

TAKE CARE OF YOU

02 2024

A publication for **BlueCareSM** and **TennCareSelect** members.



YOUR OPIOID SAFETY PLAN
PAGE 4

MENTAL HEALTH CARE FOR YOUR FOSTER CHILD
PAGE 8



BlueCareSM
TennCare^{Select}

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

Dear Member,

Spring is in the air. The days are getting longer and warmer. And that means more chances for you to get outside and get active. New to exercise? Make sure to talk to your doctor before you start any new activities.

Working out your body is a great way to better your health. But it's also important to take care of your mind. In this newsletter, you can find information on how to:

- › Spot signs of postpartum depression
- › Keep your brain sharp
- › Get help with your substance use
- › And more

We've also included details about Kramer Davis Health — a new type of medical center in the Nashville area. They treat patients aged 13 and older with intellectual and developmental disabilities.

We wish you a happy, healthy spring. And remember, we're here for you. Give us a call if you have any questions or need help with your plan.

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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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.



Taking Care of You and Your Baby

Pregnancy is an exciting time, but you have a lot to think about while you prepare for your baby's arrival. Taking care of yourself while you're pregnant is one of the best things you can do to help give your baby a healthy start in life. Getting regular prenatal care is a great place to start.

As soon as you think you're pregnant, schedule a visit with your doctor. Every pregnancy is different. So it's important to see your doctor regularly, even if this isn't your first baby. Your doctor will do a physical exam. They may do other things, too, like blood work or an ultrasound. You'll also be able to talk about any health concerns or questions you have.

We cover prenatal care at no cost to you. If you need help finding a provider, give us a call. We can help. And we can help you schedule a ride to your appointments, if you need it.



VACCINES AND PREGNANCY

Regular prenatal visits help make sure you and your baby stay healthy. And staying up to date on your vaccines can protect you from getting sick and keep your baby safe, even after they're born. Your doctor can help you decide what vaccines are best for you.

They may recommend these or other vaccines:

- › Tdap
- › Flu
- › COVID-19
- › RSV

Sources: <https://www.nichd.nih.gov/health/topics/pregnancy/conditioninfo/prenatal-care>,
<https://www.cdc.gov/vaccines/parents/by-age/pregnancy.html>

Doesn't Everyone Feel This Way?

Learn how to spot the sometimes-subtle signs of postpartum depression.

Having a baby is a big life change. And it comes with lots of new emotions. Sometimes, it can be hard to tell if what you're feeling is normal or if it's postpartum depression. We want to help you understand the difference. Here are some common signs of postpartum depression and how they may look in your day-to-day life.

- › **CRYING SPELLS.** *What this can look like:* Crying regularly or more often. Crying for no reason. Not being able to stop crying.
- › **FEELINGS OF ANGER.** *What this can look like:* Getting mad at yourself or others when something small goes wrong. Snapping at loved ones. Always feeling "on edge."
- › **WITHDRAWAL.** *What this can look like:* Not asking for help when you feel you need it. Not responding to calls or messages when you're able to. Avoiding loved ones.
- › **ANXIETY OR EXCESSIVE WORRYING.** *What this can look like:* Not sleeping at night because you're worried your child will stop breathing. Being too scared to leave your baby with a trusted adult or your spouse for a few minutes. Constant fear of accidents or dangers out of your control.
- › **GUILT OR SHAME.** *What this can look like:* Repeatedly calling yourself a bad parent for things you can't control or for doing little things to care for yourself, like taking a shower.

Other common signs can include changes to your appetite, problems focusing or making decisions, and a loss of interest in things you used to enjoy. If you're experiencing any of these for longer than two weeks or experiencing more severe symptoms, like thoughts of wanting to hurt yourself or your baby, call your doctor or pediatrician. Postpartum depression can be treated. And a provider can help you decide what treatment is right for you.

We can help you schedule a visit with your doctor. Just give us a call.

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

HELP IN A CRISIS

If you feel like you're at risk of hurting yourself or your baby, call or text **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. For more information on mental health resources and benefits, go to bluecare.bcbst.com/get-care/behavioral-health.

Sources: <https://www.cdc.gov/reproductivehealth/features/maternal-depression/index.html>, <https://www.womenshealth.gov/mental-health/mental-health-conditions/postpartum-depression>, <https://www.healthychildren.org/English/ages-stages/prenatal/delivery-beyond/pages/Understanding-Motherhood-and-Mood-Baby-Blues-and-Beyond.aspx>



Your Opioid Safety Plan

Opioids are strong drugs used to treat pain. They're often used after surgery or an injury. If you're prescribed opioids, take them exactly as your doctor says. Taking too much or for too long can lead to dependency.

If you're taking opioids, it's important to store them safely. That means keeping them somewhere children can't reach and other people don't have access to. Put your medicine away after you take a dose. Twist until you hear the click to make sure the safety cap is locked.

Keep track of how much medication you have. If you take pills, count them to be sure you have the right amount. Or, for liquid medication, mark the outside of the bottle with a marker to keep track of how much you should have left. And when you're done taking your medicine, dispose of any leftovers safely. A drug take-back site or drop box is the safest way to dispose of old medications.



OPIOIDS AND PREGNANCY

Opioids are especially dangerous when you're pregnant. They can harm you and your baby. If you're pregnant or thinking about becoming pregnant and taking opioids, don't stop taking them without talking to your doctor first. Your doctor can help you decide what's safest for you and your baby. They may recommend medication-assisted treatment. That means your doctor will prescribe another medication that's safer for you and your baby. They may recommend drug counseling, too.

Sources: www.fda.gov/safety/medical-product-safety-information/all-opioid-pain-medicines-drug-safety-communication-fda-updates-prescribing-information-provide, www.cdc.gov/opioids/basics/prescribed.html, <https://store.samhsa.gov/sites/default/files/d7/priv/sma17-5053-11.pdf>, www.cdc.gov/drugoverdose/pdf/pregnancy_opioid_pain_factsheet-a.pdf

Make Time To Keep Your Brain Sharp

Do you sometimes have memory loss or confusion? Does it affect your daily life? If you answered yes, you may want to talk with your doctor. They can help you find out if your symptoms are age-related or if they could be signs of a medical condition called dementia.

Just like you exercise and eat well to keep your body healthy as you age, there are things you can do to keep your mind sharp, too. Here are some ways you can help keep your brain healthy.

- › **QUIT SMOKING.** Quitting smoking has lots of potential benefits, including helping maintain your brain health.
- › **GET PHYSICAL EXERCISE.** Physical exercise can help lower your blood pressure and cholesterol. The CDC says that can help improve mental function and physical health. And it can help you sleep better.
- › **MAINTAIN YOUR HEALTH.** Your brain depends on your body to keep it going. If you have diabetes, work with your doctor to manage your blood sugar. Eat more vegetables to give your brain plenty of the energy it needs.
- › **STAY SOCIAL.** Socializing with friends and family keeps your mind active and engaged. Just a friendly phone call can help do the trick.

Your doctor can help you find other ways to keep your mind active.

If you're having trouble with your memory, your care coordinator can help you find the right care. Just let them know.

Source: www.cdc.gov/aging/olderadultsandhealthyaging/maintainng-your-brain-health.html



Staying Safe in Hot Weather: Tips for Older Adults

Hot weather can be especially tough for older adults. As you age, you may have a harder time adjusting to changes in temperature. Or you may have health problems that make it harder to handle the heat. Some medicine can also affect how your body controls its temperature.

Here are some tips to stay cool and healthy during the hot summer months:

- › Stay in air-conditioned buildings as much as possible.
- › Drink lots of water, even if you don't feel thirsty.
- › Wear loose, light-colored clothes that are comfy in the heat.
- › Take cool showers or baths to cool off.
- › Rest and avoid doing hard work in the heat.
- › Check on friends or neighbors to make sure they're OK.
And ask them to do the same for you.

If you start to feel sick from the heat, tell someone right away. They can help you feel better. You can also watch the news to know if there are any health or safety updates.

Remember, it's important to take care of yourself and stay safe in the heat.

If you need a cool place to go, there are places called "cooling centers" where you can go to get out of the heat. You can search for cooling centers online at arcg.is/1qGrf8.



LOOKING FOR OTHER RESOURCES?

We have a handy tool that makes it easier to find what you're looking for. Just go to 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.



Substance Use and Your Health

As you get older, it's important to take steps to live a healthy life. Getting exercise, eating healthy and seeing your doctor for checkups are all great steps. And when it comes to alcohol, tobacco or drugs, your health and well-being depends on getting help.

If you struggle with substance misuse, you're not alone. We're here to help you get life back on track. Here are a few signs you may need help to stop using. If even one of these signs sounds familiar, it's important to get the help you need.

- › You have a strong need or desire to use it.
- › You've tried to use it less or stop but couldn't.
- › Your substance use has caused you problems at school, work or home.
- › You've noticed negative changes in your mental or physical health.

Start by talking with your doctor as soon as you can.

They can help you understand your symptoms and find the best treatment for you. Your benefits cover treatment for substance use and other mental health needs. Give us a call to get started.

You can also call or text the **24/7 Tennessee REDLINE (1-800-889-9789)** for support or local resources to help with substance use disorders.



NEED HELP QUITTING TOBACCO?

Call the **Tennessee Tobacco QuitLine** at **1-800-QUIT-NOW (1-800-784-8669)**. Text **TN 2 Quit** by texting **"QUIT"** to **615-795-0600**.

You can also give us a call. We'll help you get started on the path to quitting for good.

Mental Health Care for Your Foster Child

Mental health is just as important as physical health. That's why we want to make getting your foster child the mental health care they need as easy as possible.

If you see negative changes in your child's mood affecting their daily life, there are a few ways to get them help.

- › **See their primary care provider (PCP) for a visit.** You don't need a referral to see a mental health provider. But their PCP can help answer your questions and refer them to a specialist if needed.
- › **Contact your DCS representative.** They'll help you address your family's needs.
- › **Access DCS Trauma Informed Care Training** at bcb.st/fostertraining.
- › **And you can find more information**, including your *SelectKids* resource booklet, at bluecare.bcbst.com/foster.

If your child's having a mental health emergency, don't wait. Call or text the **Suicide & Crisis Lifeline** at **988**.



Be a Part of the Conversation. Join our Behavioral Health Advisory Board.

You're invited to join the BlueCare Tennessee **Behavioral Health Advisory Board!** The board is made up of members and representatives from BlueCare Tennessee and other groups. And it gives you the chance to talk to people who share your concerns.

Have questions? Ready to join?

Email BlueCare_AdvisoryBoards@bcbst.com.

Let us know you're thinking about joining the **Behavioral Health Advisory Board**. The board meets twice a year in each region of the state.

A MESSAGE FROM

DentaQuest



Does Your Child Need Emergency Dental Care?

Regular dental check-ups are important to your child's oral health. Sometimes, dental emergencies happen. A dental emergency may be any time your child has severe pain or has damage to the teeth or mouth. Your child has the same benefits and coverage for emergency services as they have for routine services.

What are things you can do if your child has a dental emergency?

Cracked or broken tooth:

- › Use warm water to rinse out your child's mouth. Use a cold cloth if there's swelling.
- › Call your child's dentist for an appointment for care.

Knocked out tooth:

- › Hold the tooth by the crown or top part of the tooth. Do not touch the root.
- › If possible, try to place the tooth back in the socket. Or place the tooth between the cheek and gum or in a container of milk.
- › Use a cold, wet cloth if there's bleeding or swelling.
- › Call your child's dentist for an emergency appointment for care.
- › If the office isn't open, call your child's medical health plan or DentaQuest for help to find emergency care.

A tooth with an abscess (an infection in the inner part of the tooth):

- › Call your child's dentist immediately, especially if your child has swelling and fever.

You can call your child's dentist, medical health plan or DentaQuest for help to find emergency care. You don't have to contact your child's dentist, medical health plan or DentaQuest for approval for emergency dental services.



1-2-3 Lunch!

Preparing a healthy lunch for your child can be as easy as 1-2-3.

It's important for children to eat foods from each food group. This can help them get all the nutrients they need to grow. And it can help them become more adventurous eaters.

When you make lunch, just remember this simple formula.

Whole Grains + Protein + Fat-Free or Low-Fat Dairy + Fruit and/or Veggies

EXAMPLES:

Build-Your-Own Pizza:

- › Whole-Grain Pita +
- › Turkey Pepperoni +
- › Low-Fat Mozzarella +
- › Pasta Sauce and Sliced Mushrooms

Kid-Friendly Charcuterie:

- › Whole Grain Crackers +
- › Hard Boiled Egg or Deli Meat +
- › Low-Fat Cheese +
- › Grapes or Carrot Sticks

Playground Parfait:

- › Granola +
- › Nonfat Greek Yogurt (this helps meet both their protein and dairy needs) +
- › Berries

Sources: www.myplate.gov/tip-sheet/healthy-eating-kids, https://health.gov/sites/default/files/2019-10/DGA_Healthy-Eating-Pattern.pdf

Whole-Person Care for People with Intellectual and Developmental Disabilities (IDDs)

Kramer Davis Health is a clinic specially designed to care for people with IDD.

They're located in the Nashville area. They see patients aged 13 and older.

And their services include:

- › Medical care
- › Dental care
- › Psychiatry
- › Behavioral health
- › Physical therapy
- › Occupational therapy
- › Speech therapy

Providers at the clinic work together to treat everyone as a whole person. They get to know the patient and their caregiver. And they're careful to communicate in a way each person understands. This can sometimes mean talking through a device or with pictures.

Find out more about **Kramer Davis Health** at www.kd.health. You can also contact the clinic with your questions or to schedule a tour.



CONTACT KRAMER DAVIS HEALTH

Phone: **1-615-933-7300**

Email: hello@kd.health

Address:

Kramer Davis — Nashville

3901 Central Pike, Suite 500

Hermitage, TN 37076

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 (PCP). 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. 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



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. 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**

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.

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.
2. Click **Apply Now** at the top of the page.
3. Choose **TN** (or your current state) from the list.
4. Click **Get Started**.





Health Care Supplies Update

If you use incontinence supplies or were thinking about ordering a breast pump, you may have heard of Medline.

Starting Feb. 1, 2024, this company will no longer exist. But you can still get the health care supplies you need. Here's how.

Incontinence Supplies

Do you currently get your incontinence supplies from Medline? Starting in February, you'll get them from Home Care Delivered, Inc. instead.

This change is automatic. You don't need to do anything right now. Your current orders will switch to Home Care Delivered, Inc. And you'll keep getting your supplies as usual.

Electric Breast Pump

Are you breastfeeding? You can get a free electric breast pump with a prescription from your doctor. Just go to **aeroflowbreastpumps.com** to place your order.



QUESTIONS?

If you have questions about your benefits or how to get certain health care supplies, please give us a call.

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

No Referral Needed for Women’s Health Services

We want to make it easy for you to use your benefits. That’s why female members can see a women’s health specialist without a referral. Women’s health specialists can be obstetricians, gynecologists or certified midwives. They provide pregnancy care, well-woman checkups and important screenings like pap tests and breast exams.

If you’d rather see your primary care doctor for this care, that’s covered, too. But you must see a provider in our network for your care to be covered. Check to make sure all providers are in the BlueCare Tennessee network before you see them. We sometimes make an exception, but you’ll need an OK from us in order to avoid an unexpected bill.

Looking for a provider? There are several ways to find one:

- › Go to bluecare.bcbst.com, and select **Find Care**.
- › Log in to BlueAccessSM.
- › **BlueCare** members can call **1-800-468-9698**.
- › **TennCare Select** members can call **1-800-263-5479**.

About Inpatient Rehabilitation Hospital Services

We look for ways to provide you the best rehabilitation care for your condition. This may be at a clinic, rehab center or provider’s office (outpatient care). If medically necessary, you may need to stay in a hospital. We work with your provider to make sure your care is right for you and cost effective.

Nursing Facility Care for CHOICES Members

If you’re a CHOICES Group 1 member, your benefits include nursing facility care. Home care is covered for members of Community Based Services CHOICES Group 2 and Group 3 and Employment and Community First CHOICES Groups 4, 5 and 6.

Groups 2 through 6 benefits may cover medically-necessary nursing facility stays. These are limited to 90 days. If more time is needed, your CHOICES team and primary care provider will work with you to make sure you get the right care.

Member Rights & Responsibilities

Many laws and rules protect our members. You have the right to fair and equal health care. You also have responsibilities – what you must do in order to get your health care benefits. Your Member Rights & Responsibilities can be found in your member handbook. If you don’t have the printed copy of the handbook, find it at bluecare.bcbst.com. If you don’t have internet access, give us a call.

- › **BlueCare** members **1-800-468-9698**
- › **TennCare Select** members **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.



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.

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.

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



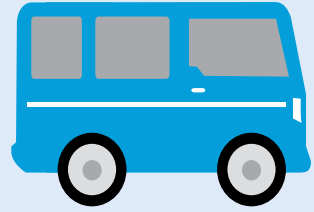
For Pregnant Members, Individual Help Includes:

- › 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 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. Use the mobile app. Or call the number for your plan:

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

ARE YOU AN EMPLOYMENT AND COMMUNITY FIRST CHOICES MEMBER?

A budget for community transportation may be in your support plan. Call your support coordinator to ask if you have this service and how to use it.

**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 tennconnect.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 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.

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 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.

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://tennconnect.tn.gov).

NOTICE OF PRIVACY PRACTICES

You can find our HIPAA Notice of Privacy Practices online. Go to 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.

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. 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. 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.

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? 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

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

Call TennCare Connect for free at **1-855-259-0701** to get help over the phone. Or go to tenncareconnect.tn.gov. You can also use the Health Insurance Marketplace at 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



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

healthier tennessee
StartNow

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
- › **988** Suicide and Crisis Lifeline **988**

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**
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**).

ی دروک :Kurdish

ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دمحزێتە بەر دەستتان. پەیوەندی بکەن بە ژمارە

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

Wellframe is an independent company that provides and maintains a care management app for BlueCare Tennessee. You received this offer based on recent claims for your care. Participation is optional. The App Store is a registered trademark of Apple, Inc. Android is a trademark of Google, Inc.