



Make Health Happen

Breastfeeding help

You can get lactation support

Your TennCare, and TennCare Select benefits include lactation consultation. This means you can get help with breastfeeding in person, by phone, or even online at no cost.

Did you know? Breast milk has the perfect balance of nutrients and protects your baby from getting sick. Breastfeeding also lowers your risk for certain cancers, diabetes, and high blood pressure.

A lactation provider can help you if you have questions about breastfeeding. Lactation providers can teach you:

- How to breastfeed before your baby is born
- How to deal with common breastfeeding issues, like fussy infants, poor latching, nipple or breast pain, and low milk production
- Breastfeeding while going to work or school
- Feeding two babies at once
- Nursing a teething infant
- How to introduce solid foods while breastfeeding
- How to stop breastfeeding

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How do I find a lactation provider?

- **Call your doctor:** Your doctor may offer lactation services at their offices or they can refer you to an in-network provider in your local area.
- **Check with your health plan:** Your plan can tell you which lactation professionals are covered. Or you can look on your health plan's provider directory.

No cost breast pump

You can also get an electric breast pump at no cost with a prescription from your doctor. Contact your health plan for more information.

Mental health support

It's OK to feel sad or down sometimes if you are pregnant or a new parent. But if these feelings get in the way of your daily life, it's time to get help. You can get free help 24/7 from the National Maternal Mental Health Hotline. Just call or text 833-943-5746. You can talk with a counselor in English or Spanish and your call is private.



Silver diamine fluoride: a dental wonder

Silver diamine fluoride (SDF) is a liquid that helps stop cavities. Dentists use it to make teeth stronger and to fight germs. When SDF is on a tooth, it forms a shield that protects against decay.

How does it work?

SDF puts fluoride into the enamel, the hard outside layer of your teeth. This makes enamel stronger and less likely to get cavities.

Studies show that SDF can cut cavities by up to 70%.¹ The American Academy of Pediatrics also recommends it for kids and adults.²

Getting SDF is quick and painless. The dentist brushes or dabs it on your teeth in just minutes.

Want to know more?

Check the American Dental Association or the American Academy of Pediatrics for more facts about silver diamine fluoride.



Dental care vendor

Starting November 1, 2025, Renaissance became TennCare's new dental plan. This change will not affect your dental benefits. You will still use your health plan card to make dental appointments and will still get quality dental care. To learn more about your dental benefits, you can visit: [TN.gov/TennCare/rs-applicants/dental-services](https://www.tn.gov/TennCare/rs-applicants/dental-services) or call Renaissance at **866-864-2526**.

Sources

1 Cheng, A. Y., Chen, J., Zheng, F. M., Duangthip, D., & Chu, C. H. (2024). Arresting Early Childhood Caries with Silver Diamine Fluoride Gel Among Preschool Children: Protocol for a Randomised Clinical Trial. *Dentistry journal*, 12(12), 419. <https://doi.org/10.3390/dj12120419>.

2 American Academy of Pediatrics: Silver Diamine Fluoride (SDF) FAQ for Families: [aap.org](https://www.aap.org).

Community transportation

Community transportation is a service that helps members get to various places, all while adhering to their Person-Centered Support Plan. This service is helpful for those who face challenges using public transportation, whether due to cost or other constraints. Here's a look at how you can use your health plan to access these rides.

When and how to use community transportation

Your health plan can help you pay for rides to work and other important activities, provided they align with your support plan. There are specific guidelines to follow when using this service:

- If affording a bus pass is a challenge, your health plan can help you purchase one so you can use public transportation when possible.
- Engage in carpools. If a coworker is heading to the same place, you can share the ride and the cost.
- If participating in other Consumer Direction services, you may employ someone to drive you. This should be discussed during interviews and included in their job description. Confirm they're licensed and insured and include driving in their Service Agreement.

Paying for rides through Consumer Direction

Using Consumer Direction allows flexibility in paying for rides. Here's how you can manage the process:

- Maintain a log of your rides and expenses. You'll need to submit a trip log along with receipts to get reimbursed. In cases where upfront payment is challenging, let your coordinator know so you can request an advance.
- Besides bus passes, consider other methods like paying someone for rides (if they don't live with you), or use services like taxis, Uber, or Lyft.



- Work with your coordinator to set a budget under \$225 monthly. Carefully plan your rides to maximize this budget, avoiding unnecessary expenses for free options, such as rides to medical appointments, which your health plan covers separately.

Get the most from your transportation budget

- Make sure your support plan uses cost-effective transport options and saves the budget for essential rides that aren't covered.
- Free rides to medical appointments should be made through your health plan, so you can save your budget for other necessary travels.
- Once your budget is spent, more funds won't be available until the following month. Any unspent money doesn't carry over.

By carefully managing your transportation budget, you can meet your personal and professional obligations. CHOICES Consumer Direction isn't available yet, but it is expected to be an option in the future.



Looking ahead: the future of LTSS in Tennessee

Long-Term Services and Supports (LTSS) help people with daily living — things like getting dressed, preparing meals, staying safe at home, or joining in community activities. In Tennessee, LTSS is part of TennCare’s Managed Long-Term Services and Supports (MLTSS) programs, including CHOICES and Employment and Community First (ECF) CHOICES.

In 2026, TennCare is preparing important updates that will shape the future of LTSS for members and families. These changes are designed to make services easier to use and more focused on helping people live where they want, with the support they need.

What’s changing in 2026?

- One plan, less confusion. Tennessee will expand Dual Eligible Special Needs Plans (D-SNPs). These plans combine Medicare and Medicaid into one package, so members who qualify don’t have to keep track of two different programs (snpalliance.org).
- Stronger focus on independence. New quality measures will look at how LTSS is working in real life — like whether people can stay at home, be active in their community, or find and keep a job.
- Program review and accountability. By December 31, 2026, TennCare must report back to the federal government on how well LTSS is meeting its goals. This review will help shape the program’s next steps.

Why it matters

These updates are more than just benefits. They’re about dignity, choice, and independence. With better coordination between Medicare and Medicaid, stronger attention on daily supports, and accountability to members and families, LTSS in Tennessee is moving forward with a vision: helping people live their best lives at home and in the community.

Quick look at 2026

- D-SNP plan options for people with both Medicare and Medicaid
- New quality measures that include LTSS supports, not just medical care
- TennCare’s official federal evaluation report due December 31, 2026

What does this mean for you?

Wellpoint Tennessee LTSS is moving toward more coordinated care, stronger community supports, and simpler access — so people can live where they want, with the help they need.

School-based services: nursing services

An Individual Health Plan (IHP) is a health care plan developed by a registered nurse for children with acute or chronic health issues. Parents and other health care providers involved with the child participate in the development and approval of the plan. The IHP should be developed using the five steps of the nursing process: assessment, diagnosis, planning, implementation, and evaluation.

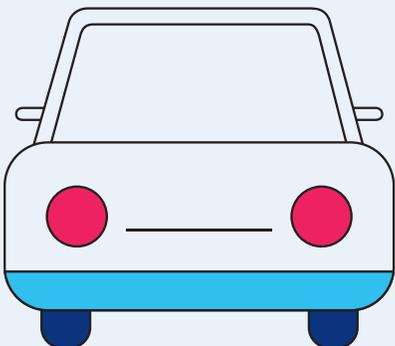
In accordance with State Board of Education Rules 0520-01-13-.03(3)(b), the IHP shall include:

- Emergency care procedures
- A nursing assessment
- Physician’s orders
- Parental authorization

Service	Billable (Y) / Non-Billable (N)
Assessment and treatment of acute and chronic illnesses	Y
Blood glucose monitoring and testing	Y
Catheterization	Y
Colostomy care	Y
G-Tube feeding	Y
Nebulizer treatment	Y
O2 saturation monitoring (pulmonary and/or cardiac disease)	Y
Tracheostomy care and suctioning	Y
Wound care	Y
Nonoral medication administration* for medically fragile students** as identified in IEP, ISP, IFSP, or IHP	Y

* Restricted to medication that is not administered orally that is either (a) time sensitive where the medication cannot be administered in the home before arriving at school; or (b) pro re nata (PRN) where the medication is required as the circumstance arises such as flare ups of asthma, addressing sudden changes in blood sugar levels, etc.

**TennCare defines “medically fragile” students as children with special health care needs with a serious illness or condition documented by a licensed health care provider that may become unstable and change abruptly, resulting in a life-threatening situation. The medically fragile child requires frequent time-consuming administration of specialized care or treatment which is medically necessary. The care needs may be related to a chronic and/or progressive illness or a more acute, time-limited condition. Some medically fragile children/youth may also have behavioral and/or mental health conditions.



2026 Transportation benefits

Tennessee Carriers provides nonemergency medical transportation services for TennCare members. Rides to appointments must be scheduled at least two business days in advance. To schedule your ride, please call Tennessee Carriers at **866-680-0633**. Effective as of 7/1/2025, you can only be picked up and dropped off at the home address on file.

Preventing and managing the common cold

What is a cold?¹

A common cold is a mild upper respiratory illness that resolves in a short period of time. Over 200 viruses can cause a cold, and they can spread from person to person through the air and close personal contact. Symptoms of a cold usually peak within 2-3 days and can include:

- Sneezing
- Nasal congestion
- Sore throat
- Cough
- Fever (although this is not typical)

If you are a TennCare member under age 21, or a parent whose child has not had a checkup in the past year, we recommend calling your or your child's PCP's office today to schedule a TennCare Kids checkup.

How to treat it¹

There is no "cure" for a cold, you can recover without antibiotics within a couple weeks. Some strategies to help you feel better sooner include:

- Getting enough rest.
- Staying hydrated.

- Sitting near a clean humidifier or cool mist vaporizer.
- Using saline nasal spray or drops. For young children, use a rubber suction bulb to clear mucus.
- Taking throat lozenges or cough drops. Do not give lozenges to children younger than 4 years of age.
- Using honey to relieve cough for adults and children at least 1 year of age or older.

How to prevent it¹

The Centers for Disease Control and Prevention recommend the following core prevention strategies to help you protect yourself and others from common respiratory illnesses:

- Staying up to date with vaccines.
- Regularly washing your hands.²
- Cleaning commonly-touched surfaces.²
- Ensuring the air is clean in places you live and work (for example, using a portable high-efficiency particulate air (HEPA) cleaner).²
- Staying home if you are sick so you don't spread it to others.



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. You can also report provider fraud or patient abuse to the TBI Medicaid Fraud Control Division (MFCD) at **800-433-5454**, or by email to TBI.MedicaidFraudTips@tbi.tn.gov.

¹ The Centers for Disease Control and Prevention: Preventing and Managing Common Cold: https://www.cdc.gov/common-cold/media/pdfs/2024/04/CommonCold_fact_sheet_508.pdf.

² The Centers for Disease Control and Prevention: *Preventing Respiratory Illnesses*: [cdc.gov](https://www.cdc.gov).



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 gas
- **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 custom list of local organizations for your needs, fill out our short survey online at [resource.findhelp.com/forms/resource-prapare-assessment-2025](https://www.findhelp.com/forms/resource-prapare-assessment-2025).



Pharmacy copays

If you have pharmacy benefits through TennCare, you have the right to get the prescriptions you need. If you can't make a copay when filling a prescription, providers and drug stores can't 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 1200-13-13-.08(11) and 1200-13-14-.08(11).

Did you know you can view the member handbook online? Follow these steps:

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

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

Who to call ...	For questions about ...
Member Services TennCare members: 833-731-2153 (TRS 711) CHOICES/ECF CHOICES members: 866-840-4991 (TRS 711)	Your benefits, special health programs, 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 **833-731-2153 (TRS: 711)**.

Kurdish: کوردی

ئاگاداری: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوایی، بو تو بهردهسته. پهیهندی 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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