

my BlueCarePlus

A Health & Wellness Newsletter From BlueCare Plus Tennessee

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CARE CORNER

Your Spring Newsletter

Dear Member,

Welcome to our spring newsletter. In this issue, we're sharing tips to help you take care of your health and wellness. You'll find:

- › Ways to help take care of your hearing
- › An easy way to get mental health support
- › Tips to help you control your blood pressure
- › Information on colorectal cancer screenings

We're grateful to have you as a member. And we're here to support you every step of the way.

Visit us online anytime at bluecareplus.bcbst.com. Or give us a call at **1-800-332-5762**, TTY **711**.

From **Oct. 1 to March 31**, you can call us seven days a week from 8 a.m. to 9 p.m. ET. From **April 1 to Sept. 30**, you can call us Monday through Friday from 8 a.m. to 9 p.m. ET.

Best of Health,

Your Member Care Team



Stay in touch with your care team with the CareTN app

The **CareTN** app lets you connect digitally with your care team. And it includes special programs for people with certain health conditions.

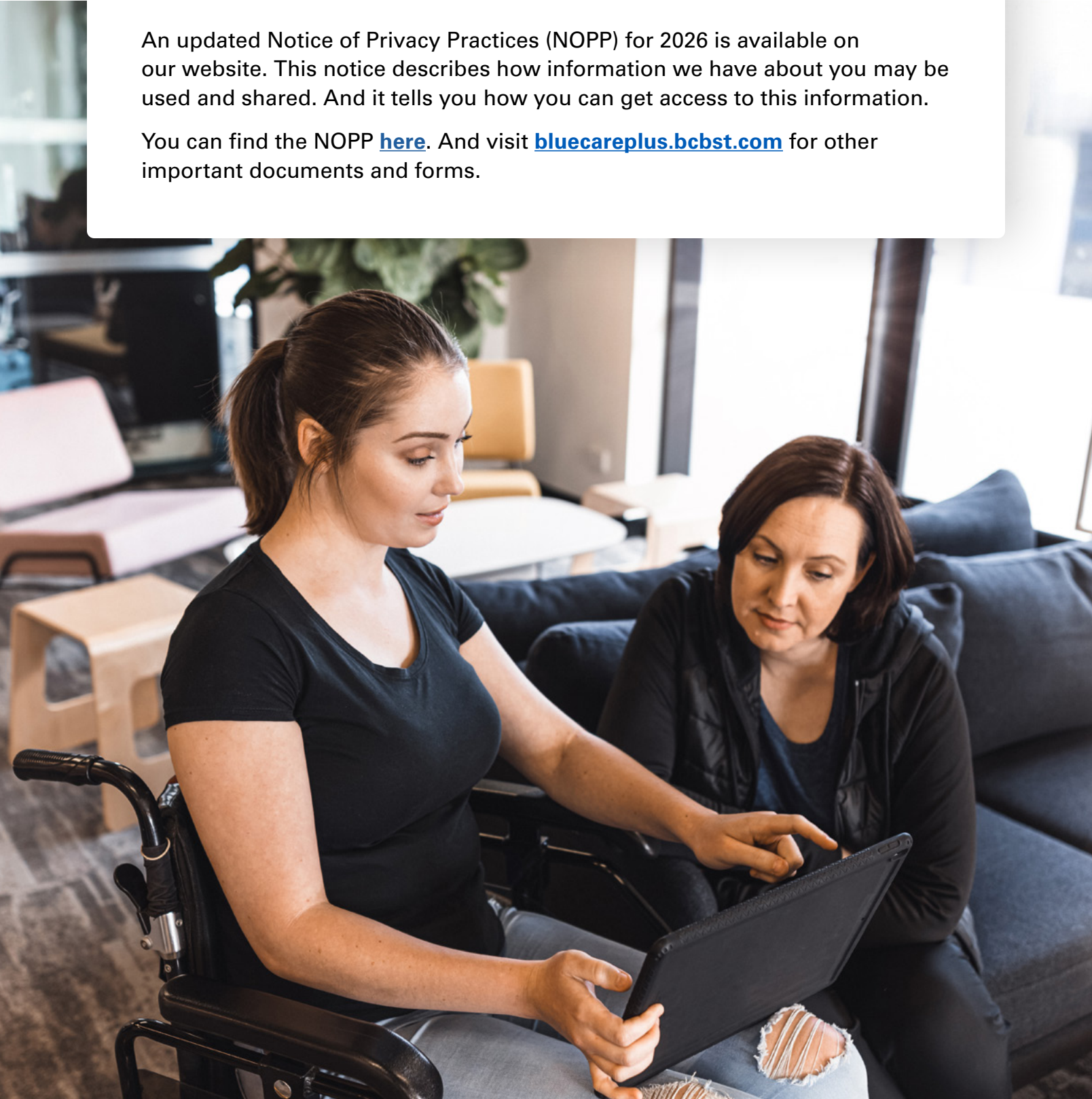
You can download the app for free on your smart device. [Click here](#) to get it from the App Store® or Google Play®. Use the access code **bcpbluewell** to get started.

PRIVACY UPDATE

New Notice of Privacy Practices Available

An updated Notice of Privacy Practices (NOPP) for 2026 is available on our website. This notice describes how information we have about you may be used and shared. And it tells you how you can get access to this information.

You can find the NOPP [here](#). And visit bluecareplus.bcbst.com for other important documents and forms.



Take Care of Your Hearing

Good hearing helps you stay connected to the people and moments that matter most. That's why your benefits include hearing exams and hearing aids through TruHearing.

What Your Hearing Benefits Include

Your plan covers important hearing services when you use a TruHearing provider.

- › **One routine hearing exam each year:** A hearing exam checks how well you hear and helps find problems early.
- › **Two TruHearing branded hearing aids every three years:** This includes one hearing aid for each ear, if needed.

Hearing loss can happen slowly. And many people don't notice it right away. Regular hearing exams can catch changes early. Hearing aids can also make conversations, phone calls and everyday sounds clearer and more enjoyable.



Getting Started Is Easy

To use your benefit, you'll need to visit a **TruHearing provider**. They're trained to give you quality care and help you choose the right hearing aids for your needs.

If you haven't had a hearing exam in the last year, this is a great time to make an appointment. Call TruHearing at **1-833-312-3128**, TTY **711**, Monday through Friday from 8 a.m. to 8 p.m. ET.

Get Mental Health Support, At Home

May is Mental Health Month

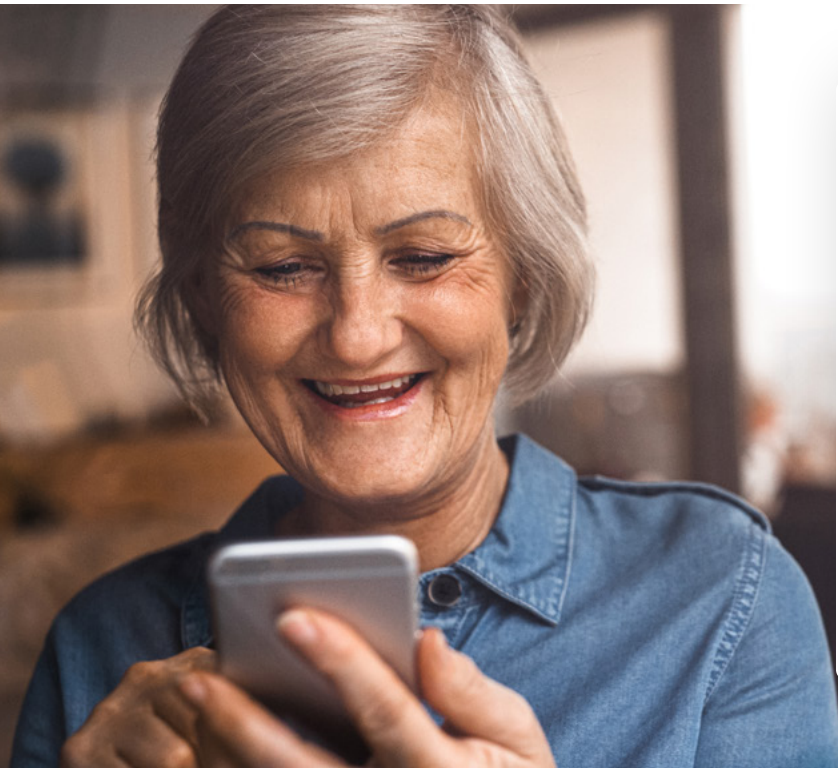
It's a good time to remember mental health is just as important as physical health.

Teladoc Health® is here to help you at no extra cost. With Teladoc Health, you can get mental health support from home. You can talk to a trained mental health provider by phone, video, web or their app. All visits are Private, and it's easy to get started.

You can get help with:

- › Feeling sad or lonely
- › Stress or worry
- › Trouble sleeping
- › Relationship or family problems
- › Trauma or tough life events

You can choose a therapist who is a good fit for you. Visits are available **seven days a week**, and you can meet from wherever you feel most comfortable. Other mental health providers are also available in our network.



Get Started Today

Teladoc Health makes it simple to get help when you need it. You can:

- › Visit [TeladocHealth.com](https://www.teladochealth.com)
- › Download the app
- › Call **1-800-835-2362**
(TTY: **1-855-636-1578**)

Understanding High Blood Pressure

Blood pressure is the force of blood pushing against your blood vessels. When blood pressure is too high, it can hurt your heart, brain and kidneys. The good news is there are several ways to help control your blood pressure.

- › **Eat healthy foods.** Aim to eat plenty of fruits and vegetables, whole grains and foods that are low in salt and unhealthy fats. Too much salt can raise your blood pressure. Try choosing fresh foods instead of packaged or fast foods, which often have a lot of sodium.
- › **Stay active.** The CDC suggests about 30 minutes of physical activity most days of the week, like walking, biking or swimming. Being active can help lower blood pressure and keep your weight at a healthy level.
- › **Get enough sleep.** Sleep is important for your whole body, including your heart. Not getting enough sleep on a regular basis can raise your risk for high blood pressure.
- › **Take your medication as prescribed.** If your doctor prescribes a medication to help control your blood pressure, it's important to take it as directed. And don't stop taking it on your own unless your doctor says it's OK.
- › **Keep a healthy weight.** Being overweight can increase your risk for high blood pressure. Losing even a small amount of weight can help lower it. Work with your provider to find healthy ways to reach and stay at a weight that's right for you. Eating well and staying active are great first steps.
- › **Check your blood pressure regularly.** High blood pressure often has no warning signs. That's why regular blood pressure checks are important. Your provider can tell you what your numbers mean and help you make a plan to stay healthy.
- › **Don't smoke and limit alcohol.** Smoking raises blood pressure and damages blood vessels. If you smoke, quitting can help lower your blood pressure and protect your heart. The CDC also recommends limiting alcohol. Drinking too much alcohol can raise blood pressure over time.

You don't have to change everything at once. Start with small changes, like adding one healthy food or taking a short walk each day. Over time, these steps can help you control your blood pressure and protect your health.

Source: <https://www.cdc.gov/high-blood-pressure/prevention/index.html>

Don't Skip Your Colorectal Cancer Screening

Colorectal cancer starts in the colon or rectum. Many people don't have symptoms at first. That's why screenings are important. **Screenings can help find cancer early, when it can be easier to treat.**

Colorectal cancer often begins as small growths called polyps. These growths can turn into cancer over time. A screening can find these growths early, before they become cancer. **Screenings can also find cancer early, even before you feel sick.**



Who should get screened?

Most adults should start colorectal cancer screening at age 45 and continue through age 75. But your provider may recommend getting tested earlier based on your health or family history. Talk to your doctor about what's right for you. Your plan covers preventive screenings like this at no extra cost to you.

In-home Screening Kits

Depending on your risk and medical history, your provider may recommend an in-home screening kit. These tests are simple and easy to use. You collect a small sample at home and send the kit back by mail. A lab checks the sample for signs of cancer.

Have questions or need help scheduling an appointment? Give us a call. You can also call us if you'd like to request an in-home screening kit.

Sources: <https://www.cdc.gov/colorectal-cancer/screening/index.html>

We Can Help You Find Work

Note: This information applies to ECF CHOICES members.

Thinking about getting a job? Your Employment & Community First (ECF) 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 you get the support you need to succeed.

Your support coordinator can help you:

- › Decide if work is right for you and what kind of job you'd enjoy.
- › Plan what you need to do to get a job or start a business.
- › Handle job challenges or find a job that works better for you.
- › Understand how earning money could affect your benefits.

If a paid job isn't the right fit, we can also help you find a volunteer opportunity. Volunteering can help keep you connected to your community. And it won't affect your benefits.

To learn more or get started, give your support coordinator a call.



Join Our Member Experience Panel



We're inviting you to join our member experience panel.

It's made up of members like you. And it gives you a chance to tell us what you think we're doing well and what we can do better.

Interested? Give us a call at **1-800-332-5762**, TTY **711**.



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This newsletter is published as a service for BlueCare Plus Tennessee members. It's not meant to take the place of your provider's advice.

Use of apps is voluntary. If you choose to use one of our apps, you're responsible for the cost of any technology (e.g., cell phone, tablet, computer, etc.), internet access and/or upgrades needed to use an app. They're not covered benefits. It's your responsibility to keep your phone, tablet or computer and access to the app secure.

Wellframe is an independent company that provides and maintains a care management app for BlueCare Plus Tennessee. Wellframe does not provide BlueCare Plus Tennessee branded products and/or services. Wellframe is solely responsible for the products and/or services they provide.

TruHearing is an independent company that provides hearing products and/or services for BlueCare Plus Tennessee. TruHearing does not provide BlueCare Plus Tennessee branded products and/or services. TruHearing is solely responsible for the products and/or services they provide.

Teladoc Health® is an independent company and does not provide BlueCare Plus Tennessee products or services. Teladoc Health is solely responsible for the products and services they provide. Teladoc Health operates subject to state and federal regulations. Other providers are available in our network.

Member Service: 8 a.m. to 9 p.m. ET, 7 days a week (Oct. 1–March 31); 8 a.m. to 9 p.m. ET, M–F (April 1–Sept. 30). BlueCare Plus Tennessee complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex¹. ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-332-5762 (TTY: 711) or speak to your provider. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-332-5762 (TTY: 711) o hable con su proveedor.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-800-332-5762 (الهاتف النصي: 711) أو تحدث إلى مقدم الخدمة.

¹ Consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2)