



Make Health Happen

Know the facts about shingles

Herpes zoster, also known as shingles, is caused by a reactivation of the varicella-zoster virus (VZV), the same virus that causes chickenpox. After you have chickenpox, the virus stays in your body. VZV can reactivate later in your life and cause shingles. Symptoms include a rash that grows into groups of fluid-filled raised bumps on the skin. It can be painful, itchy, or tingly.

Complications of shingles:

- The most common complication of shingles is long-term nerve pain called postherpetic neuralgia, or PHN. PHN occurs where the shingles rash was located, even after the rash clears up. It can last for months or years after the rash goes away.
- Shingles on the face can affect the eye and cause vision loss.
- Very rarely, shingles can also lead to:
 - Infection of the lungs (pneumonia)
 - Hearing problems
 - Brain inflammation (encephalitis)
- The shingles rash can also become infected with bacteria.



How to protect yourself

A shingles vaccine may help prevent shingles and complications from the disease. The Centers for Disease Control and Prevention (CDC) recommends two doses of the shingles vaccine for those 50 years and older. Make your appointment to get vaccinated today.

Source: Centers for Disease Control and Prevention: [cdc.gov](https://www.cdc.gov).



TennCare Kids parents and adult members: annual physicals for kids and youth under 21

Children, teens, and young adults need yearly health checkups, even if they feel fine. These visits help their primary care provider (PCP) find and treat problems early.

The TennCare Kids program covers annual checkups until they turn 21. These visits include:

- Discussion of health history.
- Complete physical exam.
- Lab tests, if needed.
- Vaccines, or “shots.”
- Vision and hearing check.
- Oral health check.
- Growth and behavioral screenings, as needed.
- Tips about how to get and stay healthy.

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 PCP’s office today to schedule a TennCare Kids checkup.

Renewing your Wellpoint benefits

Have you moved in the past three years? If so, did you update your address with TennCare?

If not, it’s important to update your information. If your address is not updated, TennCare cannot reach you to help you keep your benefits.

To update your information, you can:

- Call TennCare Connect at **855-259-0701**.
- Download the TennCare Connect app.
- Visit the TennCare Connect website at tenncareconnect.tn.gov.





The powerful protection of the HPV vaccine

One of the most effective ways to protect your teen and preteens from potential health risks in the future is the human papillomavirus (HPV) vaccine. This powerful vaccine fights against HPV — a group of viruses that could lead to certain types of cancer later in life.

HPV is quite common, and while sometimes it may cause no harm, there can be times where it leads to serious health conditions. Thankfully, the HPV vaccine wards off the most dangerous types of this virus, greatly reducing the risk of related cancers.

The Centers for Disease Control and Prevention (CDC) recommends two doses of the HPV vaccine. The first shot should ideally be given at the age of 11 or 12, followed by a second dose 6 to 12 months later.

Even if your child is a bit older, it's not too late. The CDC advises that people can get the vaccine up to age 26 if they missed it during their preteen years.

The HPV vaccine is a simple step now that could make a huge difference later. Talk with your doctor about what's right for your child.



Tips on caring for your child with type 1 diabetes

Managing a child's type 1 diabetes can seem daunting, but with patience and dedication, you can help your child lead a healthy and active life.

Food is fuel

It's important to teach your child how different foods, especially carb-rich and sugary snacks, can impact their blood sugar levels. Make it a family affair. Have everyone eat a balanced diet full of veggies and minimal fats and carbs to make it easier for your child.

Get their school on board

The school staff should have the necessary supplies and insulin on hand, and gym teachers should be aware of the impact of exercise on your child's blood sugar. Empower your child too. They can explain diabetes to their friends and show how their care equipment works.

Let your child take the lead

As your child grows, encourage them to take more control of their treatment. Allow them to gradually take on tasks like insulin shots while you guide and supervise. Look into summer camps or other events specifically for children with diabetes. They are a great setting for your child to learn about managing their condition while meeting other children facing the same challenges.

Remember, every child and every case of diabetes is unique. But you're not alone in this journey. Communicate with your child's doctor about any questions you have about managing your child's condition. With time and experience, you and your child will learn what works best for them.



Lactation consultant benefit

Breastfeeding can be a time to connect one-on-one with your baby. And while this can be rewarding, you may have some questions or concerns. That's why we're letting you know about our new benefit that provides lactation consultant services. It's included at no cost to you. It offers:

- Your own personal lactation consultant.
- Help with breastfeeding and its common issues.
- Changeable settings. You can be seen in a place that's most comfortable for you like a virtual visit or in a doctor's office.

Breastfeeding has many health benefits for you and your little one. It can:

- Help protect babies against certain illnesses and diseases.
- Lower the risk of breast and ovarian cancer, type 2 diabetes, and high blood pressure for mothers.
- Allow you to give your baby a great source of nutrition.

To start using this benefit, visit wellpoint.com/tn/medicaid, and use the Find Care tool to choose a lactation consultant nearest to you.



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 1200-13-13-.08(11) and 1200-13-14-.08(11).



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 join one of our Wellpoint 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.

Visit our website at 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 care coordinator.
- 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 do not 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.



Discover the power of positive body image

Body image is how we think and feel about our bodies. Nowadays, people often judge themselves based on how they look or compare their bodies to the ones they see in the media. This can sometimes mess with our self-esteem or confidence.

Quite often, people feel pressure to look a certain way to be considered 'good-looking.' But these ideas are quite unrealistic and can lead to negative feelings about our own bodies. These feelings can sometimes spiral into serious problems like depression or eating disorders if left unchecked.

Feeling good about your body and maintaining strong self-confidence is important for our emotional health. Here are some tips for feeling better about your body:

- **Embrace change:** Your body changes at every stage of your life. Think of everything it allows you to do. Remember that you are unique and beautiful as you are.
- **Have realistic goals:** Make sure your fitness or health goals are about you and not just looking a certain way. Everyone's body is built differently, so make your goals specific to you.
- **Eat healthy foods:** Eating a balanced diet can make you feel more energized and content.

- **Exercise regularly:** It's not only about your physical looks, but also how good it makes you feel. It can make you feel happier and more energetic.

Remember, it's not about having a specific body size or shape. What matters most is being healthy — both mentally and physically. Focus on being unique. Treat your body well, and it'll help you build a positive mindset and feel good about yourself.

Sometimes, body image or self-esteem problems are too much to handle alone. Health issues, depression, or trauma can affect how you feel about yourself.

Tell a parent, doctor, or therapist what you're going through. Body image and self-esteem can get better with help and care. For more information about body image and its effect on self-esteem, go to kidshealth.org/en/teens/body-image.html.

Best ways to store your medications

It's important to store medications the right way so they stay effective and continue to be safe to use. Medicines need to be kept in a cool, dry place away from direct sunlight. Kitchen cabinets or dresser drawers are good storage spots. You want to avoid places near to heat, like stoves, or damp areas such as bathroom cabinets.

It's best to keep medicines in their original containers, without any cotton balls which might attract moisture. If you're unsure about storage specifics, your pharmacist can help you.

Taking care of medication also means being aware of any signs of damage. If your medicine changes in color, texture, smell or how it looks, don't use it, regardless of the expiration date.

For more information on storing medicines safely and to find out how to best discard old medicines, visit medlineplus.gov/ency/patientinstructions/000534.htm.

Source: MedlinePlus: *Storing your medicines* (April 2024): medlineplus.gov.



Remember, it's important to keep medications out of reach from children. A lockable cabinet is a good idea for this.

How to change a PCP

Sometimes, you may need to change your primary care provider (PCP). Here's how:

1. Visit **wellpoint.com/tn/medicaid**
2. Log in or register your online account.
3. Once you log in, you can view or change your PCP in the Primary Care Provider (PCP) section.

If you'd rather talk with someone to change your PCP, call the Member Services number on your member ID card.



ECF CHOICES support coordination and CHOICES care coordination

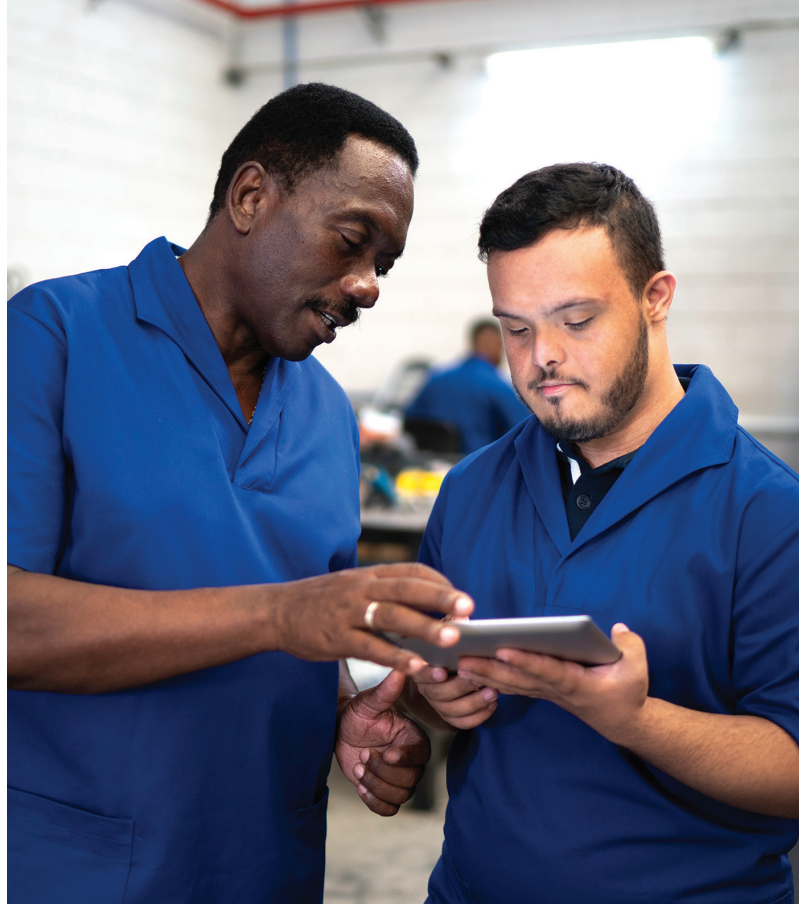
In Employment and Community First (ECF) CHOICES and CHOICES, you have a coordinator assigned to you. You should know who your coordinator is and how to reach them. They will help you get the health, behavioral health, and support services you need most to live in the community and help you reach your goals.

If you do not know who your coordinator is, you can call **866-840-4991 (TRS 711)** to find out the name and contact information for your coordinator. A message can also be sent to the coordinator for you to get a return call.

You can contact your coordinator anytime you have a question or concern about your services and supports. You do not need to wait until they visit or call you. You should contact your coordinator anytime you have a change in your health condition or other things that may change the kind or amount of support you need.

Other reasons you may want to contact your coordinator could be:

- To make a change to your Person-Centered Support Plan.
- To change your goals.
- To discuss your services or make a change to your services.
- You have been in the hospital or gone to the emergency room.



Care coordination involves proactively organizing benefits and services for individuals in Long-Term Services and Support programs. Coordinators, respectful of cultural diversity, assess individuals' needs, create personalized support plans, and adjust interventions. They aid in connections to fulfill individuals' needs and goals. Services include coordinating medical, behavioral, social, financial, and educational supports.

Coordinators support members in a variety of settings, such as:

- Their homes.
- Assisted living facilities.
- Community living supported housing.
- Nursing facilities.

Please do not hesitate to reach out to your support or care coordinator or ECF CHOICES or CHOICES Management team for any questions or concerns. The coordination team at Wellpoint wants to make sure the best possible supports are in place for you.



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: 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 wellpoint.findhelp.com/forms/social_needs_tool.

Enabling Technology: turning concerns into opportunities

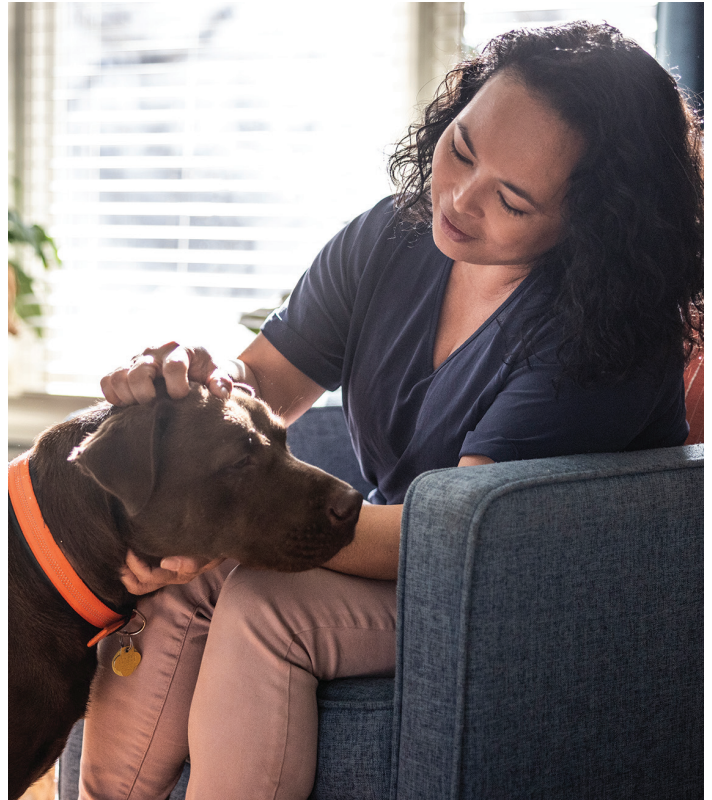
Enabling Technology presents unique and exciting opportunities for those who use it. It's user-friendly and designed to help you be more self-sufficient and independent in your daily life.

Examples of Enabling Technology services include:

- Door sensors on outside doors to track entrance and exit.
- Motion sensors in living space to look for inactivity or falls.
- A panic or paging pendant to call for help.
- A medication dispenser for medication adherence.
- Stove sensor for alerts to caregivers if the stove is left on too long.

These tools can help address potential concerns like wandering, falling, or cooking safety. And they also help empower you by supporting you to live more independently within your home, community, and even workplace.

Enabling Technology uses a person-centered approach, meaning it is directed towards helping people based on their unique needs and situations. Its flexibility lets you match the technology to your needs. In other words, Enabling Technology is like a supportive friend on hand to those needing a little extra help to be more independent and empowered in their everyday life.



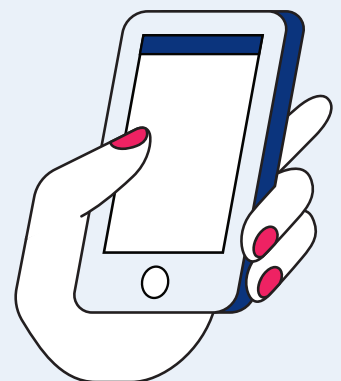
Interested to learn more or want to add these services to your support plan? If you are an ECF CHOICES or CHOICES member, contact your care coordinator or email DIDD.Enabling.Technology@tn.gov.

Sources: *SimplyHome*: simply-home.com.
Tennessee Department of Intellectual & Developmental Disabilities: tn.gov.

Did you know you have access to the member handbook online? You can follow these steps:

1. Visit **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.





Now is a great time to catch up on well-child visits

Well-child visits are important for keeping your child strong and healthy. These checkups let doctors see how your child is growing and give shots to help them fight off illnesses.

What to expect at a well-child visit

Ages 0 to 2

In their first two years, children should see the doctor every 1 to 3 months. These regular visits let doctors see if your child is growing the way they should. Babies start to roll, babble, and sit up at different times, and these are all things the doctor will look out for. Your child will also get vaccines to protect against diseases like chickenpox and hepatitis.

Ages 3 to 6

Between ages 3 to 6, your child should visit the doctor once a year. The doctor will talk about things like:

- How much time your child spends in front of screens.
- What they eat.
- Any allergies they might have.

They'll also get shots to protect them from illnesses like measles, mumps, and the flu.

Ages 7 to 13

From 7 to 13 years old, kids need to see the doctor once a year. They'll get shots, learn about hygiene and healthy habits, and may even get checked to make sure their mind is as healthy as their body. They'll get shots for things like HPV, the flu, and meningitis.

Ages 14 to 18

Teenagers aged 14 to 18 should continue with yearly doctor visits for their shots, to learn about growing up healthily, and to ask any questions they have.

To learn more about what services and vaccines to expect at each visit, go to childhood-wellness.com/wpt/tn.



Your right to disenroll from Wellpoint

As our member, we hope to provide you with the benefits, services, and supports 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.
- TennCare 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 are no longer eligible for TennCare.
- You move outside of our service area and enroll in another MCO.
- TennCare determines it is in your and TennCare's best interest during the appeal process.
- We no longer provide TennCare services, or our contract to provide TennCare services ends.
- TennCare gives you the right to end your enrollment with us and enroll with another MCO.



Free transportation services

We cover rides to and from the drugstore and nonemergency healthcare appointments. You can call **866-680-0633** to schedule a ride in advance. Remember, when you need a ride in a medical emergency, dial **911**.



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

To report suspicious activity to the Office of Inspector General (OIG), call **800-433-3982** toll free. You can also 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), call **800-433-5454** toll 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 قسه دهکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، به‌خۆراپی، بو تو به‌رده‌سته. په‌یومندی 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, birth place, 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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