

TAKE CARE OF YOU

02 2025

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



Mental Health Matters

PAGE 7

Helping Teens Quit Tobacco

PAGE 11



BlueCareSM
TennCare*Select*

1 Cameron Hill Circle | Chattanooga, TN 37402

bluecare.bcbst.com

Dear Member,

Happy spring! This season brings new beginnings and a chance to focus on our health. In this newsletter, we discuss:

- › Our 4-star rating from the National Committee for Quality Assurance (NCQA)
- › The importance of mammograms and when to get screened
- › Opioid safety
- › Pumping and milk storage for new parents
- › How to find a therapist who meets your needs, plus behavioral health resources for foster children and members with intellectual and developmental disabilities
- › And more

Remember, we're here for you. If you have any questions about your benefits or need help finding care, give us a call.

Best of Health,

Your Member Care Team



JOIN US ONLINE!

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

Visit us at bluecare.bcbst.com

Like us on Facebook[®] at facebook.com/bluecaretn

Follow us on Instagram at instagram.com/bluecaretn

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, Spanish and Arabic on bluecare.bcbst.com/BlueCareTN-News.



We've Earned 4 Stars Again

Thank you for trusting us with your health care coverage. There's nothing we take more seriously than making sure the care you get is safe, effective and timely.

Each year, our Quality Improvement Program reviews our data to make sure:

- › You get high-quality care and services.
- › You get the right care.
- › That it's easy for you to get care.

How does our quality compare with other health plans?

The National Committee for Quality Assurance (NCQA) rates health insurance plans based on quality of clinical care, member satisfaction and overall survey results. Ratings focus on the results of care that people receive and what they say about their care. The highest possible NCQA score is 5 stars.

In 2024*, the NCQA recognized BlueCare again as an "Accredited" health plan.

This means we meet national standards for quality of care. They also awarded us 4 stars. Our 4-star rating means we care about members like you.

We're particularly interested in helping you prevent health problems or live well with a long-term health condition. Screenings and tests help make this possible. That's why we remind you of checkups and screenings by phone, text, mail and email. It's also why we host health fairs, screenings and events throughout the state.

WANT TO LEARN MORE?

Visit bluecare.bcbst.com and look for the **Quality Improvement** link at the bottom of every page. Or give us a call. You can find the Customer Service number on your Member ID card and the last page of this newsletter.

*Our 4-star rating was awarded in 2024 and is for the 2023 plan year. For updates on our NCQA rating, visit our **Quality Improvement** page online.



Is It Time for Your Mammogram?

Preventive screenings are a great way to keep an eye on your health. A mammogram is an X-ray of the breast. It can help find breast cancer earlier, when it may be easier to treat. It can even find cancer before you or your doctor notice any changes or find a lump.

The U.S. Preventive Services Task Force recommends women at average risk of breast cancer start getting screened at age 40. **Women age 40 to 74 should be screened every other year.** But talk to your doctor about what's right for you. Based on your age or risk, they may recommend you get a different kind of screening. Or they may recommend screenings more or less often.

We cover mammograms at no cost to you. If you need help scheduling your appointment, give us a call. We can help.

Source: <https://www.cdc.gov/breast-cancer/screening/index.html>



CAHPS Survey

We care about you and your health. And we want to make sure you're happy with your health care.

If you haven't already, you might get a survey in the mail or by phone soon. You'll be able to tell us how you feel about us and your doctors.

If you get this survey, please take it. If you don't return the survey, you may get a phone call to help you with it. We'll use your answers to see how we can better work with providers to make sure you get the best care.

We appreciate you taking the time to give us your feedback. It can help us make changes to benefit all members.



Your Opioid Safety Plan

Opioids are strong drugs used to treat pain. They're often used after an injury or surgery. They can also help treat long-term pain. But they can be dangerous if they're not used correctly.

Opioids can lead to addiction. And your body may need higher doses to manage the same level of pain over time. If your doctor prescribes an opioid, it's important to take it exactly as they say. Don't take more than instructed. And only take it as long as your doctor says.

If you take any other medications, tell your doctor about them. Some drugs aren't safe to take with opioids. Be sure to let your doctor know if you have any side effects, too. They can help you come up with the safest treatment plan for you.



AVOIDING OVERDOSE

If you're taking opioids, talk with your doctor about naloxone. It's a drug that can reverse an accidental overdose of opioids. And your prescription drug benefits cover it. It's important to know the symptoms of an overdose, too. These may include:

- › Losing consciousness
- › Slow breathing or difficulty breathing
- › Discolored skin
- › Small pupils that don't react to light

Sources: <https://www.cdc.gov/overdose-prevention/manage-treat-pain/reduce-risks.html>, <https://www.cdc.gov/overdose-prevention/about/prescription-opioids.html>, <https://www.cdc.gov/overdose-prevention/prevention/index.html>



Keeping You and Your Baby Safe

Congratulations on your growing family! You've got a lot to think about during your pregnancy. It's important to talk with your doctor about any medications you're taking, especially opioids.

Opioids aren't safe to use while you're pregnant. Quitting opioids now can help make sure your baby stays healthy. But don't stop taking them without talking to your doctor first.

They may recommend medication-assisted therapy. That means your doctor will prescribe you a new medicine that's less dangerous for you. Your doctor can help you decide what's healthiest for you and your baby.

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Opioids aren't the only drugs that aren't safe to use while you're pregnant or breastfeeding. It's important to talk with your doctor about all the drugs you take, even over-the-counter ones. Some drugs can harm your baby. Your doctor can tell you what's safe for you to take. They may even have a list you can take home with you.

Sources: <https://www.cdc.gov/opioid-use-during-pregnancy/about/index.html>, https://www.cdc.gov/opioid-use-during-pregnancy/media/pdfs/pregnancy_opioid_pain_factsheet-a.pdf, <https://www.cdc.gov/medicine-and-pregnancy/about/index.html>



Pumping 101

Breastfeeding isn't the only way to help give your child the benefits of breast milk.

Pumping can be a great option — especially if you plan to return to school or work or have problems breastfeeding. You can pump while also breastfeeding or giving your child formula. Or you may choose to exclusively pump.

Exclusively pumping? Try to pump at least as often as your baby eats. If you're just pumping while you're away from your baby, pump at the times you normally would have breastfed them.

For your child's safety, make sure to clean your pump parts before and after you pump. And make sure to store the milk properly.

The CDC says freshly pumped milk can be stored:

- › At room temperature for up to four hours. You can do this if you plan to serve fresh milk to your child. If you plan to refrigerate or freeze your milk, don't wait.
- › In the fridge for up to four days.
- › In the freezer for six months. If you have a freezer that stays consistently at 0 degrees Fahrenheit or below (like a deep freezer), you can save milk for up to 12 months.

To help with storage, make sure to mark the date on your pumped milk. And try to use the oldest milk first to prevent waste.



DON'T HAVE A BREAST PUMP?

You can get an electric breast pump at no cost to you. You'll need a prescription from your doctor first. Then, you can order your pump online. Just go to aeroflowbreastpumps.com.

Mental Health Matters

Your mental health is just as important as your physical health. And lots of things can affect it.

You may have anxiety or stress related to your job, family or other life challenges. You may be grieving the loss of a loved one or relationship. You may be questioning your relationship with alcohol or another substance. Or you may feel sad, depressed or tired and not know why.

Everyone's circumstances are different. And your mental health can change over time. The important thing to know is **you deserve care.** And your benefits cover mental health services. You don't need a referral.

Finding the right therapist

So you've decided you're ready to see a mental health provider. Here are some ways to get started:

- › **Talk to your primary care provider.** They can help you find a therapist with experience in your specific concerns.
- › **Do you know someone who likes their therapist?** If you feel comfortable, ask for their provider's name.
- › **Go to [bluecare.bcbst.com](https://www.bluecare.bcbst.com).** And click on our Find care tool. Once you've entered your plan and city, state or ZIP code, you can select the **Mental Health & Substance Use category.**
- › **Give us a call.** You can find the number for your plan on the back of your Member ID card and the last page of this newsletter. We're here to support you every step of the way.

When you're choosing a therapist, it's also important to check what kind of therapy they provide. Is it individual or group therapy? In-person or through video chat? Do they work with families, couples or just individuals? Do they talk about religion or not?

And remember, it may take time to find the right fit for you.

Source: <https://www.apa.org/topics/psychotherapy/psychologist-therapy>

DIVERSITY, COMMUNITY & CONNECTION

Mental health challenges can affect everyone. But race, ethnicity, gender, and other parts of your identity and culture can shape your experiences. That's why it's important to find a therapist who you feel supports you.

If you prefer to talk to someone who has a similar background, regularly works with certain populations, or is a specific gender or race, that's OK. Let us or your doctor know that when asking for recommendations. Or select the relevant filters when using our **Find care** tool online.

Mental Health Care for Your Foster Child

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.
- › Find more information, including your *SelectKids* resource booklet, on our website. Just go to 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. We have an advisory board for each region in the state. And each board meets two times a year.

Behavioral Health Services for People With Intellectual and Developmental Disabilities (IDD)

Kramer Davis Health helps care for people with IDD. One service they offer is behavioral health. This can improve the quality of life.

A PLAN FOR EACH PERSON

Each person has different challenges and needs. The Kramer Davis Health team helps guide patients through their journey to improve behaviors that can make life harder. The team creates plans and training that fit each person's needs.

Visits begin with an assessment to see each person's needs. This includes getting to know the skills and social factors that are hard for them.

If someone can't use words to communicate with others, they might use physical behavior to get a point across instead. The team works to understand how each person communicates. Then, they teach skills and actions to help improve communication.



ABOUT KRAMER DAVIS HEALTH

Kramer Davis Health is a clinic for people with IDD. They're in the Nashville area. And they see patients aged 13 and older. Their services include medical, dental, behavioral health, nutrition, neurology and more.

Visit www.kd.health for more information.

Or contact the clinic.

1-615-933-7300 | hello@kd.health

Kramer Davis — Nashville

3901 Central Pike, Suite 500

Hermitage, TN 37076

BLACK BEAN QUESADILLAS

SERVINGS: 8 (as a side dish)

These black bean quesadillas are full of fiber and calcium. And they're affordable to make. Serve with some grilled chicken for a healthy, tasty lunch or dinner.

INGREDIENTS

- › 3/4 cup chunky salsa (or pico de gallo)
- › 1 can (15.5 oz) low-sodium black beans (drained and rinsed)
- › 2 cups shredded reduced-fat Colby & Monterey Jack cheese
- › 2 tablespoons fresh cilantro (finely chopped)
- › 4 8-inch flour tortillas
- › 1/2 teaspoon extra virgin olive oil

DIRECTIONS

1. Using a small-hole strainer, drain the liquid from the salsa. Discard the liquid.
2. Transfer the leftover tomato mixture to a medium bowl.
3. Mix in the black beans, cheese and cilantro until combined.
4. Divide the black bean mixture evenly over half of each tortilla (about 1/2 cup each).
5. Fold the tortillas in half.
6. Heat a large griddle or skillet over medium-high heat.
7. Brush with oil.
8. Place the filled tortillas on a griddle.
9. Cook, carefully flipping once, until the tortillas are gold brown and crisp and the cheese filling melts, about 5 minutes.
10. Cut the quesadillas into wedges.



HAVE DIABETES?

Our free diabetes program can help support you on your health journey. The program connects you with a care team, including a registered dietitian certified in diabetes education. Interested? If you have the CareTN app, you can send us a message through the app.

If you don't have the app, give us a call at the Customer Service number on your Member ID card. We can tell you more about the program and help you sign up.

Helping Teens Quit Tobacco

Do you or someone you know smoke or use other tobacco products?

The CDC says 1 in 19 middle school students and 1 in 5 high school students use some form of tobacco.

Two of the most common forms are electronic cigarettes (e-cigarettes) and vapes. But just like other tobacco products, these are harmful to your health. And they contain nicotine, the same addictive substance found in traditional cigarettes. That's why quitting tobacco is one of the best things you can do for your health.

Quitting can be difficult, but it's possible. Your heart rate and blood pressure go down when you quit tobacco. Quitting can also help clear your skin.

If you or someone you know is having trouble quitting, try these tips:

- › Remember why you decided to quit. This will help you stay motivated.
- › Prepare for cravings and withdrawal. Having resources nearby can make a big difference.
- › Share your decision with friends, family and your doctor. Their encouragement can keep you on track.
- › Have a positive mindset. It's okay if you stumble. Use those moments to get stronger over time.

READY TO QUIT?

Your doctor can help. If you need help setting up an appointment, just give us a call. We also have other resources to help you quit.

A MESSAGE FROM

DentaQuest



Did you know vaping can also harm your teeth and gums?

Vapes can be more dangerous than tobacco products.

People who vape can have more gum disease than people who use tobacco. Vape users often have bleeding, swollen gums, dry mouth, cavities and broken teeth. Nicotine restricts blood flow to the gums. This limits your mouth's ability to fight bacteria. This can cause infection and decay.



Teamwork and Your Child's Individualized Education Program (IEP)

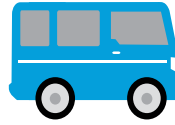
As a parent, you're a big part of your child's IEP process. And it's important you work with your child's teachers and the rest of their IEP team to help your child succeed.

Here are some of the ways you can advocate for your child's needs and create a great partnership with your child's IEP team.

- › **Get to know the team.** Your child's IEP team may include teachers, therapists and other specialists. Speak with the different people involved in your child's IEP. Set up meetings to discuss any concerns you have.
- › **Share what you know.** You know your child best. You can talk about their strengths, weaknesses, likes and dislikes. This will help their IEP team have a better idea of what your child does well and what they could use more help with. This is important as you work together to set goals and decide what services and modifications may help your child.
- › **Check for progress.** Check in regularly with your child and their team to make sure the program is helpful. Has your child stopped making progress toward their goals? Are they having more problems academically or socially? It may just be a temporary roadblock. But it could also mean the IEP needs a change. Share your concerns with your child's IEP team. They'll work with you and your child. And together, you can decide if a change is needed.

Have more questions about IEPs? Contact the Assessment and Learning Services Department in your child's school district.

Getting Rides to Your Health Appointments



Being able to get to your health care appointments is an important part of taking care of your health. Your benefits cover rides to your regular doctor visits or pharmacy.

A company called Verida provides these rides. Just call Verida three days before your appointment to schedule your ride. See their number on page 21.

You can get rides to urgent care from Verida, too. Urgent care means you have a health problem that's not life-threatening but needs an appointment the same day. Getting a ride home after leaving the hospital counts as urgent care, too. You'll be picked up within three hours of asking for a ride for an urgent care appointment. If you live in a rural area, please allow up to four hours for your pickup.

But what if you need care right away for an emergency health situation? An ambulance might be the best way to get to the hospital to get care. The ambulance can take you to the ER to get care for things that put your life in danger, like:

- › Bad chest pain
- › Trouble breathing
- › Numbness or loss of movement
- › Sudden loss of vision or difficulty speaking
- › Seizures or loss of consciousness
- › Possible poisoning or drug overdose
- › Fever higher than 100.3 in an infant under three months old

These aren't all the reasons you could need an ambulance. If you need help deciding where to get care, you can talk with a licensed nurse anytime. Just call our 24/7 Nurseline at **1-800-262-2873**.



Employment and Community First Choices

If you are an Employment and Community First CHOICES member, your support plan may include a budget for community transportation.

Have questions? Talk to your support coordinator. They can help answer your questions about this service. And they can walk you through how to use it.

Fall Prevention

Knowing how to avoid falls can help you stay healthy and independent. And it gets more important as you age. You can make small changes to be safer at home.

See your doctor

Your doctor can help you address your fall risk. And they can talk to you about physical therapy if they decide you need it. Be sure to write down questions you have before the visit.

Start these smart habits

- › Be sure you're drinking enough water, especially in hot weather.
- › If you feel very weak or dizzy, don't try to walk around. Call your doctor and see them as soon as you can.
- › Take your time getting out of bed or off the couch, especially if you feel lightheaded or dizzy.
- › When you go outside, keep your hands free.
- › Consider getting prescriptions and groceries delivered to your home instead of going out.

Make your home safer

- › Remove or fix things you could trip over. And keep paths clear of clutter and cords.
- › Use night-lights and overhead lights to be sure your house is well-lit at night.
- › Store things on lower shelves so you don't have to climb or reach high.
- › Put sturdy handrails along all stairways.
- › If you have pets, keep them in one place at night.
- › Install grab handles and nonskid mats in the tub and shower. And use a shower chair or bath bench.

Take extra care if you live alone

- › Think about wearing an alert device. Or carry a cordless or cell phone with you.
- › Set up a plan to make contact once a day with a loved one.



Gaining Independence Again

At 87 years old, Lorean had some health concerns common for people in their 80s. Lorean had diabetes, muscle weakness, chronic pain, arthritis, and vision and hearing loss.

Lorean needed help moving around the house and struggled with basic self-care. Cooking meals was risky because Lorean sometimes left the stove on.

Lorean's world had become much smaller because of these challenges. Lorean was going to have to move to a nursing home if it wasn't safe to be home alone. But Lorean didn't want to give up on independent living.

Jayne was Lorean's BlueCare CHOICES care coordinator. Jayne wanted to help remove obstacles that made it hard for Lorean to live alone.

Jayne helped find a caregiver to assist Lorean with personal care. Jayne arranged for an enabling technology consult. This led to the installation of a video doorbell assistant and virtual assistant. Jayne also helped get Lorean's house updated. A ramp to the back door, a shower to make bathing easier and a stove alert to help with cooking were added.

These changes made daily tasks easier.

Still, there were things Lorean missed, like gardening and watching TV. So Jayne worked to get an indoor hydroponic garden approved. The garden soon had tomatoes, lettuce and strawberries. Jayne also referred Lorean to support services for the legally blind. After a home evaluation, Lorean was given tools to make it possible to do things like watch TV, read books and talk on the phone.

In addition to hobbies at home, Lorean now enjoys more trips outside the house. The caregiver helps take Lorean out to eat. They also visited a spa and went on a pontoon ride. This boost in activity has improved Lorean's mental health — and physical health. Lorean has lost weight and now has a lower A1c.

Thanks to the support of a BlueCare care coordinator, Lorean continues to set new goals and enjoys living at home.

New Diaper Benefit

TennCare has exciting news for TennCare families with babies. **TennCare provides up to 100 diapers per month at no cost to you for children under two who have TennCare or CoverKids.**

TennCare is teaming up with pharmacies across the state to make sure members in all counties can easily get this benefit.

TO PICK UP DIAPERS:

1. Visit a participating pharmacy. Find a location at tn.gov/tenncare/diapers.
2. Show your child's pharmacy ID card at the pharmacy counter. For newborns you can use the mother's pharmacy ID card or Social Security number until the newborn receives their own ID.

TennCare will cover popular diaper brands and include different types of diapers to meet your family's needs. Your pharmacy may not stock all the listed brands or have a stocked supply of your preferred brand.

For more information on the diaper benefit, go to tn.gov/tenncare/diapers.

TennCare
**Diaper
Benefit** 

for TennCare and CoverKids
members under age two





We'll Help You Find Support

Tennessee Community Compass can help you find support close to home. You can get help finding food, housing and other things you may need.

Get started online. Just go to bluecare.bcbst.com. Look for the **Need Some Extra Support** box at the bottom of the page. Then enter your ZIP code.

Have questions? We're here to help.

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

Need help with internet access or your phone bill?

You can get up to \$9.25 a month off the cost of your phone or internet service 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. Click **Get Started**.
4. Fill in your information.

Keep in Touch With TennCare

TennCare renewals happen every year. That means TennCare will see if you're still eligible for your Medicaid benefits. When you get a renewal packet, fill it out and send it back as soon as possible. If you don't fill it out, TennCare may end your benefits.

It's important for TennCare to have your correct contact info on file. That way they can get in touch with you about important information, like your benefit renewal. You can update your info two ways:

1. Online at tenncareconnect.tn.gov
2. By phone at **1-855-259-0701**

And don't forget to sign up for your TennCare Connect account online. You can manage your benefits, renew your coverage and choose how TennCare gets in touch with you.

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 provider 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. Then select Find care.
- › Log in to your online account.
- › Give us a call.

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

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.

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



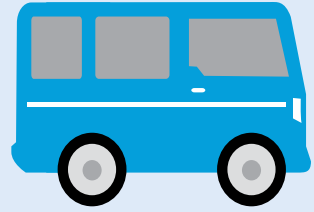
For Pregnant Members, Individual Help Includes:

- › 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 member, 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 DISABILITIES

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 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

Spanish and Arabic versions of this newsletter are 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. Or we can help you find out if a Long-Term Services and Supports (LTSS) program is right for you. 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.

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](https://www.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 card 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 Division (MFCD), 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 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

لا نسمح بأي معاملة غير عادلة في برنامج TENNCARE

ولا نُميِّز في المعاملة بين الأشخاص على أساس العرق أو اللون أو مسقط الرأس أو الدين أو اللغة أو الجنس أو السن أو الإعاقة.

- › هل تعتقد أنك قد عُولمت معاملة غير عادلة؟
- › هل لديك مزيد من الاستفسارات أو تحتاج إلى مزيد من المساعدة؟
- › إذا كنت تعتقد أنك قد عُولمت معاملة غير عادلة، فاتصل بـ TennCare Connect مجانًا على الرقم **1-855-259-0701**.

اعثر على نموذج شكوى التمييز عبر الإنترنت:

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

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.

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 tntogether.com
- › 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 getting 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**).

یەدروک :Kurdish

ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دەخرێتە بەر دەستان. 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.