



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.]
- 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](#).



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 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.¹

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.²



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 when it is time for you to renew. 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 **tennconnect.tn.gov** or calling **855-259-0701 (TRS 711)**.





Taking your medicines as directed

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

Reasons	Strategies
You forget to take them.	<ul style="list-style-type: none">• Set alarms to remind you at the times you need to take your medicines.• Ask a loved one or caregiver to remind you.• Set a routine to take your medicines like when you brush your teeth each day.
You don't think the medicines are working.	<ul style="list-style-type: none">• Talk with your provider to learn more about how the drugs work. Some medicines take a few weeks before you notice their effects.• Ask your 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.
You don't want to experience side effects to the medicines.	<ul style="list-style-type: none">• Read the prescription instructions carefully. Some drugs need to be taken with food and others you need to take on an empty stomach.• Talk without your provider about how to manage or prevent possible side effects. They may prescribe other treatments if necessary.
The medicines are too costly.	<ul style="list-style-type: none">• Ask your provider about taking a generic version of the drugs. These are the same medicines, but less costly than a name-brand drug.²• Get 90-day refills for lower overall cost and convenience.

Being consistent with taking your prescriptions will help the drugs work as intended and can help you manage your conditions to feel your 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>.



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:¹

- 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 health²:

- 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:²

- 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.

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/>.

Receiving services in the CHOICES program

Beginning July 1, 2024, Employment Services will be offered to eligible CHOICES members through March 31, 2025.

CHOICES Employment Supports

There are many different kinds of services to help you get and keep a job. They will help you:

- Decide if you want to work and the kinds of jobs you might like and be really good at.
- Try out certain jobs to see what they're like and what you need to do to get ready for those jobs.
- Write a plan to get a job (or start your own business) and carry out that plan.
- Have a job coach to support you when you start your job until you can do the job by yourself or with help from co-workers.
- Get a better job, earning more money.
- Understand how the money you earn from working will impact other benefits you get, including Social Security and TennCare.

Employment Services are available to individuals of working age in CHOICES Groups 2 and 3. In Tennessee, the working age starts at 16.

The goal in this program is “individual, integrated, competitive employment.” Here is what that means:

“Individual” means that you are employed by yourself and not as part of a small group of people with disabilities. This doesn't mean you can't work with other people or be part of a team on your job. You could also be “self-employed.” This means you have a business and work for yourself.

“Integrated” means your work (or your business if you're self-employed) is in the community. You work with (or provide services to) people who don't have disabilities.

“Competitive” means the wage you earn for your work (or from your business, after expenses) is at *least* the minimum wage. And it should be the same wage that is paid to people who don't have disabilities that do the same work.

For some people, a job may be “customized.” This means that your employment provider helps find or develop a job that's just for you. They match the kinds of things you like and are good at with the needs of an employer.

There will be a special agreement between you and your employer to make sure both of your needs are met. The employer may agree to



change things about the job to make it work for you. You may only do parts of a job, share parts of the job with someone else, or do things that no one else does. The agreement may also cover things like:

- Where you work.
- The hours you work.
- The supports you need.
- How much you're paid.







If you have greater support needs, "customized employment" may help find a job that's right for you.

















What if you don't think you want to work?

Before you make up your mind, we want to help you explore the kinds of jobs you might like and be good at. We want to help you understand the benefits of work and answer any questions you have. This is called **Employment Informed Choice**. It means you have the facts you need to make a good decision about working.

You can get Exploration to help you make an informed choice about employment.

Exploration – Helps you decide if you want to work and the kinds of jobs you might like and be really good at by visiting job sites that match your skills and interests. Also helps you (and your family) understand the benefits of working and helps answer your questions about work.

Service	How can it help you?	What benefit groups cover it?		Limits
		Group 2	Group 3	
Employment Supports				
Individual Employment Supports				
Exploration – Individualized Integrated Employment	Helps you decide if you want to work and the kinds of jobs you might like and be really good at by visiting job sites that match your skills and interests. Also helps you (and your family) understand the benefits of working and helps answer your questions about work.			No more than once a year (at least 365 days between services) and only if you're not employed or getting other employment supports and haven't decided if you want to work.
Exploration – Self Employment	Helps you decide if you want to start your own business and the kind of business that would be right for you. Also helps you (and your family) understand the benefits of working and helps answer questions about work.			No more than once a year (at least 365 days between services).
Discovery	Someone to help you identify the kinds of work you want to do, the skills and strengths you will bring to your work, and what you need to be successful. This information can be used to help you write a plan to get a job or start your own business.			No more than once every 3 years and only if you're not employed or getting other employment supports and have a goal to get a job within 12 months.

Service	How can it help you?	What benefit groups cover it?		Limits
		Group 2	Group 3	
Situational Observation and Assessment	A chance to try out certain jobs to see what they're like and what you need to do to get ready for those jobs.			No more than once every 3 years and only if you're not employed or getting other employment supports and have a goal to get a job within 12 months.
Job Development Plan or Self-Employment Plan	Someone to help you write a plan to get a job (or start your own business).			No more than once every 3 years and only if you're not employed or getting other employment supports and have a goal to get a job within 12 months.
Job Development Start-Up or Self-Employment Start-Up	Someone to help you carry out your plan to get a job (or start your own business).			No more than once a year (at least 365 days between services) and only if you're not employed or getting other employment supports and have a goal to get a job within 9 months.
Job Coaching	A job coach to support you when you start your job until you can do the job by yourself or with help from co-workers.			Max 40 hrs. per week; 50 if employed at least 30 hours in individual integrated employment.
Job Coaching for Self-Employment	A job coach to support you when you start your business until you run the business by yourself.			Max 40 hrs. per week; 50 if employed at least 30 hours in individual integrated self-employment.
Co-Worker Supports	Paying a co-worker to help you on your job instead of a job coach.			Max 40 hrs. per week; 50 if employed at least 30 hours in individual integrated employment.
Career Advancement	Services to help you get a better job, earning more money.			No more than once every 3 years to get a promotion or second job.
Benefits Counseling	Someone to help you understand how the money you earn from working will impact other benefits you get, including Social Security and TennCare.			<ul style="list-style-type: none"> • Only if you can't get the service through another program • Initial counseling up to 20 hours no more than once every 2 years • Up to 6 more hours, no more than 3 times a year to consider a new job, promotion, or self-employment • Up to 8 extra hours 4 times a year to help you stay employed or self-employed



Service	How can it help you?	What benefit groups cover it?		Limits
		Group 2	Group 3	
Pre-Vocational Training				
Integrated Employment Path Services	Time-limited trainings to get you ready for work in the community.	✓	✓	<ul style="list-style-type: none"> • Up to 12 months; may get up to 12 more months if actively working to get a job • Up to 30 hours per week
Independent Community Living Supports				
Community Transportation	Helps you get to work or to other places in the community when public transportation isn't available, and you don't have any other way to get there.	✓	✓	<p>Up to \$225 per month if you to get this service through consumer direction.</p> <p>If you get it this service from a provider and aren't getting another service right before or after:</p> <ul style="list-style-type: none"> • No more than 2 one-way trips per day • No more than 12 one-way trips per week for work • No more than 6 one-way trips per week to do integrated things in the community (besides work) • No more than 12 one-way trips per week combined



Changes to Personal Care and Attendant Care

TennCare combined its Personal and Attendant Care services into one service. This service is called Personal Care. It gives you more time to schedule with your provider. You do not need to ask for a new service if another service is needed.

Personal Care allows visits up to 2,580 hours per calendar year.

This means someone will help you with personal care needs and support in your home, on the job,

or in the community. This can be things like helping with household chores such as fixing meals, cleaning, or laundry. Or they can run errands for you, like grocery shopping or picking up your medicine.

This Personal Care service is only for you. Personal Care will do these services if no one else in the household can do them for you. This is not for other family members who are not enrolled in CHOICES.



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**.

Exercise to improve your COPD

When you have chronic obstructive pulmonary disease (COPD), activity and exercise can help you build strength and endurance, as well as reduce shortness of breath.¹

- **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 you move around more easily for longer periods of time.
- **Aerobic exercise** gets more oxygen to your 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:²

- Talk with your doctor about what specific exercises could help you and how to do them.
- Start slowly and increase your movement over time.
- Don't push yourself too hard before you're ready to avoid injury.
- Count your breaths as you exercise. Stop before you are mildly out of breath.

Sources:

1 COPD: Using Exercise to Feel Better | [Healthwise](#).

2 Physical Activity and COPD | [American Lung Association](#).



What is Employment and Community First CHOICES?

Employment and Community First CHOICES is for people of all ages who have an intellectual or developmental disability (I/DD). This includes people who have significant disabilities.

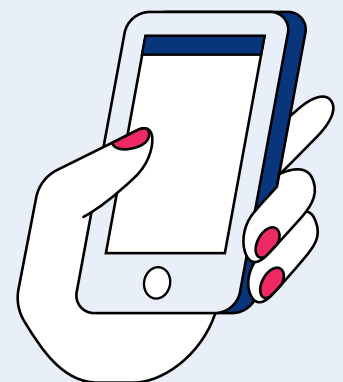
There are five benefit groups in Employment and Community First CHOICES. A person is assigned a group based on their needs.

- **Group 4 – Essential Family Supports:** This group is for families caring for a child under the age of 21 with I/DD. Adults aged 21 with I/DD living at home with their family may also enroll in this group if they qualify.
- **Group 5 – Essential Supports for Employment and Independent Living:** This group is for adults aged 21 and older who have an I/DD. A person aged 18-21 with I/DD may be enrolled in this group if they can't live with their family anymore.
- **Group 6 – Comprehensive Supports for Employment and Community Living:** These group is for adults aged 21 and older who have an I/DD and need more services to help them live in the community and achieve their employment and community living goals. A person aged 18-21 with I/DD may be enrolled in this group if they can't live with their family anymore.
- **Group 7 – Intensive Behavioral Family Supports:** This group is for a small number of children under age 21 who live with their family and have I/DD and severe behavior support needs that place the child or others at risk of serious harm. This group provides mental health treatment and other services in the home with the family. People are usually in this group short-term.
- **Group 8 – Comprehensive Behavioral Support for Employment and Community Living:** This group is for a small number of adults who have I/DD and severe behavior support needs and are moving into the community from a place with lots of structure and supervision (such as a mental health hospital, the foster care system, jail, or a nursing home). These services are mostly for adults ages 21 or older, but sometimes, a person aged 18-20 can get them, too. People are usually in this group short-term.

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

1. Visit [wellpoint.com/tn/medicaid](https://www.wellpoint.com/tn/medicaid).
2. Choose your health plan.
3. 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.





Lead screening for children

It can be hard to tell if your child has been exposed to lead because many children with lead poisoning may not have visible signs or symptoms.

Schedule a blood lead screening for your child if they:

- Live or spend time in a house or building built before 1978.
- Are from low-income households.
- Are immigrants, refugees, or recently adopted from less developed countries.

- Live or spend time with someone who works with lead.
- Live or spend time with someone who has hobbies that expose them to lead.

Ask your child's provider if your child is at risk, and when is the best time to screen for lead exposure. It is recommended that children get tested at ages 12 and 24 months. They are also required to get tested if they are ages 24–72 months and have no record of ever being tested.



LiveHealth® Online

If you have a smartphone, tablet, or computer with a webcam, you can see a doctor virtually with LiveHealth Online at any time, at no cost.¹ Doctors can even send prescriptions directly to your pharmacy, if needed.²

LiveHealth Online doctors can help you with:

- Flu, cold, sinus, or strep symptoms
- Insect bites
- Pink eye, allergies, or ear pain
- Mild fever
- Vomiting
- Sprains or strains
- Back pain or minor headaches

Sign up today by taking these steps:

- **Download** the LiveHealth Online mobile app or go to livehealthonline.com.
- **Sign up** to create your account. You must verify your email to sign up. You must be 18 or older to have your own account, and you may add a child to your account during the registration process or once you've logged in.
- **Enter** your profile information. Make sure the information you enter matches the information on your member ID card. This helps you avoid any costs.

If you have questions or need help, call **888-LiveHealth (888-548-3432) (TRS 711)** 24 hours a day, seven days a week.

¹ LiveHealth Online does not offer emergency services.

² Appointments subject to availability. Prescriptions determined to be a “controlled substance” (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.



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. 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.

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 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 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 <https://resource.findhelp.com/forms/resource-prepare-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.



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** 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 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: كوردی

ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریهکانی یارمەتی زمان، بەخۆراپی، بو تو بەردەستە. پەیوەندی بە 833-731-2153 (TRS 711) بکە.

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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