

Make Health Happen

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Depression in children and teens

Depression is a serious mood disorder that causes feelings of sadness and loss of interest over a long period of time. It affects how a person thinks, feels, and behaves.

It's normal for a child to be sad from time to time. But if these feelings last for a few weeks or months, they may be a sign of depression. Other signs of depression in children and teens include:

- Being withdrawn, irritable, sad, or bored most of the time.
- Losing interest in things they used to enjoy.
- Losing or gaining weight.
- Sleeping too much or not enough.
- Feeling hopeless, worthless, or guilty.
- Having trouble concentrating, thinking, or making decisions.
- Thinking about death or suicide a lot.

If you think your child is depressed, talk with their doctor. Your child's doctor may do a physical exam and ask questions about your child's past health. You and your child may also be asked to fill out a form about your child's symptoms. The doctor may ask your child questions to learn more about how they think, act, and feel.

To learn more about depression in children and teens, visit [Health A-Z](#) and search [Depression in Children and Teens](#).



Depression is treatable. Counseling may help children and teens feel better. The type of counseling depends on your child's age and unique needs. Medicine can also help treat severe depression. There are also things loved ones can do to help, like:

- Encouraging regular exercise, spending time with friends, eating healthy foods, and getting enough sleep.
- Making sure your child takes any medicine they need and goes to follow-up visits with their doctor.
- Making time to talk to and listen to your child. Ask how they are feeling, and express your love and support.

At-home COVID-19 tests



COVID-19 testing is now more convenient than ever. You can get four at-home COVID-19 tests at no cost for your household at [COVIDtests.gov](https://www.covidtests.gov). To place an order, all you need is your name and address.

You can also find covered at-home test kits at any TennCare pharmacy. To find a pharmacy closest to you, visit the online Optum Rx [Find a Network Pharmacy](#) tool.

At-home test kit packages might include one test kit or several test kits in the same box. There is a limit of eight packages with one test kit, or four packages with two test kits. If you go to your local pharmacy to find an at-home test kit, make sure to check out at the pharmacy counter as if you were picking up a prescription.



At-home testing is not your only option. You are also covered if you go to a testing site. To find a COVID-19 testing site near you, visit covid19.tn.gov/testing-sites.

Managing stress during pregnancy

Being pregnant can be an exciting time. But it can also be stressful, overwhelming, and emotional. You may notice your moods changing often. While you're pregnant, your body goes through lots of hormone changes, which can affect your emotions and how you feel.

It's important to take care of your emotional health while you're pregnant.

- 1 Talk about how you feel. Ask your friends and family for support, and check in often with your partner, friends, and loved ones.
- 2 Do things you enjoy. Take time for yourself each day and keep up with your favorite hobbies.
- 3 Find ways to manage stress. Make time for stress-relieving activities, like yoga, meditation, or guided imagery.
- 4 Write about your feelings. It can help to write down what makes you stressed or feel fearful about having a baby or becoming a parent.
- 5 Get help if needed. If you feel overwhelmed, talk to your doctor or counselor. You can also consider joining a support group for pregnant women or new moms.



Heat and medicines

Certain medicines can affect the way the body regulates temperature. In hot and humid weather, that can increase your child's risk for heat-related illnesses, like heat exhaustion or heat stroke.

Heat exhaustion happens most often in people who are active outside during the hottest times of day. It can cause a rapid heartbeat, cold, pale skin, dizziness, or even vomiting.

Heat stroke is the most serious heat-related illness. The body's temperature rises and is unable to cool down, which can lead to death. Signs of a heat stroke include:

- Confusion
- Slurred speech
- Hot, dry skin or sweating a lot
- Seizures
- Very high body temperature

Medicines that can increase your child's risk of heat-related illness

- Antipsychotics, such as Aripiprazole, Haloperidol, and Risperidone
- Antidepressants, such as Amitriptyline and Doxepin
- Allergy medicines, like Benadryl (Diphenhydramine)
- High blood pressure drugs, like Hydrochlorothiazide, Furosemide, Benazepril, Lisinopril, and Atenolol
- Overactive bladder treatments, such as Oxybutynin and Solifenacin
- Stimulants, like Amphetamine

How to help prevent heat-related illness

- Make sure your child drinks plenty of water.
- Be sun-safe. Encourage your child to use sunscreen and wear loose, light-colored clothing that helps protect from the sun.
- Seek shade. Stay in the shade or inside during the hottest times of the day.
- Stay cool. Try to limit outdoor activity to the morning or evening.
- Know your child's medicines. Ask your child's doctor or pharmacist if any medicines they are taking could make them more sensitive to the sun or heat.

As soon as you recognize the signs of heat stroke, call 911.



- Loosen or remove outer layers of clothing.
- Move to a cool place.
- Use CPR, if needed.
- Try to bring down body temperature with cold compresses or cold water.



Sources: <https://www.nj.gov/humanservices/news/hottopics/approved/heat.html>, <https://www.consumerreports.org/drug-safety/can-your-meds-make-you-more-sensitive-to-sun-and-heat/>

Choosing the right doctor for your child



The doctor you choose is up to you. There are many ways to find out if a doctor is the right fit – location, the language they speak, when they are open, and more. You can find a doctor who fits both your needs *and* your child's needs. You may have questions about how to choose a doctor for your child.

Here are some tips to help you find the right pediatrician:

1 Ask someone you trust

A simple first step is to talk to someone you trust about pediatricians they like. Asking family members or friends is a quick way to learn who the people that you trust, trust with their children. You can also ask your health plan for doctors they recommend for your child.

Members can download the Amerigroup mobile app to live chat with a representative or send a secure message.

You can search the large network of doctors in your plan. Visit our website at myamerigroup.com/tn and use the [Find a Doctor](#) tool.

2 Look at office websites

Next, check out the doctors' websites. You can find useful information and get important questions answered.

- Is the office close to where I live or work?
- Is it near my child's daycare?
- How flexible are the office hours?
- Are they open on weekends or in the evening?
- Can I schedule same-day or last-minute appointments?
- What languages do the doctor and staff speak?
- What are their specialties?
- Can they provide care for my child's specific health needs?
- Do they offer virtual appointments?
- How much medical training and years of experience does the doctor have?

3 Meet or visit the doctor

Once you have a list of a few doctors, schedule a call or visit to meet them. Writing down your questions before speaking with them for the first time can help you remember what to ask the doctor. And take notes during your visit. Having notes to review later can help you decide which pediatrician is the best fit. Some notable questions are:

- Do the staff and doctors make my child and I feel comfortable?
- Are they professional and welcoming?
- Do I feel comfortable asking questions?
- Are they good listeners?
- Do they explain things clearly to me?

4 Trust your instincts

You decide what is most important when choosing a pediatrician. Knowing more about the doctors and their offices will help you choose the best option for your child.



You can also change your child's pediatrician or primary care provider (PCP) at any time by logging in to your secure account at myamerigroup.com/tn. Once you are logged in, you can chat with a Member Services representative if you need help. Or, download the Amerigroup mobile app to live chat with a representative or send a secure message.

Sleep and your teen

Sleep is more important than you may think. During sleep, your brain sorts and stores information, solves problems, and replaces certain chemicals.

Teens need 8 to 10 hours of sleep each night. Not getting enough sleep can make it hard for your teen to pay attention, cause them to feel moody or depressed, and affect their germ-fighting immune system.

If you think your teen has trouble sleeping, talk with their doctor.

For help finding a doctor near you, visit our website at myamerigroup.com/tn and select the [Find a Doctor](#) tool.

Different things can make it hard for teens to get the sleep they need.

- Early school start times and packed schedules can take away time needed for sleep.
- Their bodies release sleep hormones later in the night, which causes them to fall asleep and wake up at later times. Many teens aren't tired enough for bed before 11 p.m.
- Using technology like smartphones, computers, and TV before bed can make it hard to fall asleep.



To help your teen sleep, you can:

- Talk to them about setting regular bedtimes and wake-up times.
- Keep their bedroom dark, cool, and quiet for bed.
- Encourage them to turn off electronics before bed.
- Help your teen limit caffeine in the late afternoon and evening.
- Encourage your teen to exercise and do physical activities during the day.

Sources: <https://kidshealth.org/en/parents/sleep-problems.html#catsleep> and <https://kidshealth.org/en/kids/not-tired.html#catbody>

Did you know you have access to the member handbook online?

You can follow these steps:

1. Visit myamerigroup.com/tn.
2. Choose your health plan.
3. Then scroll down to find a link to the handbook.

If you prefer a printed copy, you can always call us at **800-600-4441 (TRS 711)**.

We will gladly mail you one for free.



All you need to know about your health plan. All in one place.

With a secure account, you can:



Change your primary care provider (PCP).



View or print your member ID card.



Manage your IngenioRx Pharmacy prescriptions.



Take your Health Risk Screener (HRS).



View your contact info.



Chat with a live person or send us a secure message.



Request a call back from Member Services.

Scan the QR code to register or log in to your online account. OR download the Amerigroup app from the App Store® or Google Play™.



Check out our blog!

Get health news, healthy lifestyle tips, and more on our blog at blog.amerigroup.com.

Renewing your Amerigroup benefits

Did you know you have to renew your Amerigroup benefits? Look out for a letter from TennCare telling you if it's time to renew. When it's time to renew your benefits, complete and sign the renewal packet TennCare sent to you.

You can submit your documents:



- **Over the phone.** Call TennCare Connect at **855-259-0701**.
- **Through the mail.** Send your completed renewal packet to:
TennCare Connect
P.O. Box 305240
Nashville, TN 37230-5240
- **By fax.** Fax your completed renewal packet to **855-315-0669**. Make sure to keep the page that says your fax went through.

- **Online.** If the letter you received says you can renew online, log in to your [TennCare Connect account](#) and select **Renew My Coverage**.

Have you moved? Call TennCare at **855-259-0701** to make sure they have your current address. They will need it to send important renewal information to you.

Manage your or your child's condition with your Amerigroup Community Care benefits

We offer resources for you to learn more about your or your child's health condition.

When you call us to start participating in one of our Amerigroup benefits, a care coordinator will work with you or your child to set and reach health goals. A care coordinator will:

- Talk with you about healthcare needs.
- Coordinate care, such as scheduling appointments for different doctors and finding rides to and from those appointments.
- Give information about local support services for specific health conditions.

We are just a click away at myamerigroup.com/tn.



Visit the:

- Manage Your Condition page to learn more about our support services.
- Health & Wellness page to learn more about health conditions and find interactive tools and wellness apps.

We look forward to working together with you for your and your child's best health.



Steps you can take today

Call us toll free at **800-600-4441 (TRS 711)**, Monday through Friday, 8 a.m. to 5 p.m. Central time. When you call, we will:

- Set you up with a care coordinator.
- Ask you some questions about your or your child's health.
- Start making your or your child's care plan.
- Take you out of the program if you do not want to be in it right now (opt out).

To receive a list of local organizations customized for your needs, you can fill out a short survey online at bit.ly/agp-snt.

Community Resource Link — Social Needs Tool

Our Community Resource Link Social Needs Tool lets you search for nearby organizations that can lend a hand when you need a little extra help in life. You can find help with:



Food: Meal delivery, SNAP (food stamps), and tools to learn about healthy eating



Housing: Help finding shelter or permanent housing, home repairs, and paying for housing and utility bills



Goods: Clothing, home goods, medical supplies, and baby and child supplies



Transportation: Bus passes and help paying for your car or gasoline



Money: Government benefits, loans, taxes, insurance, and classes to help manage money



Work: Help finding work or on-the-job aids, retirement, and unemployment benefits



Education: Help finding and paying for school for you or your child, GED testing, financial aid, school supplies, and training programs



Legal aid: Help finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, identity theft



Pharmacy copays

If you have pharmacy benefits through TennCare, you have the right to get the prescriptions you need. If you are unable to make a copay when filling a prescription, providers and drug stores cannot refuse services.* If you have problems getting your prescription medicines, you or your doctor can call the TennCare pharmacy help desk at **888-816-1680**.


*TennCare Rules 1200-13-21-.10(10)



You can help protect your identity by stopping fraud, waste, and abuse

- To report suspicious activity to the Office of Inspector General (OIG), you can call **800-433-3982** toll free.
- You also can go online to tn.gov/tenncare and select **Report TennCare Fraud**.
- To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.

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Who to call ...	For questions about ... 
Member Services: TennCare members: 800-600-4441 (TRS 711) CHOICES/ECF CHOICES members: 866-840-4991 (TRS 711)	Your benefits, special health programs, finding a doctor, and other health plan questions.
24-hour Nurse HelpLine: 866-864-2544 (TRS 711)	An illness, injury, or other medical concerns.
TennCare Connect Hotline: 855-259-0701	Applying to, or renewing TennCare.

Spanish:

Español

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

Kurdish:

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ئاگاداری: ئه‌گهر به زمانی کوردی قهسه ده‌کهیت، خزمه‌تگوزاریه‌کانی یارمه‌تی زمان، به‌خوڕایی، بۆ تو به‌رده‌سته. په‌یوه‌ندی به 800-600-4441 (TRS 711) بکه.

Do you need help with your healthcare, talking with us, or reading what we send you? Call us for free at: **800-600-4441 (TRS: 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 800-600-4441 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.