

TAKE CARE OF YOU

04 2023

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



YOU CAN GET FREE LACTATION SUPPORT
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TEEN CORNER: HPV VACCINE
PAGE 11



BlueCareSM
TennCare^{Select}

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

Dear Member,

As the year winds down, we hope you and your family are happy and healthy. To help you get ready for the end of the year, we're covering a wide range of topics in this newsletter. From winter advice to general health tips, we've got you covered. Read about:

- › Protecting your family with vaccines
- › Beating the winter blues
- › Staying healthy between pregnancies
- › Healthy habits outside of the doctor's office
- › Foster care support and more

We hope these articles are helpful. And if you need extra support, we're right here. Call us if you have questions about your benefits or need help managing your health. We're always ready to lend a hand. And if you'd like more tips and benefit information, follow us on social media.

Here's to a wonderful winter!

Best of Health,



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

Casey Dungan

President and CEO
BlueCare Tennessee



JOIN US ONLINE!

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

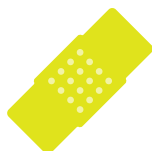
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This information is not meant to take the place of your health care provider's advice.

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



COVID-19 and Your Family

COVID-19 vaccines can help protect your children's health. And they're available at no cost to you. The CDC recommends most people 6 months or older get vaccinated and stay up to date on their boosters.

Vaccines can help keep your child from becoming seriously ill if they get COVID-19. And this can help keep them out of the hospital. If your child has a long-term health condition, it's even more important for them to get the vaccine. Children with long-term conditions like asthma or kidney disease may have a greater risk of hospitalization if they get COVID-19. Vaccines can help lower that risk.

Severe side effects from the COVID-19 vaccine are rare for everyone, including children and teens. Any side effects are usually mild and may include headaches, tiredness and pain where the shot was given.

But these side effects normally go away after a day or two. And it's impossible for anyone to get COVID-19 from the vaccine.

Even if your child already had COVID-19 in the past, getting vaccinated can improve their protection in the future. Just be sure to wait three months after their first symptoms or positive test.

And if your child needs other vaccines, like a flu or chickenpox shot, it's usually safe for them to get multiple vaccines at a time. Check with your child's provider to see what vaccines they need and when to get them.

If your child hasn't had their COVID-19 vaccine, or if you're not sure if they're up to date, ask their doctor about it. They can help you make sure your child is as protected as they can be. They can also answer any other vaccine questions you might have.

And if you need a vaccine or booster yourself, talk to your doctor.



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**

What Is Gestational Diabetes?

And What Can You Do About It?

Your body goes through a lot of changes during pregnancy.

Many of these changes prepare you for having a baby. But they can cause some health risks. One of these is called insulin resistance.

Insulin helps your body manage its blood sugar.

It tells your body when to convert sugar from food into energy and when to store it. Insulin resistance causes problems with this process and can sometimes cause gestational diabetes.

Gestational diabetes is a type of diabetes that happens during pregnancy.

It can affect your baby and your health.

If you have gestational diabetes, you're more likely to have a larger baby.

This can increase your chances of having a C-section. You'll also have a higher risk of an early birth. Your baby may also develop type 2 diabetes when they're older. But you can take steps to help lower these risks.



Get tested for gestational diabetes during pregnancy.

Your doctor should do this as part of your prenatal care. A good time to get tested is between 24 and 28 weeks of pregnancy, but you may need to get tested sooner.

Focus on your health before pregnancy and after birth.

If you're overweight or have a history of insulin resistance, try exercising more and eating healthier. Even a short, brisk walk every day can help lower your risk. Work with your doctor to come up with an eating and activity plan that works for you. Keeping a healthy lifestyle after your baby is born may also prevent type 2 diabetes. Remember not to try and lose weight if you're already pregnant.

Take medication if your doctor prescribes it.

If you do get gestational diabetes, your doctor may prescribe medication to help you manage your blood sugar.

Sources:

<https://www.cdc.gov/diabetes/basics/gestational.html>

<https://www.cdc.gov/diabetes/basics/insulin-resistance.html>

CHOICES and Employment & Community First CHOICES Members

Are You Working With Your Care/ Support Coordinator?

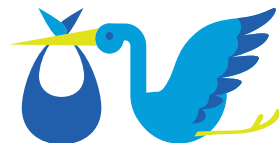
You have a care/support coordinator to help you get the services for your health and goals. They're your main contact for all your needs. Working with them is an important part of how the program works. In fact, if you don't talk regularly with them, your benefits could end.

To stay in touch, make sure you return your coordinator's calls and meet with them. They'll help you get physical and mental health care and support services. They can help you with different things, depending on your needs and program. They can help you through health issues or after a stay in the hospital. They can also offer you support to get a job, start a hobby or enjoy activities with others.

You don't have to wait for your coordinator to reach out to you. Call them if you have questions or your needs change. For help after regular business hours that won't wait until the next day, you can give us a call at **1-800-468-9698** (TRS: **711** and ask for **888-418-0008**).



You Can Get FREE Lactation Support



Pregnant and postpartum members now get lactation consultation benefits.

Lactation consultants can help you decide if you want to breastfeed. They'll help you learn and prepare to nurse your baby while you're pregnant. Then they'll help you start and continue nursing after your baby arrives. They may also be able to support you with common issues.

Start Using Your Benefit

- › Go to bluecare.bcbst.com.
- › Select **Find care**.
- › Type **lactation** in the search bar.

Pumping and Storing Tips

A lactation consultant can also help you learn to pump and store your breastmilk. How long can your breastmilk be stored safely? Here are some guidelines from the CDC.

- › Freshly pumped or expressed milk can stay on the countertop for up to four hours or in the fridge for up to four days. You can also freeze it. It's best to thaw and use breast milk within 6 months, but you can keep it in the freezer for up to a year.
- › Thawed milk from the freezer can stay on the countertop for up to two hours or in the fridge for up to 24 hours. Never refreeze your milk once it's been thawed.
- › If your baby doesn't finish their bottle, the milk from their bottle needs to be used within two hours.

Free Breast Pump

You can also 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 at breastpumpsmedline.com or aeroflowbreastpumps.com.



It's Time for TennCare Renewals

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

HOW YOU CAN PREPARE FOR RENEWAL

- › **Make sure TennCare has your updated contact information.** It's important so they can send you mail. You can update your 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**



Aging Out of Foster Care

Are you preparing to turn 18 and leave foster care? One of the first things to think about is your health plan. You may be able to stay on a TennCare plan until you're 26. If you still live in Tennessee after you turn 18, you'll be automatically approved for TennCare until age 26. TennCare may contact you if they need more info.

You'll need to apply for TennCare if you:

- › Were in foster care at age 18 or older and getting Medicaid in another state after Jan. 1, 2023.
- › Moved to another state and then moved back to Tennessee.

You can apply:

- › Online at tenncareconnect.tn.gov or
- › By phone through TennCare Connect at **1-855-259-0701**

Contact your Department of Children's Services (DCS) representative if:

- › You aged out of foster care.
- › You're receiving Extension of Foster Care Services.
- › You have a question. Or need to check your status.



WE'RE HERE TO HELP

We work with DCS to help meet your needs before and after you turn 18. If you need any extra support, just give us a call.

- › *SelectKids* **1-888-422-2963**
- › TRS: **711** ask for **1-888-418-0008**
- › bluecare.bcbst.com

We Make It Easy To Get Where You're Going

We know getting to your doctor or the pharmacy can be tough. That's why your plan offers free rides to your health visits or prescription pick-ups.

A company called Verida provides free, non-emergency rides for BlueCare and TennCare *Select* members. Call Verida to set up a ride to see your doctor or arrange a trip to pick up your prescriptions. Or you can do both in the same trip. Call the number for your plan below to set up a ride. Remember to call at least three 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

You'll need to call us first if you're scheduling a ride to a different state or for a minor riding alone. You can find the number on the back of your Member ID card.

VERIDA MOBILE APP

Verida's mobile app lets you 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.



Take Care of Your Mental Health



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, our relationships with others and more.

If you struggle with mental health issues, you're not alone. As the days get shorter and colder, and the holidays get closer, millions of Americans just won't feel like themselves.

Try these tips to help you feel better:

LISTEN TO MUSIC. Listening to music is a great way to feel happier. Songs that get you singing and dancing and thinking about fun memories can help you reduce or manage stress.

STAY ACTIVE. Doing outdoor activities you enjoy can help. The cool air can be refreshing. And a quick walk around the block to get some fresh air and sun is an easy first step.

SHARE A MEAL WITH LOVED ONES. Nothing beats a warm bowl of chili on a cold day. And there are plenty of recipes that are affordable, healthy and delicious. Look for recipes that use ground meat and basic canned goods for a hearty, wholesome meal. Shopping at the dollar store and using your Supplemental Nutrition Assistance Program (SNAP) dollars can help you get more for less.

CONNECT WITH OTHERS. Staying in touch with friends and family can boost your mood. Or volunteer at your church or with groups that interest you. Giving back to others can help, too.

And remember, if your emotions are getting in the way of your everyday life, 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.

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

Get Support When You Need It

The holiday season can be a time of joy and family gatherings. But for some, the holidays can be a source of stress. That's why we're here to help you find the support you need.

Winter is often the most expensive season. During the cold winter months, utility bills are at their peak. A high heat bill could mean choosing between heating your home or putting food on the table. That's a decision no family should ever have to make.

We know everybody needs an extra hand sometimes. And many local organizations are here to help. Community food banks, houses of worship and nonprofits ramp up food assistance programs during the winter months. And your local utility company may offer an energy assistance program if you need help paying your bills.

We're here to help, too. We'll try to connect you to community resources TennCare doesn't cover. Just go to bluecare.bcbst.com to learn more about this free service. Or give us a call.

YOU CAN GET HELP FINDING THINGS LIKE



HOUSING



UTILITIES



FOOD



TRANSPORTATION



DENTAL CARE





HPV Vaccine

Taking an active role in your health during your teen years can set you up to be a healthy adult. Staying up to date on your vaccines is an important part of staying healthy. Your doctor can tell you about vaccines you may need, like the Human Papillomavirus (HPV) vaccine.

HPV is a common virus that can cause cancer. It's passed through skin-to-skin contact. Anyone can get HPV, but you can help protect yourself by getting the HPV vaccine.

The vaccine can help prevent common types of HPV and up to 90% of cancers caused by HPV. And protection lasts a long time.

Depending on your age, you may need two or three doses for the vaccine to work well.

- › Children age 9–14 need two doses given six to 12 months apart.
- › Teens age 15 and older need three doses over six months.
- › Teens and young adults up to age 26 can get the vaccine if they didn't get the full series when they were younger.

Health experts recommend the vaccine earlier rather than later. So the sooner you're vaccinated, the better. We cover this vaccine and others at no cost to you. If you have questions about the HPV vaccine, talk with your doctor at your next checkup.

Don't Forget Your Medication



If your doctor prescribes you medicine, it's important to take it exactly as they say. That helps make sure the medicine works safely and as it should. But it can be hard to remember when and how to take your medications.

Here are some tips to help you take your medications correctly.

- 1 Take your medicine at the same time every day.** Your doctor should tell you if you should take it at a certain time.
- 2 Add your medicine to your daily routine.** For example, take it in the morning before breakfast or at night when you brush your teeth. Ask your doctor if you should take your drugs with food or on an empty stomach to help you plan.
- 3 Use a pillbox.** You can even get one with different boxes for different times of day. Ask your pharmacist if your drugs need to be kept in their original bottle or if they have special storage requirements.
- 4 Set an alarm** on your phone to remind you when it's time to take your medicine.
- 5 If you take more than one medicine,** write down directions for each one on a piece of paper and keep it with your pill bottles. You can even use it as a chart to note if you've taken your drugs each day.

If you have trouble remembering to take your medications, our care team can help. We can help you keep track of which ones you need to take and when. We can also help make sure you take the right amount, too.
Just give us a call, and we can help.

A MESSAGE FROM

DentaQuest



Protect Your Child's Teeth During Sports

Did you know that your child should wear a mouth guard while playing sports? A mouth guard is a soft plastic protector made to fit over top teeth. Mouth guards protect the teeth, face, lips, tongue and jaw from injury.

Mouth guards should be worn while playing:

- › Football
- › Basketball
- › Soccer
- › Softball
- › Most other sports

How to care for a mouth guard between games:

- › Wash and rinse with cool soapy water.
- › Allow to dry completely.
- › Store in container with small holes to allow venting.
- › Do not leave mouth guards in the sun or soak in hot water.
- › Check mouth guards for cracks or tears. Replace if needed.

Ask your child's dentist what type of mouth guard is right for your child.

Blue of Tennessee With Sanitas Medical Center

CARE JUST FOR YOU



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

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

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

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

We've assigned you a primary care provider. But if you want to switch to a Sanitas doctor, just give us a call. We're here to help.

To make an appointment, go to bluecare.bcbst.com/booknow. 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

Delivering Quality Health Care

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

Each year, our Quality Improvement Program (QIP) 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 rank 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 2021 BlueCare Tennessee achieved an accreditation status of "Accredited." Below are the overall results from NCQA:

- › **BlueCare statewide: 3.5 stars**

We're particularly interested in helping you prevent health problems or live well despite an issue. If caught early, many health problems can be treated before they affect your long-term health. 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 at **1-800-468-9698**.

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



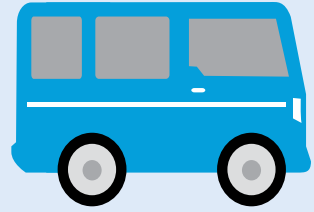
For Pregnant Members, Individual Help Includes:

- › 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, 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 قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆرای دەخرێتە بەردەستتان. پەیوەندی بکەن بە ژمارە

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



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