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## Get Treatment for Teen Depression

Neighborhood Health Plan of Rhode Island (Neighborhood) and Beacon Health Strategies (Beacon) work together to make sure our members get the best care. We can help you treat teen depression. Depression is a mood disorder that affects the way some people think and feel.

It can be hard to spot depression in teens. It is normal for them to have extreme mood swings. It is also just part of growing up. But if your teen is always depressed, you should be concerned.

### Common symptoms include:

- Feeling sad most of the time
- Feeling helpless or hopeless
- Feeling tired or low on energy
- Eating more or less than normal
- Problems at school or at home
- Feeling angry or irritable
- Complaining about aches and pains that cannot be explained
- Losing interest in activities your teen used to enjoy
- Thoughts of suicide (hurting themselves) or death

According to the National Alliance on Mental Illness, only 1 in 5 teens with depression will look for treatment. However, teens with depression can be helped with treatment. There are many ways to treat this illness, including medication and therapy.

Please call Beacon at **1-800-215-0058 (TTY 1-781-994-7660)** if you or someone you know needs help. They are available Monday through Friday, from 8:30AM to 5PM. You can also visit the Beacon website, [www.beaconhealthstrategies.com](http://www.beaconhealthstrategies.com).

## ACCESS

Neighborhood's Rite Care plan for families, children, pregnant women and children with special health care needs.

## Tell Us How We're Doing!

We want our members to get the best care they can. One way to see how well we take care of you is a survey. Every year, we mail the CAHPS® (Consumer Assessment of Healthcare Providers and Systems) survey to some adult members. Based on the results, we look for ways to improve the care you're getting.

The 2014 CAHPS results told us how happy members are with their care.

- Most members (82%) rated Neighborhood an 8, 9 or 10 on a scale from 0-10.
- 87% were able to get needed care right away.

To serve you better, we keep adding quality doctors to our network. In 2014 we added 27 specialists, 16 primary care offices, and 3 urgent care centers.

We are most proud to hear that our Customer Service staff is able to help you any time you call us. Ninety-four percent of our members said we treated them with courtesy and respect.

If you receive a CAHPS survey in the mail or a phone call, please take a few minutes to answer it and let us know how we can get better. We want to hear from you!

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

## INSIDE THIS ISSUE

Your Breast Health ..... p2

Learn About Asthma ..... p3

Test Children for Lead ..... p4

Get Healthy Foods On-The-Go ..... p5

Quit Using Tobacco ..... p6

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# CE •

If you smoke or use tobacco you have probably thought about quitting many times. You may have tried to quit many times before. Most people try to quit many times before they actually quit for good. Like many other things, it takes practice.

Quit for Life. This program can help you quit smoking or using other kinds of tobacco.

## CE " € " "" ...

- **EQ** - ing and support
- Education
- **ODDQ**
- **ERRWQ** - the best way for you
- **WRXLWNLQ**
- **WMD** - **MEYV**



Quit for Life  
1-800-459-6019 (TTY 711).

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1-800-459-6019 (TTY 711).

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- **NUSUHQWNRNEDW/WXWRB**
- **NRWPH/LV/ER/WRXLWWRB**  
**XEVLW/ER/LR/KH/LQ**
- **NELQ/UV/HM/L/ER**  
**TXLWWRM**
- **NRWSUENQ** Quit for Life **WVQ**  
**TKWWRM**

Quit for Life  
1-800-459-6019 (TTY 711).



### ADDRESS

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you to get important notices. Mail from EOHHS may not be delivered if your name is not on the mailbox. If mail is returned to EOHHS you may risk losing your health coverage.

- Make sure EOHHS has your current address
- If you move:
  - Fill out a Change of Address form at the post of-  
**HRURQEDWUSPS.com**
  - **HWWK5RGH,ODQHSUWPHQ/IRIDQ**  
Services (DHS) know your address
- Make sure where you get your mail is clearly marked with your last name
- Whether you get your mail in a curbside box, wall-mounted mailbox, a mail slot or other way, make sure it is easy for mail to be delivered to you

If you have questions or want to update your information, contact us at 1-800-459-6019.



## close friends

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