When to use antibiotics

Taking an antibiotic when you get a cold or the flu won’t work – these illnesses are caused by viruses. Antibiotics only work against bacteria.

Taking antibiotics when they aren’t needed can make bacteria stronger. So the next time you need the medicine, it might not work. To make sure antibiotics work when you need them:

- Take them just as your doctor tells you to.
- Let your doctor decide if you need them.
- Never take other people’s medicine. It might not be right for your illness. You could even get sicker.

Get help fast for heart attack

It’s important to protect your heart. But it’s also important to know what to do if you have a heart attack – just in case.

The key to surviving a heart attack is getting help fast.

Medication that can stop a heart attack works best when started quickly. That’s why you should call 911 within five minutes of the first warning signs.

Signs of a heart attack can include:

- Pressure or pain in the center of your chest.
- Discomfort in your arms, back, neck, jaw or stomach.
- Shortness of breath.
- Nausea.
- A cold sweat.

If you have any of these symptoms and can’t call 911, ask someone to call 911 for you. If no one can call for help, ask someone to drive you to the hospital right away. Don’t try to drive yourself.

African-Americans and Hispanics are at greater risk than Caucasians for heart disease.

Source: American Heart Association

We protect your health facts

TennCare Select has policies about how we protect health information about you. Our staff has annual training about these rules. These rules apply to all oral, written and electronic facts about your health.

For more information about these rules, see your TennCare Select Member Handbook or call Customer Service to get a copy of the privacy notice.
children’s health

Speak up!

Talk with your doctor

Your doctor is the person you turn to for advice on sore throats, illnesses and broken bones. But to get good advice, you need to do your part. Make a list, whether the doctor visit is for you or your child. Before visits, write down any health questions you have. That way you won’t forget something important.

Just ask. If you have any questions, be sure to ask the doctor. Don’t hold back because you think you should know the answers. Your questions show how much you care about good health.

Always trust your feelings. Whenever you believe there is a problem, talk to your doctor.

Sources: American Academy of Pediatrics; American Medical Association

When an earache might be trouble

Ear infections are part of life for kids. But don’t ignore a child’s earache.

When a child has ear pain – especially with fever, trouble hearing or fluid coming from the ear – call a doctor.

Sometimes, doctors wait for ear infections to get better on their own. Other times, they’ll give your child antibiotics.

The doctor might also suggest:
- Medicine, such as Children’s Motrin or Children’s Tylenol.
- A warm heating pad.
- Ear drops.
- To prevent ear problems:
  - Breastfeed new babies for at least six months.
  - Keep your child away from tobacco smoke.
  - Ask a doctor about a shot that may help.

Source: American Academy of Pediatrics

Car safety seats

A car safety seat can save your child’s life in a crash – if it’s used right.

To keep your child safe:

Make sure the car seat is installed correctly. It shouldn’t be loose. And an infant seat should face the rear of the car. A seat shouldn’t face forward until your child is 1 year old or older and weighs 20 pounds or more.

Use the right seat. As children grow, they need to move from one type of seat to another. Once they reach about 40 pounds, they need a booster seat. Kids aren’t ready for a regular seat belt until they’re 4 feet 9 inches tall or taller. They may reach that height at about age 8.

Use the seat properly. Position straps and belts according to the instructions that come with your seat. Everyone younger than 12 should ride in the back seat.

Source: National Highway Traffic Safety Administration

Remember, checkups are free for children under age 21 through the TENNderCare Program. Regular checkups help keep your child healthy. TENNderCare recommends checkups at birth; 2 to 4 days; 1, 2, 4, 6, 9, 12, 15, 18 and 24 months; and every year between the ages of 3 and 21.

TENNder CARE

Check In  Check Up  Check Back

TENNESSEE’S EPSDT PROGRAM
Are you being abused?

Could you be in an abusive relationship? A yes answer to any of these questions means the person you love, or live with, may indeed be abusing you:
- Are you ever afraid of your partner?
- Do you always worry about your partner’s moods?
- Does your partner threaten to hurt you – or someone you care about?
- What do you do? Which people you see?
- Does your partner decide how you spend your money?
- Does your partner criticize you for little things?
- Does your partner force you to have sex?
- Does your partner blame angry outbursts on drugs, alcohol or you?

Manage diabetes when you’re sick

If you have diabetes and get sick, take extra care of yourself.
- To stay safe:
  - Make sure to test your blood sugar often. If it’s too high, drink lots of fluids.
  - Take your diabetes medicine, even if you’re too sick to eat. In fact, you might have to take more medicine than usual to control your blood sugar. Check with your doctor to make sure.
  - If you can’t eat what you usually do, try crackers, soup or gelatin.

- If you can’t eat at all, drink some ginger ale or another clear liquid.
  - Call your doctor right away if you:
    - Have high blood sugar.
    - Can’t keep fluids down or have diarrhea.
    - Are more sleepy than usual.
    - Can’t think clearly.
    - Have a fever.

If you have concerns when you’re sick, call your doctor.
Source: National Diabetes Information Clearinghouse

Call for help

If you’re being abused, call the National Domestic Violence Hotline at 1-800-799-7233. The 24-hour hotline can help you find:
- A safe place to stay.
- Legal help.
- Counseling.
- Other kinds of support.

Drawing winners
You could win, too

Eight TennCare Select women each won a $50 Wal-Mart gift card when their names were chosen in the August, September, October and November drawings of members who recently received mammograms and Pap tests. The lucky winners are from Cannon, Davidson, Macon, Maury, Polk, Rhea and Warren counties.

You, too, can have a chance to win! Here’s how:
- If you are 50 to 69 years old and get a mammogram or are between the ages of 21 and 64 and get a Pap test, we will include your name in our monthly drawing. We will have a drawing every month through June 2007.
- Even if you don’t win a gift card, every woman who gets these tests is a winner of good health. These tests can detect breast and cervical cancers early, when they are the easiest to treat.
When you need help at home

Benefits are paid for home health, private duty nursing and personal care services only if these services are medically necessary. (See the article below about what medically necessary means.)

Your doctor will need to tell TennCareSelect of the specific services you need, why you need the services, how often you need the services and how long the services will last.

Home health services are only for medical services prescribed by your doctor.

Home health workers may not provide other services, such as cleaning, cooking or babysitting. TennCare requires that an adult be in the home at all times when a home health worker is present.

Private duty nursing services are for people who need eight hours or more of skilled nursing care during a 24-hour period.

Personal care services may be approved outside of the home when medically necessary for activities such as work, school, religious services or clinic visits.

How to tell if it’s medically necessary

Benefits are paid only for covered services that are medically necessary. TennCareSelect uses specific guidelines to determine if a procedure is medically necessary. Your doctor must show TennCareSelect that you meet these guidelines before TennCareSelect will pay for the service.

To be medically necessary, a medical item or service must satisfy each of the following criteria:

- It must be recommended by a licensed doctor or other licensed health care provider who is treating you.
- It must be necessary in order to diagnose or treat your medical condition.
- It must be safe and effective.
- It must not be experimental or investigational.
- It must be the least costly course of diagnosis or treatment that is adequate for your medical condition.

Go on, take a free ride

Just as there are rules for the road, there are also rules for getting a ride to your doctor visits. TennCare offers free rides only:

- For your TennCare services
- If you do not have any other way to get there.

You are allowed to have one escort go with you, if medically necessary.

By following the rules below, the ride service can run smoothly for everyone.

How to schedule a ride. Call the number for your county’s Community Services Agency (CSA) listed under “Transportation” on the back of this newsletter. Do not call the transport company directly. The transport companies cannot complete requests without an OK from the CSA.

When to schedule a ride. Call between 8 a.m. and 4:30 p.m., Monday through Friday. Call at least five days before you need the ride. You cannot set up a ride on weekends or state holidays. (You may call on the next business day after the holiday.) Don’t forget to cancel your ride if you cancel your doctor’s visit.

After-hours rides. After-hours transportation is available only for hospital discharges and transfers. Members should not call vendors directly for medical appointments.
Dealing with dental emergencies

When you have a dental emergency, knowing what to do may help you save a tooth. These tips can help you handle some common dental injuries.

**If a tooth is knocked out,** rinse it with water or milk. Do not scrub, just rinse. Avoid touching the root. It’s best if you can place the tooth back in the tooth socket and hold it there until you get to the dentist. But if you can’t get the tooth back in place, put it in a cup of milk or water and bring it with you to the dentist right away.

**If a tooth is broken or chipped,** rinse the area around it with warm water. Use a cold compress to ease any swelling. Wrap any pieces of broken tooth in a cool, moist cloth and bring them with you to the dentist.

**To remove an object stuck between your teeth,** use dental floss. If this doesn’t work, call your dentist.

**Prevent problems.** Take these steps to avoid mouth injuries:

- Wear a mouth guard for sports.
- Avoid chewing ice, popcorn kernels or hard candy.
- Don’t use your teeth to cut or open things.

**Sources:** American Academy of Pediatric Dentistry; American Dental Association; American Medical Association

Food for healthy teeth

When it comes to healthy teeth, a balanced diet is important.

Eat foods from lots of healthy sources, such as:

- Breads, cereals and other grains.
- Fruits.
- Veggies.
- Meat, poultry and fish.
- Milk, cheese and yogurt, which are good sources of calcium for healthy teeth.

But even healthy foods have sugars and starches that promote tooth decay. So it also matters when you eat.

Try to limit snacks, especially sugary, starchy munchies and sugary drinks. And keep in mind that foods with sugars or starches are easier on your teeth when you eat them as part of a meal instead of as snacks.

Free dental care for kids

Through TENNderCare, children are covered for most dental treatment until age 21.

Children need to see the dentist every six months, beginning when they are 3 years old. They can see a dentist before age 3 if they need to.

If you don’t have a dentist for your child, call Doral’s Customer Service at 1-888-233-5935.
TennCare Select
Customer Service
Call about your physical health care or your health plan or for information about free interpretation and translation services.
M – F, 8 a.m. to 6 p.m. Eastern time (ET). Calls received after normal business hours will be forwarded to voice mail.
1-800-263-5479
TDD/TTY (for hearing-impaired members only): 1-800-226-1958

NurseLine
Call to ask a nurse about health questions.
1-800-263-5479, then choose the NurseLine option

Premier Behavioral Systems of Tennessee, LLC
Call about your mental health care or alcohol and drug abuse treatment.
1-800-325-7864

Doral Dental Customer Service
Call about dental (teeth) care for children under age 21.
M – F, 8 a.m. to 6 p.m. ET
1-888-233-5935

Family Assistance Service Center (TennCare hotline)
Call about:
- Applying for TennCare
- Appeals to get or keep TennCare
- TennCare premiums and copayments
- Change of address or income
- Programs like food stamps or Families First.
M – F, 9 a.m. to 5:30 p.m. ET
English: 1-866-311-4287
Spanish: 1-866-311-4290
TDD/TTY (for hearing-impaired members only): 1-800-772-7647

Report possible fraud
Call to report TennCare fraud or abuse:
TennCare: 1-800-433-3982
Medicaid: 1-800-433-5454
TennCareSelect: 1-800-496-9600
Dental: 1-888-233-5935

Transportation
If you need help with a ride to a doctor visit, call the number listed for your county below:
- Bedford, Coffee, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Moore, Perry, Wayne: 1-800-209-9142
- Bledsoe, Franklin, Grundy, McMinn, Polk: 1-800-522-6033
- Bradley, Hamilton, Marion, Meigs, Rhea, Sequatchie: 1-423-634-6117
- Campbell, Claiborne, Cocke, Hamblen, Monroe, Morgan, Scott: 1-800-671-4018
- Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi: 1-800-775-8726
- Cheatham, Dickson, Houston, Humphreys, Montgomery, Sumner, Trousdale: 1-800-605-1111
- Chester, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, McNairy, Tipton: 1-800-286-7204
- Davidson, Robertson, Rutherford, Stewart, Williamson, Wilson: 1-615-333-5445
- Madison: 1-731-984-9040
- Maury: 1-931-375-5008
- Obion: 1-731-884-2657
- Shelby: 1-901-543-4634
- Washington: 1-423-952-6006

Note: This newsletter is not meant to take the place of your doctor’s advice. This document is classified as public information.