

# Make Health Happen

## 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:

- 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 TennCare Diapers ([TN.gov/TennCare/diapers](https://TN.gov/TennCare/diapers)).





## Manage your or your child's condition with your Wellpoint benefits

We offer resources for you to learn more about your or your child's health condition.

When you call us to start participating in one of our Wellpoint benefits, a care coordinator will work with you or your child to set and reach health goals. A care coordinator will:

- Talk with you about healthcare needs.
- Coordinate care, such as scheduling appointments for different doctors and finding rides to and from those appointments.
- Give information about local support services for specific health conditions.

Visit our website at [wellpoint.com/tn/medicaid](https://wellpoint.com/tn/medicaid). Check out our:

- **Manage your condition** page to learn more about our support services.
- **Health & Wellness** page to learn more about health conditions and find interactive tools and wellness apps.



### Steps you can take today

Call us toll free at **833-731-2153 (TRS 711)**, Monday through Friday, 7 a.m. to 5:30 p.m. Central time. When you call, we will:

- Set you up with a care coordinator.
- Ask you some questions about your or your child's health.
- Start making your or your child's care plan.
- Remove you from the program if you do not want to be in it right now (opt out).

We look forward to working together with you for your and your child's best health.

## Cervical cancer

In January, organizations and advocates raise awareness about cervical cancer, its causes, and prevention strategies for **Cervical Cancer Awareness Month**. Here are some key points:

- Prevention and screening:
  - Cervical cancer is often preventable and more easily treated when detected early.
  - Regular Pap tests can catch the disease early, allowing for effective treatment.
  - HPV (human papillomavirus) vaccines protect against the virus that causes most cases of cervical cancer.
- Statistics:
  - About 13,820 women in the United States were projected to be diagnosed with cervical cancer in 2024, and about 4,360 will die from the disease.
  - Black, Hispanic, low-income, and rural populations are more vulnerable to cervical cancer.<sup>1</sup>

The HPV vaccine is recommended for everyone aged 9 to 12 years. The vaccine is most effective if given before you become sexually active, but is recommended through age 26. It provides safe, effective, and long-lasting protection against cancers caused by HPV infections. The HPV vaccine is a two-dose series given 6-12 months apart. If you are over 15 years old, a third dose is required.<sup>2</sup>

Remember, vaccination is cancer prevention.



1 <https://www.aacr.org/patients-caregivers/awareness-months/cervical-cancer-awareness-month/>

2 <https://www.cdc.gov/hpv/hcp/vaccination-considerations/index.html>

## Annual renewals are happening

TennCare renewals are happening. You will receive a letter and renewal packet by mail. Find your renewal date on the letter and update your information. If you recently moved and have a new mailing address or you changed your phone number, please update your contact information by logging in to your TennCare Connect portal at [tenncareconnect.tn.gov](https://tenncareconnect.tn.gov) or calling **855-259-0701 (TRS 711)**.





## Lactation consultant benefit

Breastfeeding can be a time to connect one-on-one with your baby. And while this can be rewarding, you may have some questions or concerns. That's why we're letting you know about our new benefit that provides lactation consultant services. It's included at no cost to you. It offers:

- Your own personal lactation consultant.
- Help with breastfeeding and its common issues.
- Changeable settings. You can be seen in a place that's most comfortable for you like a virtual visit or in a doctor's office.

Breastfeeding has many health benefits for you and your little one. It can:

- Help protect babies against certain illnesses and diseases.
- Lower the risk of breast and ovarian cancer, type 2 diabetes, and high blood pressure for mothers.
- Allow you to give your baby a great source of nutrition.

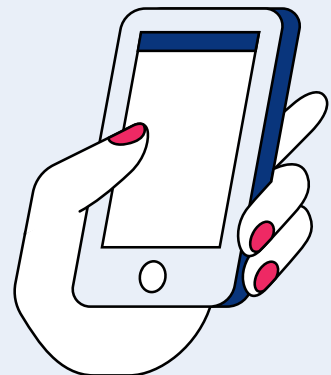
To start using this benefit, visit [wellpoint.com/tn/medicaid](https://www.wellpoint.com/tn/medicaid), and use the [Find Care tool](#) to choose a lactation consultant nearest to you.

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

**You can follow these steps:**

- Visit [wellpoint.com/tn/medicaid](https://www.wellpoint.com/tn/medicaid).
- Choose your health plan.
- 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.





## Behavioral health in teens and young adults

The period of adolescence and young adulthood, between ages 12 and 20, is marked by physical, emotional, and psychological changes. Understanding behavioral health can help young people navigate these changes, as well as help them tell when a change is normal or when to seek professional help.

During adolescence, it's normal for teens to experience:<sup>1</sup>

- Mood swings: caused by hormonal changes and the stress of growing up
- Sleep pattern changes: teens may prefer staying up late and sleeping in
- Social behavior shifts: seeking independence and spending more time with friends is normal

While these changes in behavior are typical for many teens, drastic changes may be a sign that something else is going on.

There are many risk factors that influence a young person's mental health:<sup>2</sup>

- Biological factors, such as genetics and brain chemistry
- Environmental factors, including family dynamics, school environment, and peer relationships
- Life events, traumatic or significant changes, such as moving or parental divorce

There are also protective factors that support their mental health:<sup>2</sup>

- Supportive relationships: Strong connections with family, friends, and mentors
- Healthy lifestyle: Regular physical activity, a balanced diet, and adequate sleep
- Positive coping skills: Learning how to manage stress and emotions
- Understanding behavioral health in young people is crucial for helping them navigate adolescence and young adulthood. We can support their mental well-being by knowing common behavioral changes, identifying risk factors, and promoting protective factors.

For questions about physical and/or behavioral health (mental health, alcohol or substance use disorder) care, call Wellpoint Member Services at **833-731-2153 (TRS 711)** Monday through Friday from 7 a.m. to 5:30 p.m. Central time.

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1 Kids, Teens and Young Adults | NAMI. <https://www.nami.org/Your-Journey/Kids-Teens-and-Young-Adults/>.

2 Mental Health By the Numbers | NAMI. <https://www.nami.org/About-Mental-Illness/Mental-Health-By-the-Numbers/>.



## 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 <https://resource.findhelp.com/forms/resource-prapare-assessment-2025>.

# Exercise to improve your child's health

When your child has chronic obstructive pulmonary disease (COPD), activity and exercise can help them build strength and endurance, as well as reduce shortness of breath.<sup>1</sup>

- **Upper body** exercises increase strength in arm and shoulder muscles, which provide support to the rib cage and can help improve breathing.
- **Lower body** exercises develop lower body muscles and will help your child move around more easily for longer periods of time.
- **Aerobic exercise** gets more oxygen to their muscles. This allows them to work longer.

Exercises for COPD are quick and simple to do. If you don't know where to begin, here are some tips to help you get started:<sup>2</sup>

- Talk with your child's doctor about what specific exercises could help them and how to do them.
- Start slowly and increase their movement over time.
- Don't push your child too hard before they're ready to avoid injury.
- Tell your child to count their breaths as they exercise. Make sure they stop before they are mildly out of breath.

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Sources:

1 COPD: Using Exercise to Feel Better | Healthwise. <https://myhealth.alberta.ca/Health/Pages/conditions.aspx?hwid=ug2684&lang=en-ca#:~:text=Stand%20on%20the%20floor%2C%20facing,steps%20with%20your%20left%20leg.>

2 Physical Activity and COPD | American Lung Association. <https://www.lung.org/lung-health-diseases/lung-disease-lookup/copd/living-with-copd/physical-activity#:~:text=Talk%20with%20your%20healthcare%20provider,to%20four%20days%20a%20week.>



# Taking medicines as directed

Taking prescription medicines as directed by your child's providers gives them the best chance at managing their chronic conditions, but it isn't always easy to do. Here are some common reasons your child may not take their medicines, and ways to help them stay on track:<sup>1</sup>

Reasons	Strategies
They forget to take them.	<ul style="list-style-type: none"><li>• Set alarms at the times your child needs to take their medicines.</li><li>• Set a routine for when your child takes their medicines, like when they brush their teeth each day.</li></ul>
It doesn't seem like the medicines are working.	<ul style="list-style-type: none"><li>• Talk with your child's provider to learn more about how the drugs work. Some medicines take a few weeks before their effects are noticeable.</li><li>• Ask your child's provider if the dose or type of drug needs to be adjusted if you still don't think it is working after taking the drugs for a while.</li></ul>
They don't want to experience side effects to the medicines.	<ul style="list-style-type: none"><li>• Read the prescription instructions carefully; some drugs need to be taken with food and others need to be taken on an empty stomach.</li><li>• Talk with your child's provider about how to manage or prevent possible side effects. They may prescribe other treatments if necessary.</li></ul>
The medicines are too costly.	<ul style="list-style-type: none"><li>• Ask your child's provider about taking a generic version of the drugs. These are the same medicine, but less costly than a name-brand drug.<sup>2</sup></li><li>• Get 90-day refills for lower overall cost and convenience.</li></ul>

Helping your child be consistent with taking their prescriptions will ensure the drugs work as intended and help your child manage their conditions to feel their best.

Sources:

1 Medication Adherence: Taking Your Meds as Directed | American Heart Association. <https://www.heart.org/en/health-topics/consumer-healthcare/medication-information/medication-adherence-taking-your-meds-as-directed>.

2 CDC Grand Rounds: Improving Medication Adherence for Chronic Disease Management — Innovations and Opportunities | Centers for Disease Control and Prevention. <https://www.cdc.gov/mmwr/volumes/66/wr/mm6645a2.htm>.





## 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.



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

To report suspicious activity to the Office of Inspector General (OIG), call **800-433-3982** toll free. You can also go online to [tn.gov/TennCare](https://tn.gov/TennCare) and select **Report TennCare Fraud**. To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), call **800-433-5454** toll-free.

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 یارمەتی زمان، بهخۆراپی، بو تو بهرهدهسته. پهیههندی 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, birth place, 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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