



Make Health Happen

Money Follows the Person

Money Follows the Person is a program that helps Medicaid-eligible people living with a disability and reside in Intermediate Care Facilities transition back into their community. It provides funds to pay for services and supports, so you can do things like:

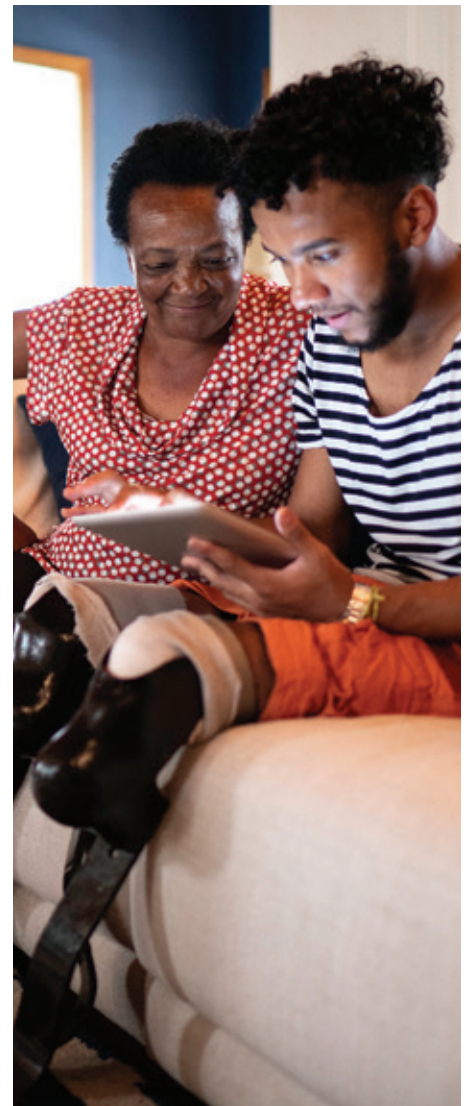
- Find housing.
- Receive the care you need in your community.

You may be eligible for Money Follows the Person if you are:

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

Your care plan and the funds you can receive depend on your needs. A care management team will work with you to find out what level of care you need to safely transition to the community. A transition coordinator will also help you find a place to live, and doctors, nurses, physical therapists, or other providers you may need.

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



Vaping and teens

E-cigarettes use among teens is on the rise. Many people believe using e-cigarettes or vaping is safer than smoking, but it's not.



Most e-cigarettes contain nicotine. Nicotine is addictive and can harm the way a teen's brain develops. It can also narrow their blood vessels and put more strain on their heart.



The flavorings and aerosol cloud from e-cigarettes have many of the same harmful, toxic chemicals found in cigarette smoke.



E-cigarette users are more likely to start smoking regular cigarettes.

If you're a teen who is ready to quit vaping, try This is Quitting, a free text-to-quit program. Just text VAPEOUTTN to 88709 to get started.

Sources: [cdc.gov/tobacco/infographics/youth/index.htm#ecigs-ad-sources](https://www.cdc.gov/tobacco/infographics/youth/index.htm#ecigs-ad-sources) and [cdc.gov/tobacco/basic_information/e-cigarettes/Quick-Facts-on-the-Risks-of-E-cigarettes-for-Kids-Teens-and-Young-Adults.html](https://www.cdc.gov/tobacco/basic_information/e-cigarettes/Quick-Facts-on-the-Risks-of-E-cigarettes-for-Kids-Teens-and-Young-Adults.html)

Importance of vaccines

Vaccines, or shots, help your body's immune system learn how to fight certain illnesses. They are the best way to protect you and your loved ones from getting common diseases, like the flu, measles, and hepatitis B.

Before new vaccines are given to people, they are tested in labs to make sure they work and are safe. Like medicines, some vaccines can have side effects. The most common side effects are fever, tiredness, body aches, redness, or swelling where the shot was given. These usually go away within a few days.

If you have questions about shots, talk with your or your child's doctor. You can also select the links below to learn more about what shots may be needed at any age:

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

Sources: [cdc.gov/vaccines/parents/why-vaccinate/vaccine-decision.html](https://www.cdc.gov/vaccines/parents/why-vaccinate/vaccine-decision.html) and [cdc.gov/vaccines/adults/reasons-to-vaccinate.html](https://www.cdc.gov/vaccines/adults/reasons-to-vaccinate.html)





February is National Children's Dental Health Month

Dental health is an important part of your child's overall health. Cavities are the most common dental health issue for children. They can cause pain, infections, and lead to problems eating, speaking, and learning. The good news is that cavities are preventable.

Here are some tips to help prevent cavities and keep your child's teeth and gums healthy:

- Brush your child's teeth at least twice a day with fluoride toothpaste. If your child is younger than 2 years, ask your doctor or dentist when to start using fluoride toothpaste.
- Limit sugary foods and drinks, and encourage your child to eat more fruits and vegetables. Foods with a lot of calcium, like yogurt, broccoli, and milk, are also good for building strong teeth.

- Schedule your child's first dental visit by their first birthday or after their first tooth appears. Make sure they visit their dentist regularly for checkups.
- Wipe your baby's gums after each meal, and try not to put your baby to bed with a bottle.
- Ask your dentist about dental sealants. Dental sealants are thin coatings painted on the back teeth to help prevent cavities.



For more tips and resources on caring for your child's teeth, check out this [helpful article](#). To find a dentist near you, visit **dentaquest.com**.

What are Assistive Technology and Enabling Technology?

Assistive Technology (AT) and Enabling Technology (ET) are tools that help people live independently. They help with daily activities that may be difficult for those with certain health conditions to do on their own, such as:



Communicating with others.



Moving from place to place.



Taking medicines on time.

AT includes items or devices that help people do things easier or safer in their home, like reach extenders to help reach things.

ET helps a person living with disabilities navigate their job and community, have more control over their environment, or get reminders to do certain tasks. ET includes things like:

- Sensors.
- Mobile apps.
- Smart devices.
- Remote support from a caregiver.

Members who are enrolled in CHOICES Group 2 or Group 3, or who are enrolled in Employment and Community First (ECF) CHOICES may be able to receive up to:

- \$900 per calendar year for AT.
- \$5,000 per calendar year for ET.

To learn more about AT and ET, talk with your service coordinator or provider. They can help you find the right tools to meet your needs and goals. You can also email DIDD.EnablingTechnology@tn.gov to learn more about the ET program.

How to choose or change your PCP

A primary care provider (PCP) is the main doctor you see for checkups and other health concerns. Your PCP will get to know you and your health needs so they can help you manage and coordinate your healthcare.

If you need to choose or change your PCP, you can:



Find a PCP with our online Find a Doctor tool and change your PCP anytime by logging in to your online account.



Call Member Services at 833-731-2153 (TRS 711) Monday through Friday from 7 a.m. to 5:30 p.m. Central time.

After you choose or change your PCP, we will send you a new member ID card with your PCP's name on it.





Postpartum visits

Having a baby can change your life and routine. To help stay healthy after having a baby, it's important to see your doctor for a postpartum visit 1–3 weeks after delivery, but no later than 12 weeks. Your doctor may want to see you sooner if you have certain issues before, during, or after delivery.

At your postpartum visit, ask your doctor any questions you may have. It may be helpful to write down your questions or concerns before your visit. You can also talk with your doctor about things like how to deal with stress, nutrition, or other help you may need.

Here are a few other things you can do to help your body heal after having a baby:

- Eat healthy foods, like fruits, veggies, whole grains, and lean proteins.
- Drink plenty of water.
- Rest as much as you can when you get home. Try to lie down or nap while the baby naps. It's OK if it feels like all you can do is eat, sleep, and care for your baby at first.
- Try not to lift anything heavier than your baby. Take it easy and only lift things that are light.
- Take showers until your doctor says it's OK to take a bath. Bacteria can get into your vagina during a bath, which can lead to an infection.



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Managing medications

Medicines can help you feel better. Try answering these questions when you start taking a new medicine:

- Why am I taking this medicine?
- What are the side effects?
- What should I do if I miss a dose?
- Is it safe to take with other medicines I am taking?
- Is it safe to take with alcohol or recreational drugs?
- How long will it take to begin working?

Ways to help remember to take your medicine:

- Try to take your medicine at the same time each day.
- It may be helpful to take it as part of your routine, like when you first wake up or when you brush your teeth.
- Use a pill organizer that organizes your medicine by time or day of the week.

- Ask a loved one to help you remember.
- Download a medicine tracker app from the App Store® or Google Play™. Some will even remind you when it's time to get a refill.

Your pharmacist can help:

- Answer questions about your medicine and how it works.
- Reach out to your healthcare provider.
- Come up with a system to help you take your medicines.

Your pharmacist may also be able to help put your pills into blister packs for daily or weekly doses, or find timer caps for bottles that beep when it's time to take a dose.

If you have questions about your medicine or side effects, call 24-hour Nurse HelpLine at **866-864-2544 (TRS 711)** anytime, day or night.

Manage you 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.



Give information about local support services for specific health conditions.



Coordinate care, such as scheduling appointments for different doctors.



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

- *Manage Your Condition* page to learn more about our support services.
- *Improving Your Health* 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.





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 PCP find and treat problems early.

The TennCare Kids program covers annual checkups until members turn 21. These visits include:

- Discussion of health history
- Complete physical exam
- Lab tests, if needed
- Vaccines, or shots
- Vision and hearing screenings
- 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 PCP's office today to schedule a TennCare Kids checkup.



Pharmacy copays

If you have pharmacy benefits through TennCare, you have the right to get the prescriptions you need. If you are unable to make a copay when filling a prescription, providers and drugstores cannot refuse services.* If you have problems getting your prescription 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).



Renewing your Wellpoint benefits

Have you moved in the past three years? If so, did you update your address with TennCare?

If not, it's important to update your information. If your address is not updated, TennCare cannot reach you to help you keep your benefits.

To update your information, you can:

- Call TennCare Connect at **855-259-0701**.
- Download the TennCare Connect app.
- Visit the TennCare Connect website at **tenncareconnect.tn.gov**.



Free transportation services

We cover rides to and from the drugstore and nonemergency healthcare appointments. You can call **866-680-0633** to schedule a ride in advance. Remember, when you need a ride in a medical emergency, dial **911**.

All you need to know about your health plan — all in one place

With a secure account, you can:

- Change your PCP.
- View or print your member ID card.
- Take your Health Risk Screener (HRS).
- View your contact info.
- Chat with a live person or send us a secure message.
- Request a call back from Member Services.



Scan the QR code to register or log in to your online account. Or download the Sydney Health mobile app from the App Store® or Google Play™.



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: 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: employment or on-the-job aids, retirement, and unemployment benefits

Education: finding and paying for school for you or your child, GED testing, financial aid, school supplies, and training programs

Legal aid: 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 wellpoint.findhelp.com/forms/wellpoint-social-needs-assessment.

Did you know you have access to the member handbook online? You can follow these steps to view it:

1. Visit wellpoint.com/tn/medicaid.
2. Choose your health plan.
3. Then scroll down to find a link to the member handbook.

If you prefer a printed copy, you can always call us at **833-731-2153 (TRS 711)**. We will gladly mail you one at no cost.

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

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

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: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، به‌خۆراپی، 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, 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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