



Make Health Happen

Don't give the flu a chance to ruin your family's plans

The flu vaccine is updated yearly. If you or your child got the flu shot last year, it's important to add that same layer of protection this year, too.

Flu shots:

- Can help keep you and your loved ones from getting sick with the flu.
- Can help keep you from spreading the flu to others.
- Are recommended for everyone ages 6 months and older.

There are many flu vaccine options to choose from. Talk to your doctor or healthcare professional about which is right for you and your family.

Schedule a visit to get a flu shot at your doctor's office or at a pharmacy near you. To find a doctor or pharmacy in your plan, use our online [Find Care](#) tool, download the Sydney Health app on your smartphone or smart device, or call Member Services at the number on your member ID card.



Source: Seasonal Flu Vaccines | CDC

Coaching teens on emotions

An important part of your relationship with your teen is helping them be aware of and manage their emotions. Their brains and bodies go through a lot of changes. This can cause a teen's emotions to go up and down.

Parents and loved ones can help teens express and handle their feelings by:

- Helping them find the words to describe their emotions. Watch how your teen looks and acts when they are feeling different emotions, and help them talk about how they feel.
- Pausing before reacting negatively to your teen. Try taking a deep breath or a break to help you stay calm before getting upset or angry about something your teen says or does.
- Helping your teen feel safe and heard when they talk about what is going on in their lives.
- Listening and asking open-ended questions. When your teen talks about how they are feeling, let them know you heard them and that what they are feeling is valid.

Source: Coaching Teens to Recognize and Manage Emotions | Essentials for Parenting Teens | CDC



For more tips on how to help coach your teen on their emotions, visit [cdc.gov](https://www.cdc.gov).



What is remote support?

Remote support is a way for caregivers to monitor and respond to a person's needs from any place. It uses certain technology, like live video, to help caregivers support and communicate with people they are caring for in real time. It is a way for people to get the care they need while staying in their own home and community.

Your Employment and Community First (ECF) CHOICES benefits can help cover the cost of devices and equipment you may need for remote support. To learn more about remote support and how to get it, ask your service coordinator.



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 join 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.
- *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.



Taking medicines to help with allergies

Allergies are when your immune system overreacts to certain substances. They can cause you to have itchy, watery eyes, a runny nose, headaches, or a sore throat. Allergies can be seasonal if you have them at certain times of the year. If you have seasonal allergies, your body may be reacting to pollens from certain trees, grasses, or weeds.

Many over-the-counter medicines can help with your allergies. Here are some examples:

- Benadryl, Claritin, and Zyrtec are medicines that can help with sneezing, a runny nose, itching, or watery eyes.

- Mucinex, Sinex, and Sudafed can help with a stuffy nose.
- Flonase, Nasacort, and Rhinocort are nasal sprays that can help with inflammation in the nose.

Make sure to follow the directions that come with any medicine you take. If you have questions about your medicine, talk with your doctor or pharmacist.

Sources: Hay Fever and Other Seasonal Allergies (healthwise.net) and Over-the-Counter Medicines for Allergies (healthwise.net)



Pregnancy and healthcare

Prenatal care is healthcare you receive during pregnancy. It's an important way for you and your baby to stay healthy. Make sure to start your prenatal care as soon as you can when you find out you're expecting.

At your first prenatal care visit, your doctor may:

- Ask questions about your health
- Do a physical exam
- Run some tests
- Tell you the baby's due date

To find a doctor near you, use our Find Care tool online at wellpoint.com/tn/medicaid, download the Sydney Health app, or call Member Services at the number on your member ID card.



You can earn \$25 in Healthy Rewards for going to a prenatal care visit in your first trimester, or within 42 days of enrolling in TennCare Medicaid.

For a full list of Healthy Rewards and to see what you're eligible to earn, visit wellpoint.com/tn/medicaid.

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.
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.





How to beat the heat

When the weather gets too hot, it can be bad for your health. Heat can be hard for young kids, older adults, and people who have certain health conditions.

Here are some ways to help keep from getting overheated on hot days:

- Stay inside.
- Do outdoor activities early in the morning or late in the evening.
- If you have to be outside, take breaks every hour inside or in the shade.
- Drink plenty of water.
- Wear light-colored, loose-fitting clothes, a hat, sunglasses, and sunscreen.

A heat stroke is a health emergency that happens when your body temperature rises very fast and you can't cool down. If you think someone is having a heat stroke, call **911** for help and try to help them cool down. You can help by:

- Getting them out of the sun or heat right away.
- Getting them to a cool or shady place.
- Putting them in a cool tub of water or a cool shower, spraying them with a garden hose, or putting cool, wet washcloths on their skin.



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).



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.

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.

You will need to renew your benefits each year. Visit the Renewals page at tn.gov to learn more about how to renew your benefits.





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

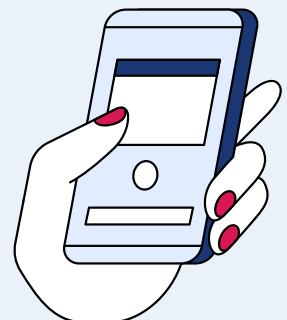
Legal aid: finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, or identity theft

To get a list of local organizations customized for your needs, you can fill out our short survey online at [Wellpoint.ly/TNsnt](https://www.wellpoint.com/tn/snt).

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. 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 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.
- 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 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: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی 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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