

TAKE CARE OF YOU

03 2026

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



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BlueCareSM
TennCare*Select*

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bluecare.bcbst.com

Dear Member,

Summer is here. It brings longer days, warm sunshine and opportunities to focus on your health and well being. It's a great season to reset your routines, stay active and make choices that help you feel your best. In this newsletter, you'll find helpful tips and updates, like:

- › A new telehealth option when you can't see your doctor
- › Ways to lower your risk of falling
- › Tips for being more active
- › The importance of getting vaccines before the start of the school year
- › How you can get help with breastfeeding
- › And more

Remember, we're here if you have any questions about your benefits. Just give us a call.

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

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HEALTHY GENERATIONS

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bluecare.bcbst.com/BlueCareTN-News.



Learn Ways to Prevent Falls

Falls can cause serious injuries, but you can lower your risk. It's even more important as you get older. Small changes can help you be safer at home and on the go.

Start with your doctor

Your doctor can help you understand your risk and what to do about it. Talk with your doctor about:

- › Your risk for falling and how to lower it
- › Any medications that make you dizzy or sleepy
- › Getting your vision and hearing checked every year
- › A test for weak bones (osteoporosis)
- › Exercises to improve balance and strengthen muscles

At home, throw out things you no longer need to help with clutter. Grab bars inside and outside the tub and by the toilet can help keep you steady. And put in railings on your stairs to help you keep your balance.

September is National Childhood Obesity Month

In Tennessee, childhood obesity rates are among the highest in the nation — and children in rural communities face an even higher risk, according to the CDC.¹

Staying at a healthy weight can help keep kids healthy now and later in life. Parents can help by making healthy choices every day.

- › **Offer healthy meals and snacks.** Fill plates with fruits, vegetables, whole grains and lean proteins. Limit sugary drinks and snacks.
- › **Get moving.** Aim for at least one hour of play or exercise each day. Go for walks, ride bikes or play outside.
- › **Limit screen time.** Too much TV or phone time means less activity. Try to keep it under two hours a day.
- › **Be a role model.** Kids copy what they see. Show them healthy habits by eating well and staying active yourself.

Small changes can make a big difference. Helping kids build healthy habits now sets them up for a healthier future.





Get Care When You Need It

Your primary care provider (PCP) is the best person to see when you need routine care. But if you need medical care after hours or mental health care, you have a new option. Teladoc Health® lets you get mental health or medical care anytime, from anywhere.

If you need medical care and you can't see your PCP, you don't have to go to an urgent care center. You can talk with a Teladoc Health provider right from your phone. They can help with non-emergency health conditions, like flu, sore throat, cough and more. They can even write you a prescription if you need one.

With Teladoc Health, you can talk with a licensed therapist from the comfort of your own home. You can choose a therapist who fits your needs. And you can talk with them by phone or video call. You can get care for depression, anxiety, stress and more. And we cover this care at no extra cost to you.



HAVE QUESTIONS?

To get started, visit teladochealth.com or call **1-800-835-2362** (TTY: **1-855-636-1578**), 24 hours a day, seven days a week. Give us a call. We're here to help.

Medication Interactions: What to Know

Medications work best when you use them how your doctor says. Some drugs can interact with food, sunlight or even other medications. These interactions can change how well your medicine works or cause side effects. A few quick habits can help keep you safe.

Food Interactions

Food can change how your body absorbs medicine:

- › Taking some drugs with food helps prevent nausea and improves absorption.
- › Taking some drugs on an empty stomach helps medicine reach your bloodstream faster.
- › Certain foods matter. Grapefruit, leafy greens or dairy may affect how some drugs work. Always check your label.

Sun Exposure

Some drugs make your skin more sensitive to sunlight.

To protect yourself:

- › Avoid the sun when it's at its highest, usually from 10 a.m.–4 p.m.
- › Wear hats, sunglasses or long sleeves.
- › Use SPF 30+ sunscreen.

If you notice a rash or quick sunburn, get out of the sun and follow your doctor's advice.

Interactions With Other Drugs

Drugs can affect each other, even common ones like pain relievers, cold medicine or supplements. Stay safe by:

- › Sharing your full medication list with your doctor or pharmacist
- › Using one pharmacy when possible
- › Talking with your doctor before starting anything new

Food, sunlight and other medications can all affect your treatment. Reading instructions, asking questions and keeping your medication list up to date can help your drugs work their best.

Understanding Suicide and Mental Health Crises

Talking about suicide isn't easy. But it's an important conversation. Many suicide risks start as mental health crises. Recognizing these signs early can help keep you or a loved one safe.

What is a mental health crisis?

A mental health crisis happens when you're at risk of hurting yourself or others. Or when your behavior keeps you from being able to care for yourself.

Crises can be triggered by many stressors like a fight at home or the death of a loved one. They can also be brought on by large crowds, medication changes or even natural disasters.

How can I prevent future crises?

If you or someone you know has experienced a mental health crisis, planning ahead can help. Talk with your doctor or mental health provider about:

- › What to do and where to go in an emergency
- › Strategies to help calm yourself

And if you notice your mental health getting worse, let them know. They can adjust your treatment plan before things worsen.

It also helps to involve your friends or family. Having supportive people close by can be helpful when managing mental health challenges.



NEED IMMEDIATE HELP?

If you or someone you know is in crisis, call or text **988**. It's the **Suicide and Crisis Lifeline**. It works like **911** but connects you with someone trained to handle mental health emergencies.

You can also reach out to:

- › Tennessee Mental Health Crisis Hotline: **1-855-274-7471**
- › National Suicide Prevention Hotline: **1-800-273-TALK (8255)**

For more mental health resources, go to
bluecare.bcbst.com/get-care/behavioral-health.



Get Professional Help With Breastfeeding

Having a baby comes with a lot of decisions. One thing to think about is if you want to breastfeed. We cover lactation consultation benefits during and after pregnancy to help you learn more about breastfeeding.

Lactation consultants can help you decide if you want to breastfeed. And if you do, they can help you work through common questions and issues. While you're pregnant, you can work with a consultant to learn how to breastfeed. And after you give birth, you can get help to start and continue nursing.

For more information, talk with your doctor. They may have a lactation consultant on staff. Or you can use the Find Care tool on our website to find a lactation consultant near you. Just go to bluecare.bcbst.com. Then click **Find Care** to get started.

Have questions about this benefit? Give us a call.

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



NOT SURE IF YOU WANT TO BREASTFEED?

Breastfeeding can have health benefits for you and your baby. It helps your baby get the nutrition they need. And it can help build their immune system. But the choice to breastfeed is a personal one. You don't have to be sure you want to try breastfeeding to talk with a consultant. A lactation consultant can tell you more about breastfeeding and help you decide if you want to try it.



Getting the Care You Need After Giving Birth

Taking care of a new baby is a big job. You may feel busier than ever keeping up with your baby's health and checkups. But you need special care after giving birth, too. It's just as important to take care of yourself after giving birth as it was when you were pregnant.

Schedule a visit with your doctor within three weeks of giving birth. If you had any health concerns while you were pregnant, your doctor may want to see you sooner. They'll tell you if they want to see you more often. Then, you should have a full exam within 12 weeks of giving birth.

These visits are your chance to tell your doctor how you're doing. They'll make sure you're healing well after giving birth and check on your overall health.

If you're having any health concerns after giving birth, you don't need to wait for a scheduled visit. If you notice any health concerns, or if your emotions are getting in the way of your everyday life, call your doctor right away.

It's important to see your primary care provider (PCP) after you give birth, too. They know your health history. And they'll provide care for any long-term conditions you have. They can also refer you to any specialists you may need to see.

We cover postpartum care at no cost to you. And we can help you schedule your visits. Just give us a call.

Sources: <https://womenshealth.gov/pregnancy/childbirth-and-beyond/recovering-birth>, <https://www.acog.org/womens-health/experts-and-stories/the-latest/what-to-expect-at-a-postpartum-checkup-and-why-the-visit-matters>, <https://www.acog.org/clinical/clinical-guidance/committee-opinion/articles/2018/05/optimizing-postpartum-care>

Why Vaccinations Matter Before School Starts

The new school year is full of things to get ready for. Your doctor may suggest some new shots, too. Vaccines help keep kids healthy and help protect everyone around them.

Vaccines help keep kids healthy

They help protect children from serious diseases like measles, mumps and whooping cough. This helps them stay well and ready to learn.

They help prevent school outbreaks

Schools bring many children together in close spaces. This makes it easy for illnesses to spread. Students who stay up to date on vaccines help lower the chance of outbreaks that can slow learning.

They help protect the whole community

When most children are vaccinated, they help protect others. It shields infants, people with medical conditions and others who can't get certain vaccines.

Some shots are required

States, including Tennessee, require certain shots before students can start school.

Vaccines are safe

Childhood vaccines are thoroughly tested and watched for safety.

Talk with your doctor about which shots your child needs to start the school year off right.



Sources: <https://www.cdc.gov/vaccines/hcp/imz-schedules/index.html>,
<https://health.clevelandclinic.org/put-vaccines-on-your-back-to-school-checklist>



Understanding Sickle Cell Disease

Sickle cell disease is a group of blood disorders that affect how red blood cells work. It's inherited, which means it's passed down through your family. Sickle cell disease lasts your whole life, but early testing helps your child get the care they need.

Early Testing and Diagnosis

If you're currently pregnant, your child will be tested for sickle cell disease after birth. The test will show if your child has sickle cell disease or sickle cell trait.

Sickle cell trait means your child carries one sickle cell gene but doesn't have the disease. Most people with the trait never have symptoms.

Living With Sickle Cell Disease

Living with sickle cell disease can be challenging at times. It can affect school, work, and daily activities, especially as children grow into adults. But you don't have to manage it alone. Your care team is here to help you reach your health goals and support you along the way.

They can answer questions about:

- › How to manage symptoms
- › Finding a doctor
- › What your health plan covers

Whether you're learning how to manage sickle cell disease or just looking for guidance, we're here to help.

Stay Active Where You Live

Staying active is good for your body and mind. The good news is that it's easy to move more every day here in Tennessee.

Find Simple Ways to Move

You don't need a gym to stay active. Try these small changes to add extra movement to your normal routine:

- › Take the stairs.
- › Park farther away.
- › Walk a few extra laps at the store.
- › Turn on music and dance at home.

Small movements add up.

Stay Active Indoors

Weather changes fast in Tennessee. On cold or rainy days, you can:

- › Walk at a mall.
- › Do simple home workouts.
- › Stretch or do balance exercises.

Indoor activity helps you stay consistent.

Make It Social

Invite a friend for a walk. Join a local group. Or volunteer for activities that keep you moving. Being active with others can make it more fun.

Choose What You Enjoy

Pick activities that make you happy — gardening, walking, dancing or playing with pets or kids. When you enjoy it, you're more likely to stick with it.



GET OUTSIDE WHEN YOU CAN

Tennessee has many parks, trails and greenways. Take a short walk in your neighborhood or at a local park. Even 10 minutes of walking can help you feel better.

Here's a list of 15 great walking trails in Tennessee.

BROCCOLI CHEESE BITES

SERVINGS: 15

Try something new with these broccoli cheese bites. They're a kid friendly way to add vegetables for a snack or side.

INGREDIENTS

- › 2 cups broccoli, rinsed, chopped and cooked
- › 2 eggs
- › 2 tablespoons oil
- › 1/2 teaspoon salt
- › 1/2 cup bread crumbs
- › 1/2 cup cheese (cheddar, Colby-Jack or Parmesan)

DIRECTIONS

1. Mix all the ingredients.
2. Shape the mixture into patties 1 inch in diameter.
3. Heat the oil in a skillet, then add the patties and cook until both sides are crispy.



HAVE DIABETES?

Our free diabetes program can help support you on your health journey. The program connects you with a care team, including a registered dietitian certified in diabetes education. Interested? If you have the CareTN app, you can send us a message through the app. If you don't have the app, give us a call. We can tell you more about the program and help you sign up. BlueCare members call **1-800-468-9698**. TennCare *Select* members call **1-800-263-5479**. TRS users call **711** and ask for **888-418-0008**.



How Fluoride Helps Protect Your Teeth

Silver diamine fluoride (SDF) is a liquid that helps stop cavities. Dentists use it to make teeth stronger and to fight germs. SDF works by forming a shield that protects teeth against decay.

How does it work?

SDF puts fluoride into the enamel, the hard outside layer of your teeth. This makes enamel stronger and less likely to get cavities. Studies show SDF works very well. The American Dental Association says it can cut cavities by up to 70%. CDC also recommends it for kids and adults.

Getting SDF is quick and painless. The dentist brushes or dabs it on your teeth in just minutes.

Dental Care for All Members

You get dental benefits through your plan.

Your benefits include:

- › Regular checkups and preventive cleanings
- › Diagnostic X-rays and exams
- › Topical fluoride treatments
- › Crowns, partial and complete dentures
- › Other medically necessary services

To learn more about dental benefits, you can visit

[TN.gov/tenncare/members-applicants/dental-services](https://www.tn.gov/tenncare/members-applicants/dental-services) or call Renaissance at **1-866-864-2526**.

Source: <https://www.ada.org/resources/ada-library/oral-health-topics/silver-diamine-fluoride>, <https://www.aap.org/en/patient-care/silver-diamine-fluoride-application-in-the-pediatric-medical-setting>, <https://www.cdc.gov/oral-health/prevention/about-fluoride.html>



Why It's Important to Get Your Vision Checked

Your vision can change as you grow. And you might not notice small changes in your eyesight. That's why it's important to have your eyes checked regularly.

Your regular checkups should include a vision screening. And they can help your doctor know if you need a full eye exam. If you do, you'll see a doctor who specializes in eye care.

An eye exam can help find eye problems earlier, when they may not have noticeable symptoms. And the eye doctor can tell you if you need glasses. Your benefits include regular vision screenings, eye exams and glasses or contacts if your doctor says you need them.

This is what you can expect at an eye exam.

- › **Reading letters on a chart:** You'll look at letters or symbols from far away and up close. This helps the doctor know how clearly you can see.
- › **Checking how your eyes move:** The doctor may ask you to follow a light or object with your eyes. This shows how well your eyes work together.
- › **Looking at your eye health:** The doctor uses a bright light and special tools to look inside your eyes. This helps check for problems like infections or early signs of disease.
- › **Possibly using eye drops:** Sometimes the doctor uses drops to make your pupils bigger. This lets them see more of the inside of your eye. Your eyes may feel sensitive to light for a few hours afterward.

If you need help making an appointment, you can give us a call at the number on your member ID card.



Helping Your Foster Child Settle In

Entering foster care can be hard for children. Moving to a new home is a big change, whether it's their first placement or they've been in other homes.

Your foster child may need time to feel safe and comfortable. And that's OK. Here are some tips to help them settle in.

Take time to get to know each other

Your foster child may not be comfortable right away. Be patient. Introduce yourself and the other people in your home. It might be helpful to create a family book with pictures of each family member and their names. You can also include pets and frequent visitors. This helps your foster child learn who everyone is.

Make their bedroom feel safe and personal

A bedroom can be a calming place for a child. Let them help decorate their space so it feels more like their own. A cozy bedspread in their favorite color and some toys or books they choose can help your child feel more comfortable.

Sources: <https://centerstone.org/our-resources/health-wellness/how-to-make-your-home-a-safe-space-for-a-foster-child/>

What's an IEP?

An Individualized Education Program (or IEP) is a custom educational plan for students with disabilities. It's a powerful tool that can help your child thrive at school.

To get an IEP, your child must have a disability that affects how well they do at school. Some common disabilities include:

- › Attention deficit hyperactivity disorder (ADHD)
- › Autism
- › Emotional disorders
- › Problems with hearing, speech or vision

A parent or teacher will usually refer a child to the school counselor or psychologist for evaluation for an IEP. You'll then work with a team of teachers, psychologists and others to see if your child needs an IEP and create one that helps meet their needs.

An IEP will include:

- › A list of your child's abilities, strengths and weaknesses.
- › Yearly goals that help address your child's needs.
- › Instructions, services or adjustments your child needs to help them meet their goals.
- › Modifications your child needs for standardized testing.
- › Information on how the school will measure your child's progress.
- › Details about where your child will get these services, like in a general education classroom, special education classroom or both.

For an IEP to work best, it's important for both you and your child to closely review the IEP — and to make sure it works for both of you. If you feel like something needs to be changed, let your child's IEP team know.

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.

- › BlueCare **1-800-468-9698**
- › TennCareSelect **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**.

How Technology Helps People With Disabilities

Technology helps people live more safely. It also helps them do things for themselves. It makes everyday tasks easier.

Many people use **assistive technology** each day. Some tools are simple, like magnifiers or timers. Other tools are high-tech. These might be screen readers or speech devices.

Smart home tools let people use their voice to turn lights on, lock doors or change the temperature. Sensors can remind someone to take medicine. Other sensors may call for help if someone falls.

Hearing aids, captions and sound alert tools help people stay aware of what's happening around them. Screen readers and magnifiers help people with low vision read and use websites.

People who can't speak can use tools as simple as a board with pictures to help them find a voice. They can also use switches or software they can control with their eyes.

All of these tools help people feel more confident and independent. As technology gets better, people with disabilities have even more ways to live the life they want.



READY TO LEARN MORE?

Talk to your caregivers and support or care coordinator. They can help you decide what technology can assist you. Or go to [tn.gov/disability-and-aging/disability-aging-programs/enabling-technology.html](https://www.tn.gov/disability-and-aging/disability-aging-programs/enabling-technology.html). There, you can watch videos to see how different devices work.



Need a Ride? We Can Help With a Bus Pass

Seeing your doctor regularly helps you keep an eye on your health. But if you have trouble getting to your appointments, we can help. **We work with a company called Verida to provide transportation to health care appointments.** You can get a ride to the pharmacy, too. And if you live near a bus stop, you may be able to get a bus pass.

If you qualify for a bus pass, you'll need to get one to use your transportation benefit.

Taking the bus gives you more flexibility. And you can take children with you on the bus for free. Just be sure to let Verida know how many children will come with you. Call Verida to see if you qualify.

Bus passes may be available if you live in a city with a bus system. These cities include:

- › Bristol
- › Chattanooga
- › Clarksville
- › Franklin
- › Jackson
- › Johnson City
- › Knoxville
- › Memphis
- › Murfreesboro
- › Nashville



HAVE QUESTIONS ABOUT TRANSPORTATION? VERIDA CAN HELP.

- › BlueCare members **1-855-735-4660**
- › TennCare*Select* members **1-866-473-7565**
- › **member.verida.com**

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 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.

Customer Service:

- › BlueCare members **1-800-468-9698**
- › TennCare*Select* members **1-800-263-5479**





No Referral Needed for Women's Health Services

We want to make it easy for you to use your benefits. That's why female members can see a women's health specialist without a referral. Women's health specialists can be obstetricians, gynecologists or certified midwives. They provide pregnancy care, well-woman checkups and important screenings like Pap tests and breast exams.

If you'd rather see your primary care provider for this care, that's covered, too. But you must see a provider in our network for your care to be covered. Check to make sure all providers are in the BlueCare Tennessee network before you see them. We sometimes make an exception, but you'll need an OK from us in order to avoid an unexpected bill.

Looking for a provider? There are several ways to find one:

- › Go to **bluecare.bcbst.com**. Then select Find care.
- › Log in to your online account.
- › BlueCare members can call **1-800-468-9698**.
- › TennCare*Select* members can call **1-800-263-5479**.

Talk to Your Doctor About a Chlamydia Test

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

Your risk for chlamydia and STIs goes up if you have sex with:

- › A new partner
- › More than one partner
- › Someone who has other partners
- › Someone without using a latex condom correctly
- › Someone who hasn't tested negative for STIs

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





We've Earned 4 Stars Again

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 reviews our data to make sure:

- › You get high-quality care and services.
- › You get the right care.
- › It's easy for you to get care.

How does our quality compare 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 2025*, the NCQA recognized BlueCare again as an "Accredited" health plan.

This means we meet national standards for quality of care. They also awarded us 4 stars. Our 4-star rating means we care about members like you.

We're particularly interested in helping you prevent health problems or live well with a long-term health condition. 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.

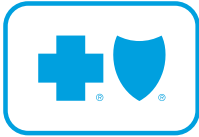
WANT TO LEARN MORE?

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 card and the last page of this newsletter.

*Our 4-star rating was awarded in 2025 and is for the 2024 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.



CUSTOMER SERVICE

- › BlueCare 1-800-468-9698
- › TennCareSelect 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.

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 on bluecare.bcbst.com by choosing **Find care**. Or call the Customer Service number for your plan.

FREE BENEFITS FOR OUR MEMBERS

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

Call Renaissance² at **1-866-864-2526**.

Or visit [**tenncare.renaissancebenefits.com**](https://tenncare.renaissancebenefits.com)

PRESCRIPTION COVERAGE

All prescriptions and claims are managed by your pharmacy benefit manager, OptumRx. If you have questions about your pharmacy coverage, call OptumRx at **1-888-816-1680**.

Or visit [**welcome.optumrx.com/tenncare/landing**](https://welcome.optumrx.com/tenncare/landing).

24/7 NURSELINE¹

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**.

^{*}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**
- › For TRS, dial **711**, ask for **888-418-0008**.
- › Learn more at bluecare.bcbst.com/OneOnOne



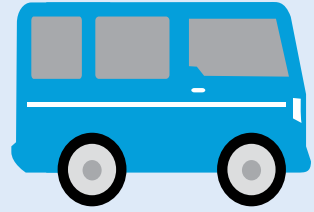
For Pregnant Members, Individual Help Includes:

- › 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 MEMBERS WHO ARE AGING OR DISABLED

Through TennCare's CHOICES program, members get caring support and help with everyday activities. Call your CHOICES care 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

Employment and Community First (ECF) CHOICES helps members become more independent at home and in the community. The program helps members learn new skills and look for work. For more information, call BlueCare Customer Service Or go to tn.gov/tenncare. Hover over **Long Term Services & Supports** and click **Employment and Community First CHOICES**.

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 quick and safe 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 get the latest updates about your health care. Message and data rates may apply. Members aren't 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 call.

Para solicitar una copia de este boletín en español, llame a la oficina de Servicios de Atención al Miembros al BlueCare: **1-800-468-9698** TennCareSelect. **1-800-263-5479**. Permita varias semanas para la entrega. Otros materiales, como el manual para miembros, también están disponibles en español si llama a la oficina de Servicio de Atención al Miembros.

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.

- › BlueCare members:
1-800-468-9698
- › TennCare *Select* members:
1-800-263-5479
- › For 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.

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 **1-800-468-9698** | TennCareSelect **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 at:

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

تَنرَتَن إلّا ربّع زِي مَتَلّا يوكش جُذومَن يَلع رثعَا

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:
BlueCare **1-800-468-9698**
TennCareSelect **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 and CoverKids. 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 — including 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.bcbst.com

- › 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



BlueCareSM
TennCare*Select*
CoverKids

1 Cameron Hill Circle | Chattanooga, TN 37402

bluecare.bcbst.com

Do you need help? We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at BlueCare **1-800-468-9698**, TennCare*Select* **1-800-263-5479**, CoverKids **1-888-325-8386** (TRS: **711**)

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare **1-800-468-9698**, TennCare*Select* **1-800-263-5479**, CoverKids **1-888-325-8386** (TRS/TTY: **866-503-0264**).

Arabic: BlueCare **1-800-468-9698**, TennCare*Select* **1-800-263-5479**, CoverKids **1-888-325-8386**:

تظوحنم: اذا ملكتك تغللا ةيبرعلا تامدخ ددعاسملا ةيوجللا ةرفوتم كل اناجم. لصتا مقر

The **Beneficiary Support System (BSS)** helps people who are enrolled in or want to apply for the CHOICES, Employment and Community First (ECF) CHOICES, and the Katie Beckett program. For help call **888-723-8193**.

The TennCare Program does not discriminate against people because of their race, color, national origin including limited English proficiency and primary language, age, disability, religion, or sex. Need help filing a grievance? Call TennCare Connect at **855-259-0701**.

Teladoc Health® is an independent company and does not provide BlueCross BlueShield of 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.

BlueCare Tennessee is an Independent Licensee of the Blue Cross Blue Shield Association.

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

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