



Make Health Happen

What to expect at your child's well visit

Well-child visits help prevent your child from getting sick and track their growth. At these visits, your child's doctor will examine your child and recommend vaccines to protect them from infections.

Birth to 2 years old

When to visit the doctor: Every 1–3 months

Your child's doctor wants to make sure they're growing at the right pace. They will track their development stages, or milestones. When your child starts to roll over, babble, sit up, and crawl are examples of milestones. Your child's doctor will recommend vaccines to protect them from infections like chickenpox and hepatitis. These visits will make sure your child is on the best path for them.

2–6 years old

When to visit the doctor: Every year

Your child's doctor may talk about healthy behaviors like daily screen time, nutrition, allergies, and others. They will recommend vaccines that teach their body to protect them from infections like:

- Measles
- Mumps
- Flu



7–13 years old

When to visit the doctor: Every year

At these visits, your child's doctor will recommend vaccines, provide behavioral health screenings, and discuss hygiene and healthy habits. They may also provide annual physicals for school, sports, and camps. Your child's doctor will recommend vaccines that teach their body to protect them against infections like:

- HPV
- Flu
- Meningitis

14–18 years old

When to visit the doctor: Every year

At these visits, your child's doctor will talk to them about important topics like reproductive health and what it means to be a healthy adult. They may also get annual physicals for school, sports, and camps. Your teenager's doctor will recommend vaccines that teach their body to protect them from infections like the flu and meningitis. They may also begin to have their own questions for the doctor.

Get your child's checkups and gift cards to shop

For Wellpoint members, earning rewards is easy as:

- Enrolling in the Healthy Rewards program.
- Taking your child to the doctor.
- [Logging in to enroll](#).

Find a doctor

Choosing your child's pediatrician is an important decision. To find a doctor, use the Find Care tool offered to Wellpoint members.

[Find Care](#)



More information

Learn more about what vaccines your child needs and when:

- [Birth to 6 years](#)
- [7 to 18 years](#)

Schedule a ride

TennCare covers rides to your child's doctor appointments.

[Learn more.](#)

Use the Sydney Health app

Manage your child's health on the go, with everything in one place. Download the [SydneySM Health](#) app.

Keeping kids safe from cyberbullying



Bullying has always been around, but now it often happens online. This is called cyberbullying. Unlike traditional bullying, cyberbullying can happen anytime and is often anonymous. With smartphones and social media, it's becoming more common among teens and preteens.

Cyberbullying involves using technology to hurt someone else. This includes sending mean messages, spreading rumors, or sharing embarrassing photos or videos. It can cause sadness, fear, and even make some kids want to harm themselves.

To protect your child from cyberbullying, it's important to know the signs. If your child suddenly doesn't want to use their device, avoids social settings, or seems sad, they might be experiencing cyberbullying.

If your child is being bullied online, talk to them and make a plan. Encourage them not to respond to the bully, save any mean messages, and block the person. You might need to report the bullying to the school or the website where it happened. Always assure your child that they are not to blame.

To prevent cyberbullying, delay giving your child a smartphone for as long as possible. Teach them to be safe online, like what to share and how to handle mean messages. Talk with your child and regularly check in on their online activities.

CHOICES employment support services

The Tennessee CHOICES program now gives a wide range of employment support services for older adults (age 65 and over) and adults with physical disabilities (age 21 and over) who are eligible for Long-Term Services and Supports.

The program offers services like job development, discovery, job coaching, and

transportation. These person-centered supports help members find meaningful full-time or part-time employment. They also offer education on benefits. To find out more about these services, contact Eric Lilly, CHOICES Employment Specialist, at Eric.Lilly@wellpoint.com

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 for a taxi, Uber, or Lyft.

Do you get other services in Consumer Direction? If so, you can pay your worker to drive you. 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.

School-based services

Supporting students with an individual education plan (IEP), individual health plan (IHP), individualized service plan (ISP) or individualized family service plan (IFSP)

Individual education plans (IEPs) are designed to support the learning goals and individual health plans (IHP) of students with specific needs. An IHP is a care plan 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 | • Oxygen saturation monitoring (pulmonary and cardiac disease) | as identified in the IEP or IHP** |
| • Blood glucose monitoring and testing | • Gastrostomy tube feeding | • Non-oral medication administration for medically fragile students as identified in the IEP, IFSP, or IHP |
| • Tracheostomy care and suctioning | • Wound care | • Evaluation of nursing service in the IEP |
| • Colostomy care | • Nebulizer treatment | |
| • Catheterization | • Medication administration* for medically fragile students, | |

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 more 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.

* 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.

** 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.

Over-the-counter treatments for the common cold

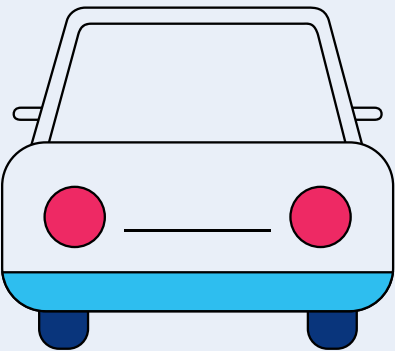
The common cold is a mild respiratory illness that will usually get better on its own within a short period of time. It's important to remember that taking antibiotics won't help you recover if you have a cold, but you can try some at-home remedies or over-the-counter (OTC) treatments to relieve symptoms.* The chart to the right has a few cold treatments for children and adults.

Always read medicine instructions before giving them to your child for correct dosage information. Some OTC medicines are not recommended for children of certain ages.

Treatment	Children	Adults
Get rest and drink fluids	✓	✓
Use a humidifier or cool mist vaporizer	✓	✓
Take throat lozenges or cough drops	Only give to children at least 4 years old.	✓
Use honey to relieve cough symptoms	Only give to children at least 1 year old.	✓
Take pain relievers such as acetaminophen or ibuprofen	Only give acetaminophen to children less than 6 months old. Children 6 months and older can have either ibuprofen or acetaminophen.	✓
Over-the-counter cough and cold medicines	Not recommended for children less than 6 years old.	✓

Centers for Disease Control and Prevention: *Relief for Common Symptoms of Colds and Cough:* cdc.gov/antibiotic-use/media/pdfs/HCP-Relief-Colds-Cough-85by11-P.pdf.

Centers for Disease Control and Prevention: *Preventing and Managing Common Cold:* cdc.gov/common-cold/media/pdfs/2024/04/CommonCold_fact_sheet_508.pdf.



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 doctor's office is within 60 miles of your home address. You must request a ride at least two days 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 connection benefit).

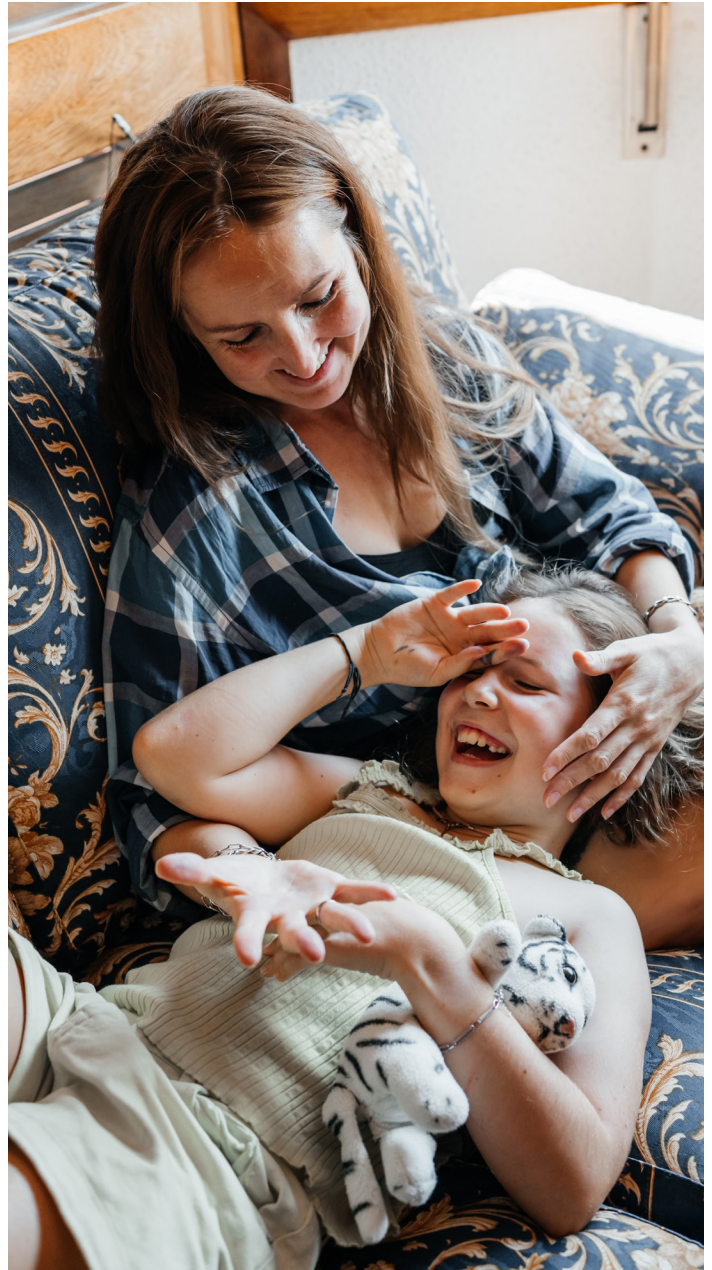
TennCare Kids parents and adult members: Annual physicals for kids and youth under 21

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.



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**.

Staying healthy during pregnancy and after delivery

If you're pregnant, you may have a lot of questions. Here are some tips for taking care of yourself while you're pregnant:

- Go to your OB-GYN or your primary care provider (PCP) as soon as you think you might be pregnant and for regularly scheduled visits.
- Get vaccines your PCP recommends.
- Eat small meals often and choose healthy foods.
- Don't smoke, drink alcohol, or do drugs.
- Take a daily prenatal vitamin with folic acid.
- Get plenty of rest.
- Wear a seatbelt with a shoulder strap and place the lap belt under your belly.
- Use a condom or dental dam if having sex with a new partner.

After you have your baby, it can take 4 to 6 weeks to heal. To help your body recover, you can:

- See your OB-GYN for a checkup 1 to 3 weeks after delivery, but no later than 12 weeks. Your care provider may want to see you sooner if you had certain issues before, during, or after delivery, such as high blood pressure or if you had a cesarean section (C-section).
- Rest as much as you can.
- Don't lift anything heavier than your baby.
- Wait to take a bath and soak in the tub. Take showers until your OB-GYN says it's OK to take a bath. Bacteria can get into your vagina during a bath, and that can cause an infection.

Office on Women's Health: *You're pregnant: Now what?* (February 22, 2021): [womenshealth.gov/pregnancy/youre-pregnant-now-what](https://www.womenshealth.gov/pregnancy/youre-pregnant-now-what).



You can earn rewards for going to regular checkups with your doctor while you are pregnant and after you deliver your baby. To get started, visit the Benefit Reward Hub in your secure account and enroll in Healthy Rewards. You may be eligible for:

- \$25 for going to a prenatal visit in your first trimester or within 42 days of enrollment.
- \$50 for going to a postpartum visit 7–84 days after delivery.



Eating healthy doesn't have to mean high grocery bills

Here are five tips for enjoying nutritious meals on a budget:

Plan ahead: Spend 10 minutes planning meals for the week. Use store coupons, check sales, and make a grocery list. Use leftovers creatively in soups, salads, and stir-fries.

Be a smart shopper: Never shop when hungry to avoid impulsive purchases. Buy in bulk, like dried beans or rice, and choose frozen fruits and vegetables — they're nutritious and cost-effective. Go for seasonal produce and generic brands.

Try new foods: Explore different proteins such as eggs, canned fish, and legumes which are cheaper than meat. Cooking at home saves money and provides healthier meals with controlled portions. Try growing a small garden for fresh produce.

Avoid convenience foods: Cut back on processed foods like frozen pizzas and snacks high in sugar and sodium. Avoid fast food; it's often less healthy and more expensive in the long run.

Benefits of eating healthy: A nutritious diet lowers the risk for disease, enhances memory and mood, boosts energy, and strengthens the immune system.

Remember, eating healthy supports overall well-being. For health support, explore the **Sydney Health** app or **wellpoint.com/tn/medicaid** for more information.

Give yourself the best shot to stop the flu

Even healthy people can catch the flu. Get a flu shot this season and avoid sick days. With Wellpoint, you're covered — at no cost to you.

Call your doctor or pharmacy to schedule your no-cost flu shot right away.

To find a doctor or pharmacy:

- Visit [wellpoint.com/find-care](https://www.wellpoint.com/find-care).
- Call **833-731-2153 (TRS 711)**.



Understanding Personal Outcome Measures for Better Lives

Let's talk about the Personal Outcome Measures® (POM) and why they matter. It's a tool that helps supporters understand what makes your life good and what support you need to make it even better.

POM focuses on five important areas:

- My human security: being safe, healthy, and knowing your rights.
- My community: being part of and connecting with your community.
- My relationships: having friends and family who care about you.
- My choices: making decisions about your life.
- My goals: working towards your dreams and hopes for the future.

How does the interview work?

It is a meeting where we talk about your life experiences in all these areas. It helps Wellpoint understand what you want and need to have a quality life.

Why is the POM Important?

- Better support: By listening to you, we give the support you need.
- Achieving goals: It helps you reach your personal goals and make choices that matter to you.
- Data collection: Wellpoint and TennCare will use information to improve services.

By focusing on what's important to you, POM aims to enhance your quality of life through careful listening and personalized support.

Type 1 diabetes: tips on caring for your child

If your child has type 1 diabetes, they need to get insulin shots every day. If your child is very young, you will need to give these shots. Older children can learn to do it themselves.

Your child also will need to have their blood sugar checked at different times during the day. This is an important part of their care and will make insulin use safer and more effective.

Dealing with insulin shots and the other parts of treatment may take some extra effort from both you and your child. Here are some tips to dealing with type 1 diabetes:

Food

Help your child watch what they eat. Many adults with diabetes have trouble with this, and it can be even harder for a child. It helps if you involve the whole family. If the family eats a low-fat diet with lots of vegetables and less carbohydrates, it will be easier for your child. While junk food can be appealing, you can

balance that with healthy foods at home. It's important for your child to see how food affects blood sugar.

Many children eat extra foods without telling their parents or other adults. This can lead to high blood sugar and hospital visits. Make it clear to them that eating extra food means that they will need extra insulin. Your child should always tell an adult when they eat something that is not on the day's meal plan.

It helps to teach the idea of balance. If your child wants to eat food not on the meal plan for the day, you will need to adjust the insulin dose.

School

School can be a challenge for a child with type 1 diabetes. Because of the need to take insulin shots throughout the day and the need to eat on a regular schedule, children with type 1 diabetes stand out from their peers. Encourage them to talk about diabetes with friends and



show them how the equipment works. Most children are just curious and want to learn.

You should also meet with your child's teachers, school nurse, and school administrators to discuss diabetes care at school. The Americans with Disabilities Act covers children with diabetes, so the school must help you with treatment. Make sure the school has the supplies and insulin for your child on hand.

Make sure to meet with your child's gym teacher to discuss how exercise affects your child's blood sugar. The gym teacher may not know the signs of sudden high or low blood sugar. You may need to tell them what symptoms your child may have and how to deal with them. Encourage your child to play sports and be physically active. Exercise is good for them and will help their diabetes treatment. With more physical activity, more planning may be needed. Your diabetes team can help you adjust your child's treatment plan for physical activity.

Sick days

When your child is sick, their blood sugar can rise. This can be dangerous. Talk to their doctor about how to care for diabetes on sick days.

Here are some guidelines:

- Follow your child's normal insulin schedule even if they are vomiting or having trouble eating or drinking. Call the doctor if they cannot keep down medicine or fluids.
- Keep a normal eating schedule and give extra fluids like water, broth, and fruit juice.
- Check blood sugar at least every 3 to 4 hours or more often if it is rising fast.

- Do a test for ketones, especially if your child's blood sugar is high.
- Check your child's temperature, breathing rate, pulse, and weight often (at least one time a day) if blood sugar is more than their target range. Call the doctor if they lose weight and their temperature, breathing rate, and pulse increase.
- Do not give your child any over-the-counter medicines without talking to your doctor first.

Independence

As your child grows, encourage them to take more control over the treatment. As a parent, you may want to be there every time your child gets an insulin shot, but it's important for your child to become more independent.

There are many summer camps for children with diabetes. These settings can help children learn about their disease and how to manage it.

Support for you

Never feel like your family is alone in dealing with your child's diabetes. Ask your diabetes team coordinator for help in finding:

- Local support groups.
- Resources on the internet.
- Publications from the American Diabetes Association and other groups.

Along with giving you emotional support, these groups can also direct you to information you need to face the challenges ahead.

Current as of: October 2, 2023

Author: Healthwise Staff Clinical Review Board

All Healthwise education is reviewed by a team that includes physicians, nurses, advanced practitioners, registered dietitians, and other healthcare professionals.



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، به‌خوێرای، بو تو 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.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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