



Amerigroup
RealSolutions
in healthcare

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Teen Health newsletter

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.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: ئی هه گهر به زمانی کوردی قسه ده مکهیت، خزمهتگوزاری ههکانی یارمهتی زمان، بهخوڕایی، بۆ تۆ بهردهسته. پهیوهندی به TTY (711) 1-800-600-4441 بکه.

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 www.tn.gov/hcfa/article/civil-rights-compliance.

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).

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Teen Health

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Need to know: smoking and asthma

You probably know that smoking isn't good for you. But if you have asthma, it's even worse.

How does smoking affect your asthma?

First, asthma swells, blocks and narrows your airways. Smoking does the same thing. That's a double whammy on your lungs. If you smoke, you'll have more frequent and severe asthma attacks, take more medicines and make more trips to the emergency room.

Just being around others who smoke can be harmful. Smoke also seeps into carpets, upholstery, clothes, even walls. This secondhand and thirdhand smoke can trigger asthma attacks.

How do you avoid smoke?

You'll need to talk seriously with friends or family who smoke. Ask them not to smoke around you or in the house or car. Encourage them to quit through free programs like we've listed in this article.

Take your long-term asthma medicine as prescribed. Keep your fast-acting inhalers handy, as well.

Help to quit smoking

The **Tennessee Tobacco Quitline** is free to all Tennessee residents who want to stop smoking or using spit or chew tobacco. When you call, you'll be assigned your own, specially trained quit coach. Counseling is available in both English and Spanish. You can call **1-800-QUIT-NOW** or visit **tnquitline.com**.



Visit **smokefree.gov** to find text messaging services and apps to help you quit.



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)

Prepare now to stay healthy during flu season



Influenza, also known as the flu, can make you feel terrible. But there are things you can do now to help keep the flu away.

Some basic tips:



Get a flu vaccine, or shot, each year.



Wash your hands often.



Stay away from people who have the flu.



Eat more foods like fruits and vegetables that can help protect you from the flu.



Drink more water.

Get more rest.

The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older, especially those at high risk of serious complications from the flu, get a flu shot every year. And if you're age 65 or older, the CDC suggests getting a pneumonia vaccine as well.

When should you get a flu shot?


Even though the flu season usually peaks in January or later, try to get a flu shot as soon as the vaccine becomes available — before the flu season even begins and reaches your community. This will give your body time to develop the antibodies needed to protect against the flu.

Where can you get a flu shot or more information?

- Your primary care provider (PCP) or case manager
- Any of our network pharmacies if you're age 18 or older
- Your local health department

How active is the flu in your state or city?

Visit cdc.gov/flu/weekly for more details.



Do you have
special needs?
**You still need
a checkup**

Talk to your parent or guardian about getting a checkup. Your assigned PCP is listed on your Member ID card.

If you're a teen member with special needs, you may have health issues or intellectual or developmental differences. You're likely to see health care providers, have therapy or receive treatments often.

But just like every teen, you also need a checkup once a year. You'll usually see your primary care provider (PCP) for your TennCare Kids checkups. These visits are free through age 20.

Your checkup will include:

Health history —

You'll answer questions about how you're feeling, your medicines and your health issues.

Complete physical exam without clothes —

This can be uncomfortable, but it's important.

Lab tests and vaccines (as needed) —

You may need a shot or a test with a needle.

Vision/hearing/dental screening —

You'll be sent to a specialist if needed.

Developmental/behavioral screening (as needed) —

Are you feeling down or anxious? This is a good time to ask for help if you need it.

Advice on living as healthy as possible —

The right diet and exercise can benefit everyone. Your health issues will be taken into account.

A checkup also gives you a chance to ask some questions. You can talk about anything with your PCP.

Taking care of your overall health can improve your life.



Who have you been kissing?



Believe it or not, kissing can spread disease. Mononucleosis, or mono for short, is known as the kissing disease.

Symptoms of mono can include some or all of the following:

- High fever
- Headache
- Severe sore throat
- Swollen glands (lymph nodes)
- Fatigue
- Muscle aches
- Abdominal tenderness



Mono affects teens more than anyone else.

Symptoms usually last about four weeks. Feelings of fatigue may last longer. The virus that causes mono is in spit. You can be exposed to mono by kissing or by sharing utensils for eating and drinking. There is no cure for mono. The treatment consists of getting **lots of rest**, drinking lots of fluids and taking meds. Don't share drinks or utensils. Be cautious about kissing 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.

DentaQuest

Mononucleosis (mono)

How much do you know about mono? Take the quiz.

True or false?	True	False
1. Mono is called the kissing disease because kissing is the only way it's passed on.		
2. The symptoms of mono are a lot like the flu.		
3. The virus that causes mono will live in your body for life.		
4. Mono isn't serious.		

Answers:

- 1. False.** Kissing isn't always the cause, but mono is spread by contact with saliva. You can be exposed to another person's saliva by sharing drinks, straws and eating utensils, chapstick or lipstick, or by sneezing and coughing. Your best protection is avoiding close contact with anyone who has mono or had it recently.
- 2. True.** Mono may feel like the flu or strep throat. Symptoms include being tired all the time, fever, sore throat, muscle aches, headaches and swollen glands. You'll need to see your health care provider for a diagnosis.
- 3. True.** Mono is usually caused by the Epstein-Barr virus (EBV), and it lives in our bodies for life. Many of us are exposed to the virus but never get mono. But there's a chance someone can catch it from us. We can't predict if they'll also develop mono.
- 4. False.** Mono requires some extra care. Healthy eating, fluids and some ibuprofen or acetaminophen are usually the best treatments. But it can take several weeks to get your energy back. In very rare cases, it could also damage your spleen.

On and off the road **safety tips** for your child

Here are
a few of the driving
safety tips you should
talk 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

Children grow into pre-teens and then teenagers. And as they do, parents and caregivers want to keep them safe. Talking to your pre-teen or teen about driving safety is one way to do just that. It's never too early or too late.

Driving is a privilege. Teens should first show they can drive safely before they're allowed to drive.

Getting to drive a car can be a big deal in a teenager's life. Keeping them safe is a big deal, too. But the dangers of driving are not the only things kids will face as they grow up. Here are some other things parents and caregivers should talk about.

Other safety concerns

Sports equipment and protective gear or clothing only work when they're used the right way. Help your kids and teens know more about the gear they have, how it works and how to use it the right way. They should always know the rules of the game and how to play

it safely. Injuries like concussions — a hit or jolt to the head that may cause them to pass out — can have side effects that last a long time.

Kids 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. Their need to be accepted can be strong. And the feelings they have when they're not accepted can weigh them down. It can lead to depression, self-harm or suicide.

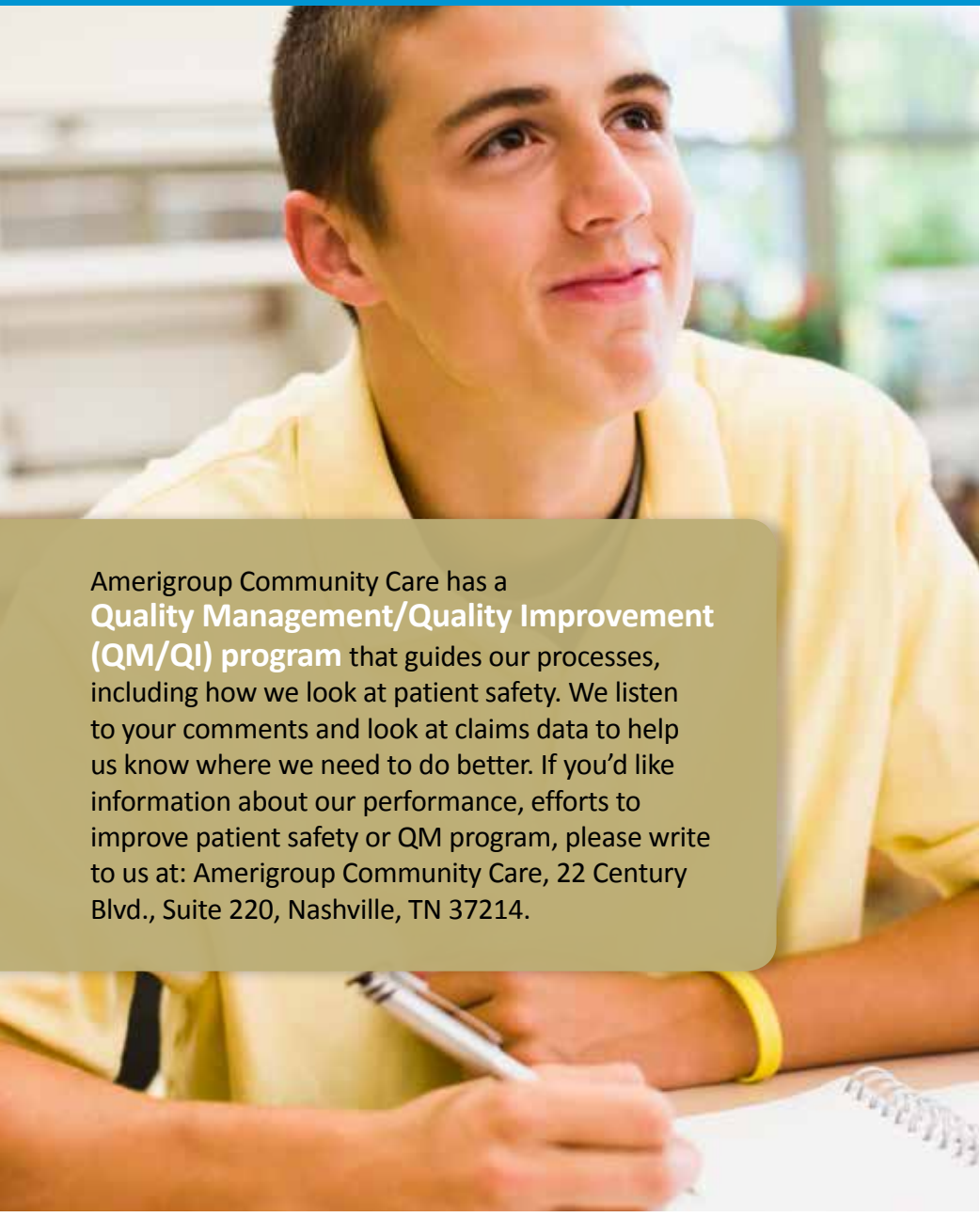


Additional resources

Are you concerned about your child's behavior?

Talk with your doctor or a mental health professional.

Are you concerned about your child's behavior right now? Do you feel unsafe? Do you think they could hurt themselves or someone else? If yes, call the statewide crisis line right away at 1-855-CRISIS-1 (855-274-7471).



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.

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.



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).

Suicide prevention

You may have heard a lot about suicide recently. The popular Netflix series “13 Reasons Why” got a lot of attention. Some people thought it mistakenly made suicide look like a good choice. Others thought it gave us all a chance to talk about a serious subject.

We’re not promoting or debating a TV program. We’re talking about suicide, because it’s a tragedy that doesn’t have to happen.

Suicide warning signs

Traumatic events, painful losses and brain chemistry that’s not balanced are some of the reasons people consider taking their lives.

Many teens who consider suicide are depressed. And that isn’t just feeling sad or down. We all sometimes feel like that.

Depression is a serious disease with symptoms that may include:

- Feeling irritable, sad, withdrawn or bored most of the time.
- No pleasure in things that used to be fun.
- Losing or gaining weight.
- Sleeping too much or too little.
- Feeling hopeless, worthless or guilty.
- Having trouble concentrating, thinking or making decisions.
- Thinking about death or suicide a lot.

Thankfully, there are many ways to treat depression. You can feel better.

There are some suicide warning signs everyone should know. Get immediate help if you or someone else is:

- Planning to act on thoughts of suicide.
- Thinking about how to do it.
- Doing something to prepare to commit suicide.

This is a scary subject. But talking about it, getting help and helping others are the keys to preventing loss of life.

Find treatment

Your health plan covers behavioral health care (for mental health or addiction issues). You don’t have to see another provider first and get a referral. Can we help you with these benefits or in finding a provider? Contact us at **1-800-600-4441 (TTY 711)**.

Help is available now

If you’re considering suicide, stop. Reach out for help right now. You’re not alone. Tell your parents, tell a friend, tell your teacher or coach or pastor, tell your health care provider or school counselor.

If you feel there’s no one you know who can help, go to the closest hospital emergency room. You can also go to a walk-in mental health clinic.

There are others who are just a phone call away. The **Tennessee Statewide 24/7 Crisis Line at 1-855-CRISIS-1 (1-855-274-7471)** is a free, 24-hour hotline available to anyone. Your call will be routed to the nearest crisis center. You can connect online to **Tennessee Suicide Prevention Network — tspn.org**.

They’re ready to help you right now.

