

# Welcome to TENnderCare



# What is TENNderCare?

- **TENNderCare is a full program of checkups and health care services for children who have TennCare.**
- **These services make sure babies, children, teens, and young adults receive the health care they need.**
- **Every child and teen needs regular health checkups, even when they seem healthy.**



# What is TENNderCare?

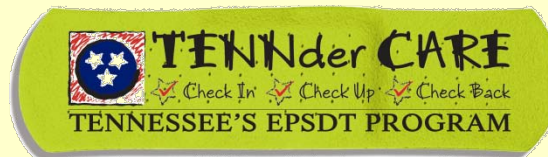
- TENNderCare checkups are FREE for children who are enrolled in TennCare from birth until age 21.
- This also includes checkups for vision, hearing, dental, and mental health.



# What is TENNderCare?

**TENNderCare is a program that helps children stay healthy by using providers to:**

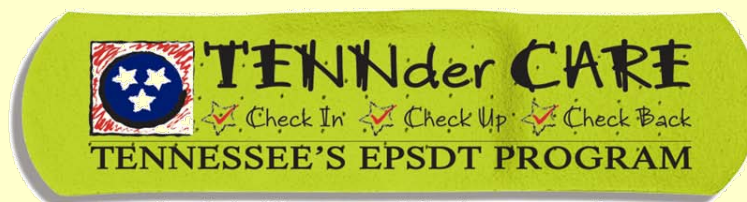
- **Find problems early, starting at birth**
- **Check children's health at specific ages**
- **Perform physical, mental, developmental, dental, hearing, vision, and other screening tests to find any problems**



# What is TENNderCare?

**TENNderCare providers help children stay healthy by:**

- **Performing medical tests when a problem is suspected or found**
- **Treating any problems found**



# When should your child get a TENnderCare checkup?

Infants/toddlers should have 12 checkups before their 3<sup>rd</sup> birthday.



Newborn
3-5 days of age
By 1 month
2 months
4 months
6 months
9 months
12 months
15 months
18 months
24 months
30 months

# Checkup Schedule for ages 3 - 20

Children ages 3 through 20 should get a  
**TENNderCare** medical checkup  
every year and  
a dental checkup every 6 months



# **Check In!**

**Your child will see doctors, dentists and other health professionals for checkups and services.**

**TENNderCare covers:**

- Well-child checkups
- Dental checkups and services
- Medical treatment
- Behavioral health services

# What are Behavioral Health Services?

**TENNderCare can help if your child is having trouble with:**

- Behavior problems, anger management
- ADD/ADHD
- Alcohol or drug abuse
- Mental health (major depression, schizophrenia, bi-polar, etc.)
- Eating disorders



# Check Up!

## What will happen at the medical checkup?

1. **Health History**
2. **Complete Physical Exam**
3. **Lab Tests (as needed)**
4. **Immunizations (shots)**
5. **Vision and Hearing Screening**
6. **Developmental/Behavioral Screening (as needed)**
7. **Advice on how to keep your child healthy**



# Check Back!

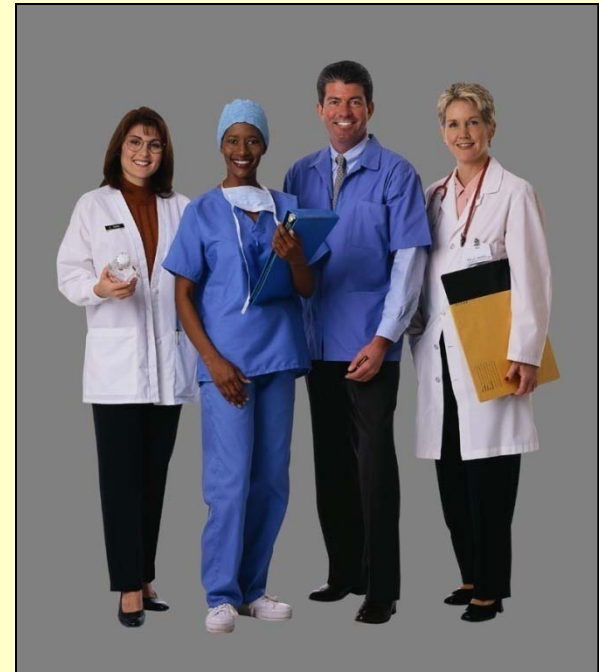
## Check back for:

- A follow up appointment, if needed
- The next scheduled visit
- Any new health problem that comes up
- Dental checkups every six months



# Where can your child get TENnderCare checkups?

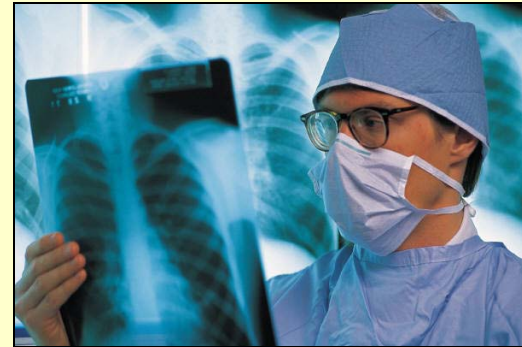
- **Primary Care Provider (PCP)**
- **Dentist**
- **Health Department**
- **Other TennCare providers (mobile clinics, school-based clinics, etc.)**



# TennCare Covered Services

**TennCare covers services that are medically necessary. Some of the common covered services include:**

- **Medical Care**
- **Dental Services**
- **Prescriptions**
- **Transportation**
- **Hospital Services**
- **X rays**
- **Physical, Speech, Occupational Therapy**
- **Mental Health Services**



**If you have questions about a covered service, call your Health Plan for more information.**

# TennDent

- Children should see the dentist beginning at the age of **one**, or earlier if needed.
- They should see the dentist **every 6 months** until they are 21.



Call TennDent to find a dentist or  
if you need help making an appointment.

1-877-418-6886

<http://www.TennDent.com>

# TennDent

Your child's dental checkup will include:

- Complete dental exam
- Cleaning
- X-rays (as needed)
- Oral health advice

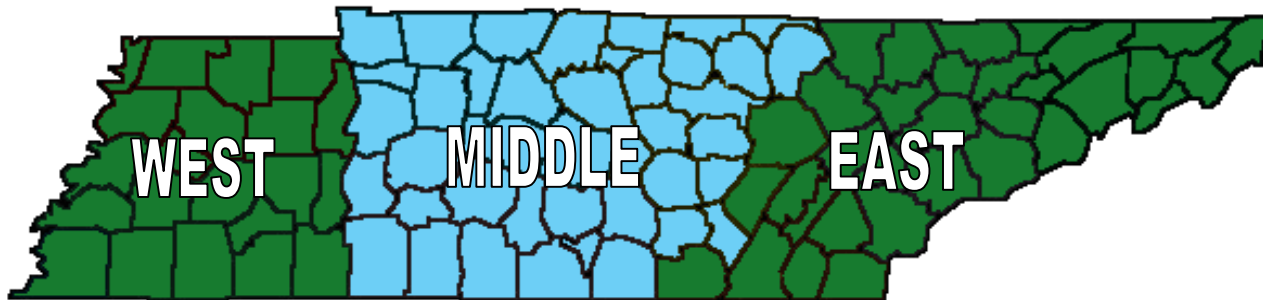


# Health Plans

- TennCare will assign you to a Health Plan
- The Health Plan will act as your insurance company
- Your Health Plan will be:
  - UnitedHealthcare Community Plan
  - AMERIGROUP Community Care
  - BlueCare
  - TennCare Select
- The area of Tennessee you live in will determine which Health Plan you will have
- TennDent is your dental plan

# Health Plans

WEST	MIDDLE	EAST
<b>UnitedHealthcare Community Plan BlueCare TennCare Select</b>	<b>UnitedHealthcare Community Plan AMERIGROUP Community Care TennCare Select</b>	<b>UnitedHealthcare Community Plan BlueCare TennCare Select</b>
<b>TennDent</b>	<b>TennDent</b>	<b>TennDent</b>



# Health Plan Customer Service

<b>West</b>	<b>Phone Number</b>
UnitedHealthcare Community Plan	1-800-690-1606
BlueCare West	1-800-468-9698
TennCare Select	1-800-263-5479
TennDent	1-877-418-6886
<b>Middle</b>	<b>Phone Number</b>
UnitedHealthcare Community Plan	1-800-690-1606
AMERIGROUP Community Care	1-800-600-4441
TennCare Select	1-800-263-5479
TennDent	1-877-418-6886
<b>East</b>	<b>Phone Number</b>
UnitedHealthcare Community Plan	1-800-690-1606
BlueCare East	1-800-468-9698
TennCare Select	1-800-263-5479
TennDent	1-877-418-6886

- Find a PCP or dentist for your child
- Make an appointment for a TENNderCare medical or dental checkup
- Arrange transportation to the appointment
- Help with any health concerns you may have about your child

# Agencies to Call for Help



- **Family Assistance Service Center**  
**1-866-311-4287**
- **TTY/TDD Line for Deaf**  
**1-877-779-3101**
- **TennCare Partners Advocacy Line**  
**(translation and mental health)**  
**1-800-758-1638**
- **Homeless Shelter Helpline**  
**1-800-413-2714**

# TennCare Partners Advocacy Line

If you need help with language assistance, call a  
TennCare Partners Advocacy Counselor:

- **Arabic**  
**1-800-758-1638**
- **Bosnian/Croatian/Serbian**  
**1-800-758-1638**
- **Kurdish**  
**1-800-758-1638**
- **Somali**  
**1-800-758-1638**
- **Spanish**  
**1-800-758-1638**
- **Vietnamese**  
**1-800-758-1638**



# Give Your Child TENNderCare



- Call your child's Primary Care Provider (PCP) **today** to schedule a **TENNderCare** Medical checkup
- Call your child's Dentist **today** to schedule a **TENNderCare** Dental checkup

**Good health begins at birth...  
and can last a lifetime if your  
child gets regular medical and  
dental checkups**

