TAKE CARE OF YOU

Q1 2026

A publication for **BlueCare**SM and **TennCare*Select*** members.

How To Prevent a UTI
PAGE 3

Make Self-Care Your New Year's Resolution
PAGE 18

BlueCare Tennessee | BlueCare℠ TennCare*Select*

1 Cameron Hill Circle | Chattanooga, TN 37402

bluecare.bcbst.com

Dear Member,

Happy New Year! As we begin 2026, we want to thank you for being a BlueCare Tennessee member.

A new year is a great time to check in on your health, set fresh goals and learn about the benefits available to you.

In this issue, you'll find helpful tips for staying well — from heart-healthy eating and self-care ideas to support for managing chronic conditions. You'll also learn about changes to your plan, like having a new dental benefit manager.

Whether you need help scheduling a checkup, finding a provider or learning more about your benefits, we're here to help. Just give us a call at the Customer Service number for your plan:

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

Wishing you a healthy start to the year.

Best of Health,

Your Member Care Team

JOIN US ONLINE!

Learn more about your benefits and get health and wellness tips.
Visit us at **bluecare.bcbst.com**

Like us on Facebook® at **facebook.com/bluecaretn**
Follow us on Instagram at **instagram.com/bluecaretn**

TAKE CARE
OF YOU

TABLE OF CONTENTS

2	Protect Your Child With the HPV Vaccine
3	How To Prevent a UTI
4	Call the 24/7 Nurseline
5	Introducing Renaissance
6	Family Planning
7	Gestational Hypertension
8	Disparities in Heart Health
9	Eat Smart With Heart-Healthy Foods
10	Recipe: Brown Rice With Sizzling Chicken and Vegetables
11	Help With Diabetes
12	Get Screened for Colorectal Cancer
13	Helping Your Heart With Statins
14	Keep Track of Your Foster Child's Health History
15	Teen Topic: Let's Talk About Eating Disorders
16	Your Role in Your Child's IEP
17	We'll Help You Find Support
18	Make Self-Care Your New Year's Resolution
19	CHOICES: The TN Hope Line Is Here for You
20	Employment & Community First CHOICES: We Can Help You Find Work
21	Get Paid Back for Driving to Health Appointments
22	Stay Connected With TennCare
22	PKU Testing for Newborns
23	We Care About Your Diabetes Coverage

Take Care of You is published quarterly by BlueCare Tennessee, an Independent Licensee of the Blue Cross Blue Shield Association.

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

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

Protect Your Child With the HPV Vaccine

Human papillomavirus, or HPV, is a common virus that can cause cancer later in life. It's spread through skin-to-skin contact. Anyone can get HPV. But you can help protect your child with the HPV vaccine.

The vaccine can help protect against HPV infections that commonly cause cancer. The vaccine is most effective when it's given before someone is exposed to the virus. Your child can get their vaccine as early as age 9.

The HPV vaccine needs more than one dose to be effective. The CDC recommends your child get their first dose at age 11 or 12. Then, your child will need their second dose 6–12 months after their first dose.

If your child has both doses within five months, they'll need a third dose to be fully protected. People who don't get their first dose until they're between 15 and 26 years old will also need three doses.

The HPV vaccine is safe for most people. And it provides protection from the virus for a long time. Your child's doctor can answer any questions you have about the vaccine. And they can tell you about any other vaccines your child may need.

Need help scheduling your child's next checkup? Give us a call.

CUSTOMER SERVICE

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

Source: https://www.cdc.gov/hpv/vaccines/index.html

How To Prevent a UTI

Urinary tract infections (UTIs) are caused by bacteria getting into your urinary tract. UTIs can be painful. And they can make you feel like you need to go to the restroom more often.

The good news? You can help prevent UTIs with a few simple lifestyle changes:

- **Hydrate**. Drink plenty of water every day. This can help flush out bacteria from your urinary tract.
- **Practice healthy bathroom habits**. Always wipe from front to back to prevent bacteria from spreading. You should also go to the bathroom soon after you feel the urge and after any sexual activity.
- **Make smart clothing and product choices**. Wear cotton underwear and change it every day. If you swim, change out of your wet swimsuit as soon as you can. And try to avoid scented feminine products.

If you notice any UTI symptoms, it's important to get treated. Early treatment can make infections easier to manage. And it can help prevent future UTIs.

Your primary care provider is often the best person to go to for this care. But if you're not able to get an appointment soon, you have other options. Just call the 24/7 Nurseline at **1-800-262-2873**. The call is free. And they can help answer some of your questions, assess your symptoms and help you decide where to go for care.

!

Diabetes, pregnancy, certain health conditions and some medications can increase your risk of UTIs. If you get UTIs often, talk to your doctor.

Sources: https://www.cdc.gov/uti/about/index.html, https://pmc.ncbi.nlm.nih.gov/articles/PMC9170194/

Call the 24/7 Nurseline

Do you have a health question? Nurseline is here for you. Just call **1-800-262-2873**. Nurses are available 24/7 to give health advice and help with things like:

- Deciding if you need to go to an ER or get care somewhere else
- Symptom assessment and triage
- Urgent and non-urgent advice
- Behavioral health crisis support
- Scheduling appointments with your primary care provider

Nurseline is available day or night, 365 days a year. And your call is free.

Introducing Renaissance

As of Nov. 1, 2025, Renaissance is TennCare's new dental plan. But don't worry. This change doesn't affect your dental benefits. You'll still use your Member ID card to make dental appointments. And you'll still get quality dental care.

You should have heard from Renaissance in October with information about your dental coverage and how to get care. If you didn't, give them a call.

They'll let you know:

- Who your dentist is.
- How to find a different dentist if you want to change.

To learn more about dental benefits, you can visit **TN.gov/tenncare/members-applicants/dental-services** or call Renaissance at 1-866-864-2526.

Family Planning

How do I know the best time to have another baby?

Thinking about adding another little one to the family is exciting. But it also brings up some big questions, like how soon you want to take that next step.

Before you do, talk to your doctor about your plans. Planning your pregnancy gives you the best chance at a healthy pregnancy and birth. And your doctor can help you decide the best time to have another baby.

For most people, it's recommended to wait 18 months or more between pregnancies. This lets your body fully recover from your last birth. And it can get your body ready for another pregnancy.

It also gives your baby a better chance at:

- Being born at the right time, instead of too early
- Having a healthy birth weight
- Growing at the right speed for their age

Some people may not need to wait 18 months between pregnancies. For example, people who are older than 35 or who had a miscarriage or stillbirth may not need to wait as long. But always talk to your doctor first. They can help you decide what's best for you and your family.

Source: https://www.acog.org/clinical/clinical-guidance/obstetric-care-consensus/articles/2019/01/interpregnancy-care

Gestational Hypertension

High blood pressure during pregnancy can be dangerous for both mom and baby. It's called gestational hypertension. And it usually starts after 20 weeks of pregnancy.

Gestational hypertension can lead to serious problems like preeclampsia, early delivery or low birth weight. That's why it's important to catch it early.

For most people, a healthy blood pressure is **less than 120/80**. If your top number is **140 or higher**, or your bottom number is **90 or higher**, that's considered high. Your doctor will help you watch these numbers during pregnancy.

What are the signs?:

If you notice swelling in your hands or face, headaches, or changes in your vision, talk to your doctor right away. Some people may not have any signs. So it's important to check your blood pressure regularly.

How can you check your blood pressure?

You can check your blood pressure at home with a blood pressure cuff. Here's how:

- Sit in a chair with your feet flat on the floor.
- Rest your arm on a table so it's at heart level.
- Wrap the cuff around your bare upper arm.
- Stay still and quiet while the monitor works.

For more tips, visit **preeclampsia.org/blood-pressure**.

GOOD NEWS!

You may be able to get a home blood pressure cuff at no extra cost through your doctor. Ask them about it during your next visit. They can tell you if it's an option for you.

Source: https://www.cdc.gov/high-blood-pressure/about/high-blood-pressure-during-pregnancy.html

Disparities in Heart Health

Heart disease is one of the biggest health challenges in the U.S. This is especially true for Tennesseans. The TN Department of Health says Tennessee is ranked 45th in the country for heart disease.

While heart disease is common across the state, percentages vary by race and ethnicity. **Here's the breakdown of adults who reported having heart disease:**

- 8.8% of non-Hispanic, multi-racial adults
- 6.5% of white, non-Hispanic adults
- 3.5% of black, non-Hispanic adults
- 3.9% of Hispanic/Latino adults
- 2.1% of non-Hispanic adults of other races

Luckily, there are steps you can take to improve your heart health.

- **Do you smoke?** Find a smoking cessation program to help you quit. We can help you find one.
- **Watch what you eat**. A balanced diet can help improve your heart health. Try shopping at neighborhood farmers' markets to find local produce.
- **Get more physical activity**. Regular walks outside are enough to start.
- **See your doctor every year**.

Sources: https://newsroom.heart.org/news/more-than-half-of-u-s-adults-dont-know-heart-disease-is-leading-cause-of-death-despite-100-year-reign, https://www.tn.gov/content/dam/tn/health/program-areas/division-of-health-disparities-elimination/documents/HD_Report_FINAL_06122024.pdf

Eat Smart With Heart-Healthy Foods

February is American Heart Month. It's a great time to learn about how what you eat can help you take care of your heart.

A heart-healthy diet means eating foods that can help your heart function at its best. According to **MyPlate.gov**, these foods can help keep your heart healthy:

- **Fruits and vegetables**. They're full of vitamins, minerals and fiber. Try adding apples, oranges, berries, carrots, spinach and broccoli to your plate.
- **Whole grains**. Brown rice, oatmeal, whole wheat bread and quinoa are great choices. They can help lower cholesterol and keep your heart healthy.
- **Lean protein**. Choose fish like salmon or tuna, which are rich in omega-3 fats, or skinless chicken for a boost of protein. Looking for vegetarian protein options? Try beans, lentils or tofu.
- **Low-fat dairy**. Milk, yogurt and cheese can be part of a healthy diet. Just make sure you choose low-fat or fat-free options.
- **Nuts and seeds**. Walnuts, almonds, chia seeds and flaxseeds are full of healthy fats. But remember to eat them in small amounts because they can be high in calories.

Some foods aren't good for your heart if you eat too much of them. Eating less of these foods can help keep your heart healthy.

- **Salty food**. Too much salt can raise your blood pressure. Watch out for chips, canned soups and fast food.
- **Sugary drinks and snacks**. Soda, candy and desserts can lead to high blood sugar.
- **Fried and fatty foods**. Foods high in saturated and trans fats, like fried chicken or buttery pastries, can raise your cholesterol.

Remember, you don't have to change everything at once. Starting with small steps can help you stick with these healthy habits. Add a fruit or veggie to every meal. Drink water instead of soda. Or try baking food instead of frying.

You can also use the MyPlate guide on **MyPlate.gov** to help you build a healthy plate. It suggests you fill half your plate with fruits and vegetables, one quarter with whole grains and one quarter with lean protein.

RECIPE

Brown Rice With Sizzling Chicken and Vegetables

SERVINGS: 4

This heart-healthy recipe is tasty for the whole family.

INGREDIENTS

- 3 cups hot cooked brown rice
- 3 tablespoons low-sodium soy sauce
- 1/4 cup water
- 1 tablespoon honey
- 1 tablespoon cornstarch
- 1 1/2 tablespoons canola or corn oil
- 16 ounces boneless chicken breast (cut into 1-inch cubes)
- 2 cloves garlic (minced)
- 1 small white onion, cut into small wedges (about 1/8 inch thick)
- 3 medium carrots, peeled and thinly sliced (1 cup total)
- 1 1/2 cups small broccoli florets
- 1 medium red bell pepper (cut into 1-inch pieces)

DIRECTIONS

1. Mix the soy sauce, water, honey and cornstarch in a small bowl. Set aside.
2. Heat the oil in a wok or large skillet. Add the minced garlic and sauté for about 1 minute until the garlic is golden.
3. Add the chicken. Cook it for about 5 to 6 minutes. Then push the chicken to the side of the pan.
4. Add the onions to the center of the skillet. Cook them until they're slightly tender. Then push them to the side.
5. Continue with the carrots, broccoli and peppers separately. Place each in the center of the pan and cook until slightly tender. Then push them to the side.
6. Pour the soy sauce mixture into the center of the skillet. Leaving the other ingredients at the sides of the pan, stir the sauce until it thickens.
7. Mix the sauce in with the vegetables and chicken. Serve over cooked brown rice.

Source: https://www.myplate.gov/recipes/brown-rice-sizzling-chicken-and-vegetables

Help With Diabetes

Living with diabetes means you have a lot to think about. But you don't have to do it alone. Our free diabetes program can help support you on your health journey.

Our free diabetes program gives you access to your own care team. It includes health navigators, health educators, mental health specialists, nurses, pharmacy specialists and social workers. It also includes dietitians who specialize in diabetes who can help you:

- Develop a meal plan based on your health goals
- Set exercise goals
- Monitor your blood sugar
- Manage your medicine
- Find healthy ways to cope with diabetes
- Talk you through your benefits
- And more

INTERESTED?

There are two ways to take part in our diabetes program. You can:

- **Participate by phone**. Just give us a call at **1-800-468-9698**. And let us know you'd like to join the diabetes program.
- **Join through the free CareTN app**. Scan this QR code to download the app on your smart device.

Once you've downloaded the app, use the access code **bcthelpwell** to get started with our free diabetes program. Have your Member ID handy.

Already have the app? Just send your care manager a message. Let them know you'd like to join the diabetes program.

Get Screened for Colorectal Cancer

Most colorectal cancers start as small growths called polyps. These polyps aren't cancer yet. But they can turn into cancer. A colorectal cancer screening helps your doctor find these polyps and remove them before they become dangerous.

By getting checked regularly, you can help protect yourself. Here are the different types of colorectal cancer screenings available:

- **Colonoscopy**
  This test looks at your entire colon with a tiny camera. Most people need one every 10 years. Your doctor can usually remove polyps during the test. If you get a positive result from other screenings, you'll need a colonoscopy.
- **Stool Tests**
  These tests check for early signs of colorectal cancer using stool samples. Some types can be done at home or in a doctor's office. Depending on the type of stool test, you may need one every one to three years.
- **Flexible Sigmoidoscopy**
  This test looks at only the lower part of your colon. Depending on whether you also do stool tests, you may need one every five to 10 years.

WHEN TO GET SCREENED

Most people should start regular colorectal cancer screenings at age 45. But some people may need to start earlier. Talk to your doctor to find out what's best for you based on your health and family history. Have questions or need help setting up an appointment? Give us a call.

CUSTOMER SERVICE

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

Helping Your Heart With Statins

Your liver makes a substance called cholesterol. You also get some cholesterol from the food you eat.

Your body needs some cholesterol to work. But too much low-density lipoprotein (LDL), a type of cholesterol, can harm your health. It can make you more likely to have a heart attack or stroke.

If you have high LDL cholesterol, your doctor may suggest some lifestyle changes. They may also prescribe a statin. Statins are a type of drug that helps your liver make less cholesterol. They also help remove some LDL cholesterol from your blood.

If you're prescribed a statin, it's important to take it exactly how your doctor says. And don't stop taking it without talking to your doctor first. If you have any side effects, let your doctor know. They might change your dose. Or they might give you a different drug that may work better for you.

OTHER WAYS TO KEEP YOUR HEART HEALTHY

Simple lifestyle changes can also help keep your heart healthy and your LDL cholesterol down. Try to exercise regularly. Eat a balanced diet. And choose foods low in saturated and trans fats.

Sources: https://millionhearts.hhs.gov/learn-prevent/scoop-on-statins.html#work, https://www.fda.gov/drugs/drug-safety-and-availability/cholesterol-and-statins-infographic, https://www.cdc.gov/cholesterol/treatment/index.html

Keep Track of Your Foster Child's Health History

Being a foster parent means being there for your child — especially when it comes to their health. That's why it's important to keep track of your foster child's health history. This information is important for their primary care provider (PCP) to have during well-child checkups and when treating illnesses.

Your child's health history helps their PCP:

- Understand symptoms more clearly.
- Avoid drugs or treatments that could cause allergic reactions.
- Make informed decisions in an emergency.

You should also share information from other providers. Make sure all your child's providers know who their PCP is. And ask them to share any reports or results with their PCP. This can help your child's PCP keep track of all of their health information.

HEALTH AND WELLNESS HISTORY NOTEBOOK

Need help storing your foster child's health information and records? We can send you a notebook to keep everything in one place. Your child can take this notebook with them when they leave your care.

You can ask us for a Health and Wellness History Notebook. Just call the *Select*Kids line at **1-888-422-2963**, Monday through Friday, 8 a.m. to 6 p.m. ET.

You can also find more information and resources for foster parents on our website. Just go to **bluecare.bcbst.com/foster**.

Let's Talk About Eating Disorders

Eating disorders can affect anyone, including teens. And they can cause serious harm if left untreated. That's why it's important to know the signs of an eating disorder and how to get help.

What to watch for

Eating disorders don't always look the same. But here are some common signs:

- **Emotional signs**. You might feel anxious around food, skip meals, avoid eating with others, or worry a lot about your weight or body shape.
- **Physical signs**. Big changes in weight, stomach pain, throwing up, trouble sleeping or having a hard time focusing can be signs that something's wrong.

These can be signs of an eating disorder or another health issue. Either way, it's important to get support.

Getting help

If you're struggling, you're not alone. And help is available. Talk to someone you trust, like a parent, teacher, coach or school counselor. You should also make an appointment to see your primary care provider (PCP). They can help figure out what's going on and connect you with the right care.

It might feel scary to open up, but being honest is the first step toward feeling better. You deserve support, and there's no shame in asking for it.

Sources: https://www.nationaleatingdisorders.org/how-to-help-a-loved-one/, https://www.nationaleatingdisorders.org/warning-signs-and-symptoms/, https://www.nimh.nih.gov/health/publications/eating-disorders

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-oversight/idea.html**.

Have more questions about IEPs?

Contact the Assessment and Learning Services Department in your child's school district.

We'll Help You Find Support

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

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

Have questions? We're here to help.

CUSTOMER SERVICE

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

Find low-cost Wi-Fi options

You may qualify for a free or low-cost internet plan. Learn more online at **tn.gov/ecd/rural-development/broadband-office/redirect-individual-and-family-resources-/find-low-cost-wifi-options-and-devices.html**.

Make Self-Care Your New Year's Resolution

Self-care isn't just about treating yourself once in a while. It's about taking care of your mind, body and emotions every day. And it's an important part of your overall well-being.

If you're setting goals for the new year, make self-care one of them. Here are a few ways to get started:

- **Step outside for a mood boost**. Even in winter, fresh air and a short walk can help you feel less stressed and more energized. Just make sure to bundle up. And watch out for icy spots.
- **Practice healthy habits**. Eat a well-balanced diet with plenty of fruit and veggies. Move your body every day. And limit how much alcohol you drink.
- **Give yourself a break**. Schedule some time to journal, read, draw or do something you enjoy. Even a 5-minute break can help. But remember to unplug. Turning off the news and logging out of social media can make it easier to unwind.
- **Prioritize rest**. Most adults need seven or more hours of sleep a night. Going to bed and waking up at the same time every day can help you sleep better.
- **Get support**. Connect with friends, loved ones and/or a mental health specialist. Your plan includes mental health benefits. And you don't need a referral for this kind of care.

Sources: https://www.cdc.gov/emotional-well-being/improve-your-emotional-well-being/index.html, https://www.apa.org/monitor/2020/07/self-care

The TN Hope Line Is Here for You

It's OK to feel lonely sometimes. But if you're lonely too often, it may harm your health.

Loneliness affects your mental health — and your physical health. According to the CDC, loneliness can increase your risk for conditions like heart disease, stroke and dementia. It may even be as harmful as smoking. And older adults have a greater chance of being lonely.

If you've been feeling lonely, the TN Hope Line can help. It's a phone line for older people who need to talk to someone. You can talk with a trained volunteer who'll listen and support you. And if you're having trouble with food or other needs, they'll connect you with someone who can help.

Talk to a volunteer today. Call the TN Hope Line at **1-844-600-8262**. It's available Monday through Friday from 9 a.m. to 3 p.m. CT.

Therapy is another good resource if you're feeling lonely. And it's covered in your plan. Just give us a call.

CUSTOMER SERVICE

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

The Pyx Health app is another resource for CHOICES members. It offers:

- Emotional and mental health support
- Health management tools and self-guided programs
- Help finding community resources

You can download the app from **Google Play**® or the **App Store**®. Your enrollment code is your BlueCare Tennessee Member ID number.

Sources: https://www.cdc.gov/social-connectedness/risk-factors/, https://www.pbs.org/newshour/health/loneliness-poses-health-risks-as-deadly-as-smoking-u-s-surgeon-general-says

We Can Help You Find Work

Thinking about getting a job? Your Employment & Community First 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.

Get Paid Back for Driving to Health Appointments

Your transportation benefit includes more than free rides. You can also get paid back for miles driven to your non-emergency health appointments.

How much will I get paid?

Verida will reimburse you at $0.70 per mile.

Are there any requirements?

- If you're the driver, you must have a valid driver's license and current car insurance.
- You'll need to get your trip approved at least two business days before your appointment.
- Your doctor must sign a form to confirm you went to your appointment. Call Verida to get the form.

How will I get paid?

Verida will add money to a reloadable gas mileage card from Comdata. You can use it anywhere that accepts MasterCard.

Is a family member or friend driving you to your appointment?
They can be reimbursed, too. Call Verida for more details.

GET STARTED

Verida can answer your questions about mileage reimbursement. They can approve your rides. And they can give you the mileage reimbursement form your doctor needs to sign. Just give them a call anytime. They're open 24/7.

Verida Customer Service

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

Stay Connected 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 in 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.

PKU Testing for Newborns

After your baby is born, the hospital will make sure they're healthy and ready to go home. That includes a thorough exam and several important tests. One is for Phenylketonuria (PKU). PKU affects how the body uses protein. It's rare. But it requires a long-term low protein diet.

Your TennCare benefits cover the PKU test and licensed professional medical services. That includes special formulas.

Many newborn tests are required because early treatment of health problems can make a big difference in a child's life. We suggest you talk to your health care provider about what tests to expect. You'll find more helpful information on **babysfirsttest.org**.

CUSTOMER SERVICE

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

We Care About Your Diabetes Coverage

Your health plan covers certain diabetic care and services if they're medically needed. This includes:

- Diabetic testing equipment and supplies
- Training on how to manage your diabetes
- Outpatient education and medical counseling about a diabetic eating plan
- Visits to your doctor for diabetes care and testing

And many types of insulin and diabetes drugs don't even count against your monthly drug limit. You can see the list of those drugs at **welcome.optumrx.com/tenncare/forms**. Just click on the **Automatic Exemption List (Auto-Exempt)** link under **Program Information**. Or call TennCare's pharmacy benefits manager at **1-888-816-1680** to ask for the list.

Do you need help getting your diabetic services and care paid for? Call the Customer Service number for your plan.

Member Rights and Responsibilities

Many laws and rules protect our members. You have the right to fair and equal health care. You also have responsibilities — what you must do to get your health care benefits. Your Member Rights and Responsibilities can be found in your member handbook. If you don't have the printed copy of the handbook, you can find it at **bluecare.bcbst.com**. Or you can give us a call at the Customer Service number for your plan.

CUSTOMER SERVICE

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

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.

CUSTOMER SERVICE

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

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 call the Customer Service number for your plan.

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 the Customer Service number for your plan.

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

Have dental care questions? Call Renaissance** at **1-866-864-2526**.

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.

**Renaissance is an independent company serving BlueCare Tennessee members. 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 (Customer Service)

- **BlueCare** members: **1-800-468-9698**
- **TennCare*Select*** members: **1-800-263-5479**
- TRS: Dial **711**, ask for **888-418-0008**
- 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 two business 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 BlueCare Tennessee CHOICES at **1-888-747-8955.** Or call the Customer Service number for your plan.

Help for Members with Intellectual and Developmental DISABILITIES

Many of our members need help finding a job and taking care of themselves. The Employment and Community First CHOICES program is here for these members. For more information, visit **tenncareconnect.tn.gov**. Or call the Customer Service number for your plan.

CUSTOMER SERVICE

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

FOR YOUR CONVENIENCE

YOUR ONLINE ACCOUNT ON 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. Just give us a call:

- **BlueCare** members: **1-800-468-9698**
- **TennCare*Select*** members: **1-800-263-5479**
- TRS: Dial **711**, 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 at the Customer Service number for your plan:

CUSTOMER SERVICE

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

LOSING COVERAGE?

If you were told your TennCare benefits are going to end — for example, if you're about to turn 21 — we can help you keep getting care. Our Member Care Team can tell you about community resources in your area to help with your health needs. Or we can help you find out if a Long-Term Services and Supports (LTSS) program is right for you. Before your coverage ends, give us a call. We're here for you.

NEWBORNS NEED THEIR OWN HEALTH COVERAGE

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

MAKE SURE YOUR MAIL FOLLOWS YOU

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

NOTICE OF PRIVACY PRACTICES

You can find our HIPAA Notice of Privacy Practices online. Go to **bluecare.bcbst.com/docs**. Click **Your Rights**. Then select **Notice of Privacy Practices** from the drop-down menu. The document includes clear descriptions about how we use and share your health information and how different laws might affect how we use your information. It also explains the rights you have and the responsibilities we have to protect your health information. For more information, contact our Privacy Office at **Privacy_Office@bcbst.com**.

STAY IN CONTROL OF YOUR HEALTH RECORDS

Are you changing health plans? You can take your health data with you. We're required to share your records with your new health plan upon your request. To learn about tracking and transferring your health data, including how to sync your data and start or stop sharing it, visit our website. Go to **bcbst.com/sync-your-app**.

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 call the Customer Service number for your plan:

CUSTOMER SERVICE

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

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 the Customer Service number for your plan.

Please call your care coordinator if you have questions about these benefits. Not sure how to reach them? Call Customer Service.

REPORT FRAUD OR ABUSE

To report member fraud or abuse, call **1-800-433-3982** or report at the Office of the Inspector General (OIG).

To report provider fraud or abuse, call **1-833-687-9611**, report at TennCare's Office of Program Integrity (OPI) or email **programintegrity.tenncare@tn.gov**. You can also report provider fraud or patient abuse at **1-800-433-5454**, at the TBI Medicaid Fraud Control Division (MFCD) or by email to **tbi.medicaidfraudtips@tbi.tn.gov**.

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 the Customer Service number for your plan.

CUSTOMER SERVICE

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

YOUR RIGHTS

WE DO NOT ALLOW DIFFERENT TREATMENT IN TENNCARE

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

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

Find the Discrimination Complaint Form online:
www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html

---

TENNCARE NO PERMITE EL TRATO INJUSTO

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

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

Encuentre el formulario de discriminación en línea en:
www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html

---

لا نسمح بأيّ معاملة غير عادلة في برنامج TENNCARE

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

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

اعثر على نموذج شكوى التمييز عبر الإنترنت:
www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html

MORE RESOURCES

HELP TO STOP TOBACCO USE

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

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

Call the Customer Service number for your plan.

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

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

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

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

APPLY FOR TENNCARE

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

TENNCARE CONNECT

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

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

kidcentral tn
KIDCENTRALTN.COM

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

MENTAL HEALTH CRISIS HELP

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

SUBSTANCE MISUSE HELP

- TN Together **tntogether.com**
- Tennessee Redline **1-800-889-9789**

HOW CAN WE HELP YOU?

CUSTOMER SERVICE

For questions about using your health plan, vision care, changing your primary care provider or getting help in another language.

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

BlueCare Tennessee | BlueCare℠ TennCare*Select*

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

Content for this newsletter is supplied by TennCare for distribution to BlueCare and TennCare*Select* members. Para información acerca de TennCare en español, llame al **1-866-311-4290**. BlueCare Tennessee is an Independent Licensee of the Blue Cross Blue Shield Association. We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call BlueCare Tennessee **1-800-468-9698**, TennCare*Select* **1-800-263-5479** or TennCare **1-855-857-1673** (TRS **711**) for free.

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

Kurdish: **ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگێڕان بەخۆڕایی دەخرێتە بەردەستتان. پەیوەندی بکەن بە ژمارە**
(TRS: **711**: **1-888-418-0008**) **1-800-263-5479** TennCare*Select* **1-800-468-9698** BlueCare

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

25BCM3338050 (9/25)