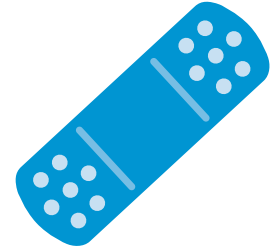


Teen Health

QUARTER 2, 2018 | www.myamergroup.com/TN



Preventing HPV is as easy as 1,2,3



Human papillomavirus, or HPV, is a group of viruses that causes genital warts and cancers such as cancer of the cervix, penis, anus, mouth and throat. It's passed from person to person during sexual contact and is very common. Because there aren't screening tests for these cancers, they're often caught at a later stage when they're harder to treat.

The good news is an HPV vaccine can help prevent many of the cancers caused by an HPV infection.

It's given as a series, recommended for boys and girls at ages 11 or 12 but can be started as early as age 9. Boys should be finished with the shots before they turn 13. When the shots are given at these ages, only two doses, six to 12 months apart, are needed. Catch-up vaccines are recommended for males through age 21 and for females through age 26, if they didn't get vaccinated when they were younger.

Call your or your child's primary care provider (PCP) today to ask whether the HPV vaccine is right for you or your child. If you need help making an appointment, just call Member Services at 1-800-600-4441 (TTY 711).



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

24-hour Nurse HelpLine

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

Medicine to manage your mood

When you have a condition, like bipolar disorder, that affects your mood, the medicine you take to manage the condition works best if you take it the way your provider prescribed. People don't take their medicine for many reasons, including simply forgetting. The good news is there are things you can do to remember to take it.

Put a check beside the below steps you're willing to try. I will:



- ☐ Use a pill box labeled with the days of the week and put the medicine for each day in the box.
- ☐ Mark dates and times to take the medicine on a calendar.
- ☐ Have a caregiver or family member remind me to take it.
- ☐ Set my watch or phone alarm for the time each day I need to take my medicine.

Remember to talk with your provider before changing or stopping your medicine. Changing or stopping your treatment can cause your symptoms to start again or other health problems.

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.





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.

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.



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.




Tennessee's opioid crisis: how you can help

Opioid addiction is becoming more common — and so are deaths caused from overdose. **1,631** Tennesseans died from prescription drug overdose in 2016.

What are opioids called?

You may know prescription opioids by names like fentanyl, hydrocodone, morphine or oxycodone. There are also illegal opioids, like heroin. **Any** opioid sold without a prescription is illegal.



Drugs like fentanyl are strong medicines used to treat serious pain. That can be good when you need relief from pain. But opioids are highly addictive. That means there's a high risk of harm — even death — if you misuse them.

How to talk about drug abuse

It's not easy to talk about hard things. But it starts with building openness and trust. The Tennessee Department of Mental Health and Substance Abuse Services has some tips to help:

- Be honest with your family. Opioid abuse, addiction and overdose are serious and deadly. Be sure to let them know you want to talk and that you have questions.
- Be present. Do things together as a family often, like eating dinner together. You'll find it easier to have the tough conversations when you have a strong relationship.
- Include religious and spiritual practices in your family life.
- It is not OK to give medicine to someone else. And it's not OK to take drugs prescribed for others.

How to make your home safer



Keep all your medicine — especially prescriptions — locked up in a safe place.



Get rid of leftover medicine quickly and safely. Most hospitals, provider offices and pharmacies will take it. Or go online to countitlockitdropit.org and find a place to drop them off.



Talk to your provider about other options for pain relief. Over-the-counter medicine may do the trick when your pain is not too bad. And they have less risks.

The dangers of doing drugs

Doing drugs, such as marijuana or opiates, can lead to addiction. And although they may feel good at first, they can do a lot of harm to your:



Brain by slowing the growth of important sections, which can cause memory loss or an inability to pay attention.



Heart by raising your blood pressure and heart rate, increasing your risk of heart attack or stroke.



Lungs by causing shortness of breath and scarring of your lungs, which can lead to cancer.

If you want to quit and don't know how, reach out for support by talking with your family and friends. You can also call the Substance Abuse and Mental Health Services Administration's National Helpline at 1-800-662-HELP (4357) 24 hours a day, 7 days a week.

Are you having a mental health or substance abuse crisis?

Call Tennessee's free crisis hotline anytime at **855-CRISIS-1** or **855-274-7471**.

Do you have questions about substance abuse or recovery?

Call the Tennessee REDLINE anytime to get free, private information and referrals at **800-889-9789**.





Tips for naturally cleansing your skin



Cleansing, toning, moisturizing and exfoliating consistently is key when it comes to healthy, glowing skin. If you're ready to try alternative products with ingredients you can actually pronounce, below are a few tips.

Cleansing

A natural oil, like olive or coconut, or raw honey can help break up built-up oil in your pores. Try massaging your face with a small amount (the size of a quarter) for about 30 seconds. Then use a warm towel to open your pores. Wait another 15-30 seconds to pat dry with a washcloth.

For sensitive skin:

1 part apple cider vinegar
with 4 parts water

For normal skin:

1 part apple cider vinegar
with 2 parts water

For oily skin:

1 part apple cider vinegar
with 1 part water

Toning

A toner can help remove residue your cleanser might have missed. Try mixing apple cider vinegar with water as an astringent to maintain your skin's natural balance.

Moisturizing

You can give your skin a protective layer and lock in hydration by using a plant-based moisturizer. Applying small amounts of shea, avocado or cocoa butters not only protects your skin but also helps cleanse it as well.

Exfoliating

Exfoliating two to three times a week helps remove dead skin and keep your pores clean.

Oatmeal, sugar, baking soda, salt and coffee grounds are just a few natural alternatives you can mix with essential oils, honey or yogurt to improve your skin's circulation and complexion.

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.myamerigroup.com/TN
then click Community
Resources or call
1-800-600-4441 (TTY 711).

Tooth friendly snacks for healthy teeth

Sipping a caramel latte and eating a candy bar may taste great, but what is happening to your teeth? Bacteria changes sugar into acid, and the acid eats away at tooth enamel. And that's what causes tooth decay and cavities. You've been told since you were a kid to cut down on sweets to avoid cavities. That's why. Eating and drinking these sweet treats throughout the day means you are producing the acid almost constantly, which increases your chance of getting a cavity. It is hard to resist snacking, but you can snack smart by choosing popcorn, yogurt, nuts and fruits instead of sugary snacks. If you cannot resist your sweet treats, there are some things that you can do to protect your teeth.



Here are some suggestions:

- Drink, don't sip.
- Use a straw to minimize the amount of sugar that comes into contact with your teeth.
- Rinse your mouth with water after eating or drinking sugary foods.
- Brush your teeth after eating or drinking sugary foods.
- Substitute with sugar free.
- Limit the amount of sweet foods and sweet drinks.
- Chew sugar-free gum.
- Choose water.

Follow these tips, brush your teeth and visit your dentist for a checkup, to keep your smile bright and healthy. If you need help finding a dentist, call DentaQuest at 1-855-418-1622.



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).

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

ناگاداری: ئه‌گەر به زمانی کوردی قسه دهکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، به‌خۆراپی، بۆ تۆ به‌رده‌سته. پهیوهندی به 1-800-600-4441 (TTY 711) بکه.

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), or you can call 1-800-600-4441 to request a copy be mailed to you.

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.



An **Anthem** Company

P.O. Box 62509
Virginia Beach, VA 23466-2509



Teen Health newsletter



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.



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