

# TAKE CARE OF YOU

01 2024

A publication for **BlueCare<sup>SM</sup>** and **TennCare*Select*** members.



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**LOADABLE GAS MILEAGE CARDS  
FROM VERIDA**  
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**EAT THIS, NOT THAT**  
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BlueCare<sup>SM</sup>  
TennCare<sup>Select</sup>

1 Cameron Hill Circle | Chattanooga, TN 37402  
[bluecare.bcbst.com](http://bluecare.bcbst.com)

Dear Member,

Happy 2024! With a new year comes a fresh outlook on your health. We've included lots of information in this newsletter to help you along your health journey.

**In this issue, you'll learn about things like:**

- › How to keep the flu at bay
- › Mental health during pregnancy
- › Foster parent resources
- › The importance of a dental home
- › How to make healthier food choices
- › And more!

We hope you enjoy the health tips and resources we've shared. And remember, we're here for you. If you have any questions or need help using your plan, give us a call.

Here's to a wonderful winter!

Best of Health,



A handwritten signature in black ink that reads "Casey Dungan".

**Casey Dungan**

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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[bluecare.bcbst.com/BlueCareTN-News](http://bluecare.bcbst.com/BlueCareTN-News).



## Keep the Flu at Bay

### **Did you know December through February is peak flu season?**

That means we're in the thick of it right now. But if you haven't gotten your flu shot, there's still time. Flu season can last until May. And the flu shot is one of the best ways to help protect you and your loved ones against the flu.

The CDC says almost everyone age 6 months and up should get a flu shot each year. And it's extra important for children under 2, people over 65 and people with certain health issues. 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. 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.

### **Other ways to protect your health:**

- › Eat a balanced diet of fruits and vegetables, get good sleep, stay active and manage stress.
- › Wash your hands with soap and water often.
- › Disinfect areas you touch a lot, like your kitchen counters.



### **YOUR CHILD'S FIRST FLU SHOT**

**If your child is between 6 months and 8 years of age and is getting their flu shot for the first time, they'll need two doses.** And keep in mind the flu shot doesn't protect them from COVID-19. Your child needs a different vaccine for that.

Sources: [www.cdc.gov/flu/professionals/vaccination/vax-summary.htm](http://www.cdc.gov/flu/professionals/vaccination/vax-summary.htm), [www.cdc.gov/flu/treatment/treatment.htm](http://www.cdc.gov/flu/treatment/treatment.htm), [www.cdc.gov/flu/prevent/prevention.htm](http://www.cdc.gov/flu/prevent/prevention.htm)



# Are You Thinking About Having Another Baby?

Adding to your family is a big decision. It can be an exciting time. But it's also important to think about timing. Planning your pregnancy gives you and your baby the best chance at staying healthy.

Experts recommend waiting 18 months or more in between giving birth and getting pregnant again. That lets your body fully recover from your last pregnancy. It also gives your baby the best chance of:

- › Being born at the right time, instead of too early
- › Having a healthy birth weight
- › Growing at the right speed for their age

Some people may not need to wait 18 months before getting pregnant again. If you've had a miscarriage or stillbirth or you're older than 35, you may not need to wait as long. Your doctor can help you decide what's best for you.

## TALK WITH YOUR DOCTOR

**It's important to see your doctor before and during your pregnancy.**

Your doctor can help you decide when is the best time to have another baby. They can also answer any questions you have about getting or being pregnant. Once you're pregnant, regular checkups can help make sure you and your baby are healthy.



# Taking Care of Your Mental Health During Pregnancy

Pregnancy stirs up a lot of feelings. And not all of them are happy. Feeling worried? You're not alone. Lots of people feel that way — especially if you're having your first baby or didn't plan to have one. Mood swings are also normal during pregnancy.

But sometimes your feelings can go beyond everyday worry. More serious problems, like depression and anxiety, can start during pregnancy.

- › **Depression** is more than just feeling sad from time to time. It's feeling down, sad or irritable for weeks or months at a time. It can happen if you're stressed about being pregnant. It can also happen if you're stressed about things going on at work or home.
- › **Anxiety** is fear or worry you feel about something that might happen. You might worry about being a good parent or being able to afford a baby.

Symptoms that start during pregnancy can even continue after your baby is born. If you're feeling worried, sad or nervous a lot of the time, talk to your doctor. They can help you deal with your depression or anxiety. And they can help you prepare for feelings you might have after the baby is born.

## BE YOUR BEST YOU

Taking good care of yourself can help you feel better. Make sure you're eating well, moving around, getting good sleep and taking your prenatal vitamins.

# Employment & Community First CHOICES Members

## CONSUMER DIRECTION

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:**

- › 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



## The TN Hope Line Is Here for You

**It's OK to feel lonely sometimes. But if you're lonely too often, it may harm your health.**

Loneliness affects your mental health — and your physical health. According to the CDC, loneliness can increase your risk for conditions like heart disease, stroke and dementia. It may even be as harmful as smoking. And older adults have a greater chance of being lonely.

If you've been feeling lonely, the **TN Hope Line** can help. It's a phone line for older people who need to talk to someone. You can talk with a trained volunteer who'll listen and support you. And if you're having trouble with food or other needs, they'll connect you with someone who can help.

Talk to a volunteer today. Call the **TN Hope Line** at **1-844-600-8262**.

It's available Monday through Friday from 9 a.m. to 3 p.m. CT.

**Therapy is another good resource if you're feeling lonely.**

And it's covered in your plan. Just give us a call to learn how to use your mental health benefits.



# It's Time for TennCare Renewals

TennCare renewals have started. That means TennCare is reviewing its membership to make sure you still qualify for health coverage. Not everyone will be renewed at the same time, so don't worry if you haven't heard anything yet. The process started in April 2023 and will go through March 2024.

## HOW YOU CAN PREPARE FOR RENEWAL

- › **Make sure TennCare has your updated contact information.**  
It's important so they can send you mail. You can update your information through TennCare Connect. Just call **1-855-259-0701**. Or log in to [tenncareconnect.tn.gov](https://tenncareconnect.tn.gov). You can also choose how you want TennCare to get in touch with you.
- › **Open all mail and email you get from TennCare.**  
Your renewal packet will come by mail or email, depending on how you've asked TennCare to reach you. Make sure you open it. And follow the directions to complete and return it.

TennCare will try to renew your coverage automatically. If they're able to, you'll get a renewal notice instead of a packet. You can find your renewal date through TennCare Connect.

**If you have questions about renewal, we can help. Just give us a call.**

- › BlueCare **1-800-468-9698**
- › TennCareSelect **1-800-263-5479**
- › TRS: **711** ask for **888-418-0008**



# Helpful Resources for Foster Parents

**Foster parenting is a rewarding job. Those who do it know they're making a big impact on the life of a child.**

But it can also be a tough job. It takes a lot of training and support. And that's where we come in. We're here to help. Our goal is to improve the well-being of both the foster children and the adults who care for them.

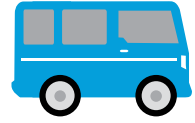
Foster parents need plenty of guidance and expertise at hand. Having the information they need can help reduce stress. And it can help foster parents make the best choices for their foster children.

**Are you currently a foster parent? Do you want to become one?** We have training resources to help you keep your children healthy, safe and on track. These resources can help people as they prepare to become a foster parent. Or, they can help longtime foster parents who are looking to sharpen their skills. To find our collection of training tools, visit [bluecare.bcbst.com/foster](https://bluecare.bcbst.com/foster). Under Foster Parent Training, click **See more**.

## **There, you can find:**

- › A list of the requirements to become a foster parent
- › A training checklist to help keep you on task
- › Training videos and online courses
- › The monthly newsletter
- › Frequently asked questions
- › Links to other helpful resources

# Loadable Gas Mileage Cards From Verida



**Have you used your transportation benefit?** If so, you already know how helpful it is.

You can arrange free rides to your doctor or to pick up your medicine. We'll also reimburse you, your friends and family members for miles driven to non-emergency appointments.

Now, we're making the process easier.

**Comdata will send you a new card soon.** The money you get back for your gas mileage will be added to the card. No more waiting for checks in the mail.

You'll get a text each time you're paid back. So be sure to opt in to text messages when you activate your card.

Don't have access to text messages? You can call to check your balance, too. Once you've set up your card and PIN, contact Comdata's Customer Service at **1-888-265-8228**. Enter your card number. Then **press 1** for cardholder information.

**Your new card will make it easier to:**

- › Use in-network ATMs to get cash from your card (fees may apply for out-of-network ATMs)
- › Use your card everywhere MasterCard is accepted
- › Get text alerts for balance updates
- › Access your card information online 24/7

**Look for your new card in the mail soon.** The packet will have info about the card. And it'll tell you how to activate the card.



**Have questions about your new gas mileage card?**

Call Comdata's Customer Service at **1-800-265-8228**.

They're available 24 hours a day, 7 days a week.



# We'll Help You Find Support

We're more than insurance. We're here to help with your day-to-day needs, too.

## WE CAN HELP YOU FIND THINGS LIKE:



HOUSING



UTILITIES



FOOD



TRANSPORTATION



DENTAL CARE

To get started, visit [bluecare.bcbst.com](https://bluecare.bcbst.com). Look for the **Need Some Extra Support** box at the bottom of the page and click **Learn More**. Then, enter your ZIP code to find resources in your area.

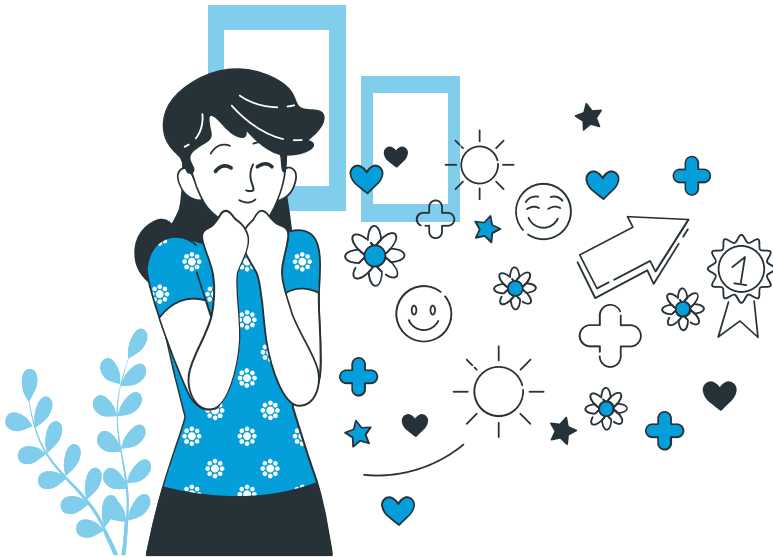


**Have questions? Give us a call.**

BlueCare members **1-800-468-9698**

TennCareSelect members **1-800-263-5479**

TRS: **711** ask for **888-418-0008**



## New Year, New You

### **Was caring for your mental health one of your New Year's resolutions?**

Stress is a normal part of life. You might worry about an upcoming test, a conflict with a friend or a big game. But while stress is normal, it can cause mental and physical health problems if you don't deal with it in a healthy way.

Start the year off on the right foot (and in the right headspace) with a few goals to help you cope with stress and protect your mental health.

#### **LOG OFF**

Social media can be a great place to connect with friends. But it can also be another source of stress. Limiting your screentime can help you unwind.

#### **TAKE CARE OF YOUR BODY**

Eat a balanced diet filled with fruits and veggies. Stay active. And don't forget to sleep. The CDC says teens should get 8–10 hours of sleep per day.

#### **MAKE TIME FOR YOU**

Spend a few moments each day doing something you enjoy, like drawing, reading or listening to music.

#### **GET SUPPORT**

It can be helpful to share your feelings with a friend or family member. And sometimes, it can be helpful to talk with a professional. Tell your primary care provider if you've been feeling down. They can help connect you with resources. They can also refer you to a behavioral health specialist.



# Accessing Crisis Services

**You may know about mental health conditions like depression or anxiety. But do you know what to do if you or someone you know has a mental health crisis?**

## What is a mental health crisis?

**A mental health crisis is when you're at risk of hurting yourself or others.** Or your behavior stops you from being able to take care of yourself.

A mental health crisis can be brought on by stress at home, like a big fight or the death of a loved one. It can be brought on by stress at school or work. And it can be brought on by other stressors, like large crowds, medicine changes and natural disasters.

## How can I prevent a mental health crisis?

**Plan ahead. If you have a mental health condition, talk with your doctor or mental health provider.** They can help you decide what to do, where to go and how to calm yourself down in an emergency. And if you find your mental health getting worse, tell your doctor or mental health provider. They can help you adjust your treatment plan.

## Who can I call for help with a mental health crisis?

If you or someone you know is having a mental health crisis, you can call **988**. It's the **Suicide and Crisis Lifeline**. It works like **911**. But you'll talk with someone trained to deal with mental health emergencies.

**If you need someone to talk to, you can also call:**

- › Tennessee Mental Health Crisis Hotline **1-855-274-7471**
- › National Suicide Prevention Hotline **1-800-273-TALK (8255)**

**For more information on mental health resources and benefits, go to:**

- › [bluecare.bcbst.com/get-care/behavioral-health](https://bluecare.bcbst.com/get-care/behavioral-health)



# Make a Schedule for Your Daily Vitamins and Medicine

Do you take multiple vitamins and medications?  
It can be overwhelming if you don't have a plan.

**Make a schedule to help you take them  
at the right time and in the right amounts.**

It's also important to listen to your doctor and read the labels.  
Some medicine can be harmful if you take too much. And some  
can be harmful if you take it with other medicine.

**Set checkpoints during your day.**

If you need to take medicine in the morning, remind yourself with an alarm.  
If you need to take it during lunch, put a note on your lunchbox. And if your  
medicine is best to take at night, pair it with a habit like brushing your teeth  
or walking your dog before bed. Simple reminders can go a long way.

**Pillboxes can also help you stay on track.**

Some pillboxes divide the days by morning and night. If you have trouble  
swallowing your pills, ask your doctor if you can take them in another form.  
Some vitamins and medicine come in chewable options.

A MESSAGE FROM

**DentaQuest**



## **Why Does My Child Need a Dental Home?**

### **What is a dental home?**

A dental home is where you take your child to see the dentist every six months. The dentist will take care of your child's teeth by giving the care they need and by teaching you and your child about good habits for teeth and gums. Having a dental home will help make sure your child stays on track for routine oral care and can help prevent cavities.

### **What if your child has a dental emergency?**

This may be any time your child has severe pain or damage to the teeth or to the mouth. Your child has the same benefits for emergency care as they have for routine care. You can call your child's dentist, medical health plan or DentaQuest for help to find care in an emergency. You do not have to contact your child's dentist, medical health plan or DentaQuest for approval.





# Healthy Eating on a Budget

A trip to the grocery store can put a real dent in your wallet, especially if you're shopping for a family. But shopping on a budget can be easier than you think. Here are a few ways to stretch your money and your Supplemental Nutrition Assistance Program (SNAP) dollars a little further.

- › **Make a plan.** Before you head to the store, take a look at what you have at home. Then plan your meals with those ingredients. If you have pasta, frozen spinach and butter, shop for a clove of garlic and cherry tomatoes. You can combine these ingredients to make a nutritious pasta dish.
- › **Shop smart.** While you're at the store, check out what's on sale. Or better yet, look through the store's weekly sales flyer before you go. Understanding the price tag will help you get more for your money, too. Go to [MyPlate.gov/shop-smart](https://www.myplate.gov/shop-smart) for information on what the price tag numbers mean and other money-saving tips.
- › **Prepare healthy meals.** Healthy and creative meals don't have to be expensive or hard to make. For example, if ground turkey or beef is on sale, try making a **Southwestern Style Rice Bowl** with brown rice, cooked meat, salsa, shredded cheese and low-fat sour cream. It's delicious. And you can make it in under 30 minutes. Find this recipe and more at [foodhero.org](https://www.foodhero.org).
- › **Know where to shop.** Food costs have gone up in most places. But shopping at dollar stores can help you get more for less. And you may be surprised at where you can use your SNAP dollars. Many pharmacies, gas stations and farmers markets accept SNAP. Use SNAP's retail locator tool at [fns.usda.gov/snap/retailer-locator](https://fns.usda.gov/snap/retailer-locator) to find a retailer near you.

## MEAL PLANNING TIP!

**Include protein, fiber and some healthy fat in every meal.** And try small snacks to stay full for longer. Here are some budget-friendly items to snag next time you're at the store. Many of these items, like beans and cottage cheese, are sources of multiple nutrients.

PROTEIN	FIBER	FAT
Black beans	Whole grains	Peanut butter
Canned tuna	Dried fruits	Cottage cheese
Lentils	Apples	Canned fish, like sardines
Ground turkey	Frozen broccoli	Mixed nuts

Sources: [www.myplate.gov/tip-sheet/eat-healthy-budget](https://www.myplate.gov/tip-sheet/eat-healthy-budget),  
[www.myplate.gov/eat-healthy/healthy-eating-budget](https://www.myplate.gov/eat-healthy/healthy-eating-budget)

# Eat This, Not That

**Salt and sugar are two common ingredients many people eat more than they should.** Too much salt can cause high blood pressure, heart disease and stroke. And too much sugar can cause problems through the whole body. It has been linked to problems like obesity, heart disease, liver problems, dementia and more.

**Not sure what foods to swap? We've got some ideas!**

TO CUT BACK ON SALT	
INSTEAD OF THIS	TRY THIS
Frozen, breaded meats	Fresh or frozen beef, lamb, pork, chicken or fish
Canned vegetables and fruits	Fresh or frozen vegetables with no sauce or low sodium canned vegetables
Canned soups or ramen noodles	Homemade soup without added salt or low sodium canned soups
Chips and dip	Homemade hummus with veggies
Salted nuts and seeds	Unsalted nuts and seeds
Table salt or seasonings blends with salt	Herbs, salt-free seasoning blends, fresh garlic, onions and peppers, lemon or lime juice

TO CUT BACK ON SUGAR	
INSTEAD OF THIS	TRY THIS
Canned fruit, packed in syrup	Fresh or frozen fruits, canned fruit packed in juice or water
Flavored yogurt	Plain yogurt with fresh fruit, light varieties of yogurt with added fruit
Regular barbeque sauce, ketchup, pasta sauce	Mustard, salsa, sriracha, sugar free or low sugar varieties
Breakfast cereal	Homemade oatmeal with fruit or sugar free sweetener, low sugar varieties of instant oatmeal
Drive-thru coffee drinks	Coffee with unsweetened milk or almond milk and sugar-free add ins, like cinnamon, stevia or monkfruit
Cookies, cakes and candy	Fresh fruit, low-sugar or sugar-free Jell-o or pudding

## Blue of Tennessee With Sanitas Medical Center

# CARE JUST FOR YOU



We want to make it as easy as possible for you to get the care you need, close to home. That's why we've worked with Sanitas to open medical centers for our members. We have centers in the Memphis and Nashville areas, and they're meant for members like you.

### **You can get in-person help with your health insurance plan, as well as health care like:**

- › 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

You can get in-person help with your health plan from our on-site customer service team. You can ask questions about your benefits and claims, get help printing a new Member ID card and more.

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](https://bluecare.bcbst.com/booknow). Or give us a call. We can help you schedule a visit and get a ride if you need it.

### **MEMPHIS**

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

### **NASHVILLE**

- › Murfreesboro
- › South Nashville
- › East Nashville
- › Cool Springs

\*AT SOME LOCATIONS

# Get Connected

**Need help with internet access or your phone bill?**  
Here are some useful resources.

## 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](https://getinternet.gov).

## PHONE BILL

You can get up to \$9.25 a month for your phone bill through a program called Lifeline. TennCare members are eligible to apply. **To join this program:**

1. Go to [lifelinesupport.org](https://lifelinesupport.org).
2. Click **Apply Now** at the top of the page.
3. Choose **TN** (or your current state) from the list.
4. Click **Get Started**.



## 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](http://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](http://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? Give us a call.

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

# 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.



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## 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](https://bluecare.bcbst.com) and click the chat icon. Or give us a call in Customer Service.

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## 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](https://bluecare.bcbst.com) by choosing **Find care**. Or call Customer Service.

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## DENTAL CARE FOR ALL MEMBERS

All BlueCare and TennCare *Select* members get dental benefits through their plan.

### 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](https://dentaquest.com).

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## PRESCRIPTION COVERAGE

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

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\*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](https://bluecare.bcbst.com/OneOnOne)



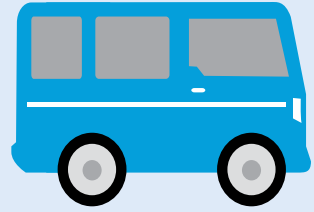
### For Pregnant Members, Individual Help Includes:

- › 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 calendar days in advance.



You may be able to get a mileage refund if you or someone else drives to a health care visit. You'll need to set this up before your appointment. There's a form to fill out and have your doctor sign. Or you may be able to get a bus pass.

When you schedule a ride to the doctor, schedule a stop at the pharmacy to pick up your prescriptions on the way home.

Scheduling a ride online is easy. Go to [member.verida.com](https://member.verida.com), or use the mobile app. Or call the number for your plan:

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

\*\*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**.

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## 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](https://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](https://bluecare.bcbst.com). At the top to the right, click on “register an account.” 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.

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## **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](https://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](https://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 help 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.

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## 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](https://tenncareconnect.tn.gov).

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## NOTICE OF PRIVACY PRACTICES

You can find our HIPAA Notice of Privacy Practices online. Go to [bluecare.bcbst.com/docs](https://bluecare.bcbst.com/docs). Click **Your Rights**. Then select **Notice of Privacy Practices** from the drop-down menu. The document includes clear descriptions about how we use and share your health information and how different laws might affect how we use your information. It also explains the rights you have and the responsibilities we have to protect your health information. For more information, contact our Privacy Office at [Privacy\\_Office@bcbst.com](mailto:Privacy_Office@bcbst.com).

# MEMBER NOTICES

## WE WANT TO HEAR FROM YOU

We'll sometimes contact you with questions about you, your health or your social needs. Your answers help us care for you and connect you to resources. So if you get a survey from us, we hope you fill it out.

Note: If you fill out one of our surveys, know that we'll keep your information private. And we'll use secure digital protections to keep your information safe. We'll only use your answers to help you or to make our plans better. The only people who can see your answers are:

- › People who need it to do their job providing your care or benefits
- › Certain medical providers and their staff
- › Certain members of your care team

We'll follow all laws, regulations and court orders when we use your information. And we'll never use it to decide your coverage or benefits. Your answers won't change how much you pay for your plan. By answering these questions, you're telling us it's OK to use and share this information in the ways we've listed.

## 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](https://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](https://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. You can find the Customer Service number on your Member ID and 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](http://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**.

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## 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).

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## 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? Call Customer Service. You can find the Customer Service number on your Member ID 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](http://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html)**

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## 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](http://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](http://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](http://text4baby.org).

## APPLY FOR TENNCARE

Call TennCare Connect for free at **1-855-259-0701** to get help over the phone. Or go to [tenncareconnect.tn.gov](http://tenncareconnect.tn.gov). You can also use the Health Insurance Marketplace at [healthcare.gov](http://healthcare.gov). Or call toll-free at **1-800-318-2596**.

## 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](http://tenncareconnect.tn.gov)



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

healthier tennessee  
StartNow

[healthiertn.com](http://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](http://tspn.org)
- › **988** Suicide and Crisis Lifeline **988**

## SUBSTANCE MISUSE HELP

- › TN Together [tn.gov/opioids](http://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](http://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**).



BlueCare<sup>SM</sup>  
TennCareSelect

1 Cameron Hill Circle | Chattanooga, TN 37402 | [bluecare.bcbst.com](http://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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