

Teen Health

QUARTER 2, 2017 | www.myamerigroup.com/TN



Teen Health newsletter

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 you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or by phone. Here are three places where you can file a complaint:

Amerigroup Nondiscrimination Coordinator

22 Century Blvd., Suite 220
Nashville, TN 37214

Email: tn.nondiscrimination@amerigroup.com

Phone: 1-800-600-4441 (TTY 711)

Fax: 1-866-796-4532

Health Care Finance and Administration

Office of Civil Rights Compliance

310 Great Circle Road, Floor 4W
Nashville, Tennessee 37243

Email: HCFA.Fairtreatment@tn.gov

Phone: 855-857-1673 (TRS 711)

You can get a complaint form online at:

<http://www.tn.gov/hcfa/article/civil-rights-compliance>

**U.S. Department of Health & Human Services
Office for Civil Rights**

200 Independence Ave SW

Rm 509F, HHH Bldg.

Washington, DC 20201

Phone: 800-368-1019 (TDD) 800-537-7697

You can get a complaint form online at:

<http://www.hhs.gov/ocr/office/file/index.html>

Or you can file a complaint online at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.js>

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TN-TNL-0417 E CMAP HTN-NL-0009-16

Four tips for caring for teen skin

As you move into your teen years, your skin may seem difficult to manage. The good news is there are ways to keep your skin healthy and treat common skin problems.

1 Cleanse

It's important to cleanse your skin daily to remove dirt and oil. Wash your face twice a day (no more) with warm water and a mild soap made for people with acne.

2 Hydrate/ moisturize

Hydrate and moisturize your skin daily. For most skin types, you should moisturize skin in the morning and evening. Without adequate moisture, skin looks dry and dull.

3 Treat

Many teens need to treat skin conditions such as acne. Acne occurs when pores on the surface of skin become clogged. The goal is to treat all oily areas of the face and not just where you notice pimples.

4 Protect

After cleansing your skin, protect it daily from the sun. Use a moisturizer or foundation with a sunscreen of sun protection factor (SPF) of 30 or higher. It may seem like a tan hides acne, but it's only temporary. A tan may worsen your acne, not improve it.

No matter what your skin type, if you're unsure how to treat acne or other skin problems, talk to your primary care provider (PCP) or a dermatologist.



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)

HTN-NL-0009-17

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://www.tn.gov/tenncare/fraud.shtml>. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll free 1-800-433-5454.

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.myamergroup.com/TN) or you can call 1-800-600-4441 to request a copy be mailed to you.



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.



Protect your child from contact with tobacco

Smoking leads to premature deaths, or deaths that happen before they should, across the country and in Tennessee every year. Studies show more than 100,000 Tennesseans under the age of 18 might die from smoking if habits don't change. It's important you take steps to protect yourself and your child from the dangers of contact with tobacco. This contact includes secondhand and third-hand smoke.



Secondhand smoke is smoke from burning tobacco products or smoke breathed out when someone is smoking. Millions of children breathe in secondhand smoke in their own homes and communities every day. This can damage your child's health because their lungs are still developing.



Third-hand smoke is the chemicals from cigarette smoke. These chemicals are still around even after the smoke is gone. They stay on things like carpet, clothing and toys. You can't see them, but you and your child could be touching the same dangerous chemicals found in tobacco smoke that might cause cancer.

Here are things you can do to stay safe from secondhand and third-hand smoke:

Don't allow anyone to smoke near you or your child. This includes in your home or car.

Go to smoke-free restaurants and other public places.

If you have family or friends who smoke, talk to them about quitting.

If you're a smoker and want to quit, call your primary care provider (PCP). He or she can help you.



Social media safety

As a teen in today's world, social media is most likely a big part of your daily life. There are plenty of good things about social media like:

- Staying in touch with friends and family.
- Volunteering or getting involved with a charity.
- Enhancing your creativity by sharing ideas, music and art.

But there are also many potential dangers you should avoid.

The dangers

Social media can be a hub for things like cyberbullying and questionable activities. You might possibly share more online than you should.

Posting your picture, birthdate or real name on your profile can lead to problems. Actions like this can make you an easy target for online predators and others who might want to cause you harm.

Consequences

Cyberbullying and online predators are also problems. Some apps now reveal your location when you use the app. This can tell anyone out there exactly where to find you.

Also, photos, videos and comments made online usually can't be taken back once they're posted. Posting an inappropriate photo can damage your reputation and cause problems years later. Like when a background check is done for a job or college admission.

So stay safe by:

- Thinking twice before hitting "enter."
- Never "friending" strangers.
- Using privacy settings.



Wisdom teeth are also called **third molars**. They're the last permanent teeth you'll get.

They usually erupt during your late teens or early 20s. Despite the common belief that everyone needs to have their wisdom teeth removed, some people don't have them at all, and others may be missing one or more. When wisdom teeth come in right, they won't cause problems.

Only a dentist can tell with x-rays if you'll need to have your wisdom teeth removed. If wisdom teeth are partly erupted, they can be hard to clean and become an easy target for bacteria and cavities.

It takes a little more effort to clean them since they're located in the very back of your mouth. Be sure to pay extra attention to brushing your wisdom teeth if and when they come in. It's important to see your dentist every six months to let him or her check your wisdom teeth.

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

Mental health medications

Medication is a good part of treatment. Your primary care provider (PCP) should perform a mental health checkup before giving you medicine to treat a mental health problem.

He or she should also tell you why you need medicine, good and bad things about it and what else can help treat you.

Medicine is just one part of your treatment plan.

You should have a complete mental health evaluation and a physical exam, as well as some other tests, if your PCP recommends them.

Medicine can have side effects, but you may not have any of them. Take your medicine like your PCP tells you to do. Don't stop taking the medicine or start taking a new one without talking to your PCP.

If your PCP gives you medicine:

- **Tell your PCP** what medicines and vitamins you already take.
- **Tell your PCP** if you have any allergies or problems with medicines.
- **Learn how** to take your medicine and take it correctly.
- **Don't take any medicine** that's not yours. Don't give your medicine to anyone else.
- **Call your PCP** right away if you have any problems. He or she can change the dose or medicine to one that works better for you.



School's in session

Now's a good time to get a wellness checkup

Going back to school is always a busy time. To get you prepared, there's usually a yearly back-to-school checklist of to-dos like:

- Shopping for school supplies.
- Filling out permission forms.
- And most importantly, getting your yearly well-child exam.

A back-to-school well-child exam might be the only visit you have with your primary care provider (PCP) each year. So don't miss it! Getting your well-child exam gives your PCP a chance to address any physical, emotional, developmental or social concerns you might have.

It's also a good chance for you to address important questions like:

- Drinking
- Smoking
- Drugs
- Sexual activity
- Depression

While it might not seem that important, a yearly well-child exam from your PCP is a key part of staying healthy. The back-to-school season is a great time to get your checkup. So call your PCP today and schedule your appointment.



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 **amerigrouplink.auntbertha.com** or call **1-800-600-4441 (TTY 711)**.

Do you need free help with this letter?

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: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، بەخۆراییی، بۆ تۆ بەردەستە. پەیوەندی بە TTY (711) 1-800-600-4441 بکە.

Arabic: العربية
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-600-4441 (رقم هاتف الصم والبكم 711).

Chinese: 繁體中文
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-600-4441 (TTY 711)。

Vietnamese: Tiếng Việt
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-600-4441 (TTY 711).

Korean: 한국어
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-600-4441 (TTY 711)번으로 전화해 주십시오.

French: Français
ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-800-600-4441 (ATS 711).

Amharic: አማርኛ
ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-600-4441 (መስማት ለተሳናቸው፡ 711)፡

Gujarati: ગુજરાતી
સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-600-4441 (TTY 711).

Laotian: ພາສາລາວ
ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-600-4441 (TTY 711).

German: Deutsch
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-600-4441 (TTY 711).

If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that’s available.

Tagalog: Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-600-4441 (TTY 711).

Hindi: हिंदी
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-600-4441 (TTY 711) पर कॉल करें।

Serbo-Croatian: Srpsko-hrvatski
OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-600-4441 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

Russian: Русский
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-600-4441 (телетайп: 711).

Nepali: नेपाली
ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-600-4441 (टिटिवाइ: 711) ।

Persian: فارسی
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (TTY: 711) 1-800-600-4441 تماس بگیرید.

Do you need help talking with us or reading what we send you?

Do you have a disability and need help getting care or taking part in one of our programs or services?

Or do you have more questions about your health care?

Call us for free at 1-800-600-4441. We can connect you with the free help or service you need. (For TTY, call 711.)