

TAKE CARE OF YOU

Q3 2023

A publication for **BlueCare**SM and **TennCareSelect** members.



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BlueCareSM
TennCareSelect

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bluecare.bcbst.com

Dear Member,

We hope you're staying well this season! As summer wraps up, we want to help you and your family get fall off to a healthy start.

You'll find tips in this newsletter to help you reach your best health — no matter what stage of life you're in. Here are some of the topics you can learn more about.

- › Coordinating care from more than one doctor
- › Maternal health care checkups
- › Improving access to mental health care, and reducing stigma
- › Quitting tobacco, especially for teens
- › Fall prevention strategies for older adults

You can use this newsletter as a guide for ending your summer on a healthy note. And remember, we're right here. If you have a question about your plan, or if you need help managing your health, give us a call. You can also follow us on social media for up-to-date health tips and benefit information.

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.

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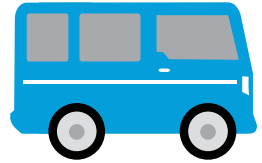
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This information is not meant to take the place of your health care provider's advice.

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



Get a Ride to Your Health Care Visits



It's easier to take care of your health when you can get to the doctor or pick up a prescription when you need to. That's why you can get free, non-emergency trips for care TennCare covers.

A company called Verida provides these rides. You can call Verida at the number for your plan below to set up a ride. Remember to call at least three calendar days before your doctor visit.

To set up a ride, call:

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

Or schedule online:

- › **member.verida.com**

For some rides, you'll need to call us first. If you're scheduling a ride to a different state or for a minor riding alone, call us to help you schedule.



VERIDA MOBILE APP

Verida has a mobile app so you can book rides from your mobile device. You can also use the app to see where your driver is while you're waiting to be picked up. Download the Verida app from your phone's app store to get started.

We're Here for Your Foster Family



We're here to help foster parents get the care their children need. Children and teens in foster care get most of the same TennCare benefits. That includes free checkups and follow-up care until age 21.

Here are some of the most common questions we get from foster parents:

How do I get a new Member ID card for my foster child?

Your DCS Representative can get you a copy. You can also log in to your online account at bluecare.bcbst.com. Or you can call us, and we'll mail you a copy.

Does my foster child need a separate card for dental benefits?

What about pharmacy benefits?

Use your foster child's TennCare*Select* Member ID card for dental appointments. For pharmacy benefits, OptumRx will send a separate card. Call your DCS Representative to ask for a copy.

Where can I find a list of providers my foster child can see?

You can log in to your online account at bluecare.bcbst.com and click "Get Care." Or you can call us at **1-888-422-2963**, Monday–Friday, 8 a.m. to 6 p.m. ET.

How can I find or change my foster child's primary care provider (PCP)?

You can find your foster child's PCP on their Member ID card. Or you can log in to your online account at bluecare.bcbst.com. You can ask for a new PCP any time. Just give us a call.

How can I get help with transportation?

Your DCS Representative can help you get a ride to non-emergency TennCare visits. We can also help set up rides in some situations. Be sure to schedule your ride at least three days before your appointments.

Who do I call about dental care?

DentaQuest handles dental benefits. You can call them at **1-855-418-1622**.



LOOKING FOR MORE INFORMATION?

We have a page on our website just for foster parents. Visit bluecare.bcbst.com/foster to learn more about how we support foster parents and children. You can find more about benefits, frequently asked questions and links to other helpful resources.



Vaccines Help Your Health

Keeping up with your vaccines can help you stay healthy. It's one of the easiest and safest things you can do to keep you and your children from getting very sick. The CDC recommends everyone age 6 months and older get vaccinated against COVID-19. They also recommend children over age 5 get a booster when it's time. Before the COVID-19 vaccine was made available, scientists studied it to be sure it's safe. And they're still monitoring it to make sure it's still safe.

Getting the vaccine can help keep your child from getting very sick from COVID-19. Just like with any vaccine, your child may have minor side effects after getting the COVID-19 vaccine. The side effects could include things like fever, tiredness and muscle pain. But these side effects are usually mild and are temporary. Some children won't have any side effects.

Even if your child has already had COVID-19, the vaccine can help protect them against getting sick again. Your child's vaccine dose is based on their age. Children get a smaller dose of the vaccine than adults do. Your child can get their COVID-19 vaccine at the same time they get other vaccines they need, too.

If your child hasn't had their COVID-19 vaccine or booster, ask your child's doctor about it at their next checkup. We cover the COVID-19 vaccine and other vaccines your child needs at no cost to you. If you have questions about vaccines, your benefits cover something called "stand-alone vaccine counseling." That means you can talk with your doctor about getting vaccinated. And your benefits will still cover your visit even if you don't get a vaccine.

Need Support or Have Questions? Give Us a Call

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

Source:

<https://www.cdc.gov/vaccines/covid-19/planning/children/6-things-to-know.html>



Eating Healthy on a Budget

It can be tough to shop for your family's meals and stay within your budget — especially right now. **Here are a few ways to make your money and Supplemental Nutrition Assistance Program (SNAP) dollars stretch a little further.**

- › **Plan ahead and 'shop' your own pantry first.** Start by taking a look at what you already have at home, and plan your meals to use those ingredients. For example, if you have rolled oats, canned tuna and carrots, try making oatmeal, tuna salad and a pot of soup this week to use those ingredients.
- › **Look at sales flyers before you go out.** Read this week's sales flyers to see what's most affordable. For example, if you're planning to make soup and ground turkey's on sale, try to find a recipe for turkey and vegetable soup.
- › **Shop at the dollar store when you can.** Food costs have gone up in most places, but shopping at dollar stores can still help you get more for less. Look for sources of protein, fiber and healthy fats. We've included some ideas below.
- › **Use the Community Connections tool on our website to search for food banks in your area.** To learn more about using this tool, see **page 17**.
- › **Find other ways to use SNAP dollars.** You might 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.

MEAL PLANNING TIP!

Include protein, fiber and some healthy fat in every meal and snack to stay full for longer. Here are some ideas of 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, too!

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:

snaped.fns.usda.gov/nutrition-education/nutrition-education-materials/eat-right-when-moneys-tight



Lactation Support

Are you breastfeeding or planning to?

BlueCare and **TennCareSelect** members now get lactation consultation benefits during and after pregnancy.

Lactation consultants are professionals who help you with breastfeeding. They'll help you learn and prepare to breastfeed while you're pregnant. Then they'll help you start and continue nursing after your baby arrives. They may also be able to help you with common breastfeeding issues.

For more information, talk to your doctor. If they don't have a lactation consultant on staff, you can go to bluecare.bcbst.com and click "Find care" to get started.

If you have questions about this benefit, give us a call. **BlueCare** members call **1-800-468-9698**. **TennCareSelect** members call **1-800-263-5479**. TRS: 711 ask for **888-418-0008**.



Not sure if you want to try breastfeeding?

Breastfeeding can help protect your baby's health and your own. But the decision to try breastfeeding is personal. No matter your choice, we're here to support you. And you don't have to be sure about breastfeeding to see a consultant. If you think breastfeeding could work for your family, you can use the lactation benefit to learn more.



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 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 info through TennCare Connect. Just call **1-855-259-0701** or log in to 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**
- › TennCare *Select* **1-800-263-5479**
- › TRS: 711 ask for **888-418-0008**



You Deserve Mental Health Care

Mental health doesn't just affect our feelings and thoughts. Mental health issues can impact every part of our lives. This includes the way we sleep, work, interact with others and more.

If you struggle with mental health issues, you're not alone. About 1 in 5 U.S. adults struggles with mental illness each year. But a lack of open conversation and feelings of shame can often hide how common these struggles really are.

Poor access to mental health care can mean people often don't get the help they need. This is especially true for historically underrepresented communities in the U.S. And racism can lead to or worsen mental health issues, like trauma and stress.

If you feel you might need mental health care, we're here to help. Your benefits cover mental health care like counseling, substance use disorder treatment and medication. And we can help you find the right provider for your experience and needs.

For more information and questions about your mental health benefits, give us a call in Member Service.

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



July is National Minority Mental Health Awareness Month, but your mental health matters year-round. To learn more about health equity, you can go to cdc.gov/healthequity.

Sources:

minorityhealth.hhs.gov/minority-mental-health
cdc.gov/healthequity/features/minority-mental-health/



Is It Time for Your Mammogram?

If you're not feeling sick, you may not think about going to the doctor. But preventive checkups and screenings are an important part of staying healthy. Mammograms are breast X-rays. They're used to find breast cancer early, when it can be easier to treat. These screenings can find signs of breast cancer sooner than you or your health care provider can.

We cover mammograms at no cost for BlueCare Tennessee members:

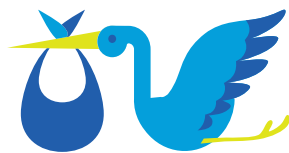
- › At least one time for women age 35 – 40
- › Every two years for women age 40 – 50, or more often if your doctor says you need it
- › Every year for women age 50 and older

MONTHLY SELF-CHECKS

In between regular mammograms, you can keep an eye on your health at home. It's important to be familiar with how your breasts look and feel so you'll notice any changes. If you notice any changes in size or new lumps during a monthly self check, be sure to let your doctor know. They can help you decide if you need a clinical screening.



Are You Thinking About Having a Baby?



If you're thinking about adding to your family, you probably have a lot of things on your mind. But now's a great time to make sure you're at your best health so you're prepared for a baby. Your health can also have an impact on your baby's health. So where should you start?

Talking with your doctor about your family plans is a great first step.

You and your doctor will talk about your health history, medical conditions and any questions you have about starting a family.

You'll want to tell your doctor about any medications you take, including over-the-counter ones. Your doctor can help you decide which medications are safe for you to take while you're pregnant and which ones you'll need to stop taking. Your doctor can tell you about any vaccines you may need before or during your pregnancy, too.

Start taking 400 micrograms of folic acid every day for at least a month before you're pregnant. And keep taking it throughout your pregnancy. Folic acid can help make sure your baby is born healthy and lower the chances of brain or back problems for your baby.

If you're not at a healthy weight, your doctor can help you get to one.

They might recommend changes to your diet and exercise habits.

If you smoke, drink or use any other drugs, it's important to quit before you get pregnant. These substances are dangerous for your baby and can cause health problems. Your doctor can help you make a plan to quit. We offer support to help you quit using tobacco, too. If you'd like help quitting, just give us a call.



Tips to Quit Tobacco

Taking care of your health in your teen years is a great way to set yourself up for a healthy adulthood. And one of the best things you can do for your health is quit using tobacco. Your heart rate and blood pressure go down as soon as you stop smoking. And quitting can even help clear your skin. Having a plan to quit can help you reach your goal. These tips can help you get started.

- › **Decide why you want to quit.** This could be for your health, your budget or another reason that's important to you. Knowing why you want to quit can help you stay on track.
- › **Make a plan.** Think about how to stay away from things that make you want to smoke, how you'll handle withdrawal and what support will help you.
- › **Ask for help.** Talk with your friends and family about your plan to quit. They can encourage you to stay on track. And your doctor can help, too. They can help you decide if medication can help you quit.
- › **Stay positive.** You might not quit for good your first time trying. That's OK. Instead of thinking of it as a failure, try to find a different way to quit and try again.

VAPING IS DANGEROUS, TOO

E-cigarettes, or vapes, aren't safer than smoking. They contain nicotine, the same addictive ingredient that's in cigarettes. Plus, they often have other harmful chemicals. The nicotine in e-cigarettes can affect how your brain develops. Having a plan can help you quit vaping. If you're ready to quit, start by making a plan. You don't have to do it alone. We can help you quit using tobacco or vaping. Just give us a call.

Sources:

<https://teen.smokefree.gov/become-smokefree/get-ready-to-quit>

<https://teen.smokefree.gov/become-smokefree/tools-for-quitting>

<https://e-cigarettes.surgeongeneral.gov/>



Tell Your Doctor About Other Care You Get



Your primary care provider (PCP) is the best provider to keep track of all your health needs. They know your medical history and are part of your preventive care plan. But sometimes, you might see another provider at urgent care, the emergency room or a specialist's office. It's important to tell your PCP about any other care you get.

Keeping your PCP updated on your care lets them keep a complete medical history for you. It also can help them give you better care.

Whenever you get care, be sure to:

- › Tell all other providers who your PCP is.
- › Ask the other providers to send reports to your PCP.
- › Tell your PCP about all visits to other providers and any medications they give you.

Make sure you tell your PCP about any over-the-counter drugs you take, too. Some medications aren't safe to take at the same time. Your PCP can help make sure you're taking the right drugs without any bad side effects.

We've assigned you a PCP, but we want you to be happy with them. If you'd like to change your PCP, give us a call or visit bluecare.bcbst.com and click "Find care".



Dental Benefits Q&A

All BlueCare and TennCare*Select* members have dental benefits. You can see the dentist for regular exams, X-rays, cleanings and more. Here's some more information to help you use your dental benefits.

WHAT DENTAL CARE CAN I GET?

- › You can get regular exams, cleanings, X-rays, fillings, crowns and more.

WHO MANAGES MY DENTAL BENEFITS?

- › A company called DentaQuest handles your dental benefits. You can call them at **1-855-418-1622** if you have questions about your benefits.

DO I NEED A SEPARATE ID CARD TO GET DENTAL CARE?

- › No. You'll use your regular BlueCare Tennessee Member ID card at the dentist.

Q. HOW MUCH WILL I PAY FOR DENTAL CARE?

- › You won't pay anything for covered care when you see a provider in your network.

Q. WHY SHOULD I GO TO THE DENTIST?

- › Regular dental checkups are an important part of your overall health. They can help find early signs of disease and help you get treatment if you need it. They're also an important part of preventing oral diseases.

Q. HOW CAN I FIND A DENTIST?

- › You can find a dentist on the [DentaQuest website](#).

What Does Health Equity Mean?

Health equity means everyone gets a fair shot at their best health.

We're working with many other groups to help advance health equity throughout Tennessee.

Everyone deserves access to the resources they need for a healthy life. But factors like systemic racism, access to needs like food and housing, and differences in community resources mean we have a long way to go.

If any or all of these factors affect you and your family, we know it can be overwhelming. But we're here to help. We want to help you understand and face your health challenges, one step at a time.

Maternal Health Equity

Maternal health is just one part of health equity we're working to help improve. BlueCross BlueShield of Tennessee's Health Equity Report says, "Pregnant people of color are less likely to receive the right prenatal care."

Getting care like prenatal health visits, vaccines needed for pregnancy and postnatal care is one of the best things you can do for a healthy pregnancy. It can also help you stay healthy after you give birth.

We're working to address maternal health and other equity health issues. We can't fix the challenges our members face overnight. But we're here to make sure you get the support and care you need. Before and after your baby is born.

Your benefits give you access to resources like doctor visits, one-on-one support, free rides and more. If you need help getting started, just give us a call.

One-on-One Maternity Support

Download our free **CareTN app**, and you'll have your own care team to work with from baby bump to post delivery. One team member checks in often to chat and provide important support. We'll help you:

- › Find the right doctor
- › Schedule appointments and send reminders
- › Get more information from videos, articles and tools picked just for you



Download the CareTN app

In the app, use access code: **bctbluebegin**
Have your member ID number handy.

CHOICES Members

FALL PREVENTION

Knowing how to avoid falls can help you stay healthy and independent. 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 risks. 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.

HEALTHY HABITS TO PREVENT FALLS

- › 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.

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.

PREVENT OUTDOOR FALLS

- › When you go outside, keep your hands free.
- › Bifocal or trifocal glasses may throw off your balance. Ask your eye doctor about getting glasses with a single prescription to wear when you walk.
- › Consider getting prescriptions and groceries delivered to your home instead of going out.

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.

We Can Help You Find Work

Are you thinking about getting a job? Your CHOICES benefits include employment services. Having a job can help you build confidence, meet new people, learn new skills, earn money and more. It can also help you stay healthy and keep a regular schedule.

Everyone's employment journey is unique. No matter what your path looks like, we'll help make sure you get the support you need to be successful.

YOUR SUPPORT COORDINATOR CAN HELP YOU:

- › Decide if work is right for you and what kind of job you'd enjoy.
- › Plan out your path to getting a job or starting a business.
- › Handle different job challenges, or get a better job if you want one.
- › Understand how earning money could affect your benefits.

If a paying job doesn't make sense for you, we can also help find you a volunteer opportunity. Volunteering can keep you involved in your community, and it won't affect your benefits.

To learn more or get started, give your Support Coordinator a call.



It's Time For a Checkup

The new school year is just around the corner, so it's a great time to **schedule your child's yearly checkup**. A yearly checkup lets you know your child is healthy and can help you plan for a healthy future. Your child should have a checkup every year from age 3 to age 20.

A CHECKUP INCLUDES:

- › A full physical exam
- › Vision and hearing screenings
- › A review of your child's mental and emotional growth
- › Health history updates
- › Vaccines, if needed
- › Lab tests, including lead testing, if needed

Checkups are also a great time for you and your child to talk with the doctor and ask any questions you have. It can be helpful to write down any questions you have so you don't forget. And if your child needs a sports physical for school, this checkup can count. Just bring your child's sports physical form with you.






We cover yearly checkups at no cost to you. Ready to schedule? Just give your child's doctor a call. Or call us at the Member Service number on the back of your Member ID card. We can help you schedule an appointment and set up a ride, if you need it.

Source: tn.gov/health/information-for-individuals/i/fact-sheets/epsdt.html

Get Support When You Need It

Our **Community Connection** tool can help you find free or low-cost programs and support. We'll try to connect you to community resources that may not be covered by TennCare. Community Connection doesn't cost you anything, and you can use it anytime.

YOU CAN GET HELP FINDING THINGS LIKE

				
HOUSING	UTILITIES	FOOD	TRANSPORTATION	DENTAL CARE

Just visit bluecare.bcbst.com. Then type your ZIP code into the "Need some extra support" search box at the bottom of the screen to get started. Then choose the type of help you're looking for to connect with programs and services in your area.

A MESSAGE FROM

DentaQuest



Protect Your Child's Teeth with Fluoride

Regular fluoride treatments help prevent tooth decay.

WHAT IS FLUORIDE?

- › A natural occurring element that makes teeth strong.
- › Fluoride is found in tap water, toothpaste, and some fruits and vegetables.
- › Your dentist can also give your child a fluoride treatment.

HOW DOES FLUORIDE WORK?

- › Fluoride combines with crystals in tooth enamel to make teeth stronger.
- › Tooth enamel that contains fluoride makes it harder for bacteria to cause tooth decay.

HOW IS FLUORIDE APPLIED?

- › Your dentist will make sure your child's teeth are clean.
- › Fluoride will be painted on all the surfaces of your child's teeth.
- › The fluoride will dry and leave a thin film on the teeth.
- › Fluoride treatments can be applied at least two times a year by your dentist.

Fluoride is a safe and reliable way to protect your child's teeth.



We have a helpful guide from DentaQuest on our website to help you care for your child's teeth. It's called **Your Child's Dental Health Guide**.

- › You can find it at https://bluecare.bcbst.com/forms/DQ_TennCare_Dental_Guide.pdf.
- › Or in Spanish at https://bluecare.bcbst.com/forms/DQ_TennCare_Dental_Guide_Spanish.pdf

Blue of Tennessee With Sanitas Medical Center

CARE



JUST AROUND THE CORNER

We want to make it as easy as possible for you to get the care you need, close to home. That's why we'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. 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

Is It Time for Your Mammogram?

Mammograms check for early signs of breast cancer. They provide an X-ray picture of the breast and can find lumps before you can feel them. Women are encouraged to get mammograms because treatment is often easier when cancer is found early.

BlueCareSM covers mammograms:

- › At least one time for women ages 35 to 40
- › Every two years for women ages 40 to 50 (or more often if your provider says it's needed)
- › Each year for women who are age 50 and older

Mammograms are free for members, and there's no copay. So talk to your primary care provider to find out when you should schedule your screening. You can also call Customer Service at **1-800-468-9698** to schedule your appointment and get transportation.

Talk to Your Doctor About a Chlamydia Test

Chlamydia is a sexually transmitted disease (STD) that can be very serious. It often doesn't have symptoms. But, if it isn't treated, it can make it hard for you to have a baby, or it can impact the newborn by causing infection in the lungs or eye problems. Sexually active women who are not more than 29 years of age and older women with risk factors should get a test every year.

Your risk for chlamydia and STDs go up if you have sex with:

- › A new partner
- › More than one partner
- › Someone who has other partners
- › Someone without using a latex condom correctly
- › Someone who has not tested negative for STDs

Ask about a chlamydia test when you get your yearly Well Woman checkup. You can get it at the same time as your Pap Smear test, and BlueCare will pay for the test if your doctor recommends you get it.

Source: <https://www.tncourts.gov/Tennessee%20Code>

Continuing Care for Pregnant Members

We want you to get the care you need while you're pregnant. That includes making it easy to stay with the provider you want. Usually, if one of your health care providers leaves the BlueCare network, you have to move to someone who remains in the network. This isn't the case for many pregnant members.

If you're four or more months pregnant (in your second or third trimester), you can stay with the same provider even if he or she leaves our network. You can see that same provider for up to six weeks after your baby is born for what's called "Postpartum care." Give us a call in Customer Service if you have any questions or need to find a new pregnancy provider (number on the last page). You can search for a pregnancy provider online at bluecare.bcbst.com under Find A Doctor. Search for obstetricians/gynecologists (OB/GYN)

Nursing Care at Home

TennCare benefits include home health and private duty nursing (when medically necessary). You may be able to get the services you need for less at a facility, so be sure you know what's covered. To learn more, call BlueCare Customer Service or visit tn.gov/tenncare.

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 Part 7 of 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, call the Customer Service number on your Member ID card.

Be Assured of Fair Decisions about Care

BlueCare Tennessee works hard to earn and keep your trust. And we are open about how we make decisions. For prior authorizations and other health care decisions, we look at two factors:

- › Is the care or service right for your condition?
- › Does your plan cover it?

Denying care, service or coverage is not rewarded in any way to anyone. This includes employees, vendors or contracted providers.

BlueCare Tennessee does not encourage decisions that keep members from using benefits.

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



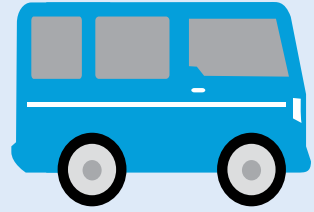
For Pregnant Members, Individual Help Includes:

- › 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 at 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**.

HELP FOR MEMBERS WITH INTELLECTUAL AND DEVELOPMENTAL DIFFERENCES

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

FOR YOUR CONVENIENCE

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

To set up an online account with us, just visit bluecare.bcbst.com. At the top to the right, click on “register 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 assistance finding a PCP, give us a call in Customer Service.

LOSING COVERAGE?

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



NEWBORNS NEED THEIR OWN HEALTH COVERAGE

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

MAKE SURE YOUR MAIL FOLLOWS YOU

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

UPDATED NOTICE OF PRIVACY PRACTICES

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

MEMBER NOTICES

YOUR CHILD'S PCP IS YOUR PARTNER

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

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

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

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

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



Use Network Providers for Best Value

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

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

YOUR RIGHTS

HOW WE PROTECT YOUR HEALTH INFORMATION

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



You can read more about this in your member handbook. You'll also find a privacy notice on [bluecare.bcbst.com](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. Find the Customer Service phone number on the last page of this newsletter.

REPORT FRAUD OR ABUSE

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

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

TENNCARE APPEALS

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

YOU CAN GET A SECOND OPINION

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

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

YOUR RIGHTS

WE DO NOT ALLOW DIFFERENT TREATMENT IN TENNCARE

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

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

Find the Discrimination Complaint Form online:

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

TENNCARE NO PERMITE EL TRATO INJUSTO

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

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

Encuentre el formulario de discriminación en línea en:

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

MORE RESOURCES

HELP TO STOP TOBACCO USE

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

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

Call Customer Service to get started.

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

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

Tennessee Tobacco QuitLine

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

TEXT4BABY®

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

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

APPLY FOR TENNCARE

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** or TennCareSelect **1-800-263-5479** (TRS: **711** and ask for **888-418-0008**).



BlueCareSM
TennCareSelect

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

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

یەدروک :Kurdish

ئەگەر بە کوردی سۆرانی قسه دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆرای دەخریتە بەردەستتان. پەیوەندی بکەن بە ژماره

(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.