

TAKE CARE OF YOU

01 2023

A publication for **BlueCareSM** and **TennCare*Select*** members.



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Dear Member,

Happy New Year! As 2023 begins, you may be thinking about your resolution for the year. If not, maybe now's a good time to start.

We want to help you find goals that make sense for your life. Health goals are rarely one-size-fits-all. We hope you'll use this newsletter as a guide. To get started, see "Setting Goals for the New Year" on page 2. It'll help break down what a good goal looks like, so you can set yourself up for success throughout the year.

Preventive visits and habits can also fit into your goals. If you're not feeling well, for example, you may have to put your exercise routine on hold. Read through the newsletter to learn about:

- › Taking care of your heart health (page 3)
- › Flu prevention and getting your flu shot (page 6)
- › Safe ways to handle stress for teens (page 7)
- › Managing diabetes and using your benefits (page 8)

You can find even more health tips and benefit information in this newsletter. Be sure to look through the table of contents on the next page for a full list of articles. And remember, we're right here. If you need help using your plan or have questions, give us a call.

Best of Health,



Amber Cambron, President and CEO, BlueCare Tennessee



JOIN US ONLINE!

Learn more about your benefits and get health and wellness tips.

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TAKE CARE OF YOU

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Take Care of You is published quarterly by BlueCare Tennessee,
an Independent Licensee of the Blue Cross Blue Shield Association.

This information is not meant to take the place of your health care provider's advice.

Take Care of You is posted in English and Spanish on
bluecare.bcbst.com/BlueCareTN-News.

SETTING GOALS FOR THE NEW YEAR

Lots of people use a new year to set new goals. But they're not always easy to keep. Sometimes goals are too big or not something you really want. So how do you set goals you can stick with?

Try setting SMART goals. SMART goals are:

- › Specific
- › Measurable
- › Achievable
- › Relevant
- › Time-bound

What exactly does that mean? Let's take a look.

First, your goal should be specific. If your goal is to be more active, set a goal like "walk 10,000 steps a day" or "add 30 minutes of movement each day." That gives you a specific target to work toward.

Second, find a way to measure your goal. Tracking your steps or timing your exercise can help you measure.

Third, make sure your goal is something you can do. Don't try to do too much too soon. If you're not active at all, 30 minutes of exercise a day might seem overwhelming. You can set smaller goals along the way to your overall goal to help. Start by adding five minutes a day. Then try 10. Keep adding until you're up to your full goal.

Fourth, your goal should be something you want. If it's something you're not interested in, it'll be harder to stick with.

And last, your goal should be time-bound. That means you give yourself a deadline to complete your goal. And setting smaller goals along the way can help. Small wins can help you keep going toward your larger goal.

FINDING HEALTHY GOALS FOR YOU

Lots of people use a new year to try to lose weight. But you don't have to focus on weight loss to be healthy. Here are some non-weight loss goals you could try to help you have a healthy year.

- › Walk 10,000 steps a day.
- › Exercise 30 minutes every day.
- › Eat at least five servings of fruits and veggies every day.
- › Drink at least eight glasses of water a day.

And remember, always talk with your doctor before starting a new exercise program or making big nutrition changes. They can help make sure you're doing it in a healthy way for you.



LET'S TAKE CARE OF YOUR HEART

Lots of things play a role in how healthy your heart is. You can control some of those things, like what you eat and how much you exercise. But you can't control other things, like your age and family history. Other health conditions like high blood pressure, high cholesterol and diabetes also raise your risk of heart disease. So, what can you do to lower your risk of heart disease?

Start by eating healthy and staying active.

The CDC says a diet high in fiber and low in saturated and trans fats and cholesterol can help lower your risk of heart disease. Focus on eating plenty of fruits and vegetables instead of processed foods high in sodium, sugar and saturated fats. Avoiding foods high in salt and sugar also can help. Too much salt can raise your blood pressure. And limiting how much sugar you eat can help lower your risk for diabetes.

Staying active can also help keep your heart healthy. The American Heart Association says adults should get at least 150 minutes of moderate activity every week. That's 30 minutes, five days a week. And you don't have to do it all at once. Try three 10-minute walks a day. Chores that get you moving — like cleaning the house — also count.

FOOD DESERTS AND HEART DISEASE

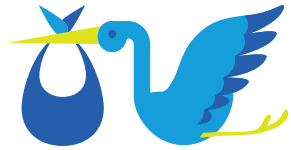
Eating healthy is one of the best ways to keep your heart healthy. But sometimes where you live can make that harder. A food desert is an area where most people don't have easy access to a grocery store or other food market. Living in a food desert can make it tough to eat healthy because fresh fruits and vegetables are hard to get. In these areas, the only food options are often things like fast food or convenience store items. These items are usually higher in saturated fat, sodium and sugar. If you're having trouble getting healthy food, a local food pantry might be able to help. Visit [foodpantries.org/st/tennessee](https://www.foodpantries.org/st/tennessee) to find one near you.

Sources:

https://www.cdc.gov/heartdisease/risk_factors.htm, <https://www.cdc.gov/heartdisease/prevention.htm>
<https://www.usda.gov/media/blog/2011/05/03/interactive-web-tool-maps-food-deserts-provides-key-data#:~:text=In%20the%20Food%20Desert%20Locator,supermarket%20or%20large%20grocery%20store>
<https://www.heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults>



FROM PREGNANCY TO PARENTHOOD, WE'RE HERE TO HELP



As you get ready for your little one to arrive, be sure to make time for prenatal doctor visits. These visits let your doctor check in on your health and your baby's well-being. And they're one of the best things you can do now to keep you and your baby healthy.

Start by calling your doctor as soon as you think you're pregnant. After your first prenatal visit, your doctor will schedule regular appointments during and after your pregnancy.

YOUR FIRST VISIT WILL INCLUDE:

- › A physical exam, including some lab work
- › Questions about your family and health history
- › An estimate of your due date
- › A conversation with your doctor (be sure to ask questions if you have them)

GET A FREE BREAST PUMP

You can get a free electric breast pump, too. You'll need a prescription from your doctor to get started. You can order your pump two ways:

- › Give us a call, and we can order it for you.
- › You can also order your pump online at breastpumpsmedline.com or aeroflowbreastpumps.com. Then complete the order form and upload your prescription.



HOW LONG SHOULD I WAIT BEFORE HAVING ANOTHER BABY?

Thinking about adding another baby to your family? It's an exciting time. But it's also important to think about when's the right time to have your next baby. Planning your pregnancy gives you the best chance at a healthy pregnancy and birth.

Experts recommend waiting at least 18 months between giving birth and getting pregnant again. This lets your body heal from your last birth and get ready for another pregnancy. Waiting at least 18 months is safest for your new baby, too. It gives your baby a better chance at:

- › Being born at the right time, instead of too early
- › Having a normal weight at birth
- › Reaching the right size for their age

You may not need to wait 18 months to get pregnant again if you're older than 35 or if you had a miscarriage or stillbirth. Your doctor can help you decide when to try again.

FAMILY PLANNING AND CONTRACEPTION

If you're trying to decide when to have another baby, talk with your doctor. Your plan covers family planning services. And if you're not ready to get pregnant again, ask your doctor about different types of birth control. They can help you decide what's best for you. And we cover most forms of birth control at no cost to you.

Source:

<https://www.marchofdimes.org/pregnancy/how-long-should-you-wait-before-getting-pregnant-again.aspx>



PROTECT YOURSELF AGAINST THE FLU

Flu season's in full swing, but you can still protect yourself from getting very sick. The CDC says almost everyone age 6 months and up should get a flu shot every year. It's especially important for people at high risk of getting very sick or dying from the flu. The CDC recommends pregnant people get a vaccine, too.

Getting the flu shot can help keep you from getting very sick from the flu or having to go to the hospital. It's not too late to get your flu shot if you haven't had one yet. Flu season can last until May, so you still have time to protect yourself. We cover a flu shot for you at no cost. And if you need help finding where to get a shot, we can help. Just give us a call.

WHAT IF I GET SICK?

Sometimes you can still get the flu even if you've gotten the shot. Usually, your symptoms will be milder if you've had a flu shot. But how do you treat the flu if you do get sick?

The CDC says most people get mild cases of flu and won't need drugs or other medical care. But if you're at high risk or are very sick, your doctor can tell you what to do. They may give you antiviral drugs. These can lessen your symptoms and shorten the time you're sick. But you need to get these drugs as soon as possible for them to work their best.

You can also take steps to keep others around you from getting sick.

- › Stay away from other people as much as possible while you're sick.
- › Cover your nose and mouth with a tissue when you cough or sneeze.
- › Wash your hands with soap and water often.
- › Disinfect areas you touch frequently, like household surfaces.
- › Stay home until you haven't had a fever for at least 24 hours without using a drug to lower your temperature.

Sources:

<https://www.cdc.gov/flu/prevent/vaccinations.htm>

<https://www.cdc.gov/flu/treatment/treatment.htm>

SAFE WAYS TO HANDLE STRESS

Your teen years can come with a lot of added responsibility. Homework, jobs, your home and social life, and even world events can add to the stress you may be feeling. Even things you enjoy can be stressful sometimes. But remember: You don't have to manage stress alone.

It's good to understand the signs of stress first. Trouble sleeping or keeping up with your work, eating too much or too little, or feeling irritable are just some of the signs you might be stressed.

And some of these signs could point to other mental health issues, like anxiety or depression.

If your feelings are regularly getting in the way of your daily life, you can use your mental health benefits for therapy. Give us a call if you need help getting started.

Here are some more ideas for healthy ways to find relief from stress.

- › **Find a teacher or school counselor you can talk to.** They may be able to help you process your feelings and find support in your community.
- › **See your doctor for a yearly visit, and explain how you're feeling.** They may be able to help you decide if you need to take a medication or see a mental health provider for more care.
- › **Stay or get active if you can.** Getting some exercise every day can make a big difference in your health, and it'll help reduce your feelings of stress. You may want to talk with your doctor before starting any new exercise.



WE'RE HERE FOR YOU

- › Monday – Friday | 8 a.m. to 6 p.m. ET
- › BlueCare Members **1-800-468-9698**
- › TennCare *Select* Members **1-800-263-5479**
- › TRS: Dial **711**, ask for **888-418-0008**
- › **bluecare.bcbst.com**

DIABETES AND YOUR BENEFITS



When you have diabetes, your body either doesn't make enough insulin or can't use its own insulin well. This causes sugar to build up in your blood. Diabetes is a long-term condition and can affect many parts of your body. There's no cure, but there's plenty you can do to take care of your health if you've been diagnosed or you're at risk.

Your benefits cover many kinds of diabetes care. And we're here to help with free, one-on-one support. Here's what your plan covers:

- › **Diabetes screenings** – If you haven't been diagnosed with diabetes and may be at risk, your doctor may screen you for diabetes.
- › **Important tests** – If you have diabetes, your doctor will help you keep track of important tests like HbA1c and cholesterol. You'll need to keep up with your regular doctor visits to make sure you're staying on track with your health.
- › **Insulin and diabetic supplies** – If you need help or more information about getting insulin, other medication or supplies for managing your diabetes, give us a call.

Healthy habits add up and can help make diabetes easier to manage. Here are some tips to talk over with your doctor.

- › Follow a healthy eating plan, and make sure to eat your meals and snacks around the same times every day.
- › Take your diabetes medication at the same time every day and as your doctor says.
- › Check and write down your blood sugar every day. Call your doctor if your numbers are too high or low for more than two days.
- › Check your feet every day for cuts, blisters, sores and swelling.
- › Brush and floss your teeth regularly.
- › Don't smoke. If you smoke and are trying to quit, talk with your doctor about your options. Or give us a call for extra support.

WE'RE HERE TO HELP

Get started with one-on-one support from your care team today. Just give us a call.

- › BlueCare Members **1-800-468-9698**
- › TennCareSelect Members **1-800-263-5479**
- › TRS: Dial **711**, ask for **888-418-0008**
- › Monday – Friday | 8 a.m. to 6 p.m. ET
- › Or learn more at [bluecare.bcbst.com](https://www.bluecare.bcbst.com)





Employment and Community First CHOICES

If you're an Employment and Community First CHOICES member, you can get some of your services through Consumer Direction. That means you employ the people providing services to you. That lets you choose who provides services and how you get them.

You'll do everything an employer would. You'll hire, train, schedule and supervise the people providing services to you. You'll get a certain amount of money for each service you need. And you can ask for help to manage everything if you need it.

YOU MAY BE ABLE TO GET THINGS LIKE:

- › Help with things around the house, like bathing, cooking or chores
- › Home care for things your family can't help with
- › Someone to help you while your caregiver has a break
- › Community transportation to get to work or other places in the community

If you have any questions, give your support coordinator a call. They can help you find ways to meet your needs.

Source: <https://www.tn.gov/tenncare/long-term-services-supports/employment-and-community-first-choices/consumer-direction.html>

NEED HELP WITH INTERNET ACCESS?

The federal government has a new program to help with high-speed internet access.

If you qualify, you may be able to get \$30 a month toward an internet service plan. And if you live on Tribal lands, you may be able to get \$75 a month.

The program also offers other special deals on internet plans. That means if you get the benefit and apply it to one of these plans, you'll pay no out-of-pocket costs. You can read more and see if you qualify at getinternet.gov.



COMING SOON 2023 CAHPS SURVEY

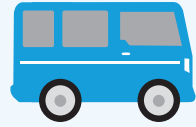
You may get a survey in the mail in February.

Whether you only go to the doctor for checkups or you see several health care providers, this survey is your chance to tell us how you feel about your care. We'll use this information to see how we can better work with providers to give you the best care possible.

- › Fill out the survey.
- › Return it in the envelope we provide — you don't need any postage.

Thanks in advance for taking the time to give us your feedback. It can help us make changes that benefit all members.

USING YOUR FREE RIDE BENEFIT



It's easier to look after your and your family's health if you can make it to the doctor and pick up the medicine you need on time. That's why you can get free, non-emergency trips for care and services through Verida. And we can help you work with them every step of the way. Most Verida trips are shared rides with others in a van or small bus. You may have to wait a little while for pickup after your doctor visit.

Here are a few things to keep in mind when you use your benefit:

- › To set up a ride, call the Verida number for your plan. Their call center is open 24 hours a day, 365 days a year. Or schedule online at myverida.com.
- › You'll need to book all rides to and from your appointment through Verida. If you don't, you'll have to pay for the ride.
- › Make sure you're ready to go before your driver is scheduled to arrive. Your driver can only wait 5 minutes when it's time to pick you up.

To set up a ride, call:

- › BlueCare members **1-855-735-4660**
- › TennCare*Select* members **1-866-473-7565**

or schedule online:

- › myverida.com

If you need to travel more than 90 miles, give us a call instead.

- › BlueCare members **1-800-468-9698**
- › TennCare*Select* members **1-800-263-5479**

THE TN HOPE LINE CAN HELP WITH LONELINESS



If you're feeling lonely, you're not the only one. Nearly half of Americans say they feel lonely. But the TN Hope Line is here to help.

The TN Hope Line is a phone line just for older adults who are feeling lonely. You'll talk with a trained volunteer who's there to listen to you and encourage you. And if you need help with food or other basic supplies, they'll connect you with someone who can help.

You don't have to face life alone. Just call **1-844-600-8262** to connect with someone today. You can call Monday through Friday from 9 a.m. to 3 p.m. CT.

Therapy can also help with loneliness. It's included in your plan. So if your feelings are getting in the way of your daily life, we can help. Give us a call to learn how to use your mental health benefits.

Source: tnfbc.org/stories/tn-hope-line

Blue of Tennessee with
Sanitas Medical Center

CARE



JUST AROUND THE CORNER

We want to make it as easy as possible for you to get the care you need, close to home. That's why we worked with Sanitas to open medical centers just for our members. We have these Blue of Tenn. centers in the Memphis and Nashville areas, and they're just for members like you. **Here are just a few things you can get:**

- › Primary care
- › Urgent care*
- › Preventive screenings and vaccinations
- › Same- and next-day visits
- › Night and weekend hours*
- › Faster test results with on-site labs
- › Online scheduling and chat

Plus, if you have special health needs like heart disease or diabetes, you can get special care for those, too. Your care team will get to know you and make sure you get the care you need. We've assigned you a primary care provider. But if you want to switch to a Sanitas doctor, just give us a call. We're here to help. To make an appointment, go to bluecare.bcbst.com/booknow

MEMPHIS

- › Crosstown
- › Germantown
- › Wolfchase
- › Whitehaven

NASHVILLE

- › Murfreesboro
- › Antioch
- › East Nashville
- › Cool Springs

*AT SOME LOCATIONS

A MESSAGE FROM

DentaQuest



Give Your Child a Head Start on the Road to Good Oral Health

A healthy mouth is no accident. Parents can help their child have a healthy mouth from an early age.

Follow these tips for a healthy mouth and body.

- › Clean your baby's gums with a warm washcloth after each feeding.
- › When your baby gets their first tooth start brushing twice a day.
- › Use a smear of fluoride toothpaste.
- › Do not put your baby to bed with a bottle. Try a warm bath or rocking them to sleep.
- › Your baby should have their first dental visit no later than age 1.
- › Your dentist can give you tips on teething and home care.

Good home care and regular dental visits can keep your family healthy. If you need help finding a dental provider or have questions about your dental benefit call DentaQuest at **1-855-418-1622**.

PKU TESTING FOR NEWBORNS

After your baby is born, the hospital will make sure he or she is healthy and ready to go home. That includes a thorough exam and several important tests. One is for Phenylketonuria (PKU). PKU affects how the body uses protein. It's rare, but it requires a long-term low protein diet.

Your TennCare benefits cover the PKU test and licensed professional medical services. That includes special formulas.

Many newborn tests are required because early treatment of health problems can make a big difference in a child's life. We suggest you talk to your health care provider about what tests to expect. You'll find more helpful information on babysfirsttest.org.

Sources: babysfirsttest.org

WE CARE ABOUT YOUR DIABETES COVERAGE

Your health plan covers certain diabetic care and services if they're medically needed. This includes:

- › Diabetic testing equipment and supplies
- › Training about how to manage your diabetes
- › Outpatient education and medical counseling about a diabetic eating plan
- › Visits to your doctor for diabetes care and testing

And many types of insulin and diabetes drugs don't even count against your monthly drug limit. You can see the list of those drugs at tn.gov/tenncare/members-applicants/pharmacy.html.

Click on the bullet point "Automatic Exemption List."

You can also call TennCare Connect at **1-855-259-0701** to get the list.

Do you need help getting your diabetic services and care paid for?

Please give us a call at the Customer Service number on your Member ID card.

TELL US ABOUT YOUR HEALTH NEEDS

We want to provide you and your child with the best possible care. You can help us by taking a minute to tell us about your health history and needs.

YOU CAN GET US THAT INFO:

You can complete the survey electronically. Just download our free **CareTN app**. You'll need your member ID number and access code:

- › **bctmeethistory** (16 and older)
- › **bctmeetpediatric** (15 and younger)

Or you can give us a call at **1-888-416-3025**.

Once we know more about you, we'll connect you with the services that are right for you and guide you as you take steps to improve your health.

And just to make sure we keep meeting your needs, we'll ask you for a yearly update.



FREE BENEFITS FOR OUR MEMBERS

As your health plan provider, we think it's important you know what services are available to you.

We've listed some of them here, but please see your member handbook for complete information.



WELL-CARE VISITS

As part of TennCare Kids, children from birth through age 20 get free checkups. These visits make sure they meet important milestones and get needed vaccines.

They're also covered for all medically necessary care to treat problems found at checkups. This includes medical, dental, speech, hearing, vision and behavioral health.

Babies & Toddlers: At least 12 checkups before they are 3 years old

Children Age 3 and Up, Including Teens: Need a checkup every year

Adults also get free well-care visits each year. These include important screenings to prevent disease.

We can help you schedule a checkup. Sign in to your online account on bluecare.bcbst.com and click the chat icon. Or give us a call in Customer Service.

24/7 NURSELINE*

Call and talk with a trained nurse about any health questions or concerns. Nurses are available all day, every day at **1-800-262-2873**.

VISION CARE FOR KIDS

Children from birth through age 20 get free vision services. Vision services include eye exams — plus frames, lenses and contacts (when medically necessary). Find a provider at bluecare.bcbst.com by choosing Find Care. Or call Customer Service.

EXPANDED DENTAL CARE FOR MEMBERS

Children from birth through age 20 have access to free dental services. Starting Jan. 1, 2023, TennCare is expanding dental benefits for adult members. All adult members will have dental coverage this year.

Members can get:

- › Regular checkups and preventive cleanings
- › Diagnostic X-rays and exams
- › Topical fluoride treatments
- › Crowns, partial and complete dentures
- › Other medically necessary services

For more information, call DentaQuest** at **1-855-418-1622** or visit dentaquest.com.

PRESCRIPTION COVERAGE

All prescriptions and claims are managed by your pharmacy benefit manager. For more information, call **1-888-816-1680**.

*24/7 Nurseline offers health advice and support provided by Infomedia Group, Inc. d/b/a Carenet Healthcare Services, Inc., an independent company that does not provide BlueCare Tennessee branded products or services.

**DentaQuest is an independent company serving BlueCare Tennessee. They do not provide BlueCare Tennessee branded products and services.

FREE BENEFITS FOR OUR MEMBERS

INDIVIDUAL HELP WITH YOUR HEALTH

Everyone needs an extra hand sometimes. So if you need support for healthy living or help with a long- or short-term illness or injury, we're here for you.



You Can Think of Us as Your Care Team

- › Our services are free and part of your benefits.
- › If you'd like some help staying well, try working with a health coach.
- › And if you have more complex health needs, your care team can work with you and your health care providers to make sure you get the care and support you need.
- › Mental health support is included.
- › You choose if you want these services.
- › You can join or cancel at any time with just a call.

Member Care Team

- › BlueCare: **1-800-468-9698**
- › TennCare*Select*: **1-800-263-5479**
- › Learn more at bluecare.bcbst.com/OneOnOne



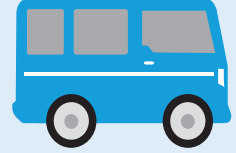
For Pregnant Members, Individual Help Includes:

- › Information throughout your pregnancy by text, mail or online
- › Services to help with tobacco- and drug-free lives, mental health, housing, food and more
- › Support from a specially trained staff including obstetric (pregnancy) nurses

SPECIAL SERVICES

FREE RIDES TO THE DOCTOR OR PHARMACY

NEED A RIDE to your health care provider or to get a prescription? Contact Verida** for a free non-emergency ride. You'll need to set it up at least three days in advance.



This program can also reimburse you for mileage if you or someone else drives to a health care visit.

Scheduling a ride online is easy at myverida.com.

Or call the number for your plan:

- › BlueCare members **1-855-735-4660**
- › TennCareSelect members **1-866-473-7565**

If you need to travel more than 90 miles, give us a call instead.

- › BlueCare: **1-800-468-9698**
- › TennCare*Select*: **1-800-263-5479**

**Verida is an independent company serving BlueCare Tennessee. They do not provide BlueCare Tennessee branded products and services.

LONG-TERM SERVICES AND SUPPORTS FOR AGING OR DISABLED MEMBERS

Through TennCare's CHOICES program, members get caring support and help with everyday activities. Call your CHOICES care/support coordinator for help:

- › Before or after you're admitted or discharged from the hospital
- › When you need a ride to or from the hospital, a health care provider or drugstore

For more information, call Customer Service or BlueCare Tennessee CHOICES at **1-888-747-8955**.

HELP FOR MEMBERS WITH INTELLECTUAL AND DEVELOPMENTAL DIFFERENCES

Many of our members need help finding a job and taking care of themselves. The Employment and Community First CHOICES program is here for these members. For more information call BlueCare Customer Service or visit tenncareconnect.tn.gov.

FOR YOUR CONVENIENCE

YOUR ONLINE ACCOUNT ON [BLUECARE.BCBST.COM](https://bluecare.bcbst.com)

To set up an online account with us, just visit bluecare.bcbst.com. At the top to the right, click on “Register.” Use your account as a convenient and secure way to:

- › Order a replacement for a lost Member ID card
- › Print a temporary card
- › Request a change in your assigned primary care provider (PCP)
- › Find a health care provider in your network
- › Check details on your health plan

You can also use your online account to check the status of a prior authorization. If your request is denied, we’ll send you a letter. But you’ll need to go online to see if your request was approved.

OPT IN FOR TEXTING

Text **BlueCare TN** to **69-246** or call **1-888-710-1519** to receive the latest updates about your health care. Message and data rates may apply. Not required to purchase goods and services from BlueCross BlueShield of Tennessee. Text **HELP** for help or **STOP** to stop.

ONLINE CHAT

We know you’re busy, so we’re making it even easier to talk with us. Connect with us from your computer, tablet or smartphone to ask us any questions you have about your health plan. Sign in to your online account on bluecare.bcbst.com and click the chat icon to start a conversation.



NEWSLETTER IN OTHER LANGUAGES AND TRANSLATION SERVICES

A Spanish version of this newsletter is posted on bluecare.bcbst.com.

We offer translation and interpretation services for other languages. We can also provide help if you have hearing or vision loss. These services are free to members.

- › BlueCare members call **1-800-468-9698**
- › TennCare *Select* members call **1-800-263-5479**
- › TRS call **711** and ask for **888-418-0008**

MEMBER NOTICES

IS YOUR TEEN TOO OLD FOR THE PEDIATRICIAN?

Did you know most pediatricians stop seeing patients between the ages of 18 and 21? It may be time to help your teen find a new primary care provider (PCP). For many young adults, choosing a PCP is the first step toward making their own health decisions. For assistance finding a PCP, give us a call in Customer Service.

LOSING COVERAGE?

If you were told your TennCare benefits are going to end — for example, if you're about to turn 21 — we can help you keep getting care. Our Member Care Team can tell you about community resources in your area to help with your health needs. Before your coverage ends, give us a call. We're here for you.



NEWBORNS NEED THEIR OWN HEALTH COVERAGE

Did you know your pregnancy benefits don't cover your newborn? Don't miss a day of coverage — call **1-855-259-0701** as soon as your baby is born.

MAKE SURE YOUR MAIL FOLLOWS YOU

Do we have your correct mailing address? If we don't, you could miss important mailings about your health plan and benefits. Update it by calling TennCare Connect at **1-855-259-0701** or going to **tenncareconnect.tn.gov**.

UPDATED NOTICE OF PRIVACY PRACTICES

We have released a revised HIPAA Notice of Privacy Practices, which is available at bluecare.bcbst.com/privacy. The updated document includes more clear descriptions about how we use and share your health information and how different laws might affect how we use your information. These updates do not change the rights you have or the responsibilities we have to protect your health information. For more information, contact our Privacy Office at **Privacy_Office@bcbst.com**.

MEMBER NOTICES

YOUR CHILD'S PCP IS YOUR PARTNER

It's easier to take care of your family's health if you have a partner. That's why we recommend every child have a primary care provider (PCP).

A child's PCP is sometimes a specialist in childhood medicine (pediatrician). They do well-child checkups and treat minor illnesses. They can also spot problems early and order tests for further treatment.

Emergency rooms and specialists are important when you need them. But they don't have a complete picture of your child's health. Your child's PCP knows their history, and they know you. That can help if you have to make big health decisions.

Here's How to Help Keep Your Child's PCP in the Loop:

- › Tell any other providers who your child's PCP is.
- › Ask the other providers to send their reports to your child's PCP.
- › Tell your child's PCP about all visits to other providers.



Use Network Providers for Best Value

If you don't use your network providers, you'll be responsible for out-of-network charges. The only exception is emergency care. See your member handbook for details.

To find a network provider,
use the Find Care tool at bluecare.bcbst.com.
Or you can give us a call in Customer Service.

YOUR RIGHTS

HOW WE PROTECT YOUR HEALTH INFORMATION

We have policies on how we protect your health information. They're based on laws. We keep them up to date. To make sure we're getting it right, we train our staff every year. We protect all facts about your health, no matter how they are shared or stored — verbally, in writing or in electronic form. These laws and policies apply to our entire company and how you or anyone else accesses or uses your information.



You can read more about this in your member handbook. You'll also find a privacy notice on bluecare.bcbst.com, or you can call Customer Service to get a copy.

Please call your care coordinator if you have questions about these benefits. Not sure how to reach them? Call Customer Service. Find the Customer Service phone number on the last page of this newsletter.

REPORT FRAUD OR ABUSE

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free **1-800-433-3982** or go online to www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html.

To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free **1-800-433-5454**.

TENNCARE APPEALS

Find help to file an appeal for a TennCare service (medical or mental health service, alcohol or drug abuse treatment). TennCare Member Medical Appeals, toll-free, **1-800-878-3192** (Monday to Friday, 8 a.m. to 4:30 p.m. CT).

YOU CAN GET A SECOND OPINION

Most of us want to know as much as we can about our health. Sometimes that means getting a new point of view — a second opinion. We'll help you get one from an in-network provider. If we can't find a network provider, we'll help you get a second opinion from an out-of-network provider at no extra cost.

Need help with a second opinion? The Customer Service number is on your Member ID card and the last page of this newsletter.

YOUR RIGHTS

WE DO NOT ALLOW DIFFERENT TREATMENT IN TENNCARE

No one is treated in a different way because of race, color, birthplace, religion, language, sex, age or disability.

- › Do you think you've been treated differently?
- › Do you have more questions or need more help?
- › If you think you've been treated differently, call TennCare Connect for free at **1-855-259-0701**.

Find the Discrimination Complaint Form online:

www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html

TENNCARE NO PERMITE EL TRATO INJUSTO

Nadie recibe un trato diferente debido a su raza, color de la piel, lugar de nacimiento, religión, idioma, sexo, edad o discapacidad.

- › ¿Cree que lo han tratado injustamente?
- › ¿Tiene más preguntas o necesita más ayuda?
- › Si piensa que lo han tratado injustamente, llame gratis a TennCare Connect al **1-855-259-0701**.

Encuentre el formulario de discriminación en línea en:

www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html

MORE RESOURCES

HELP TO STOP TOBACCO USE

Quitting smoking is easier when you have help. We're ready to give you a hand.

- › You'll get personal support from our health educators for your entire quitting journey.
- › We cover most stop-smoking medications with a prescription from your doctor.

Call Customer Service to get started.

Or call the **Tennessee Tobacco QuitLine** for counseling in English or Spanish.

- › Talk with trained counselors to get started.
- › Get two weeks of nicotine replacement treatment for free.

Tennessee Tobacco QuitLine

Free to all Tennessee residents
1-800-QUIT-NOW (1-800-784-8669)
or tnquitline.org

TEXT4BABY®

This free service will send you text messages every week about having a healthy pregnancy and a healthy baby.

Just text the word "BABY" (or "BEBE" for Spanish) to **511411** to get started. Or register online at text4baby.org.

APPLY FOR TENNCARE

Use TennCare Connect at tenncareconnect.tn.gov. Or call toll-free at **1-855-259-0701**.

TENNCARE CONNECT

Get more information about TennCare. Report changes in your address, income, family size and if you get other insurance.

Call **1-855-259-0701**
(TRS or TDD: **1-877-779-3103**)
or tenncareconnect.tn.gov



Help for Tennessee families includes links to state services, information and more.

healthier tennessee
healthiertn.com

Let's work together toward a healthier you and a healthier Tennessee.

MENTAL HEALTH CRISIS HELP

- › Tennessee Statewide 24/7 Hotline **1-855-274-7471**
- › Tennessee Suicide Prevention Network tspn.org

SUBSTANCE MISUSE HELP

- › TN Together tn.gov/opioids
- › Tennessee Redline **1-800-889-9789**

HOW CAN WE HELP YOU?

CUSTOMER SERVICE

For questions about using your health plan, vision care, changing your Primary Care Provider or to get help in another language.

- › BlueCare Members **1-800-468-9698**
- › TennCareSelect Members **1-800-263-5479**
- › TRS: Dial **711**, ask for **888-418-0008**
- › Monday – Friday | 8 a.m. to 6 p.m. ET
- › bluecare.bcbst.com



Do you need help with your health care, talking with us, or reading what we send you? If so, call us for free at: BlueCare **1-800-468-9698** or TennCareSelect **1-800-263-5479** (TRS: **711** and ask for **888-418-0008**).



BlueCareSM
TennCareSelect

1 Cameron Hill Circle | Chattanooga, TN 37402 | bluecare.bcbst.com

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Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare **1-800-468-9698**. Llame al TennCareSelect **1-800-263-5479** (TRS: **711**: **1-888-418-0008**).

یەدروک :Kurdish

ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆرای دەخرێتە بەردەستتان. پەیوەندی بکەن بە ژمارە

(TRS: **711**: **1-888-418-0008**) **1-800-263-5479** TennCareSelect **1-800-468-9698** BlueCare



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