



# Make Health Happen

## 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**.

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).



# CHOICES: Getting Community Transportation in Consumer Direction

## What is Community Transportation?

Your health plan can help you pay for rides. The rides can take you to work and other places you want to go. They must be part of carrying out your Person-Centered Support Plan (or “support plan” for short). Use this service **only** when:

- You can't use a bus or other public transport. (This could be because you can't afford to pay.)
- And, you don't have any other way to get there.

You can also use it to pay for parking if you need to.

## Using Consumer Direction to pay for rides

How does it work when you use Consumer Direction to pay for rides? You pay for a ride. For some things, you keep receipts. OR, you keep a log of rides you take and how much you pay. You send in a claim form **with your receipts or trip log**. And, then you get paid back. (If you can't pay up front, you can ask for an advance to help get you started.)

You can pay for rides in lots of ways. Here are some of the ways:

- You can buy a bus pass if you can't afford one on your own.
- You can ask someone going to the same place to pick you up — like a co-worker.
- You can pay someone you know (who doesn't live with you) to drive you.
- You can even pay a taxi, Uber, or Lyft.



Do you get other services in Consumer Direction? If so, you can pay your worker to drive you — if they will. If you want your worker to drive you, make it part of the job description. And ask people you interview **before** you hire them. Your worker must have a valid driver's license and proof of insurance. And, having your worker drive you must be part of your Service Agreement with them.

Try to find the best way to pay so you can buy more rides. No matter how you pay, **keep your receipts or a log of your trips**. You will need them to get paid back.

## How much can you spend on rides each month?

You will get a monthly budget to pay for your rides. Your budget will depend on your support plan. You will work with your care coordinator to write your support plan. You will also come up with your budget for rides. It can't be more than \$225 each month.





# 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 protein, carbohydrate, fat, 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).





## TennCare diaper benefit

TennCare provides up to 100 diapers per month for children under 2 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:

- Visit a participating pharmacy. Find locations 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.

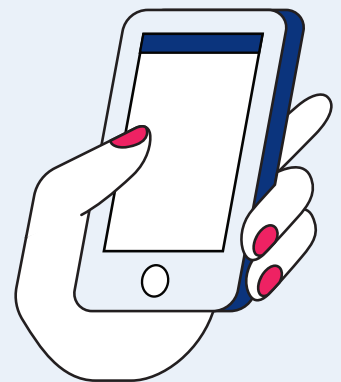
TennCare will cover popular diaper brands and include different types of diapers to meet your family's needs. Your pharmacy may not stock all the listed brands or have a stocked supply of your preferred brand.

For more information on the diaper benefit, go to [tn.gov/tenncare/diapers](https://tn.gov/tenncare/diapers).

### 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.







## Want to work, but worried you might lose your benefits?

WorkAble TN\* is a program that can help you understand how getting a job will affect your benefits. WorkAble TN has counselors who can help you:

- Understand how your benefits may change as your wages increase.
- Learn about Social Security work incentives.
- Make good choices about where you want to work.
- Find out how to make more money to become independent.

You can get WorkAble TN services if you are:

- Between the ages of 14 and 65 (or full retirement age).
- Already receiving Social Security benefits based on your disability.
- Working, have a job offer, or are ready to find a job.

Did you know that ...

- Even if you lose your cash benefits (Social Security Disability payments) when working, you can keep your Medicaid or Medicare benefits?

Call **888-639-7811** to get an appointment with a benefits counselor in your area. Or visit [tndisability.org/workabletn](https://tndisability.org/workabletn) for more information.

- You can work and still keep your benefits in many cases?

Work incentives can help you earn and save more money

- Plan to Achieve Self Support (PASS) — helps you set aside money to meet a work goal
- Trial Work Period (TWP) — you can try out work for nine months while keeping all your benefits
- Expedited Reinstatement of Benefits (ERB) — if you lose your job, you can restart benefits without having to reapply

\* WorkAble TN is a Work Incentives Planning and Assistance Program (WIPA) run by the Tennessee Disability Coalition and Empower Tennessee.

# 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 School-Based Services?

- Assessment and treatment of acute and chronic illnesses
- Blood glucose monitoring and testing
- Vital signs monitoring
- Tracheostomy care and suctioning
- Colostomy care
- Catheterization
- Administration of oral medication — per tube
- Oxygen saturation monitoring (pulmonary and 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 provider (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.





## 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 or your child’s PCP’s office today to schedule a TennCare Kids checkup.





## 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 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.

- 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](https://www.cham.org).



# 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 ages 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 on to Healthy Rewards, choose a gift card, and enjoy.





## 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.



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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): [www.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://www.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.)

# Gene therapy for sickle cell disease

In December 2023, two gene therapies, exagamglogene autotemcel and lovotibeglogene autotemcel, were approved by the Food and Drug Administration (FDA) to treat sickle cell disease. Gene therapy is a potentially curative therapy. It has been shown to result in a significant decline in pain episodes, but we need to learn more about long-term impacts and side effects.

## How does gene therapy work?

1. Doctors collect stem cells from your body. The DNA in these stem cells create sickled red blood cells. Collecting enough stem cells often needs several sessions.
2. The stem cells are taken to a lab.
  - a. With **exagamglogene autotemcel**, technicians edit the cells.
  - b. **Lovotibeglogene autotemcel** uses a technique called gene addition.

After either gene therapy, your stem cells will make red blood cells that don't have a sickle shape in your body.

3. You will receive chemotherapy to remove the original cells from your bone marrow while your stem cells are being processed in the lab.
4. Your stem cells that had gene therapy are injected back into your body. While you wait for these stem cells to grow and generate new blood cells, you will need medical support. Plan on at least a month in the hospital and then frequent clinic visits for several months.
5. The FDA recommends follow-up visits with the gene therapy center for a while, then likely with a sickle cell center for 15 years.

## Am I eligible?

Gene therapy is approved for people ages 12 and up. Individuals with sickle cell disease



SS and S-beta-zero-thalassemia are eligible. The FDA indicates that sickle cell disease SC is not included.

## How much will it cost?

Gene therapy is expensive, and FDA-approved high-cost medications can come with barriers. The Centers for Medicare & Medicaid Services' Cell and Gene Therapy Access Model may help reduce costs for individuals on Medicaid.

## How do I learn more about gene therapy?

Additional information and resources are available at [sicklecelldisease.org](https://sicklecelldisease.org).

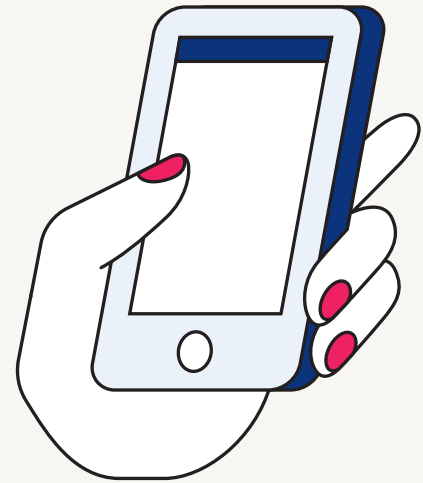
Sickle Cell Disease Association of America, Inc.: *Gene Therapy: What You Need to Know (Warrior FAQs)* (Accessed February 21, 2025): [www.sicklecelldisease.org/2023/12/08/gene-therapy-what-you-need-to-know](https://www.sicklecelldisease.org/2023/12/08/gene-therapy-what-you-need-to-know).



# 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).



## 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)



## 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).





## 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 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.
- You are no longer eligible for TennCare.
- 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.

## 2025 Transportation benefits

If you need help getting to your medical appointments, use the **Tennessee Carriers member portal app** to schedule a ride. You can get transportation to your appointments if your provider's office is within 60 miles of your home address. You must request a ride at least 72 hours before the appointment. Mileage reimbursement is also available to reimburse members' transport to their appointments. This benefit can also be used to take you to get diapers from the store (diaper benefit).



## 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**.

Who to call ...	For questions about ...
Member Services TennCare members: <b>833-731-2153 (TRS 711)</b> CHOICES/ECF CHOICES members: <b>866-840-4991 (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 دهکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، به‌خوێراپی، بۆ تۆ 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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