



# Make Health Happen

## Your college savings go further with TIPS 4-to-1 match

Turn \$125 into \$625 with TIPS. Open a college savings account and boost your child's future now by taking advantage of a 4-to-1 match offered by the Tennessee Investments Preparing Scholars (TIPS) Program.

TIPS is a matching grant program designed to put college savings within reach for more Tennesseans. When a qualifying family opens a TNStars College Savings account, starting with as little as \$25, and enrolls a beneficiary 14 years of age and under in the TIPS program, the state will provide a 4-to-1 matching contribution to the beneficiary's TNStars account. That's \$100 for every \$25 contributed by the account holder, up to \$500 per year per child, with a lifetime maximum match of \$1,500 per child.

Small amounts add up. A child with school savings prior to reaching college age is over three times more likely to enroll in college and four times more likely to graduate from college than a child with no savings account.



To see if you or someone you know is eligible for TIPS, visit [Treasury.TN.gov/TIPS](https://Treasury.TN.gov/TIPS). Get started today, invest for your child's future, and share this article with other families who may benefit from this program.



## 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.

## 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 **tennconnect.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.

### Children under 2 years old

- 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

- 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.

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Sources: Centers for Disease Control and Prevention: Oral Health Tips for Children (July 2024): [cdc.gov](https://www.cdc.gov).  
Nemours KidsHealth: Keeping Your Child's Teeth Healthy (July 2024): [kidshealth.org](https://www.kidshealth.org).  
Centers for Disease Control and Prevention: About Dental Sealants (July 2024): [cdc.gov](https://www.cdc.gov).



## Consumer Direction

Consumer Direction, often referred to as self-direction, gives members the ability to select the services and supports that work best for their personal needs, making it easier for them to live independently within the comfort of home.

Members can choose their caregivers and tailor their care schedule as they like. They can choose caregivers they trust, with the caregiver typically being someone they already know. This personal connection aids caregivers in fulfilling the member's unique needs.

Consumer Direction can help address racial disparities in healthcare. Minority communities have historically faced inequities in health access and outcomes. Self-direction can help mitigate these disparities by granting individuals the power to choose culturally competent caregivers who understand their unique needs. This can lead to better communication, trust, and improved health outcomes.

## How to change a PCP

Sometimes, you may need to change your primary care provider (PCP). Here's how:

1. Visit [wellpoint.com/tn/medicaid](https://www.wellpoint.com/tn/medicaid).
2. Log in or register your online account.
3. Once you log in, you can view or change your PCP in the Primary Care Provider (PCP) section.

If you'd rather talk with someone to change your PCP, call the Member Services number on your member ID card.





## 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://www.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.



## Over-the-counter treatments for the common cold

The common cold is a mild respiratory illness that will usually get better on its own within a short period of time. It's important to remember that taking antibiotics won't help you recover if you have a cold, but you can try some at-home remedies or over-the-counter (OTC)\* treatments to relieve symptoms. The chart below has a few cold treatments for children and adults.

| Treatment  | Children   | Adults |
|--|--|--------|
| Get rest and drink fluids                              | √  | √      |
| Use a humidifier or cool mist vaporizer                | √  | √      |
| Take throat lozenges or cough drops                    | Only give to children <b>at least 4 years old.</b>   | √      |
| Use honey to relieve cough symptoms                    | Only give to children <b>at least 1 year old.</b>  | √      |
| Take pain relievers such as acetaminophen or ibuprofen | <ul style="list-style-type: none"> <li>• Only give acetaminophen to children <b>less than 6 months old.</b></li> <li>• Children <b>6 months and older</b> can have either ibuprofen or acetaminophen.</li> </ul> | √      |
| OTC cough and cold medicines                           | Not recommended for children <b>less than 6 years old.</b>   | √      |

\* Always read medicine instructions before giving them to your child for correct dosage information. Some OTC medicines are not recommended for children of certain ages.

Sources: Centers for Disease Control and Prevention: Relief for Common Symptoms of Colds and Cough: <https://www.cdc.gov/antibiotic-use/media/pdfs/HCP-Relief-Colds-Cough-85by11-P.pdf>. Centers for Disease Control and Prevention: Preventing and Managing Common Cold: [https://www.cdc.gov/common-cold/media/pdfs/2024/04/CommonCold\\_fact\\_sheet\\_508.pdf](https://www.cdc.gov/common-cold/media/pdfs/2024/04/CommonCold_fact_sheet_508.pdf).

# 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 or 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

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



## 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).

# Family Voices of TN: ECF CHOICES Support Coordination and CHOICES Care Coordination

Family Voices of TN is a program under the Tennessee Disability Coalition that helps people learn about healthcare systems and programs for children with disabilities, chronic illnesses, and special healthcare needs.

The program provides:

- **Peer support:** Trained volunteers provide one-on-one support to members managing their health needs based on their own lived experiences.
- **Help navigating service systems:** Get help with Medicaid and TennCare, SSI for Children, Title V (Children's Special Services), Early Intervention (TEIS), and other programs like ECF Choices and Katie Beckett.
- **PEARS (Parents. Empowerment. Access. Resources. Support.):** This program offers support for families with children that are deaf, hard of hearing, or have hearing loss.

To learn more about Family Voices of TN, you can visit [familyvoicestn.org](https://familyvoicestn.org) or call **615-383-9442**.

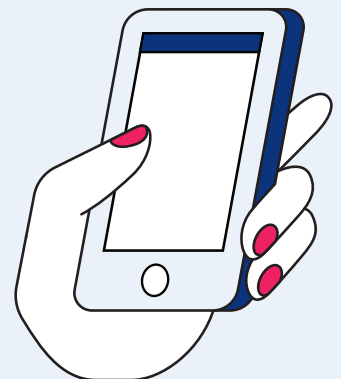
Source: Family Voices of Tennessee: Get Connected (July 2024): [familyvoicestn.org](https://familyvoicestn.org).



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

1. Visit [wellpoint.com/tn/medicaid](https://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.







## 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](https://wellpoint.findhelp.com/forms/social_needs_tool).



## 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   |
|--|--|
| “Depression isn’t real.”<br>“It’s all in your head.”                             | 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.  |
| “Depression will always go away on its own.”<br>“Treatment doesn’t really work.” | It is possible to recover from depression without treatment, but most people do need it. Without treatment, depression can last for months or years.   |
| “Kids don’t get depressed.”  | Anyone can get depression, regardless of age, ethnic group, economic status, and sex or gender.  |
| “Just get over it.”<br>“Depression is a sign of weakness.”                       | Depression is a disease, not a character flaw. Depression cannot be willed away any more than a heart attack can.  |
| “Only people that think about death or suicide need medicine.”                   | <ul style="list-style-type: none"><li>• Medicine can help treat depression whether you have suicidal thoughts or not.</li><li>• 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.</li></ul> |



## Blood lead level testing

A lead screening measures the level of lead in the blood. Lead is a poison that is very dangerous for young children and can cause anemia, learning difficulties, and other medical problems. Children can inhale or swallow lead through exposure to.

- Lead-based paint and lead-contaminated dust in older buildings.
- Lead-contaminated soil.
- Water that flows through lead pipes or is stored in lead-lined tanks.
- Lead-glazed pottery and porcelain.
- Some metal toys and toy jewelry.

A blood lead test is the best way to find out if a child has lead poisoning. Many children who have lead poisoning look and act healthy.

Parents can talk to their child's healthcare provider about getting a blood lead test if their child may have been exposed to lead.

### Who should be screened?

- Children between ages 12 and 24 months\*
- Children between ages 36 and 72 months without a documented blood lead level\*
- Children whose parent/guardian requests a blood lead level
- Children whose parent/guardian responds "Yes" or "Don't know" to any question on the Risk Assessment Questionnaire or whose lead risk status has changed

\* Required for all TennCare recipients.



## 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 are no longer eligible for TennCare.
- 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.
- 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.



## 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**.



## 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<br>TennCare members: <b>833-731-2153 (TRS 711)</b><br>CHOICES/ECF CHOICES members:<br><b>866-840-4991 (TRS 711)</b> | Your benefits, special health programs,<br>and other health plan questions. |
| 24-hour Nurse HelpLine:<br><b>866-864-2544 (TRS 711)</b>  | An illness, injury, or other medical concerns.                              |
| TennCare Connect Hotline:<br><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: 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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