



# Make Health Happen

## 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 age 16–24: chlamydia screening \$25 — one per year

There are other rewards available based on your age and health conditions. Log in 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, from 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 in to Healthy Rewards, choose a gift card, and enjoy.



# Teen smoking/vaping

A teenager's life can be filled with stress and strong emotions, but turning to tobacco isn't the solution. Your teen may be able to stop smoking by:

## Easing stress

- Many things can cause stress for a teenager, including schoolwork, extracurricular activities, relationships, or uncertainty about life after high school or college. Discover ways to reduce stress without tobacco.

## Managing negative feelings

- Many teenagers experience intense emotions and mood swings as a normal part of growing up. Learn how to manage negative feelings in healthy ways.

## Seeking help

- If your teen is feeling depressed or having thoughts of self-harm or suicide, it's important to talk to a doctor or medical professional. Educate yourself and your teen about depression.

## 24/7 crisis Support

If you need immediate help, call a 24-hour crisis center at **988** or **800-SUICIDE (800-784-2433)** for no-cost, confidential support, or dial 911. If you or someone you know is experiencing suicidal thoughts, seek help immediately. For help in Spanish 24/7, call **888-628-9454**.

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Smokefree.gov: *Handling Hard Times*  
(Accessed February 21, 2025): [teen.smokefree.gov/tobacco-triggers/handling-hard-times](https://teen.smokefree.gov/tobacco-triggers/handling-hard-times).

# 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:

## To pick up diapers:

- Visit a participating pharmacy. Find a location at [tn.gov/tenncare/diapers](https://tn.gov/tenncare/diapers).
- 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 [tn.gov/tenncare/diapers](https://tn.gov/tenncare/diapers).





# Attention-deficit/hyperactivity disorder (ADHD) medications

ADHD is a very common neurodevelopment disorder in children and adults. Symptoms may look different for adults than they do for children. For instance, hyperactivity in children may appear as extreme restlessness in adults.<sup>1</sup>

ADHD symptoms can be managed with medications, but certain medications work in different ways depending on the type. All ADHD drugs increase the levels of important neurotransmitters like dopamine and norepinephrine in your brain, which helps improve the symptoms of ADHD, including:<sup>1</sup>

- Increasing attention span.
- Reducing hyperactivity.
- Controlling impulsive behavior.
- Managing executive dysfunction.

The two main types of ADHD medications are:

## Psychostimulants

- Psychostimulants are the most widely used medications for managing ADHD symptoms. They don't increase stimulation of the person. Instead, they help networks of nerve cells in the brain communicate more effectively with each other.<sup>2</sup>

## Nonstimulants

- Nonstimulants may be used when psychostimulants have not worked, or if the person wants to avoid their side effects. It reduces inattention and hyperactivity/impulsivity symptoms of ADHD by affecting specific aspects of the norepinephrine system.<sup>2</sup>

## Take ADHD prescriptions exactly as prescribed<sup>3</sup>

Certain ADHD medications (stimulants) are controlled substances, so it's very important to follow your care providers instructions exactly when taking them.

- Do not take more of the medicine or take it more often than prescribed.
- Never provide any of your prescription stimulant medicine to anyone else as it can have serious risks for those for whom it was not prescribed.

- Store your prescription stimulant medicines securely, out of sight and reach of children and in a location not accessible by others, including visitors to the home.
- Immediately dispose of unused or expired prescription stimulants properly or take them to a drug take-back site, location, or program.

### Possible side effects of ADHD medications<sup>1</sup>

Most immediate side effects related to these medications are mild and typically short term. The most common side effects include:

- Reduced appetite
- Difficulty sleeping
- Stimulant rebound — a brief period of negative mood, fatigue, or increased activity when the drug is wearing off
- Headaches and stomachaches

Side effects are usually managed by changing the dose or adjusting the type of medication from a short-acting to a prolonged-release drug. Some children may have an initial, slight effect on height and weight gain, but studies suggest that ultimately height and weight are rarely affected. A few studies suggest that some

children with ADHD reach puberty later than their peers, but this does not appear to be a result of medication treatment.

For any questions about possible side effects, consult your care provider or other medical professionals.

1 Cleveland Clinic: *ADHD Medication* (Accessed February 21, 2025): [my.clevelandclinic.org/health/treatments/11766-adhd-medication](https://my.clevelandclinic.org/health/treatments/11766-adhd-medication).

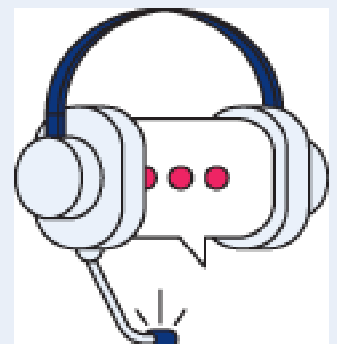
2 Children and Adults with Attention-Deficit/Hyperactivity Disorder (CHADD): *Managing Medication* (Accessed February 21, 2025): [chadd.org/for-parents/managing-medication/](https://chadd.org/for-parents/managing-medication/).

3 U.S. Food and Drug Administration: *FDA updating warnings to improve safe use of prescription stimulants used to treat ADHD and other conditions* (Accessed February 21, 2025): [fda.gov/drugs/drug-safety-and-availability/fda-updating-warnings-improve-safe-use-prescription-stimulants-used-treat-adhd-and-other-conditions#:~:text=Always%20take%20your%20prescription%20stimulant,site%2C%20location%2C%20or%20program](https://fda.gov/drugs/drug-safety-and-availability/fda-updating-warnings-improve-safe-use-prescription-stimulants-used-treat-adhd-and-other-conditions#:~:text=Always%20take%20your%20prescription%20stimulant,site%2C%20location%2C%20or%20program).

## 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 find your renewal date and make sure TennCare has your updated contact information. 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 (IEP) or individual health plan (IHP)

Individual education plans (IEPs) are designed to support the learning goals and Individual health plan (IHP) 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 SBS?

- 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.

### What services are not covered School-Based Services?

Experimental or investigational services deemed not medically necessary.



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.

# Caffeine during pregnancy


Caffeine can be found in many drinks and snacks. Common drinks and snacks that have caffeine are:

- Coffee
- Soda
- Tea
- Chocolate

When you're pregnant, it's important to limit the amount of caffeine you take in each day. Too much caffeine can cause:

- Higher blood pressure
- Increased heart rate
- Dehydration

Caffeine you ingest can also reach your baby while you're pregnant. It can keep your baby awake and cause changes in your baby's sleep or movement during the later stages of pregnancy.

 **Most doctors recommend limiting caffeine intake to less than 200 mg per day during pregnancy.**

That's about the same as one 12 oz. cup of coffee. If you have questions or concerns about how much caffeine is safe while you're pregnant, talk with your doctor.



American Pregnancy Association: *Caffeine During Pregnancy* (accessed February 24, 2025): [americanpregnancy.org/healthy-pregnancy/pregnancy-health-wellness/caffeine-intake-during-pregnancy/](https://americanpregnancy.org/healthy-pregnancy/pregnancy-health-wellness/caffeine-intake-during-pregnancy/).



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

To report fraud or abuse to the Office of Inspector General (OIG), you can call toll-free **800-433-3982** or go online to <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html> and click on 'Start button'. To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **800-433-5454**.

# 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](https://resource.findhelp.com/forms/resource-prapare-assessment-2025).

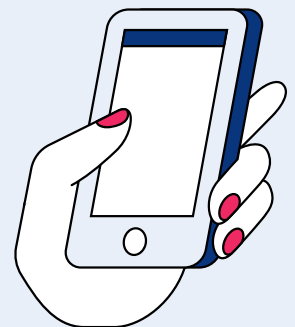


**Did you know you have access to the member handbook online?**

**You can follow these steps:**

1. Visit [wellpoint.com/tn/medicaid](https://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.





## 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.
- 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.





# Healthy eating for children

## What is healthy eating?

Healthy eating means eating a variety of foods so that a child gets the nutrients he or she needs for normal growth. These nutrients include proteins, carbohydrates, fats, vitamins, and minerals. A child who regularly eats a wide variety of foods from all food groups will be well-nourished.

## How much food is good for your child?

Many parents worry that their child is eating too much or too little. Keep in mind that every child has different calorie needs. Children tend to eat the same number of calories every day or two. It's usually best to provide healthy foods and let your child decide how much to eat.

## Why pay attention to what your child eats?

Children with poor eating habits don't get the nutrients needed for healthy development. This can lead to being underweight or overweight. They tend to have weaker immune systems, which increases their chances of illness. They may be at higher risk for heart disease, high blood pressure, type 2 diabetes, and high cholesterol later in life.

## How can you help your child learn about healthy foods?

Help your children understand healthy eating by teaching them about food — where it comes from and what nutrients it contains. You may be able to grow some food in your yard or in a pot. Older children can help you cook or help with shopping.

## How can you help your child get started with healthy eating?

Here are some ideas for getting your child started with healthy eating. If you have other ideas that work for your family, add them to the list.

- Set up a regular snack and meal schedule.
  - Most children do well with three meals and two or three snacks a day. When your child's body is used to a schedule, hunger and appetite are more regular.
- Find at least one food from each food group that your child likes.
  - Make sure this food is available most of the time. Don't worry if your child likes only one vegetable or one or two kinds of meats or fruits. Kids tend to accept new foods gradually, and their preferences expand over time.
- Provide a healthy breakfast.
  - A quick, healthy breakfast could be high-fiber cereal with milk and fruit, nonfat or low-fat yogurt, or whole-grain toast.
- Eat as a family as often as possible.
  - Keep family meals pleasant and positive.
- Limit junk food.
  - Get healthy snacks that your child likes, and keep them within easy reach.

## Helping your child to eat well

Childhood is the best time to learn healthy habits that can last a lifetime. Here are some ways to help your children learn healthy eating habits.

- Set up a regular meal and snack schedule.
  - Most children do well with three meals and two or three snacks a day.
- Have your child eat a healthy breakfast.
  - Try cereal with milk and fruit, nonfat or low-fat yogurt, or whole-grain toast.

- Eat as a family as often as you can.
  - Keep family meals pleasant and positive.
- Start with small, easy-to-make changes.
  - Try adding more fruits and vegetables at meals and snacks. For example, put some fruit on your child's morning cereal, and include carrot sticks in your child's lunch.
- Offer new foods.
  - When trying a new food at a meal, be sure to include another food that your child already likes.
  - Don't give up on offering new foods. Children may need many tries before they accept a new food.
- Provide healthy options.
  - Get healthy snacks that your child likes, and keep them within easy reach.
  - Limit sweet drinks. Encourage your children to drink water when they are thirsty.
  - Make fast food an occasional event. Order the smallest portions available.
- Let your child decide how much to eat.
  - Children can tell when they are full. When we try to control how much children eat, we interfere with this natural ability.
  - You decide when, where, and what the family eats. Your child chooses whether and how much to eat from the options you provide.
- Avoid using food as a reward.
  - Find other ways to reward success in school or sports. And don't reward desired eating behavior (such as trying a new food). If you serve dessert, consider it part of the meal, not a treat to follow the main course.
- Be a good role model.
  - Your own eating and lifestyle choices are a powerful teaching tool. Your child sees the choices you make and follows your example.

### Children's vitamin and mineral needs

Children need a variety of nutrients (such as proteins, carbohydrates, fats, vitamins, and minerals) for normal growth. But at certain stages, children have special vitamin and mineral needs.

#### Infants

Babies need a source of iron.

- The American Academy of Pediatrics recommends iron supplements for breastfed babies. Supplements should start at 4 months of age for full-term babies and by 1 month of age for preterm babies.
- Use iron-fortified formula for formula-fed babies.
- When you start your baby on solid foods, include high-iron infant cereals and/or meat baby foods.

Infants may also need a daily vitamin D supplement. Talk with your doctor about how much and what sources of vitamin D are right for your child.

#### Children ages 6 months to 16 years

Some children this age may need extra fluoride. If your child needs extra fluoride, your dentist may recommend supplements.

- Use these supplements as directed by your dentist.
- Keep fluoride supplements out of the reach of children. Too much fluoride can be toxic and can stain a child's teeth.

#### Girls ages 9 to 18 years

Girls ages 9 to 18 years need extra calcium and may not get enough calcium from the foods they eat.

- Encourage your child to eat calcium-rich foods such as milk, yogurt, cheese, and canned salmon with bones. Calcium is also added to foods such as calcium-fortified orange juice, some cereals, soy drinks, and tofu.
- If your child doesn't get enough calcium from foods, she may need a calcium supplement. Ask your doctor to recommend one. Be sure to choose a supplement that includes vitamin D. The body needs vitamin D to absorb calcium.

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Children's Hospital at Montefiore Einstein:  
Healthy Eating for Children (October 24, 2024):  
[cham.org](https://www.cham.org).





## Protecting your skin from the sun

Use the following tips to protect your skin from the sun. You may decrease your chances of getting skin cancer and help prevent wrinkles.

People with darker skin don't sunburn as easily. But they can still get skin cancer. It's important to use sun protection, no matter what color your skin is.

- Stay out of the sun during the peak hours of UV radiation.
  - Peak hours are from 10 a.m. to 4 p.m. Find shade if you need to be outdoors. You can also find how much UV exposure you are getting by using the shadow rule. If your shadow is longer than you, then UV exposure is low. If your shadow is shorter than you, then UV exposure is high.
- Wear protective clothing. This can include:
  - Wide-brimmed hats that protect the face and neck.
  - Tightly-woven clothes made of thick material, such as unbleached cotton, polyester, wool, or silk.
  - Dark clothes with dyes added that help absorb UV radiation.
  - Loose-fitting long-sleeved clothes that cover as much of the skin as possible.
  - Clothes with sun protection factor (SPF) in the fabric that doesn't wash out.
- Wear sunscreen, with an SPF of 30 or higher, every day.
  - This includes summer and winter, on both cloudy and clear days.
- Use sunscreen that blocks both UVA and UVB radiation.
  - Apply to all exposed skin, including the nose, lips, ears, scalp, back of the hands, and neck. Apply sunscreen 30 minutes before going in the sun, and reapply it every two hours and after swimming, exercising, or sweating.
- Use protective lip balm.
  - Use lip balm or cream that has an SPF of 30 or higher to protect your lips from getting sunburned.
- Wear wraparound sunglasses.
  - Choose ones that block at least 99% of UVA and UVB radiation.
- Be careful when you are on sand, snow, or water.
  - These surfaces can reflect 85% of the sun's rays.
- Avoid artificial sources of UVA radiation.
  - This includes sunlamps and tanning booths. Like the sun, they can cause skin damage and increase the risk of skin cancer.



## Choosing a sunscreen

If you can't avoid being in the sun, use a sunscreen to help protect your skin while you are in the sun. Sunscreens come in lotions, gels, creams, ointments, and sprays. Here's how to choose the right sunscreen.

- Read the sunscreen label.
  - Be sure that the sunscreen has a sun protection factor (SPF) of at least 30 or higher.
  - Be sure that the sunscreen is “broad-spectrum.” This type of sunscreen protects the skin from ultraviolet A and B (UVA and UVB) rays.
  - Check the expiration date on the sunscreen. Do not use the sunscreen after its expiration date. The ingredients in the sunscreen may not work as they should after that date.
  - Follow the directions on the label for applying the sunscreen. Doing so will make sure that the sunscreen works well to protect your skin from the sun's ultraviolet rays.
- Consider your situation.
  - If your skin is sensitive to skin products or you've had a skin reaction (allergic reaction) to a sunscreen, use a sunscreen that is free of chemicals, para-aminobenzoic acid (PABA), preservatives, perfumes, and alcohol.
  - If you're going to have high exposure to the sun, consider using a physical sunscreen. These sunscreens, such as zinc oxide, will stop most of the sunlight from reaching the skin. They are usually thick white or colored cream. They prevent the skin from being exposed to the sun's ultraviolet rays. They are useful for high-risk areas such as the nose, lips, and shoulders.
  - If you need to use sunscreen and insect repellent with DEET, don't use a product that combines the two. You can apply

sunscreen first and then apply the insect repellent with DEET. But the sunscreen must be reapplied every two hours.

- If you are going swimming or you sweat a lot, use a sunscreen labeled “water-resistant.” The label will say if the sunscreen will protect you for 40 minutes or 80 minutes.
- Use lip balm or cream that has an SPF of 30 or higher to protect your lips from getting sunburned.

## Preventing sun exposure in children

Start protecting your child from the sun when your child is a baby. Because children spend a lot of time outdoors playing, they get most of their lifetime sun exposure in their first 18 years.

- Keep babies younger than 6 months out of the sun.
  - This is the safest thing to do for young babies. Children 6 months and older can go in the sun, but they should have their skin protected from too much sun exposure.
- Teach children how to protect their skin from the sun. Use the “ABCs” to do this. These are:
  - **A = Away.** Stay away from the sun as much as possible from 10 in the morning until 4 in the afternoon. Find shade if you need to be outdoors.
  - **B = Block.** Use a sunscreen with a sun protection factor (SPF) of 30 or higher to protect babies' and children's very sensitive skin.
  - **C = Cover up.** Have your child wear clothing that covers the skin, hats with wide brims, and sunglasses with UV protection. Even 1-year-old children should wear sunglasses with UV protection.

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[Children's Hospital at Montefiore Einstein: Protecting Your Skin From the Sun \(December 4, 2024\): cham.org.](#)





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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