
Inactivated polio virus (IPV)	<input type="checkbox"/> 2 months old <input type="checkbox"/> 4 months old <input type="checkbox"/> 6-18 months old <input type="checkbox"/> 4-6 years old	Poliomyelitis, also called polio, is an infection of the brain and spine that can paralyze a person.

Vaccines	Timing checklist 	Protects against:
Measles, mumps, rubella (MMR)	<input type="checkbox"/> 12-15 months old <input type="checkbox"/> 4-6 years old	<ul style="list-style-type: none"> Measles is an infection from a virus. It causes a fever, rash, coughing, sneezing, runny nose, and red, infected eyes. Rubella is similar to measles. It is sometimes called German measles. Mumps is an infection caused by a virus. It infects the glands in the mouth, throat and ears.
Varicella (chickenpox)	<input type="checkbox"/> 12-15 months old <input type="checkbox"/> 4-6 years old	Chickenpox is very contagious. It causes a painful rash along with itching, fever, and feeling tired.
Hepatitis A	<input type="checkbox"/> 1st dose between 12-23 months old <input type="checkbox"/> 2nd dose between 12-23 months old	Hepatitis A is a liver infection caused by a virus. It normally does not show signs in children. Adults who receive the infection later in life will have unpleasant symptoms, feeling tired, nausea, stomach pain, and jaundice (skin and eyes turning yellow due to liver problems). The vaccine can protect against this infection without a person ever being sick.



Missing vaccines or receiving vaccines late can put your child at risk for 14 serious illnesses,* including those listed above. Call their doctor and ask if they are up to date on all their shots. Many doctor's offices are taking temperatures, requiring masks, and practicing physical distancing to keep patients safe.

*Centers for Disease Control and Prevention website: *Diseases You Almost Forgot About (Thanks to Vaccines)* (accessed July 2020): [cdc.gov](https://www.cdc.gov).

TennCare Kids parents and adult members:

Check in,
check up,
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, annual physicals are free up until age 21. They include:

- Health history
- Complete physical exam
- Lab tests (if needed)
- Vaccines (shots)
- Vision and hearing check
- Dental check
- Growth and behavioral screening (as needed)
- Tips about how to keep your child healthy

If your child has not had a physical in the past year, call their PCP today for an appointment. Ask for a TennCare Kids checkup.

Healthy habits, healthy futures

Helping teens make healthy habits at a young age can help set them up for success later in life. We cover these essential services that can help teens stay healthy as they grow into adulthood:



Oral and dental services for members under age 21:

- Checkups and cleanings every six months
- Other dental care, such as braces, if medically needed

To find a dentist who accepts your insurance, either:

- Call DentaQuest at 855-418-1622 (TRS 711).
- Visit dentaquest.com/state-plans/regions/Tennessee.

Good dental health starts with good habits:¹

- Brush teeth for at least two minutes, at least twice a day. Use a soft toothbrush. The best time to brush is 15 to 20 minutes after eating.
- Floss at least once per day.
- Eat healthy foods and limit sweets to help prevent cavities. That includes limiting sugary drinks.
- Visit a dentist at least twice a year for an exam and cleaning.



Mental and behavioral health services:

Your teen can visit any of these providers as long as they accept your insurance:

- Their PCP
- A community mental health center
- A psychiatrist or psychologist
- A rehab center

If your teen has thoughts of hurting themselves or others, either:

- Call 911 or go to the nearest hospital right away.
- Go to the nearest mental health crisis center. To find one, call 855-274-7471.

Know the signs of mental and behavioral health issues:²

- Feeling overly anxious or worried most of the time
- Little to no energy
- Trouble sleeping
- Avoiding friends or fun activities
- Frequent stomachaches or headaches that cannot be explained
- Frequent mood swings, tantrums, or being overly negative
- Trouble paying attention
- Unable to sit still or quietly
- Risky or dangerous behaviors
- Cuts or burn marks on their skin
- Finding unhealthy ways to feel good, like overeating, drinking alcohol, smoking, or using drugs

1 The American Dental Association on the Mouth Healthy website: *Brushing our Teeth* (accessed on July 2020): mouthhealthy.org.

2 Centers for Disease Control and Prevention website: *Children's Mental Disorders* (accessed on July 2020): cdc.gov.

Are you struggling with depression?

You are not alone. Managing your mental health during times of crisis is not easy. Seasonal depression is also common during the holidays, and that time of year is just around the corner.

Knowing is half the battle. Here are the signs:*

- Feeling sad throughout the day, most days
- Feeling lazy or sluggish
- Losing interest in activities you used to enjoy
- Trouble sleeping or sleeping too much
- Changes in weight or appetite
- Feeling hopeless, worthless, or guilty for little to no reason

Natural ways to fight depression

Exercise. Try to be active for at least 30 minutes a day.



Sleep for 7-9 hours every night. It also helps to go to bed and wake up at the same time every day.

Eat healthy. Try to include lots of colorful fruits and vegetables in your daily meals. If you have other health conditions, talk to your doctor about a meal plan that is right for you.

Help from a professional



If your symptoms do not improve within two weeks, we recommend making an appointment with either:

- Your PCP.
- A psychiatrist or psychologist.
- A community mental health center.

As long as they accept your insurance, you do not need a referral.

Treatment may include talk therapy, either:

- One on one with the doctor.
- In a support group.

Prescription medicine can be a helpful part of an ongoing treatment plan. Depression medicine may take time to work because it has to build up in your system. Do not stop taking it without talking to your doctor first.

*National Institute of Mental Health website: *Seasonal Affective Disorder* (accessed July 2020): nimh.nih.gov.

Employment and Community
First (ECF) CHOICES members:

Support for families

When ECF CHOICES family members need a hand, we want to help with our family support services.

Respite care

This is a fill-in caregiver when you need a short break (only for unpaid caregivers).

Supportive home care

This is like a personal assistant who helps members with their personal needs (at home, work, and otherwise), freeing family to do other things.

Family caregiver stipend

This is an alternative to supportive home care. It is a monthly payment to family caregivers for helping with a member's personal, day-to-day needs.

To learn more, see the last section of your member handbook, *Employment and Community First CHOICES Benefit Table*. To find out if you qualify for these benefits, call 866-840-4991 (TRS 711).



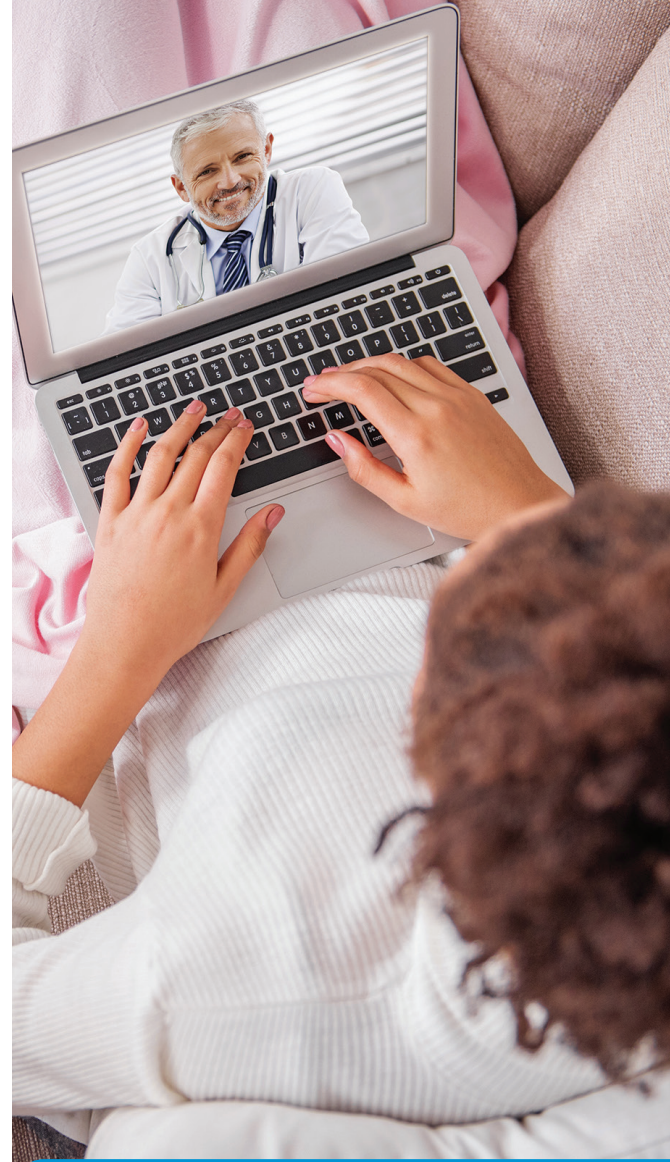
CHOICES members:

If you cannot make it to your doctor, **use LiveHealth Online**

When you are stuck at home or your doctor's office is closed, you can have a video visit with a doctor using LiveHealth Online. All you need is an internet connection and a smartphone, tablet, or computer with a webcam. For Amerigroup members, video visits are free and available anytime, day or night.*

To use LiveHealth Online:

1. **Download the free LiveHealth Online app** from Google Play™ or the App Store® or visit livehealthonline.com.
2. **Create an account.** Enter your insurance information exactly the way it appears on your Amerigroup member ID card.
3. **Choose the kind of care you need**, either:
 - **LiveHealth Online Medical.**
 - **LiveHealth Online Psychology:***
Provides counseling appointments for help with stress, life transitions, depression, grief, relationship troubles, and anxiety.
 - **LiveHealth Online Psychiatry:***
Provides help managing medication for many conditions, such as bipolar disorder, depression, panic attacks, and post-traumatic stress disorder (PTSD).
4. **Pick a health care provider** from the list.
5. **Answer a few questions** about the reason for your visit and your medical history. This information is private and will only be shared with the provider you visit with using LiveHealth Online.
6. **Pick a pharmacy that accepts your insurance.** If you are unsure, you can use the Find a pharmacy search tool at myamerigroup.com/TN to find a pharmacy in your plan network. You can also call 888-816-1680 (TRS 711) to ask someone.
7. **Choose Continue** to go into the virtual waiting room.



**You can sign up today,
before you need a video visit.**
For help using LiveHealth Online,
call 888-548-3432 (TRS 711) 24/7.

*For LiveHealth Online Psychology and Psychiatry, appointments subject to availability.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

Prescriptions determined to be a "controlled substance" (defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Amerigroup Community Care.

Connect with TennCare online

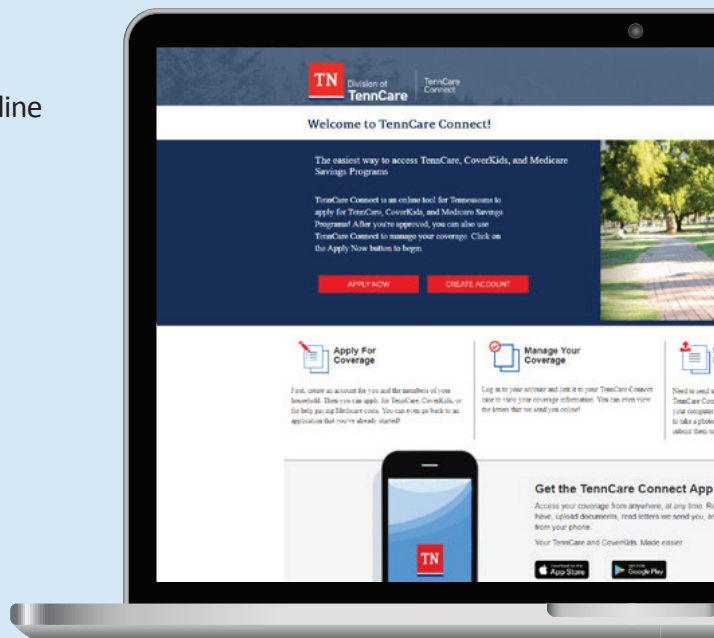
TennCare Connect

Did you know you can access your TennCare benefits online with TennCare Connect? Visit tenncareconnect.tn.gov to create your online account. All you need is your name and email address.

With your TennCare Connect account, you can:

- See your case information and coverage eligibility dates.
- Submit TennCare applications.
- Update your address.
- Change your income levels.
- Renew your benefits when it is time each year.
- Upload requested documents, such as pay stubs or taxes.
- Receive electronic notices.

They also offer a free mobile app! Search TennCare in the Apple App Store® or Google Play™. Create an account and download the app today.



Have you moved? Make sure TennCare has your updated address to ensure your benefits remain active.



Do more online.

Amerigroup app

Get it on the App Store® or Google Play™.



- 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

Visit blog.myamerigroup.com.

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





TennCare CHOICES and Employment and Community First (ECF) CHOICES are the TennCare programs for long-term care services.

That includes:

- 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).

If you need transportation, we can help.

We offer free rides to and from nonemergency health care appointments and the drugstore. Call 866-680-0633.

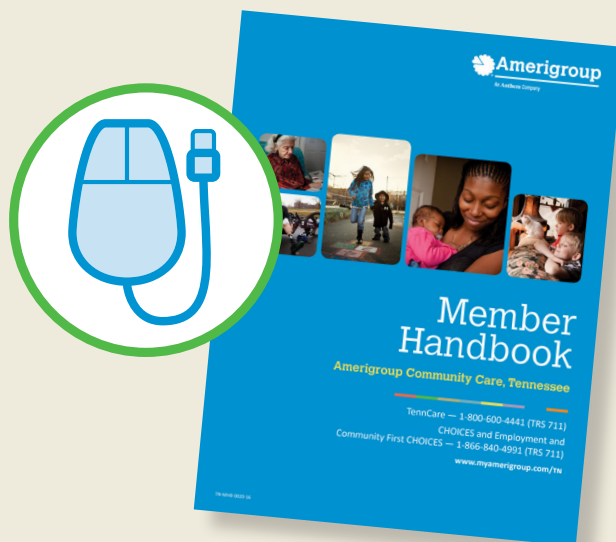
Remember, when you need a ride in a medical emergency, call 911.



Access your handbook online.

It is your guide to all the benefits in your health plan!


Visit myamerigroup.com/TN, choose the plan you are enrolled in, then scroll down to find a link to your member handbook. If you prefer a printed copy, call us at 800-600-4441 (TRS 711). We will mail you one for free.





Help us fight fraud!

To report fraud or abuse 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, injury, or other medical concerns.
TennCare Connect Hotline: 855-259-0701	Applying to, or renewing TennCare.

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 یارمهتی زمان، بهخوایی، بۆ تو بهردهسته. پهیوهندی به 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: 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.

