

TAKE CARE OF YOU

04 2024

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



**Healthy Holidays: Food, Exercise
and Mental Health**

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Your Role in Your Child's IEP

PAGE 15



BlueCareSM
TennCare^{Select}

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

Dear Member,

The end of the year is a great time to slow down and reflect. Give yourself thanks for the ways you've cared for yourself and your family. And set goals to better your health in the years to come.

We hope this newsletter helps as you look ahead. In this issue, we share:

- › A success story of a child in the Katie Beckett program
- › Details on what vaccines to get during pregnancy
- › Tips on caring for your mind and body this holiday season
- › Ways you can help prevent type 2 diabetes
- › Information on ways you can help with your child's IEP
- › And more

Remember, we're here for you. If you have questions about your health plan or need help finding community resources, give us a call.

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

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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.

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bluecare.bcbst.com/BlueCareTN-News.



MEMBER STORY

Big Dreams. Big Opportunities.

Caden uses a wheelchair to get around. And Caden's bedroom is on the second floor of their house. These challenges made it harder for them to feel independent. And it inspired Caden's goal to live life like other kids — from handwashing and bathing themselves to working and volunteering.

Then, Caden was accepted into the Katie Beckett program.

"It was a blessing that came just when we needed it most,"
says Caden's mom.

Caden got a stair lift to help them get to their room. They got a roll-in shower and sink. And they got a swing-away wheelchair lift for the family car.

WHAT'S NEXT

The sky's the limit for Caden. They're currently practicing for their learner's permit test. And they're working with a BlueCare Tennessee employment specialist. This specialist is counseling Caden to help them find a job and/or volunteer opportunity. And they're talking to Caden about their plans for college.





A (Baby) Bump in Protection

Getting vaccines during pregnancy can give your baby's immune system a real step up.

Pregnancy can be a busy time. But that doesn't mean you should skimp on your vaccines. In fact, getting vaccines during pregnancy can help bump up your baby's protection from some diseases.

Vaccines help build up your immune system. That way, your body can better protect you. You may have less severe symptoms if you get sick. Or you may avoid getting sick altogether. And if you get vaccines while you're pregnant, some of this protection gets passed along to your baby. This can give them early protection against serious diseases.

Vaccines To Get If You're Pregnant

If you're pregnant or planning to be, the CDC recommends these vaccines:

- › **RSV** — You should get the RSV vaccine if you're 32 to 36 weeks pregnant during September to January.
- › **Whooping cough** — You should get the whooping cough vaccine every time you're pregnant, between 27 and 36 weeks.
- › **Flu** — You should get a flu shot by the end of October if you're pregnant during flu season.

Be sure to talk to your provider. You may need other vaccines while you're pregnant.

Source: <https://www.cdc.gov/vaccines/pregnancy/vacc-during-after.html>



Savor the Season: Smart Strategies for Holiday Eating

Food can be a big part of the holidays. Here are some tips to help you eat healthy this time of year.

- › **Get enough sleep.** When you're tired, you're more likely to pick foods higher in fat and sugar. And you tend to eat more.
- › **Start your day with a healthy breakfast.** This can help set the right tone for the day and keep you from overeating later.
- › **Not hosting?** Offer to bring a healthy dish.
- › **Add more fruits and veggies to your holiday plate.** Filling your plate with nutritious food means you have less room for everything else.
- › **Stick with water or other drinks low in calories and sugar.**
- › **Enjoy your favorites in moderation.** Pick the foods you've been craving all year and serve yourself a small portion.
- › **Take your time.** Eating slowly can help you savor your food. And it can help you eat less. It can take 20 minutes or more for your body to let you know you're full after eating.



The Holiday Hustle: Tips on Staying Active

It can be hard to find time to work out over the holidays. But staying active can be good for your body and your mental health. Here are a few ways you can add movement to your busy schedule.

- › **Exercise while shopping.** If you're driving, find a parking spot farther away from the entrance. Take the stairs instead of the elevator or escalator. And take a few extra laps around the grocery store or shopping center before you start shopping.
- › **Enjoy the holiday lights on foot.** If looking at the lights is part of your holiday routine, take an evening walk to see the lights instead of driving. Just remember to bundle up for warmth.
- › **Volunteer.** The holidays can be a great time to give back. And many volunteer opportunities are physically engaging. Not sure how to get started? Visit the Volunteer Tennessee portal online at voltnhq.galaxydigital.com.
- › **Have a dance party.** Turn up the music and take a 5-minute dance break. Dancing is a great way to get moving. And it can help liven up the mood if you're feeling stressed.

HAVE KIDS AT HOME?

Get out some of those wiggles. Your whole family can do these activities together — even volunteering. Just be sure to search for volunteer needs by your child's age to make sure it's OK for them to join.

Silent Nights: Tips on Dealing With Loneliness and Stress

Not feeling so merry this holiday season? You're not alone.

The holidays can be wonderful. But they can also be hard. You may be feeling stressed about money, a big to-do list or the pressure to make the holidays special for your family. Or you may find that you're missing loved ones more. Those happy holiday memories we keep with us can also increase feelings of loss and grief.

In this season of giving back, it's important to remember to take care of yourself, too. Here are some ways to care for your mental health.

- › **Take time for you.** Go for a 10-minute walk. Play your favorite song. Or write down some of your thoughts so you're not carrying them all in your head. Not able to get away? You can practice mindfulness right where you are. Breathe in through your nose for four seconds. Hold for 1 second. Then breathe out through your mouth for five seconds. Repeat as needed.
- › **Be the support you need.** If you're not feeling your best, there's a chance others you know are struggling, too. Check on your neighbors, friends and loved ones. This can help them. But it also can help you feel better. And it can increase your sense of connection.
- › **Connect with your community.** Missing your loved ones? Spending time with your community can help lighten those feelings of loss. Check out faith communities, support groups, volunteer organizations or activity clubs in your area. And find one that feels right for you.
- › **Have a plan ready.** Planning ahead makes it easier to care for yourself when those negative emotions hit. Write down what you're going to do the next time you feel sad, lonely or stressed. For example, you may choose to go for a walk or call a certain friend.

Are you or someone you know having a mental health crisis?

Call or text **988**. It's the Suicide and Crisis Lifeline.
It works like **911**. But you'll talk with someone trained
to deal with mental health emergencies.

How You Can Help Prevent Type 2 Diabetes

Prediabetes happens when your blood sugar levels are higher than normal, but not high enough for your doctor to diagnose you with type 2 diabetes.

Prediabetes can increase your chance of developing type 2 diabetes.

The good news is you can prevent or delay the onset of type 2 diabetes by taking these steps.

- › **Eat a healthy diet.** Try to avoid red meat and processed meat. Choose nuts, beans, whole grains, chicken or fish.
- › **Get moving.** It doesn't take much. Try walking for a half hour every day.
- › **Get to or maintain a healthy weight.** Start with small, realistic goals. Maintaining a healthy weight can lower your chances of getting type 2 diabetes.
- › **Talk to your doctor.** Whether you've been diagnosed with prediabetes or have a family history of diabetes, your doctor is there for you. They can help you understand your risk factors. And they can help you decide what lifestyle changes are right for you.

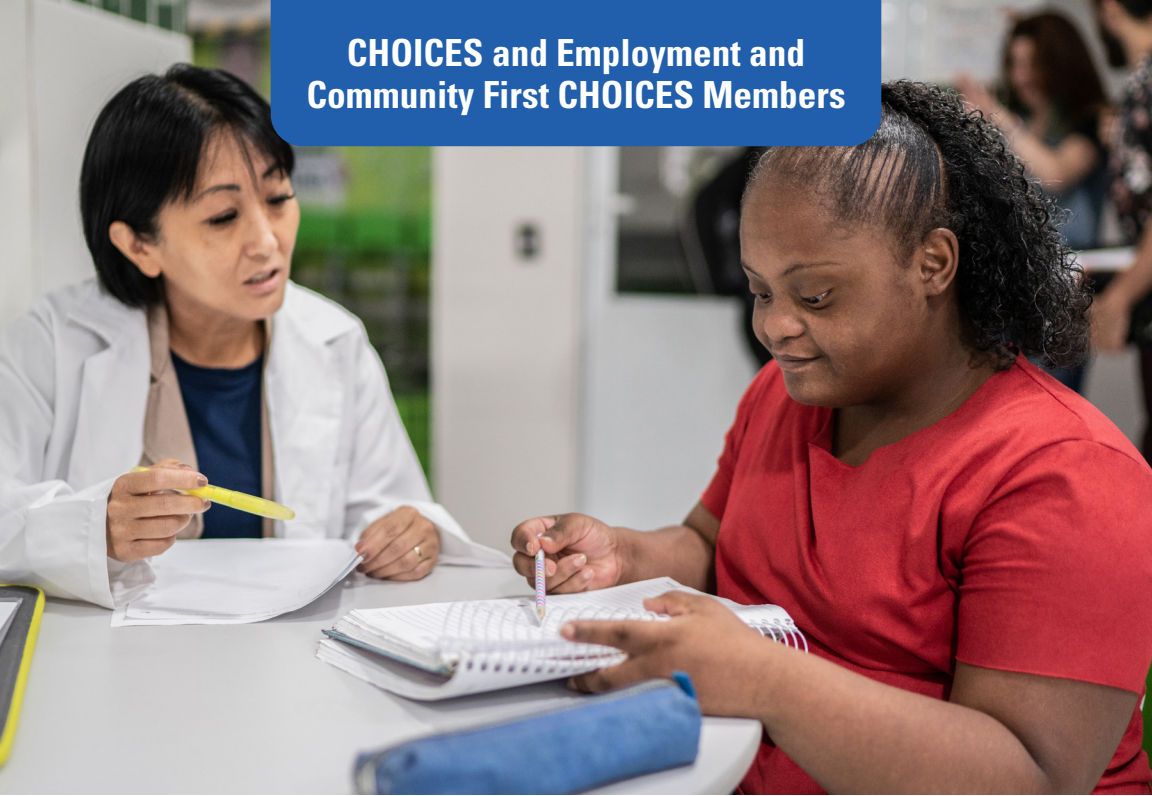
PREGNANT?

Here's what you need to know about gestational diabetes.

Gestational diabetes is a type of diabetes you can get during pregnancy. Your doctor will often test you for it when you're between 24 and 28 weeks pregnant.

If you have it, your doctor will work with you on a treatment plan. This can include regular blood sugar tests, a healthy eating plan and physical activity. You may also need insulin or other medicine.

Gestational diabetes often goes away after your baby is born. But having it increases your risk of type 2 diabetes later. That's why it's important to watch your health and work with your doctor to keep your blood sugar on track.



What Your Care or Support Coordinator Can Do for You

Did you know you have a care or support coordinator to help take care of your needs? They're your main contact for anything you need. Working with them is an important part of your plan.

Your coordinator can:

- › Answer questions about your benefits.
- › Make sure you're getting the care and support you need.
- › Coordinate your care needs, including physical and mental health care.
- › Talk with your doctors to make sure they're updated on your care.
- › Help you create a support plan that fits your health needs.

Your coordinator can help you with other things, too. What they can help with depends on your needs and plan. Your coordinator will call or visit you regularly. But you don't have to wait for them to reach out to you. Call them if you have questions or if your needs change.

Need help that can't wait until the next business day?

Give us a call at **1-800-468-9698** (TRS: **711** and ask for **888-418-0008**).

Aging Out of Foster Care

Are you aging out of foster care soon? Getting older can be an exciting time. But leaving foster care can come with extra responsibility. It's important to have help taking care of your health needs. And we want to make sure you get it.

We work with the Department of Children's Services (DCS) to help meet your needs before and after you turn 18.

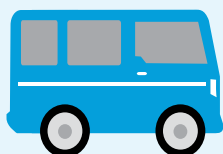
Here are a few things to know:

- › If you get TennCareSM benefits, you may still be able to stay on a TennCare plan until you're 26. Not sure if you have a plan? Call TennCare Connect at **1-855-259-0701**. They can help answer your questions or show you how to apply for benefits.
- › If you aren't 18 yet, the DCS Independent Living division will work with you. They can create a plan to help with your transition. This service is for teens 14 to 17 years old.
- › DCS offers extra support if you've been diagnosed with an intellectual or developmental disability.

We want to help make your transition a little easier.

If you have questions about the next steps, give DCS a call. You can reach them at **1-844-887-7277**. Or you can go to [tn.gov/dcs](https://www.tn.gov/dcs).





Where's My Ride

We work with a company called Verida to help you get free rides to your health visits.

But delays happen sometimes.

If you've waited more than 15 minutes past your pick-up time, call the toll-free **Where's My Ride** line:

1-866-473-7565 (option 3)

A customer service agent will find out where your ride is. Or they'll arrange for a new ride, if needed.



**Have questions about transportation?
Need to set up a ride?**

Go to member.verida.com. Or give Verida a call.

BlueCare members **1-855-735-4660**

TennCare*Select* members **1-866-473-7565**

A Fairer Fight Against Flu

Here's how you can level the playing field.

Lower vaccine rates in some communities can make it seem like flu chooses its targets.

Between 2009 and 2022, hospitalization was 80% higher among Black adults compared to white adults. It was also 30% higher for American Indian and Alaskan Native adults, and 20% higher for Hispanic adults.

Flu doesn't pick and choose. But vaccines can affect who gets the flu and who doesn't. More importantly, it can affect your symptoms and whether you'll need to go to the hospital if you get it.

Build up your defenses

Getting a flu shot every year can help protect you. Try to get your vaccine before the end of October at the latest. Your primary care provider (PCP) can give you the flu shot and talk to you about any other vaccines you may need.

Looking for a new PCP? We can help. Give us a call at the Customer Service number. You can find it on the back of your Member ID and the last page of this newsletter.



FLU UNDER 2

Flu shots are important for young children. They often have a higher risk of severe flu symptoms than older people. If your child is 6 months old or older, try to get them vaccinated as soon as the year's flu shot is ready.

Do You Need Antibiotics?

When you're sick, you probably want to do everything you can to feel better fast. And depending on what type of illness you have, your doctor may give you antibiotics. **But what are antibiotics and how do they work?**

Antibiotics are drugs that kill bacteria or stop them from growing.

Antibiotics can treat some bacterial infections, like:

- › Strep throat
- › Whooping cough
- › Urinary tract infection (UTI)

But these drugs can't treat all illnesses. Some bacterial infections may get better on their own. And antibiotics won't cure viruses. Common illnesses caused by viruses are:

- › Colds and runny noses
- › Flu
- › Sore throat, other than strep throat
- › Chest cold, or bronchitis

If you have a virus, antibiotics won't help you get better. And they could still cause side effects. Antibiotics could cause things like nausea, upset stomach or rash. If you take them when you don't need to, it could lead to antibiotic resistance.

Antibiotic resistance means bacteria stop responding to the drugs meant to kill them. That makes the infection harder to treat. And sometimes they can't be treated at all.

It's important to only take antibiotics when you really need them. Your doctor can tell you if you do. If your doctor gives you antibiotics, take them exactly as your doctor says. And if you have questions about your medication, ask your doctor or pharmacist.

A MESSAGE FROM

DentaQuest



Prevent Cavities in Early Childhood

Tooth decay can be caused by drinking milk or juice from a bottle or sippy cup.

- › If you use a bottle as a pacifier, make sure you only add water to the bottle.
- › Teach your child to drink from a cup by the time they are 12 months old.
- › If your baby does not have teeth, gently wipe baby's gums with a clean, damp, soft washcloth or gauze after each feeding.

Remember, good nutrition helps create a healthy mouth. And a healthy mouth helps create a healthy body.



DID YOU KNOW?

Children who drink from a bottle or sippy cup while laying on their back are more prone to ear infections.



Taking Care of Your Brain

Playing sports is a good way to stay active. It's important to know how to protect yourself from getting a concussion and how to treat it if you do get one. That way you can stay active and safe.

What is a concussion?

A concussion is a type of brain injury. They can happen when your brain moves around inside your head from a fall or impact.

Concussions can cause different symptoms. And they can feel different for different people. If you have a concussion, you may:

- › Feel dizzy or sluggish.
- › Be sensitive to light and sound.
- › Have blurry vision.
- › Throw up or be nauseated.
- › Have memory problems.
- › Feel sad or more emotional than normal.
- › Be confused.
- › Have trouble sleeping.

If you think you have a concussion, tell your coach or another adult quickly.

Playing sports with a concussion can be dangerous, so it's important to get checked out as soon as you can. Your doctor can determine if you have a concussion. They can also tell you when it's OK to get back to your normal activities.



Your Role in Your Child's IEP

As a parent, you're your child's biggest supporter. And you have a right to be part of their Individualized Education Program (IEP).

You're a big part of your child's IEP process. And it's important for you to work with your child's teachers and the rest of their IEP team to help your child get the help they need to succeed.

Here are some of the ways you can support your child's IEP process:

- › **Get involved.** You have the right to ask for evaluations and be part of the decision-making process. After all, 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 would help your child.
- › **Review all IEP draft documents carefully.** And give your feedback. That way, you can make sure everything is accurate.
- › **Monitor your child's progress.** Check in regularly with your child and their IEP team to make sure the program is helpful.
- › **Know your child's rights.** The Individuals with Disabilities Education Act (IDEA) is there to protect children with disabilities. Being familiar with IDEA can help you know how to better advocate for your child. Read more about IDEA at tn.gov/education/districts/federal-programs-and-over-sight/idea.html.

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

Making Health Care Accessible

Kramer Davis Health offers care for people with intellectual and developmental disabilities (IDD). Doctors at this clinic work together to help each person get the care they need. A key part of that care is helping their patients feel relaxed and safe.

Here are just some of the ways Kramer Davis Health makes health care more accessible:

- › They offer “Preview Visits.” These visits give patients a chance to practice their appointment beforehand. This helps them know exactly what to expect when they visit.
- › They provide a sensory-friendly environment. This means reduced smells, low-stimulus waiting rooms and ambient sound buffers.
- › Exam times are longer so patients don’t feel rushed.
- › Doctors and staff work to inform patients every step of the way. And they do it in a way the patient understands. This can mean talking through pictures, devices and more.
- › Patients and caregivers can ask for other accommodations when setting up appointments.



ABOUT KRAMER DAVIS HEALTH

Kramer Davis Health is a clinic for people with IDDs. They’re in the Nashville area. And they see patients aged 13 and older. Their services include medical, dental, mental 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

Blue of Tennessee With Sanitas Medical Center

CARE JUST FOR YOU



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

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

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

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

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

To make an appointment, go to bluecare.bcbst.com/booknow. Or give us a call. We can help you schedule your visit.

MEMPHIS

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

NASHVILLE

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

*AT SOME LOCATIONS



Get Support With Your Everyday Needs

Need help with food?

Find a local food pantry. Many food pantries give out canned or dry beans and other ingredients, like rice, chicken stock and vegetables. If you need help finding a food bank in your area, go to [foodpantries.org/st/tennessee](https://www.foodpantries.org/st/tennessee).

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

Need more support? Give us a call.

We can help connect you with resources that can help.

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

Coming Soon: 2025 CAHPS Survey

You may get a survey in the mail early next year. It's your chance to let us know how you feel about your care, whether you only go to the doctor for yearly checkups or you see several health care providers. We'll use your answers to see how we can better work with providers to make sure you get the best care.

If you get a survey, please fill it out. Then return it in the envelope provided. You don't need any postage for it.

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

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.

Tell Us About Your Health Needs

To help us understand the care that's right for you, please tell us about your health history and needs. We ask our members to update their information once a year. You can tell us:

- › Digitally through our free CareTN app.
- › By phone at **1-888-416-3025**.

Once we know more about you, we'll connect you with the services you need and help you take steps to improve your health.

Get started with CareTN

Download our free CareTN app from the App Store or Google Play. Then, you'll just need your Member ID and one of the access codes below to get started:

- › **bctmeethistory** (ages 16 and older)
- › **bctmeetpediatric** (ages 15 and younger)

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 get 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 2023*, the NCQA recognized BlueCare as an "Accredited" health plan. Below are the overall results:

- › **BlueCare statewide: 4.0 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. You can find the Customer Service number on your Member ID and the last page of this newsletter.

*This rating was awarded in 2023 and is for the 2022 plan year. At the time of production, the NCQA has yet to publish our rating for the 2023 plan year. For updates on our NCQA rating, visit our [Quality Improvement](#) page online.

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



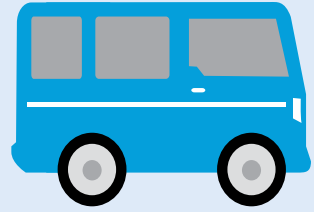
For Pregnant Members, Individual Help Includes:

- › 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 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

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. 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. Or you can call Customer Service to get a copy.

Please call your care coordinator if you have questions about these benefits. Not sure how to reach them? Call Customer Service. You can find the Customer Service number on your Member ID and the last page of this newsletter.

REPORT FRAUD OR ABUSE

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

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

TENNCARE APPEALS

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

YOU CAN GET A SECOND OPINION

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

Need help with a second opinion? Call Customer Service. You can find the Customer Service number on your Member ID and the last page of this newsletter.

YOUR RIGHTS

WE DO NOT ALLOW DIFFERENT TREATMENT IN TENNCARE

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

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

Find the Discrimination Complaint Form online:

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

TENNCARE NO PERMITE EL TRATO INJUSTO

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

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

Encuentre el formulario de discriminación en línea en:

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

MORE RESOURCES

HELP TO STOP TOBACCO USE

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

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

Call Customer Service to get started.

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

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

Tennessee Tobacco QuitLine

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

TEXT4BABY®

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

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

APPLY FOR TENNCARE

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

TENNCARE CONNECT

Get more information about TennCare. Report changes in your address, income, family size and if you get other insurance.

Call **1-855-259-0701**
(TRS or TDD: **1-877-779-3103**)
or tenncareconnect.tn.gov



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

healthier tennessee
StartNow

healthiertn.com

Let's work together toward a healthier you and a healthier Tennessee.

MENTAL HEALTH CRISIS HELP

- › Tennessee Statewide 24/7 Hotline **1-855-274-7471**
- › Tennessee Suicide Prevention Network tspn.org
- › 988 Suicide and Crisis Lifeline **988**

SUBSTANCE MISUSE HELP

- › TN Together tn.gov/opioids
- › Tennessee Redline **1-800-889-9789**

HOW CAN WE HELP YOU?

CUSTOMER SERVICE

For questions about using your health plan, vision care, changing your primary care provider or 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**).

یەروک :Kurdish

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

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

Wellframe is an independent company that provides and maintains a care management app for BlueCare Tennessee.