



Make Health Happen

TennCare covers home blood pressure cuffs for pregnant and postpartum members

Help pregnant and postpartum members stay healthy as possible by checking for early signs of high blood pressure at home.

TennCare now offers home blood pressure cuffs at no extra cost for members who are pregnant or recently gave birth. Checking your blood pressure at home can help find problems early and lower your risk of serious health conditions, such as preeclampsia, stroke, and heart disease.

To help spread the word, TennCare has created a [blood pressure cuff flyer](#), that can be shared online or printed and posted.

Who's eligible?

TennCare or CoverKids members who are pregnant or in the postpartum period.

Who can order a blood pressure cuff?

Any in-network medical care provider can order, and they don't have to be the member's obstetrician.

How can care providers order a blood pressure cuff?

Care providers can order through the appropriate durable medical equipment (DME) vendor for each managed care organization (MCO).

[wellpoint.com/tn/medicaid](https://www.wellpoint.com/tn/medicaid)



Wellpoint in-network medical care providers can contact Pomelo Care at **901-698-4232** or pomelocare.com/cuffs.

Have questions?

For more information about blood pressure cuffs, contact Sara Wilson, maternal health program manager, at Sara.Wilson@wellpoint.com.

Understanding depression

Being a teen isn't always easy. School, friendships, and everyday stress can feel overwhelming. It's normal to feel sad sometimes — but if those feelings last two weeks or more, it could be a sign of depression.

Depression is more common than you might think. In fact, the Centers for Disease Control and Prevention reports that about 1 in 5 teens experience symptoms of depression, and it's something many young people face today. Here are some signs to watch for:

- Feeling sad, hopeless, or easily annoyed
- Having low energy or trouble focusing
- Sleeping too much or not enough
- Losing interest in things you used to enjoy
- Pulling away from friends and family

If this sounds like you or someone you know, don't ignore it. Talk to a trusted adult, counselor, or doctor. They can help. Remember, depression is treatable.

Small steps can make a big difference. Try:

- Getting enough sleep
- Spending time outdoors
- Staying active
- Connecting with people who support you



If you need help right away, call **911** or visit your nearest emergency room. If you're in crisis, call, text, or chat **988** to reach the 988 Suicide & Crisis Lifeline — it's no cost, confidential, and available 24/7.

Sources:

1 Centers for Disease Control and Prevention: *Mental Health Data and Statistics: Children's Mental Health* (April 1, 2026): cdc.gov/healthy-youth/mental-health/mental-health-numbers.html.

2 Anthem Blue Cross and Blue Shield: *Mental Health Signs You May Need Help — and How to Get It* (April 1, 2026): anthem.com/blog/mental-health-signs-you-may-need-help-and-how-to-get-it.



Consumer Direction

Consumer Direction, or self-direction, empowers you to choose the services you need to live independently at home.

You can choose your own caregivers and set a schedule that works for you. Many people select someone they already know and trust, which can make care feel more personal and better suited to your needs.

Consumer Direction can help address disparities in healthcare by giving you the ability to choose caregivers who understand your needs and preferences, leading to better communication, trust, and outcomes.

To learn more about Consumer Direction, visit tn.gov/tenncare/long-term-services-supports/choices.html.



Help protect your identity by reporting fraud, waste, and abuse

TennCare encourages members and providers to report suspected fraud or abuse.

- **Member fraud or abuse:**

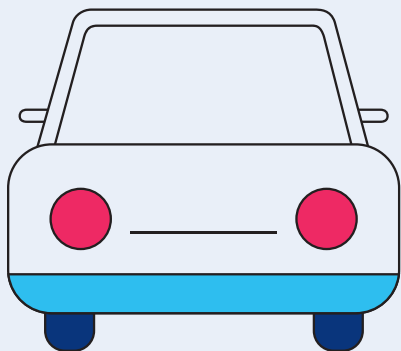
Call **800-433-3982** or contact the Office of Inspector General (OIG).

- **Provider fraud or abuse:**

Call **833-687-9611**, contact TennCare's Office of Program Integrity (OPI), or email ProgramIntegrity.TennCare@tn.gov.

- **Provider fraud or patient abuse (TBI):**

Call **800-433-5454**, contact the TBI Medicaid Fraud Control Division (MFCD), or email TBI.MedicaidFraudTips@tbi.tn.gov.



2026 transportation benefits

Tennessee Carriers provides nonemergency medical transportation for TennCare members. Rides must be scheduled at least two business days in advance. To schedule a ride, call Tennessee Carriers at **866-680-0633**.

If you have access to transportation, you may qualify for TennCare's mileage reimbursement program. Eligible households are paid at the federal mileage reimbursement rate for covered appointments. For more information, contact Tennessee Carriers.



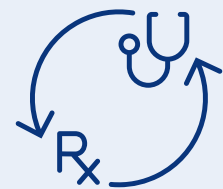
When you take your medication matters

Taking your medicine the right way — and at the right time — helps it work better. Whether you take it every day or just for a short time, following the directions can help you stay healthy and feel your best.

Timing matters. Some medications work best at certain times of day. For example, some should be taken with food, while others work better on an empty stomach. Others may be more effective in the morning or before bed, depending on how they affect your body.

Consistency is key. The most important thing is taking your medicine as directed — every day and at the same time. Missing doses or taking it incorrectly can make it less effective or even lead to health problems.

Make it part of your routine. Creating a simple schedule, using a pill organizer, or setting reminders on your phone can help you stay on track.



Taking your medicine as prescribed can help you feel your best, manage health conditions, and prevent complications. If you're ever unsure about when or how to take it, your doctor or pharmacist can help guide you.

Sources:

1 Mayo Clinic Press: What Time of Day Should You Take Your Medicine?
(April 1, 2026): mcpress.mayoclinic.org/healthy-aging/what-time-of-day-should-you-take-your-medicine.

2 National Library of Medicine: When Should I Take My Medicines? PubMed Central (PMC):
(April 1, 2026): pmc.ncbi.nlm.nih.gov/articles/PMC6594844.



School-based services: nursing services

An Individual Health Plan (IHP) is a care plan created by a nurse to support a child with short- or long-term health needs. You, along with your child’s healthcare providers, help shape and approve the plan so it reflects your child’s needs.

The plan is built step by step — assessing needs, identifying concerns, planning care, putting the plan into action, and reviewing how it’s working.

In accordance with State Board of Education Rules 0520-01-13-.03(3)(b), the IHP must 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 ^{1,2}	Y

1 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.

2 TennCare defines “medically fragile” students as children with special healthcare needs with a serious illness or condition documented by a licensed healthcare 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.

Money Follows the Person program

The Money Follows the Person (MFP) program helps Medicaid-eligible people living with a disability who reside in Intermediate Care Facilities transition back into their community. It provides funds to help pay for services and supports so you can do things like find housing and receive the care you need in your community.

You may be eligible for the MFP program if you are:

- Eligible for Medicaid.
- Living in an Intermediate Care Facility for at least 60 days.
- Transitioning to the community in the CHOICES, Employee and Community First (ECF) CHOICES, or other waiver home and community-based service (HCBS) programs.

Your care plan and the funds you can receive depend on your needs. A care management team will work with you to find out what level of care you need to safely transition to the community.

A transition coordinator will also help you find a place to live, and doctors, nurses, physical therapists, or other providers you may need.

[View this flyer](#) for more information about the MFP program. If you have questions, talk with your transition team or call **877-224-0219**.



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 drugstores cannot refuse services.* If you have problems getting your prescription medication, 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).



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 resource.findhelp.com/forms/resource-prapare-assessment-2025.

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, you can always 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.

Do you need help?

We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at 833-731-2153 (TRS: 711).

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-731-2153 (TRS/TTY:866-503-0264).

Arabic: العربية

ملحوظة: إذا كنت تتكلم العربية، فإن المساعدات اللغوية متوفرة لك مجانًا. اتصل بالرقم: 1-833-731-2153

The [Beneficiary Support System](#) (BSS) helps people who are enrolled in or want to apply for the CHOICES, Employment and Community First (ECF) CHOICES, and the Katie Beckett program. For help call 888-723-8193.

The TennCare Program does not discriminate against people because of their race, color, national origin including limited English proficiency and primary language, age, disability, religion, or sex. Need help filing a grievance? Call TennCare Connect at 855-259-0701.

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