

Make Health HAPPEN



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Well-child visits

Time for a behavioral health checkup

Well-child visits are a time for your child's doctor to see how your child is growing and developing. It also is when their doctor can assess their behavioral health.

Children have dealt with many changes during the pandemic, which can cause stress and anxiety. **Here are some factors that have a negative impact on children's health and well-being during COVID-19:**



- Social distancing practices
- Family loss of income
- Disruptions in services, like school-based counseling

Since the pandemic, more children have shown signs of:

- Clinginess
- Irritability
- Distraction
- Fear

If your child is struggling with behavioral health issues, regular follow-up care with their PCP can help. PCPs can provide supportive counseling, education for coping with things like attention deficit hyperactivity disorder (ADHD), or help with stress management.

If it is time for your child to have a checkup, we are here to help. Amerigroup Community Care members can send a secure message through their online account at myamerigroup.com/TN or call Member Services at 800-600-4441 (TRS 711), Monday through Friday from 8 a.m. to 5 p.m. Central time. We can help you schedule your child's visit or find them a PCP.



COVID-19 vaccines

COVID-19 vaccines are now available to people age 12 and up, at no cost to you. Visit vaccines.gov to find vaccine locations near you. This site allows you to choose locations by vaccine brand. Right now, Pfizer vaccines are approved for children 12 to 18.

Sources: KFF website: *Children's Health and Well Being During the Coronavirus Pandemic* (accessed March 2021): [kff.org](https://www.kff.org)
 Center for Health Care Strategies website, *COVID-19 and the Decline of Well-Child Care: Implications for Children, Families, and States* (accessed March 2021): [chcs.org](https://www.chcs.org)



Food safety for moms-to-be

Pregnancy cravings can range from indulgently sweet to supremely spicy. As long as your overall diet is balanced, there is no reason not to give in to your pregnancy cravings. However, there are foods you want to avoid while pregnant to prevent illness or complications.

One of the risks pregnant women face is listeriosis. Listeriosis is a serious type of food poisoning, caused by the bacteria *Listeria*. Soil, water, and some animals, including cows and poultry, can contain *Listeria*.

Listeriosis can have a big impact on your baby's health and wellbeing. Pregnant women with listeriosis may experience:

- Dehydration
- Miscarriage
- Stillbirth
- Preterm labor



You want to avoid these foods during pregnancy to prevent listeriosis:

- Unpasteurized milk
- Soft cheeses like brie and goat cheese
- Hot dogs and luncheon meats, unless they are heated until steaming hot just before serving
- Refrigerated meat spreads
- Refrigerated smoked seafood
- Unwashed raw produce such as fruits and vegetables



It can take up to two months after eating a contaminated food for any symptoms of listeriosis to appear. However, even if you feel no symptoms, you can still pass the infection on to your baby.

Symptoms of listeriosis include:

- Fever
- Chills
- Muscle aches
- Upset stomach
- Stiff neck
- Headache
- Loss of balance

Pregnant women are **10 times** more likely to get listeriosis than the general population.

10x

If you think you may have eaten food contaminated with *Listeria* or if you have any of the symptoms of listeriosis, contact your doctor right away.

The impact of trauma on behavioral health

For children, a traumatic event can be any frightening, dangerous, or violent event that poses a threat to their lives or physical wellbeing. Witnessing a traumatic event that affects a loved one or seeing images of an event on the news or social media can also be traumatic to a child.

Without treatment, repeated exposure to traumatic events can cause a child or adolescent to struggle with unhealthy habits, such as:

- Smoking
- Eating disorders
- Substance use
- High-risk activities

If the symptoms do not begin to fade or even become worse over time, they may need help from a mental health professional. Having this conversation can be tough for parents. One tip is to try to start the conversation while you are doing an activity together so it does not feel too intense.



If you or your child requires assistance from a mental health professional, talk to a doctor or other healthcare provider today for a recommendation.

Addressing these issues now can reduce the risk of you or your child developing mental health issues like anxiety and depression or chronic conditions later.



A child may not show any signs of trauma directly following an event. It can take time for the numbness to wear off and for the child to begin to process what they have experienced. Here are some signs to look for that a child may be dealing with traumatic stress:

- Emotional upset
- Behavioral changes
- Problems relating to others or forming attachments
- Loss of previously acquired skills
- Trouble with school
- Unable to sleep or loss of appetite
- Physical symptoms, such as aches and pains
- Use of alcohol or drugs in teens





Metabolic monitoring while taking antipsychotics

The number of children and adolescents taking antipsychotics has increased in recent years. Doctors prescribe antipsychotics to young people to treat mood and behavioral disorders.

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 your child is taking antipsychotics, talk to their doctor today about metabolic monitoring.

Four steps to breathe easier with asthma

May is
National
Asthma and
Allergies
Awareness
Month

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.

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.

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 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 feel you are having side effects from your medication, 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. 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).

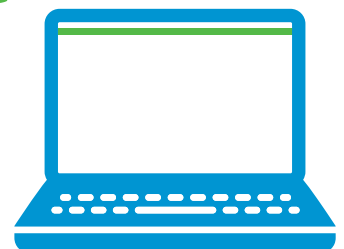
We look forward to working together with you or your child for your best health.

Your member handbook is available online

You can follow these steps to access it now:

1. Visit 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 receive a list of local organizations customized for your needs, you can fill out a short survey online at bit.ly/agp-snt.

Community Resource Link — Social Needs Tool

Our Community Resource Link Social Needs Tool lets members and parents 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



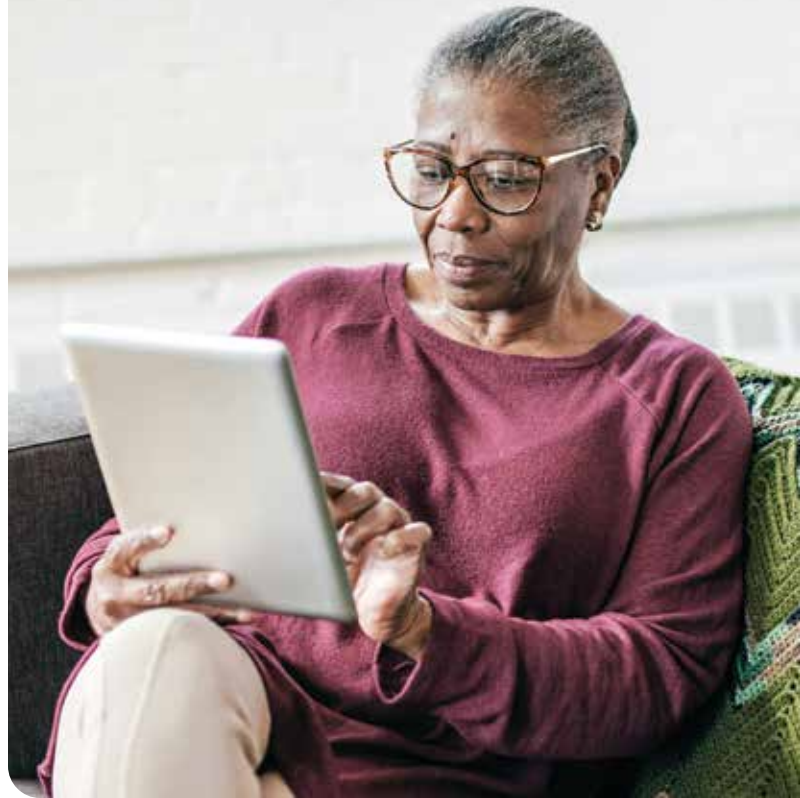
Work: finding work or on-the-job aids, retirement, and unemployment benefits



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™.

With this app, you can:

- 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.

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 child's 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 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: 800-600-4441 (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 questions about where to receive care
TennCare Connect Hotline: 855-259-0701	Applying for or renewing benefits

Spanish: Español

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

Kurdish: کۆردۆکی

ئاگاداری: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخۆرایی، بۆ تو بهر دهسته. پهیهندی 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.

