

Make Health Happen

Breastfeeding help

You can get lactation support

Your CoverKids 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

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: <https://www.tn.gov/tenncare/members-applicants/dental-services.html> 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).



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.

According to State Board of Education Rules 0520-01-13-.03(3)(b), the IHP must include 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

* This is for medication that is not given or taken orally (by mouth) that is: A) Time sensitive. For example when medication can't be given or taken at home before going to school. B) Pro re nata (PRN) - this means as needed. For example, asthma flare ups or sudden changes in blood sugar levels.

** Medically fragile students are children with special health care needs that a licensed health care provider has determined to have a serious illness or condition that can become unstable or change quickly resulting in a life threatening situation. These children require a lot of specialized care or treatment that takes more time. This may be related to a chronic and/or progressive illness or a more serious short term condition.

Preventing and managing the common cold

What is a cold?¹

A cold is a mild upper respiratory illness that doesn't last long. 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 are normally the worst within 2-3 days and can include:

- Sneezing
- Nasal congestion
- Sore throat
- Cough
- Fever (this is rare)

How to treat it¹

There is no "cure" for a cold, you can recover without antibiotics within a few weeks. Some tips 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
- Making sure 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.



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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