

AMERIGROUP[®]

Community Care

L I V E W E L L • V I V A B I E N

Protect Yourself from Hidden Germs

Did you know that the average teen gets between 6 and 10 colds per year? Chances are you can remember a cold or other illness that you've had within the past four months. But, do you know how and why you got sick? You know you get sick from "germs." But, most people don't realize all the different places germs live, and just how easy it is to bring them into your body.

Most of the germs you pick up, you get with your hands. So, start thinking of everything you touch that you share with your classmates. Buses, desks, restrooms, water fountains, cafeteria tables, gyms, locker rooms and door knobs should come to mind.

You can spread germs the same way - by touching things. You also spread germs by sneezing and coughing. Even if you cover your mouth when you cough or sneeze, germs are released into the air and onto surfaces.

So what can you do to keep from getting sick?

- 1. Wash your hands.** Wash them well. Wash them often. You should scrub for 20 seconds and rinse with very warm water to kill all the germs. Try to make a habit of stopping by the restroom to wash your hands between classes.
- 2. Don't touch your mouth, nose or eyes with dirty hands.** When you touch these areas, you let the germs from your hands into your body. Some people chew on their finger nails, or hold their heads in their hands while sitting in class. Try to get out of the habit of touching your face out of habit or boredom. (Besides health risks, touching your face clogs your pores with acne-causing bacteria.)
- 3. Don't eat or drink after other people.** Washing your hands won't protect you if you let germs enter into your body by sharing food or drink with friends.



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Member Services: 1-800-600-4441

TTY: 1-800-855-2880

24-hour Nurse HelpLine

How to Access Free GYN services



Girls, do you know when to start getting regular gynecological exams? Gynecology is the branch of medicine concerned with the health of female organs and reproduction. If you're not sure when to start getting these exams, you first need to look at your health and sexual history.

Make an appointment TODAY, if:

- You are **18 years old or older** and you have never seen the gynecologist (GYN). If you have never had sex and don't have any health problems, the doctor might decide not to do a pelvic exam or Pap test until later on. You need to start getting regular Pap tests by age 21, even if you are not sexually active.
- You are **younger than 18**, you're **sexually active** and you've never seen the GYN. You should start getting Pap tests soon after you start having sex. HPV is a sexually transmitted disease (STD) that causes most forms of cervical cancer. Your risk of getting HPV goes up 15 percent with every new sexual partner you have. Only a Pap test can detect HPV. Your doctor can also test for other STDs when you go for your exam.

If you are younger than 18, you *might* need to see a GYN if you ever have:

- Unexplained pain in your lower belly or around the pelvic area, where your vagina is
- Vaginal discharge that causes itching, burns or smells bad
- No menstrual periods by age 16
- Vaginal bleeding that lasts more than 10 days
- Missed periods, especially if you are having sex
- Menstrual cramps so bad that you miss school

Don't put off getting a GYN exam because you are embarrassed. As a TennCare™ member, you can get FREE GYN services by seeing a doctor in your network. Find doctors in the network by:

- Looking through the provider directory,
- Searching the provider listing on myamerigroup.com/TN or
- Calling AMERIGROUP Member Services at **1-800-600-4441**. It's a free call.

Also call Member Services if you need help making a doctor's appointment or need a ride to the doctor. Don't forget to show your health care ID card when you go to the doctor.



Infection Causes Cavities

Cavities are holes in the teeth. "Caries" is the name for the bacterial infection that causes cavities. An infection starts when the bad bacteria (germs) take over the good bacteria in the mouth.

Things that change bacteria from good to bad are:

- Not enough saliva (spit)
- Eating foods with lots of sugar and starch
- Transmission – This infection is contagious by exchange of saliva!

Fillings fix cavities but not the infection. Brushing and flossing does not stop the infection. Caries must be treated by a dentist. Starting regular dental care early is best for your health. But it is never too late to start seeing the dentist.

If you are on TennCare™, you have TENnderCare (EPSDT) dental services until you reach the age of 21. These services include **FREE** regular 6-month checkups, fluoride treatments and sealants.

You need to:

- Brush twice daily with fluoride toothpaste
- Clean between the teeth daily with floss
- Eat healthy foods and limit snacks
- Ask your dentist about fluoride and sealants which protect teeth
- See your dentist every six months for a check up and cleaning

If you have TennCare™ call Doral Customer Service at 1-888-233-5935 or visit the web site at doralusa.com.

- For help finding a dentist
- For questions about your TennCare™ dental benefits
- For help with interpretation and translation
- For a ride to the dentist

Coping with the Death of a Loved One



In your teen years, you may experience the death of a loved one for the very first time. It can be hard to know how to feel or how to act during this time.

You might first look to your family for cues on how you should act and feel. Sometimes, parents or other family members will try to “be strong” for you. You might not see them cry or look for comfort. When you see them hiding their true feelings, you might think you are expected to bury your grief. Or, if your parents do break down and cry, you might not be sure how to deal with it. It might be scary for you, or you might think you have to be strong for them.

You should know that you are not expected to act any certain way when you suffer a loss. We all react to grief

in different ways. Here are some common reactions to death. You need to know that it is OK and normal if you feel:

Numbness, shock and disbelief—You might say, “I don’t believe it,” or “it can’t be true.” This is a normal reaction – especially when the loss is sudden.

Anger, frustration and rage—It is common to feel angry with the world, the doctor, the person who died or yourself. When life seems unfair, it’s normal to look for someone to blame.

Depression, emptiness and loneliness—You might feel so sad and empty you say, “I don’t want to live anymore.” It’s normal to feel this way for a while. But, a time will come when you will start to feel some happiness again.

While it’s normal to feel all these things for a time, there is also a point where you might need help. If you have a hard time dealing with daily life more than four months after your loss, it’s time to ask for help.

You can talk to your parents about seeing a doctor that can help you. TennCare™ pays for you to see a mental health doctor when you need help understanding and dealing with your feelings.

TENNderCARE at a Glance

TENNderCARE is a program that provides free checkups for eligible teens under age 21. All teens need regular health checkups, even if they seem healthy. These visits help your doctor find and treat problems early. TENNderCARE also pays for all medically necessary care to treat problems found at the checkup.

What happens at a wellness checkup?

- Health history
- Physical exam
- Lab tests (as needed)
- Immunizations
- Vision/hearing screening
- Developmental/behavioral screening (as needed)
- Advice on how to stay healthy

It’s easy for you to get a wellness checkup. Just have your parent call your doctor and schedule a visit today. Need help making an appointment? Call Member Services at 1-800-600-4441.

If you need a ride to your doctor’s office to get your checkup, call 1-866-680-0633. If you are in Nashville, the number is 615-248-0120. This is a free service to all members under age 21. If you are under the age of 18, you can have a parent ride with you. Your parent would need to call to schedule the ride.



You have a 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, Suite 310
Nashville, TN 37214

Interpretation and translation services are free to the enrollee. For details please call Member Services at 1-800-600-4441. If you are deaf or hard of hearing, please call the toll-free AT&T Relay Service at 1-800-855-2880.

No one is treated in a different way because of race, color, birthplace, language, sex, age or disability. Do you think you’ve been treated unfairly? Do you have more questions? Do you need more help? You can make a free call to the Family Assistance Service Center at 1-866-311-4287. In Nashville, call 743-2000.

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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 and click on "Report Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), call toll-free 1-800-433-5454.

TN TEEN

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Checkups Are Important for Older Kids, Too!

Did you know that **all** children over the age of 3 should get a checkup every year? Even teenagers need a checkup at least once a year. Many older children and teenagers do not get a yearly checkup. But these checkups are really important. They allow the doctor or nurse practitioner to make sure you are growing and developing well. It is also a good time to talk about how to stay safe and how to make healthy choices.

School will be starting back soon. Many kids will need sports physicals. This is a great time to see your doctor or nurse practitioner for a checkup. They can sign the forms needed for sports **and** do the regular checkup at the same visit. Your primary care provider has special training to talk with you about ways to be safe and stay healthy while playing sports.

Getting a checkup every year is one of the best things that you can do to stay healthy for life. Call today to set up an appointment and transportation.

