



Make Health Happen

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 or calling **855-259-0701 (TRS 711)**.

Tips to prevent cavities for children

Cavities are the most common chronic disease of childhood in the U.S., but they are also preventable. Here are some tips to help prevent your children from getting cavities:

Age	Action
Children under 2 years old	<ul style="list-style-type: none">• Wipe their gums after feedings and before bed.• When teeth start coming in, brush them twice a day with a soft bristle toothbrush and plain water.• Schedule their first dentist visit within six months of getting their first tooth, or by their first birthday.• Ask the dentist about using fluoride varnish on your child’s teeth when their first tooth comes in.
Children 2 years old and above	<ul style="list-style-type: none">• Help your child brush their teeth at least twice a day.• Have your child use a pea-sized amount of fluoride toothpaste when they brush their teeth.• Schedule regular dental checkups as needed for their age. Ask your dentist what’s right for your child.• Ask your dentist about dental sealants, a protective coating applied to the surface of your child’s teeth that helps prevent cavities.

Centers for Disease Control and Prevention: *Oral Health Tips for Children* (July 2024): cdc.gov.

Nemours KidsHealth: *Keeping Your Child’s Teeth Healthy* (July 2024): kidshealth.org.

Centers for Disease Control and Prevention: *About Dental Sealants* (July 2024): cdc.gov.



Healthy lifestyle changes for pregnancy

Pregnancy is an excellent opportunity for expectant mothers to positively impact their own health and that of their developing baby. Below is a list of things you can do to have a healthier lifestyle while pregnant:

Nutrition

- **Balanced diet:** Eat a diet rich in fruits, vegetables, whole grains, lean proteins, and healthy fats.
- **Supplements:** Consult your healthcare provider about necessary prenatal vitamins and supplements.

Physical activity

- **Regular exercise:** Remain active with safe physical activities, like walking, swimming, or prenatal yoga to maintain fitness, manage weight, and reduce stress.
- **Pelvic floor training:** Strengthening the pelvic floor muscles can aid in labor and postpartum recovery.

Avoid harmful substances

- **Tobacco, alcohol, and substance use:** Completely avoid smoking, drinking alcohol, or using drugs while pregnant.
- **Caffeine:** Limit your caffeine intake to a moderate level (200 mg, or one 12 oz. cup of coffee per day).

Mental and emotional well-being

- **Manage stress:** Practice relaxation techniques, meditation, and mindfulness.
- **Sleep:** Get quality sleep to improve your overall health.

Sources:

Biomed Central: *Pregnancy and Childbirth* (August 2024): [biomedcentral.com](https://www.biomedcentral.com).

CHRISTUS Health: *Preparing for Parenthood: Lifestyle Choices to Support a Healthy Pregnancy Journey* (August 2024): [christushealth.org](https://www.christushealth.org).

Substance use and sexual risk behaviors among youth

According to the Centers for Disease Control and Prevention, there are shared common factors that may lead teens to engage with substance use and sexual risk behaviors, like having intercourse, having multiple sex partners, not using protection such as condoms, to name a few. When teens engage in substance use and sexual risk behaviors, they increase their chances of getting HIV, STDs, and becoming pregnant.

Understanding the common risk factors will help parents and their communities in addressing them through primary prevention methods.

Some risk factors for substance use and sexual risk behaviors include:

- Poverty.
- Family history of either substance use and sexual risk behaviors.
- Lack of positive parental engagement.
- Pressure from their peers to engage in these behaviors.
- Lack of school connectedness.

It's important to talk with your teen about the risks of doing drugs and about safe sex. Here are some prevention activities that can help you and your family navigate the topic together:

- Family support programs
- School-based programs
- Peer-led drug and alcohol resistance programs
- Parenting skills training

Source: Centers for Disease Control and Prevention: *Substance Use and Sexual Risk Behaviors* (July 2024): [cdc.gov](https://www.cdc.gov).



When do you use antibiotics?

Antibiotics can sometimes be prescribed when they aren't needed for common illnesses.

Antibiotics are only needed to treat certain infections caused by bacteria. Viral infections can't be treated with antibiotics.

It's important to know when to use antibiotics because they can cause side effects as well as increase antimicrobial resistance. Antimicrobial resistance is when germs, like bacteria and fungi,

learn to defeat the drugs designed to kill them, making it harder to treat the illnesses they cause.

It can be confusing to know when to use antibiotics since some illnesses have similar symptoms and can be either viral or bacterial. Below is a chart with a list of common respiratory illnesses and whether they can be treated with antibiotics or not.

Common respiratory infections	Common cause			Are antibiotics needed?*
	Virus	Virus or bacteria	Bacteria	
Cold/runny nose	√			No
Sore throat	√			No
COVID-19	√			No
Flu	√			No
Bronchitis/ chest cold		√		No**
Middle ear infection		√		Maybe
Sinus infection		√		Maybe
Strep throat			√	Yes
Whooping cough			√	Yes
<p>* Antiviral drugs are available for some viral infections, like COVID-19 or the flu.</p> <p>** Studies show that in otherwise healthy children and adults, antibiotics for bronchitis won't help patients feel better.</p>				

Source: Centers for Disease Control and Prevention: *Viruses or Bacteria, What's got you sick?* (August 2024): <https://www.cdc.gov/antibiotic-use/pdfs/VirusOrBacteria-Original-P.pdf>.



Depression: myths vs. facts

There are many myths that people believe about depression, but it's important to know what's true and what isn't. Below is a list of common myths about depression, and the facts to debunk them.

Myth	Fact
<p>“Depression isn’t real.”</p> <p>“It’s all in your head.”</p>	<ul style="list-style-type: none"> • Depression is actually a disease that creates imbalances in chemicals in the brain. There is no single cause, but some factors that can lead to depression include genetics, illness, stressful events, and some medicines.
<p>“Depression will always go away on its own.”</p> <p>“Treatment doesn’t really work.”</p>	<ul style="list-style-type: none"> • It is possible to recover from depression without treatment, but most people do need it. Without treatment, depression can last for months or years.
<p>“Kids don’t get depressed.”</p>	<ul style="list-style-type: none"> • Anyone can get depression, regardless of age, ethnic group, economic status, and sex or gender.
<p>“Just get over it.”</p> <p>“Depression is a sign of weakness.”</p>	<ul style="list-style-type: none"> • Depression is a disease, not a character flaw. Depression cannot be willed away any more than a heart attack can.
<p>“Only people that think about death or suicide need medicine.”</p>	<ul style="list-style-type: none"> • Medicine can help treat depression whether you have suicidal thoughts or not. • If you have depression or think you may have depression, it’s best to talk with your doctor. They can help you decide the best way to treat it, with or without medicines.



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 your 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.

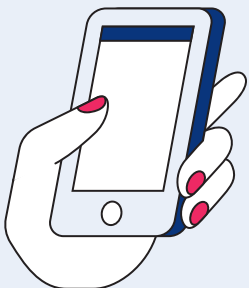
Social Needs Tool

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 wellpoint.findhelp.com/forms/social_needs_tool.



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.





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 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: کوردی

ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، به‌خۆراپی، بو تو بەردەستە. 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.

Make Health Happen is published by Wellpoint to give information. It is not meant to give personal medical advice. For personal medical advice, talk to your doctor. ©2024. All rights reserved. Printed in the USA.