



# Make Health Happen

## TennCare diaper benefit

TennCare has exciting news for TennCare families across the state. TennCare provides up to 100 diapers per month for children under two who have TennCare or CoverKids. TennCare is teaming up with pharmacies across the state to make sure members in all counties can easily get this benefit.

### To pick up diapers:

1. Visit a participating pharmacy. Find a location at [tn.gov/tenncare/diapers](https://tn.gov/tenncare/diapers).
2. Show your child's pharmacy ID card at the pharmacy counter. For newborns you can use the mother's pharmacy ID card or Social Security number until the newborn receives their own ID.

TennCare will cover popular diaper brands and include different types of diapers to meet your family's needs. Your pharmacy may not stock all the listed brands or have a stocked supply of your preferred brand.

For more information on the diaper benefit, go to TennCare Diapers ([tn.gov/tenncare/diapers](https://tn.gov/tenncare/diapers)).





## Why teens should get the HPV vaccine

Let's talk about something super important for your health and future: the HPV vaccine. You might have heard about it, but do you know why it's such a big deal? Let's dive in.

### What is HPV?

HPV stands for human papillomavirus. It's a common virus that can be passed from one person to another through intimate skin-to-skin contact. There are many types of HPV, and while some are harmless, others can cause serious health problems, like genital warts and even cancer.<sup>1</sup>

### Why should you get the HPV vaccine?

- 1. Prevents cancer:** The HPV vaccine can protect you from the types of HPV that cause most cervical cancers, as well as other cancers.<sup>1,2</sup>
- 2. Reduces genital warts:** Besides preventing cancer, the HPV vaccine also protects against the types of HPV that cause genital warts.<sup>2</sup>

This means fewer visits to the doctor and less discomfort for you.

- 3. Early protection is best:** The vaccine works best when given at ages 9–12, before any exposure to the virus.<sup>1,2</sup> This is why it's recommended for preteens, but it's never too late to get vaccinated if you haven't already.
- 4. Long-lasting protection:** The protection provided by the HPV vaccine lasts a long time. Studies have shown that the vaccine's effectiveness remains strong for many years.<sup>3</sup>
- 5. Safe and effective:** With over 135 million doses given in the United States alone, the HPV vaccine has a strong safety record backed by more than 15 years of monitoring and research.<sup>1</sup>



### How does the vaccine work?

The HPV vaccine helps your body build immunity against the virus. It's like training your immune system to recognize and fight off the virus before it can cause any harm.<sup>2</sup> Most teens need two doses of the vaccine, given 6 to 12 months apart.<sup>1</sup>

### Common concerns

- **Will it hurt?** The shot might sting a little, but it's over quickly. The benefits far outweigh this brief discomfort.
- **Is it safe?** Yes, the HPV vaccine has been thoroughly tested and is continuously monitored for safety.<sup>1</sup>
- **Does it encourage early sexual activity?**  
No, studies have shown that getting the HPV vaccine does not lead to earlier sexual activity.<sup>2</sup>

### Take action

Talk to your parents and your doctor about getting the HPV vaccine. It's a simple step that can protect you from serious health issues in the future. Remember, preventing cancer is always better than treating it.<sup>1</sup>

Stay healthy and take charge of your future.

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#### Sources:

- 1 U.S. Centers for Disease Control and Prevention: *Reasons to Get Vaccinated* (July 3, 2024): [cdc.gov](https://www.cdc.gov).
- 2 Mayo Clinic: *HPV Vaccine: Who needs it, how it works* (August 25, 2023): [mayoclinic.org](https://www.mayoclinic.org).
- 3 U.S. Centers for Disease Control and Prevention: *HPV Vaccination* (August 20, 2024): [cdc.gov](https://www.cdc.gov).







# Allergy shots for children

Allergy shots can help children with severe allergies

## How allergy shots work

A doctor or allergist will inject small amounts of the allergen (the thing your child is allergic to) under their skin. This helps your child's body "get used to" the allergen. It helps teach their body not to react to the allergen.

Allergy shots can help your child have fewer symptoms, or no symptoms at all. It may take up to a full year of shots before you see a change in your child's symptoms.

## Getting the shots

At first, your child might need to get a shot every week. Later, they might only need to get a shot once a month.

After the shot, your child may experience mild symptoms, like:

- Soreness, redness, warmth, or swelling on the arm where they got the shot.
- Itching.
- Hives.
- A rash that spreads to other parts of the body.

It's important to make and keep all appointments and to call your doctor if your child is having any problems. It's also good to keep a list of the medicines your child takes and know their test results.



## Keeping your child safe at home

There's a lot you can do around the house to help limit your child's allergy symptoms:

- Keep your child away from smoke, and don't let people smoke in your house or around your child.
- Use an air filter and keep windows closed when there's a lot of pollution, pollen, or dust outside.
- **If your child is allergic to dust or dust mites:**
  - Wash sheets, pillowcases, and other bedding in hot water every week.
  - Use dust-proof covers for pillows, duvets, and mattresses. Avoid plastic covers — they tear easily and get hot because they don't "breathe."
  - Use washable blankets.
  - Don't use unnecessary pillows or blankets.
  - Consider removing drapes or carpets (they can attract and trap dust) from your child's sleeping area.
- **If your child's allergies are triggered by mold:**
  - Get rid of musty furniture, drapes, and rugs.
  - Check for mold under sinks in the bathroom. Also check in the attic and basement.
  - Use a dehumidifier to limit mold in damp or musty areas.
- **If your child's allergies are triggered by pet dander:**
  - Keep pets out of your child's bedroom or keep pets outside of the house.
  - Consider replacing old carpets and cloth furniture. These fabrics can hold a lot of animal dander.
- **If your child's allergies are triggered by cold air:**
  - Have your child wear a scarf around their face and breathe through their nose.

## • Limit other illnesses:

- Help your child avoid the flu, COVID-19, and colds. Have them wash their hands frequently.
- Have your child get the yearly flu shot, and make sure they're up to date on their COVID-19 shots.



## When to call for help

Call **911** if you think your child needs emergency care.

There are some examples of **severe** allergic reactions. Call **911** if your child has these symptoms:

- Sudden raised, red areas (hives) all over the body.
- Swelling of the throat, mouth, lips, or tongue.
- Trouble breathing.
- Passing out (losing consciousness) or feeling lightheaded, weak, confused, or restless.
- Severe belly pain, nausea, vomiting, or diarrhea.

**Call your doctor** or seek immediate medical care if your child has symptoms of an allergic reaction:

- Raised, red areas on skin (a rash or hives).
- Itching.
- Swelling.
- Mild belly pain or nausea.





## Sometimes we all need encouragement — Healthy Rewards

Healthy Rewards helps motivate you to create a healthy lifestyle with gift cards to popular retailers. It's a no-cost, optional program for eligible members enrolled in our health plan. You may be eligible to earn rewards for completing the following:

- Ages birth–1 year (stops on second birthday): flu vaccinations, \$25 — one per member
- Ages birth–7 months (stops at 8 months old): rotavirus vaccination series \$25 — one per member (must complete all doses to be eligible)
- Ages 2–9: childhood and adolescent wellness visit, \$50 — one per year
- Ages 3–17: body mass index (BMI) percentile completed, \$25 — one per year
- Ages 9–12 (stops on 13th birthday): HPV vaccination series, \$75 — one per member (must have two doses six months apart from age 9 until the 13th birthday)
- Ages 10–20: childhood and adolescent wellness visit, \$100 — one per year
- First prenatal care visit, \$25 — one per pregnancy
- Postpartum care visit, \$75 — one per pregnancy
- Females ages 16–24: chlamydia screening, \$25 — one per year

There are other rewards available based on your age and health conditions. Log on for a personalized list of rewards for you. You must be enrolled prior to or within 30 days of the date of service to earn rewards.

### It's as easy as 1-2-3

1. Register for Healthy Rewards by logging in to the Benefit Reward Hub at **wellpoint.com/tn/medicaid**. Or call Healthy Rewards toll-free at **888-990-8681 (TRS 711)** Monday through Friday, 8 a.m. to 9 p.m. Central time.
2. Complete eligible appointments and screenings. After you have completed the appointment and the provider bills the claim, the reward dollar amount will appear in the Healthy Rewards account.
3. Log on to Healthy Rewards, choose a gift card, and enjoy.





## Managing seasonal allergies: nonpharmaceutical and pharmaceutical

As allergy season approaches, it's important to know how to best manage your symptoms. Common allergy symptoms include sneezing, a runny nose, or itching eyes.

You can limit allergy symptoms with pharmaceutical (with drugs) solutions and nonpharmaceutical (without drugs) solutions.

Pharmaceutical solutions for allergies involve taking some form of drug, like a pill or nasal spray. Nonpharmaceutical solutions are things you can do around the house to limit allergy symptoms.

### Nonpharmaceutical solutions

Here are simple ways you can limit your exposure to common allergens (the things that

cause allergies), like pollen and mold:

- Close your windows at home and in your car. This keeps pollen from coming inside.
- If you have to keep your windows open, use window filter screens or try to close your windows in the early morning or before you go to bed. Pollen counts tend to be highest at dawn. Keeping windows closed when it's windy outside can also keep pollen from entering your home or car.
- Use air conditioning instead of opening windows to help keep pollen outside.
- Shower before you go to bed to remove allergens from your hair and skin.
- If you're having severe symptoms, stay inside.



It's not always possible to stay inside if you're having severe allergy symptoms. A pill or nasal spray can help reduce symptoms.

### Pharmaceutical solutions

If your allergy symptoms don't go away after trying nonpharmaceutical solutions, you may want to consider a pill or nasal spray. The best allergy medication for you will depend on your age, how severe your symptoms are, your preferences, and any other medical conditions you may have.

**If you're taking an over-the-counter allergy medicine, it's important to read the label clearly.** Some medications are not suitable for children, older adults, or people with glaucoma or other conditions.

### Below are some common types of allergy medicines:

**Antihistamines:** Antihistamines are best for people with mild or moderate symptoms, like itching or sneezing. Nasal spray antihistamines can be helpful for people with nasal congestion

from their allergies. Side effects can include drowsiness, so antihistamines can limit your ability to drive a car or operate heavy machinery. *Available over the counter and by prescription.*

**Nasal corticosteroids:** These drugs are best for people with moderate, severe, or persistent symptoms, like nasal congestion or itchy, irritated, or watery eyes. These medications are nasal sprays. Side effects can include stinging in the nose or nosebleeds. *Available over the counter and by prescription.*

**Decongestants:** Decongestants are best for people with occasional allergy symptoms, like a stuffy nose. Decongestants can be combined with an oral antihistamine to help manage symptoms. *Available over the counter and by prescription.*

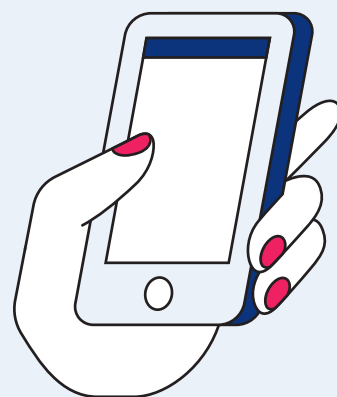
For more on allergy medicines, visit the Food and Drug Administration (FDA) website at [fda.gov/consumers/consumer-updates/know-which-medication-right-your-seasonal-allergies](https://www.fda.gov/consumers/consumer-updates/know-which-medication-right-your-seasonal-allergies).

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

### You can follow these steps:

1. Visit [wellpoint.com/tn/medicaid](https://www.wellpoint.com/tn/medicaid).
2. Choose your health plan.
3. Scroll down to find a link to the member handbook.

If you prefer a printed copy, you can always call us at **833-731-2153 (TRS 711)**. We will gladly mail you one for free.





# Congenital syphilis

Congenital syphilis (CS) happens when someone passes syphilis to their baby while pregnant. The baby is then born with syphilis, a sexually transmitted infection (STI) that can cause serious health problems if it isn't treated properly.

Fortunately, syphilis is easily treatable. If you're pregnant, get tested for syphilis during your first visit to a healthcare provider. If you test positive for syphilis, treating your syphilis infection will help keep your baby safe and stop them from getting CS.

It's possible to have syphilis and not know it. Sometimes syphilis causes no symptoms or only mild symptoms. Getting tested is the best way to find out if you have syphilis and the steps you can take to treat it.

## How CS can affect your baby

CS can have negative health consequences for babies, including death.

### CS can cause:

- Miscarriage (losing the baby while pregnant).
- Stillbirth (baby is born dead).
- Prematurity (baby is born early).
- Low birth weight.
- Death shortly after birth.

### Babies born with CS can have:

- Deformed bones.
- Severe anemia (low blood count).
- Enlarged liver and spleen.
- Jaundice (yellowing of the skin or eyes).
- Brain and nerve problems, like blindness or deafness.
- Meningitis.
- Skin rashes.

To learn more about CS and how to keep you and your baby safe during pregnancy, visit the U.S. Centers for Disease Control and Prevention website at [cdc.gov/syphilis/about/about-congenital-syphilis.html](https://cdc.gov/syphilis/about/about-congenital-syphilis.html).

Source:

U.S. Centers for Disease Control and Prevention: *About Congenital Syphilis* (November 5, 2024): [cdc.gov](https://cdc.gov).

## Renewal process — renewing your benefits each year

Every year, TennCare checks if you still qualify for coverage. If TennCare needs information from you to renew, you may receive a packet in the mail or an electronic notification with instructions on what to do and the deadline for submitting your renewal.

To prepare for the renewal process, please make sure TennCare has your updated contact information and find your renewal date. You can do this online at [tenncareconnect.tn.gov](https://tenncareconnect.tn.gov) or by calling **855-259-0701**. For information on completing a renewal, visit [tn.gov/tcrenew](https://tn.gov/tcrenew).



# School-based services

## Supporting students with an individual education plan or individual health plan

Individual education plans (IEPs) are designed to support the learning goals and individual health plan (IHPs) of students with specific needs. An IHP is a plan of care for students with, or at risk for, physical or mental health needs requiring more-complex school nursing services. These plans are tailored to each member's specific needs, based on evaluation. School-based services (SBS) is a key resource that supports the IEP or IHP. TennCare requires an IEP or IHP for any medically necessary services provided to a student in a school setting.

Medically necessary, covered behavioral health services, like applied behavioral analysis (ABA) services, can be delivered in a school setting.

### What services are covered by Medicaid as part of school-based services?

- Assessment and treatment of acute and chronic illnesses
- Blood glucose monitoring and testing
- Vital sign monitoring
- Tracheostomy care and suctioning
- Colostomy care
- Catheterization
- Administration of oral medication — per tube
- Oxygen saturation monitoring (pulmonary and/or cardiac disease)
- Gastrostomy tube feeding
- Wound care
- Nebulizer treatment
- Postural drainage
- Medicine administration for medically fragile students, as identified in the IEP or IHP



- Development and implementation of the IHP
- Evaluation of nursing service in the IEP

### How to obtain medically necessary, covered school-based services

Medically necessary, covered services in the IEP or IHP are ordered by the primary care physician (PCP) or another treating provider in the Wellpoint Medicaid Tennessee Network. Wellpoint may require that some services be authorized prior to being eligible.

For additional information on covered school-based services, please contact Wellpoint Member Services at **833-731-2153 (TRS 711)** or talk with your healthcare provider or school administrators for additional information.

### What services are not covered school-based services?

Experimental or investigational services deemed not medically necessary.





## Social Needs tool

Our 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, or identity theft.

To get a list of local organizations customized for your needs, you can fill out our short survey online at <https://resource.findhelp.com/forms/resource-prepare-assessment-2025>.





## What you need to know about sun safety

Skin cancer is the most common cancer in the U.S. It's caused by too much sun exposure.

### Here's what you need to know about staying safe in the sun:

- Wear a hat with a wide brim to shade your face, head, ears, and neck.
- Wear sunglasses that block UVA and UVB rays.
- Wear clothing that covers your arms and legs.
- Wear sunscreen and a hat, even if you're only outside for a short amount of time.

Unprotected skin can be damaged by the sun's ultraviolet (UV) rays in as little as 15 minutes.

- Wear sunscreen and a hat even on cloudy days. Although the sun isn't shining directly, UV rays are present and can be reflected from water, sand, and snow.
- Stay indoors or in the shade, especially during midday.
- Every two hours, apply sunscreen with SPF 15 or higher and UVA and UVB (broad-spectrum) protection.
- Reapply sunscreen after swimming, sweating, or toweling off.

To learn more about sun safety, visit [cdc.gov/cancer/skin](https://www.cdc.gov/cancer/skin).





## Manage your or your child's condition with your Wellpoint 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 Wellpoint benefits, a case manager will work with you or your child to set and reach health goals. A case manager will:

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

Visit our website at **[wellpoint.com/tn/medicaid](https://wellpoint.com/tn/medicaid)**. Check out our:

- *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.



### Steps you can take today

Call us toll-free at **833-731-2153 (TRS 711)** Monday through Friday, 7 a.m. to 5:30 p.m. Central time. When you call, we will:

- Set you up with a case manager.
- Ask you some questions about your or your child's health.
- Start making your or your child's care plan.
- Remove you from the program if you don't want to be in it right now (opt out).

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





## Your right to disenroll from Wellpoint

As our member, we hope to provide you with the benefits, services, and support you need to live a healthy life. We understand that at times, you may need to leave or disenroll from our health plan.

### **As our member, you have a right to request disenrollment if:**

- You choose to enroll with another managed care organization (MCO) within 90 days of enrolling with us.
- You choose another MCO during the annual choice period and enroll in another MCO.
- CoverKids approves your request or appeal to change MCOs based on hardship criteria, and you enroll with another MCO.
- You are incorrectly assigned to our health plan and enroll in another MCO.
- You move outside of our service area and enroll in another MCO.
- CoverKids determines it is in your and CoverKids' best interest during the appeal process.
- You are no longer eligible for CoverKids.
- We no longer provide CoverKids services, or our contract to provide CoverKids services ends.
- CoverKids gives you the right to end your enrollment with us and enroll with another MCO.



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



To report Member fraud or abuse, call **800-433-3982** or report at Office of Inspector General (OIG). To report Provider fraud or abuse, call **833-687-9611** or report at TennCare's Office of Program Integrity (OPI) or email [ProgramIntegrity.TennCare@tn.gov](mailto:ProgramIntegrity.TennCare@tn.gov). You can also report provider fraud or patient abuse at **800-433-5454**, TBI Medicaid Fraud Control Division (MFCD) or email to [TBI.MedicaidFraudTips@tbi.tn.gov](mailto:TBI.MedicaidFraudTips@tbi.tn.gov).

Who to call ...	For questions about ...
Member Services CoverKids members: <b>833-731-2153 (TRS 711)</b>	Your benefits, special health programs, and other health plan questions.
24-hour Nurse HelpLine: <b>866-864-2544 (TRS 711)</b>	An illness, injury, or other medical concerns.
TennCare Connect Hotline: <b>855-259-0701</b>	Applying to or renewing TennCare.

**Spanish: Español**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 833-731-2153 (TRS 711).

**Kurdish: کوردی**

ئاگاداری: ئه‌گه‌ر به زمانی کوردی قه‌سه ده‌که‌یت، خزمه‌تگوزاریه‌کانی یارمه‌تی زمان، به‌خو‌رای، بو‌تو به‌رده‌سته. په‌یوه‌ندی به 833-731-2153 (TRS 711) بکه.

Do you need help with your healthcare, talking with us, or reading what we send you? Call us for free at: 833-731-2153 (TRS 711).

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birthplace, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call 833-731-2153 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.

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