

Make Health Happen

Know the facts about the HPV vaccine

One of the most effective ways to protect your teenagers and preteens from potential health risks in the future is the human papillomavirus (HPV) vaccine. This powerful vaccine fights against HPV — a group of viruses that could lead to certain types of cancer later in life.

HPV is quite common, and while sometimes it may cause no harm, there can be times where it leads to serious health conditions. Thankfully, the HPV vaccine wards off the most dangerous types of this virus, greatly reducing the risk of related cancers.

The Centers for Disease Control and Prevention (CDC) recommends two doses of the HPV vaccine. The first shot should ideally be given at the age of 11 or 12, followed by a second dose 6 to 12 months later.

Even if your child is a bit older, it's not too late. The CDC advises that people can get the vaccine up to age 26 if they missed it during their preteen years.

The HPV vaccine is a simple step now that could make a huge difference later. Talk with your doctor about what's right for your child.



Source: Centers for Disease Control and Prevention: *HPV Vaccine* (April 2024): [cdc.gov](https://www.cdc.gov).



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.

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:

- Prenatal care visits.
- Postpartum care visits.
- Childhood, adolescent, and adult wellness visits.



- Childhood and adolescent vaccines on schedule.
- Diabetic A1c screenings and retinal eye exams.
- A short quiz on diabetes management.
- High blood pressure and antidepressant medication refills.
- Breast cancer and cervical cancer screenings.

Enroll in Healthy Rewards by logging into your Wellpoint account and visiting the Benefit Reward Hub at [wellpoint.com/tn/medicaid](https://www.wellpoint.com/tn/medicaid).



Discover the power of positive body image

Body image is how we think and feel about our bodies. Nowadays, people often judge themselves based on how they look or compare their bodies to the ones they see in the media. This can sometimes mess with our self-esteem or confidence.

Quite often, people feel pressure to look a certain way to be considered 'good-looking.' But these ideas are quite unrealistic and can lead to negative feelings about our own bodies. These feelings can sometimes spiral into serious problems like depression or eating disorders if left unchecked.

Feeling good about your body and maintaining strong self-confidence is important for our emotional health. Here are some tips for feeling better about your body:

- Embrace change: Your body changes at every stage of your life. Think of everything it allows you to do. Remember that you are unique and beautiful as you are.
- Have realistic goals: Make sure your fitness or health goals are about you and not just looking a certain way. Everyone's body is built differently, so make your goals specific to you.
- Eat healthy foods: Eating a balanced diet can make you feel more energized and content.

- Exercise regularly: It's not only about your physical looks, but also how good it makes you feel. It can make you feel happier and more energetic.

Remember, it's not about having a specific body size or shape. What matters most is being healthy — both mentally and physically. Focus on being unique. Treat your body well, and it'll help you build a positive mindset and feel good about yourself.

Sometimes, body image or self-esteem problems are too much to handle alone. Health issues, depression, or trauma can affect how you feel about yourself.

Tell a parent, doctor, or therapist what you're going through. Body image and self-esteem can get better with help and care. For more information about body image and its effect on self-esteem, go to kidshealth.org/en/teens/body-image.html.

Best ways to store your medications

It's important to store medications correctly so they stay effective and continue to be safe to use. Medicines need to be kept in a cool, dry place away from direct sunlight. Kitchen cabinets or dresser drawers are good storage spots. You want to avoid places near to heat, like stoves, or damp areas such as bathroom cabinets.

It's best to keep medicines in their original containers, without any cotton balls which might attract moisture. If you're unsure about storage specifics, your pharmacist can help you.

Taking care of medication also means being aware of any signs of damage. If your medicine changes in color, texture, smell or how it looks, don't use it, regardless of the expiration date.

For more information on storing medicines safely and to find out how to best discard old medicines, visit [medlineplus.gov/encyclopedias/patientinstructions/000534.htm](https://www.medicinesplus.gov/encyclopedias/patientinstructions/000534.htm).

Source: MedlinePlus: *Storing your medicines* (April 2024): [medlineplus.gov](https://www.medicinesplus.gov).



Remember, it's important to keep medications out of reach from children. A lockable cabinet is a good idea for this.

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.





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.
- 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.



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: 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.

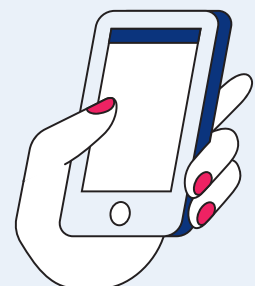
Legal aid: help finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, or identity theft.

To get a list of local organizations customized for your needs, you can fill out our short survey online at tn.gov/humanservices/division-ofappeals-and-hearings/dhs-appeals-legal-aid.html.

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

1. Visit 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.





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.



Now is a great time to catch up on well-child visits

Well-child visits are important for keeping your child strong and healthy. These checkups let doctors see how your child is growing and give shots to help them fight off illnesses.

What to expect at a well-child visit

Ages 0 to 2

In their first two years, children should see the doctor every 1 to 3 months. These regular visits let doctors see if your child is growing the way they should. Babies start to roll, babble, and sit up at different times, and these are all things the doctor will look out for. Your child will also get vaccines to protect against diseases like chickenpox and hepatitis.

Ages 3 to 6

Between ages 3 to 6, your child should visit the doctor once a year. The doctor will talk about things like:

- How much time your child spends in front of screens.
- What they eat.
- Any allergies they might have.

They'll also get shots to protect them from illnesses like measles, mumps, and the flu.

Ages 7 to 13

From 7 to 13 years old, kids need to see the doctor once a year. They'll get shots, learn about hygiene and healthy habits, and may even get checked to make sure their mind is as healthy as their body. They'll get shots for things like HPV, the flu, and meningitis.

Ages 14 to 18

Teenagers aged 14 to 18 should continue with yearly doctor visits for their shots, to learn about growing up healthily, and to ask any questions they have.

To learn more about what services and vaccines to expect at each visit, go to childhood-wellness.com/wpt/tn.

Making a change: how to start

Making changes to your health takes time and courage. Just deciding to try is a great start.

Everyone has something they want to change about their health. Maybe you want to lose weight, eat better, exercise more, or quit smoking.

If you could change anything about your health, what would it be?

Some changes are small and some are big, but all changes start with just one step.

Step 1: Deciding to try

The first step may not seem hard, but it's important. If you're not really ready to make a change, it will be harder to stick with it. Asking yourself a few questions can help show you how you're feeling about making a change.

1. What is my gut telling me about making a change? _____

2. How will I feel if I don't make this change?

3. What's the worst that could happen if I do make a change? _____

Here are some things to think about. They might make deciding to try a little easier:

- I don't have to think of the change as forever.
- It's OK if I make the change gradually.
- I can talk to family or friends who've made a similar change.

Step 2: Visualize your success

Another important step is to visualize your success. Try to picture how things will be better.

The change I want to make is _____

I will feel better after I make this change. Here are some ways I will feel better.

1. I will feel proud of myself for making the change.

2. _____

3. _____

Step 3: Ready? Set. Go!

How will you know when it's time to take the first step? When it's time to act, you might have thoughts like these:

- "I don't want to keep going on like this."
- "Something has to change."
- "What can I do to make this better?"

If you've been thinking for a while about how this change would make your health better, then you're probably ready.

If you're not ready yet, that's OK. Take your time. Just keep paying attention to the feeling that it's almost time to make a change.

But if you're ready for better health and a better you — then go for it.



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/tenncare 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.

Who to call ...	For questions about ...
Member Services CoverKids members: 833-731-2153 (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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