



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.



You have the right to file a complaint about Amerigroup or your care. If your complaint is about either physical health care and/or behavioral health care, you can call Amerigroup at 1-800-600-4441 or write to us at:

Amerigroup Community Care
22 Century Blvd., Ste. 220
Nashville, TN 37214

Tiene derecho a presentar una queja acerca de Amerigroup o su atención. Si su queja está relacionada con la atención médica física y/o la atención médica del comportamiento, puede llamar a Amerigroup al 1-800-600-4441 o escribirnos a la siguiente dirección:
Amerigroup Community Care
22 Century Blvd., Ste. 220
Nashville, TN 37214

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Vaccines for teens



Just because you're a

teen doesn't mean you

don't still need the protection of vaccines to

keep you healthy. Teens are still at risk for

illness. As you get older, protection from

some childhood vaccines may begin to wear

off. So, some vaccines work better when given

during adolescence.

What vaccines do you need?

- One shot of Tdap vaccine to protect against tetanus, diphtheria, and pertussis (whooping cough).
- Two shots of meningococcal vaccine to protect against meningococcal disease. This disease can lead to an infection of the fluid and lining around the brain and spinal cord or a bloodstream infection.
- Three shots of human papillomavirus (HPV) vaccine. This protects against HPV infection and cancers caused by HPV.
- One shot of influenza vaccine every year. This protects against the flu.

There are many chances to get vaccines. So take advantage of TennCare Kids checkups, sports or camp physicals to ensure you receive the recommended vaccines.



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



Teen Health newsletter

Do you need help with this information?

Is it because you have a health, mental health or learning problem or a disability? Or do you need help in another language? If so, you have a right to get help, and we can help you. Call Amerigroup Community Care at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES) for more information.

Do you have a mental illness and need help with this information? The TennCare Advocacy Program can help you. Call them for free at 1-800-758-1638 (TTY 1-877-779-3103).

If you have a hearing or speech problem, you can call us on a TTY/TDD machine. Our TTY/TDD number is 711.

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al 1-800-600-4441 (TennCare) o al 1-866-840-4991 (CHOICES).

We do not allow unfair treatment in TennCare.

No one is treated in a different way because of race, color, birthplace, religion, language, sex, age or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call the Tennessee Health Connection for free at 1-855-259-0701.

Need help in another language? You can call Amerigroup Community Care for assistance in any language at 1-800-600-4441 (TennCare), 1-866-840-4991 (CHOICES) or the numbers below. Interpretation and translation services are free to TennCare members.

Foreign Language Lines – call if you need help and need to speak with someone in one of these languages:

العربية	(Arabic)	1-800-758-1638
Bosanski	(Bosnian)	1-800-758-1638
کوردی - بادینانی	(Kurdish-Badinani)	1-800-758-1638
کوردی - سۆرانی	(Kurdish-Sorani)	1-800-758-1638
Soomaali	(Somali)	1-800-758-1638
Español	(Spanish)	1-800-758-1638
Người Việt	(Vietnamese)	1-800-758-1638

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.

Inside

How can the food you eat help or hurt your teeth?
What does depression feel like?



Teen Health

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Heads up!

Accidents happen! And sometimes, the accident may result in hitting your head. A concussion is a traumatic brain injury that affects the way your brain functions. Concussions are common in contact sports, PE classes, falls and car accidents. Luckily, effects are usually temporary. There are several ways to help prevent concussions.

- Wear properly fitting sports headgear.
- Buckle your seatbelt.
- Exercise regularly to strengthen your neck muscles and improve your balance.

Symptoms of a concussion might include headaches, problems with attention, memory, balance and coordination. If you think you might have suffered a concussion, you should never return to physical activity the same day. **When in doubt, sit it out!**



How much do you know about concussions? Test your knowledge!

1. A concussion is caused by a bump, jolt or blow to the head. **T or F**
2. All concussions are serious. **T or F**
3. Most concussions occur with loss of consciousness. **T or F**
4. Sometimes, symptoms of a concussion don't occur until days later. **T or F**
5. It's OK to return to regular activities the same day of the injury. **T or F**

If you think you have a concussion, don't hide it.

Seek medical attention right away and take time to recover.



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)

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TEEN

Answers: 1. T • 2. T • 3. F • 4. T • 5. F

Teens and depression

What is depression?

Depression is a serious mental health problem that makes you sad and not want to participate in activities. It also affects how you think and act and can cause physical problems.

How do I know if I'm depressed?

- Feeling mad, sad or hopeless all the time
- Nothing is fun anymore
- Sleeping or eating habits change
- Headaches or other physical problems when you're not sick
- Problems paying attention
- Thinking about death or suicide

What can I do if I am depressed?

- Talk to someone (parent, teacher, school counselor or someone at church).
- See your primary care provider (PCP) and tell him/her how you're feeling. He/she can also help set up a meeting with a therapist.

What will help me feel better?

Your treatment plan depends on what kind of depression you have. Talk therapy and medication, such as Prozac or Lexapro, can help. If you're in danger of hurting yourself, you might have to stay in the hospital or outpatient treatment program for a while. Everyone is different, so finding the right treatment takes time.

Remember:
Suicide is
NEVER
the answer.
ALWAYS
seek help.

Access trained telephone
counselors 24 hours a day,
7 days a week:

National Suicide
Prevention Lifeline:
1-800-273-TALK (8255)

Tennessee Statewide 24/7
Crisis Line: **1-855-Crisis-1**
(1-855-274-7471)

Or visit the Tennessee
Suicide Prevention Network
at **www.tspn.org**



How can you be more responsible?

As a teen, you have a very busy schedule! Juggling activities is not always easy. But as you mature, you should begin to add new tasks to your daily routine. Taking on new tasks shows you are becoming more responsible. These tasks will change with age. But learning to be a responsible teen helps you develop into a responsible adult. Here are a few ways you can show responsibility.

- Visit your primary care provider (PCP) regularly.
- Focus on your schoolwork.
- Practice good hygiene.
- Avoid drugs and alcohol. Avoid situations where it might be available.
- Be neat and tidy.
- Drive safely, wear your seat belt and follow the speed limit.
- Follow your families' rules.
- Avoid gangs or any criminal activity. Do not carry or use weapons of any kind.
- Be on time for your curfew.
- If you choose to be sexually active, use condoms or other barriers correctly.
- From ages 12-20, every teen needs one free adolescent well-care visit per year.

Talk with your primary

care provider about other

ways to improve your

health decision making

skills. As you become

more responsible, you will

gain the respect of others

and more independence.

These choices you make

now will possibly affect

the health of your future.

What to eat and drink – and what not to – for good oral health



You probably know that what you eat (and don't eat) affects the health of your mouth. But how, why and what can you do about it?

The second you eat certain foods, chemical changes occur in your mouth. Bacteria begin changing sugar and carbs 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.

But there are foods that are good for oral health because they can actually protect and even restore tooth enamel, a process called "remineralization." These foods include chicken and other meats, cheese, nuts and milk.

Crunchy fruits and most vegetables are good because they have a high water content and promote saliva flow. This naturally dilutes the effect of sugars and can buffer the acids in food.



The best beverage for oral health? Water. It will help cleanse your teeth of sugars and acids. Milk and unsweetened tea are good, too. Avoid soft drinks, energy drinks (which are loaded with sugar), lemonade, and coffee or tea with sugar – especially if you tend to sip all day. Every time you sip a sugar-containing drink, that acid attack starts right up again!



Need help finding a dentist or scheduling an appointment? Call DentaQuest at **<1-855-418-1622 or TTY/TDD 1-800-466-7566>**. Or visit their website at **www.dentaquest.com**.