



Division of
**Health Care
Finance & Administration**

Welcome to TennCare Kids

What is TennCare Kids?

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



What is TennCare Kids?

TennCare Kids 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, behavioral, developmental, dental, hearing, vision, and other screening tests to find any problems

What is TennCare Kids?

TennCare Kids 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 TennCare Kids checkup?

Infants/toddlers should have **12** checkups before their **3rd** birthdays.



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 **TennCare Kids** medical checkup **every year** and a dental checkup **every 6 months**.



Check In!

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

TennCare Kids covers:

- Free medical and dental checkups
- Free medical and dental services
- Free behavioral health services

In addition to covering scheduled, periodic checkups that are mentioned in the first bullet above, TennCare Kids covers other visits to health care providers for children ages 0-20. These visits are referred to as “interperiodic screens”. At these visits, the health care provider decides whether a child has a condition that needs further care. People who do not work in health care jobs, such as teachers or parents, can ask for an “interperiodic screen” for a child.

What are Behavioral Health Services?

TennCare Kids can help if your child is having trouble with:

- Behavioral problems, such as anger management
- ADD/ADHD
- Alcohol or drug abuse
- Behavioral health issues (major depression, schizophrenia, bipolar disorder, etc.)
- An eating disorder



Check Up!

What will happen at the medical checkup?

- ✓ Comprehensive health and developmental history (physical and behavioral)
- ✓ Complete physical exam (unclothed or appropriately draped)
- ✓ Lab tests (as needed)
- ✓ Immunizations (shots)
- ✓ Vision and hearing screening
- ✓ Developmental/behavioral screening (as needed)
- ✓ Advice on how to keep your child healthy



Check Back!

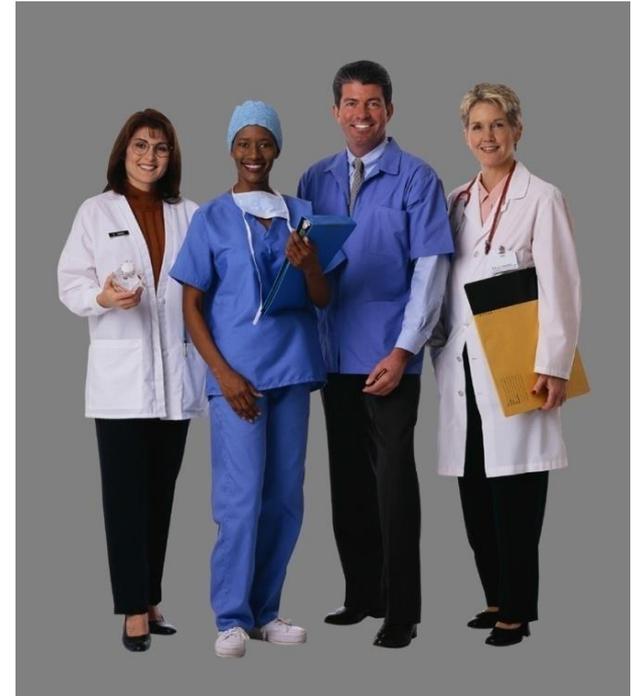
Check back for:

- ✓ A follow-up appointment, if needed
- ✓ The next scheduled visit
- ✓ Any new health problem that comes up



Where can your child get TennCare Kids medical checkups?

- Primary Care Provider (PCP)
- 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 and occupational therapy
- Behavioral health services



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

DentaQuest Tennessee

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



DentaQuest Tennessee is the TennCare Kids dental plan.

Call DentaQuest at 1-855-418-1622 to find a dentist or for help making an appointment. Or visit their website at

<http://www.dentaquest.com/state-plans/regions/tennessee/>

DentaQuest Tennessee

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 (sometimes called a “Managed Care Organization” or “MCO”)
- The Health Plan will act as your insurance company
- Your Health Plan will be one of the following companies:
 - Amerigroup
 - BlueCare,
 - TennCare*Select*
 - UnitedHealthcare
- The area of Tennessee you live in will determine which Health Plan you have
- DentaQuest Tennessee is your dental plan

MCO Contacts

Below you will find a list of health plan phone numbers for each region of the state.

West Tennessee

Amerigroup: 1-800-600-4441

BlueCare: 1-800-468-9698

UnitedHealthcare: 1-800-690-1606

TennCareSelect: 1-800-263-5479

Middle Tennessee

Amerigroup: 1-800-600-4441

BlueCare: 1-800-468-9698

UnitedHealthcare: 1-800-690-1606

TennCareSelect: 1-800-263-5479

East Tennessee

Amerigroup: 1-800-600-4441

BlueCare: 1-800-468-9698

UnitedHealthcare: 1-800-690-1606

TennCareSelect: 1-800-263-5479



Contact your MCO to:

- Find a PCP or dentist for your child
- Make an appointment for a TennCare Kids 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

- **TennCare Advocacy Program**
1-800-758-1638
- **Tennessee Relay Service (TNRS)**
1-800-848-0298
- **Homeless Shelter Helpline**
1-800-413-2714
- **United Way Help Line**
Dial “2-1-1”
 - At 2-1-1, you’ll get a real person, who will listen to your concerns, then give you addresses and phone numbers for the places closest to you where you can receive assistance.



Language Assistance

If you need language assistance, call the Customer Service number on your Health Plan (MCO) ID card. You may also call the TennCare Advocacy Program at **1-800-758-1638** for help in the languages listed below:

- Arabic
- Bosnian/Croatian/Serbian
- Kurdish
- Somali
- Spanish
- Vietnamese



Give Your Child TennCare Kids



- Call your child's Primary Care Provider (PCP) **today** to schedule a **TennCare Kids** medical checkup
- Call your child's dentist **today** to schedule a **TennCare Kids** dental checkup

TennCare Kids

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

