

# Teen Health

QUARTER 1, 2018 | [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)



## Non-violent conflict resolution



Everybody will have a difference of opinion on occasion, and that's perfectly normal.

You and a friend may not see eye to eye on something but that doesn't mean you can't listen to each other and respect the other's viewpoint. Of course, agreeing with others is always easier, but you can learn more by listening to your friend's perspective. Sometimes, you may want to just avoid the conversation completely; other times, you might want to lose your temper. But there are ways to help keep the conversation positive.



### Keep these things in mind:

1. **If you get mad, keep in mind that you are not upset with the person.** Instead, you are upset with the idea being discussed.
2. **Always use respectful language.** Never put someone else down for their different ideas.
3. **Keep your cool.** By yelling or using sarcasm, it will most likely only lead to defensiveness.
4. **Listen.** Try not to interrupt while they are talking, and when it's your turn to talk, calmly discuss why you disagree.

Following these tips will help others see you are considerate of their feelings, and you'll have a better chance at being "heard" by your friend.

**Respect goes a long way.**



Member Services 1-800-600-4441 (TTY 711)

Amerigroup On Call/24-hour Nurse Helpline

1-866-864-2544 (TTY 711) • 1-866-864-2545 (español) (TTY 711)

# Obsessive compulsive disorder

Teens have lots of thoughts. Some of those thoughts may be about getting sick, dying or other bad things happening. Some teens may have thoughts about hurting someone or other thoughts that are scary. These thoughts can cause feelings of worry, guilt or shame. Some teens think about these things so much they have a hard time doing everyday things. These unwanted ideas, intrusive thoughts or images may be obsessions.

Some teens may also have things they do over and over. Washing, cleaning, counting, touching, ordering and checking are some of those actions. These teens may feel they have to repeat these behaviors until they feel better. They become so important they make everyday life difficult. These behaviors are called compulsions.

People with “obsessions” and “compulsions” may have obsessive compulsive disorder (OCD). If you or someone you know may have OCD, encourage them to get help. Talk to your primary care provider (PCP). Talk to a mental health professional. Be well informed. OCD is difficult and stressful for teens and their families. Getting help is the most important thing you can do.



# TennCare Kids screening



All teens need an annual TennCare Kids checkup each year. If you just got your annual checkup, great job! If you haven't had your checkup up, it's never too late!

You might think "if it's not broke, don't fix it" but TennCare Kids exams monitor your general health. That means going to see your primary care provider (PCP) even if you're not sick. These checkups are free, but if you don't go, it can cost you your health.

**Here are just a few reasons to get your checkup each year.**

- 1 You can find red flags that might indicate illness.
- 2 You can start treatment early if problems are found.
- 3 Your general health information will stay up to date.
- 4 You can ask questions and calm your fears if something concerns you.
- 5 You can prevent health issues by getting vaccines, lab tests and screenings.
- 6 You can address invisible problems that can be found only through lab tests.
- 7 You can set goals such as a diet or exercise plan.

While it might be tempting to only go to the PCP when you're sick, remember your age, health and family history, and lifestyle choices all impact your well-being. Call today for an appointment. If you don't have a PCP, we can help you find one.



# Metabolic syndrome

Oftentimes, teens live in the moment. Tonight, there is a dance. Tomorrow night is the big football game. You may not think about how the things you do today can affect your long-term health.

Metabolic syndrome in teens is one of those conditions that can affect your future health if you have several risk factors. Metabolic syndrome consists of having three of the following risk factors, which can lead to diabetes and heart disease.

Excessive belly fat

High blood pressure

Abnormal levels of fat in your blood

High blood sugar

While it seems like these risk factors are usually an adult condition, teens can have them, too.

But there are ways to help prevent metabolic syndrome, and many times, it's just a lifestyle change that's needed.

Your primary care provider (PCP) may recommend:



Losing weight.



Becoming more physically active.



Eating healthier.



Increasing your fiber intake.



Not smoking.



So remember you have the power to positively change the course of your health! Make good choices. Staying physically fit and eating the right foods can help ensure a healthy future.



# Driving safety tips

As you grow from your pre-teen years into a teenager, it's important to think about ways to keep yourself safe.

Driving safety is one way to do just that. Here are a few of the driving safety tips you should think and know about:

- What a driver should and shouldn't do while they are driving
- What a passenger or pedestrian should or shouldn't do while someone else is driving. And how drivers can help keep passengers and pedestrians safe.
- What can happen when a driver drinks or takes drugs and then drives
- What can happen when a driver uses a cellphone — especially texting — while driving
- How seat belts can save lives — of drivers and passengers

Getting to drive a car can be a big deal in a teenager's life. But the dangers of driving are not the only thing teenagers will face as they grow up.

Here are some of the other things you should think about.



## Other safety concerns

Teens need to know that using drugs or alcohol — even just once — can end in death. Starting with something small or having just a little can lead to more and more and more. Trying drugs and alcohol can lead to abusing them or even becoming addicted to them.

Pressure from family, school, social groups, peers and friends is sometimes too much for pre-teens and teens to handle. The need to be accepted can be strong. And the feelings you have when you're not accepted can weigh you down. It can lead to depression, self-harm or suicide. If you have these feelings or concerns, talk with your primary care physician (PCP) or a mental health professional.

# What about oral piercings?

During your teen years, body piercing is often used as a way of expressing yourself. Oral piercings most often involve the tongue (most common), lips and cheeks.

Oral piercings can be especially dangerous. Regardless of how you feel about how great they look, some of the risks are:

- Chipped teeth
- Swelling
- Infection
- Allergic reactions
- Pain and discomfort
- Drooling
- Loss of taste
- Nerve damage

As you can see, there are many risks involved. Your safest bet is to say no to oral piercings. If you choose to get an oral piercing, please see your dentist at the first sign of pain or problems, in addition to your regular checkups. Be cautious about oral piercings and visit your dentist every six months for a checkup so your teeth will stay healthy and your smile bright!

If you need help finding a dentist, call DentaQuest at **1-855-418-1622**.

All types of piercings can have an effect on overall health.





## What do you know about your rights?

You can find a listing of your rights and responsibilities as a TennCare and Amerigroup member in the Member Handbook. The Member Handbook is available online ([www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)), or you can call 1-800-600-4441 to request a copy be mailed to you.

### Spanish: Español

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

**Kurdish:** **کوردی**  
ئاگاداری: ئه‌مگه‌ر به‌ زمانی کوردی قه‌سه ده‌که‌یت،  
خزمه‌تگوزاریه‌که‌انی یارمه‌تی زمان، به‌خواری، بۆ تۆ  
به‌رده‌سته. په‌یوه‌ندی به  
(TTY: 711) 1-800-600-4441 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 (TTY: 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 (TTY 711) or TennCare at 1-855-857-1673 (TRS 711) for free. You can also get a complaint form online at <http://www.tn.gov/hcfa/article/civil-rights-compliance>.

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 <http://tn.gov/tenncare> and click on "Stop TennCare Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), call toll free 1-800-433-5454.

## Do you want to keep your TennCare?



**Be sure TennCare has your current address.**

**Here's what you should do:**

### Step 1:

If TennCare has your current address, you do not need to do anything yet. If you haven't given TennCare your current address, you need to call TennCare. It's a free call: 1-855-259-0701.

### Step 2:

Watch for mail from TennCare. Open and read any mail from TennCare and follow the directions. If you don't, you could lose your TennCare.

## Amerigroup Community Care has 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'd like information about our performance, efforts to improve patient safety or QM program, please write to us at: Amerigroup Community Care, 22 Century Blvd., Suite 220, Nashville, TN 37214





An Anthem Company

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## Teen Health newsletter

### Help with local services

Amerigroup Community Resource Link is a site where you can search for free or low-cost local services for help with:



Housing



Jobs



Education



And more

To learn more, visit **[www.myamergroup.com/TN](http://www.myamergroup.com/TN)** then click Community Resources or call **1-800-600-4441 (TTY 711)**.

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