

# HEALTHY GENERATIONS

02 2026

A publication for **CoverKids** members.



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**BlueCare**  
Tennessee

CoverKids

Dear Member,

Happy spring! This season of new beginnings is a great time to think about ways you can improve your health. In this newsletter, we'll share health tips and important plan info, like:

- › Our 4-star rating from the National Committee for Quality Assurance (NCQA)
- › Ways to keep your brain active
- › Tips for keeping your blood pressure under control
- › The importance of prenatal checkups when you're pregnant
- › Small ways to take care of your mental health
- › 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/coverkids](https://bluecare.bcbst.com/coverkids)

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# HEALTHY GENERATIONS

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

*Healthy Generations* is posted in English, Spanish and Arabic on [bluecare.bcbst.com/CoverKids-News](http://bluecare.bcbst.com/CoverKids-News).



## 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 get 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](https://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.



## Update to Your Pharmacy Benefits

Did you know you no longer have a limit on the number of prescriptions you can fill each month? Before Aug. 1, 2025, you could only fill five prescriptions each month. Now you can fill as many as you need each month.

You still have a limit of two brand-name drugs each month. If your drug is on **this list**, it doesn't apply to this limit. This limit starts over on the first of each month.

If you have questions about your drug coverage, call **1-888-816-1680**.



### **NURSELINE: HAVING A NURSE ON CALL FOR YOU**

Have you ever had a child spike a fever at 2 a.m.? Have you left the doctor's office with more questions left to ask? If so, Nurseline is for you.

With Nurseline, you can talk with a registered nurse 24 hours a day, 7 days a week.

Your nurse can walk you through your symptoms and help you decide where to go for care. They can give basic medical advice when the doctor's office is closed. And they can help you follow your doctor's orders.

Call **1-800-262-2873** to talk to a nurse anytime. They're here to give you the help and direction you need when you need it.

# 10 Small Ways to Take Care of Your Mental Health

Taking care of your mental health doesn't have to be expensive or difficult. Here are 10 simple ways to give yourself a boost.

1. **Journal your thoughts.** Writing or recording your feelings can help you process them. It can also help you make important decisions.
2. **Take a warm bath.** A bath and face mask can soothe your muscles and melt stress.
3. **Get moving.** Just 30 minutes of exercise each day can boost your mood and keep stress at bay.
4. **Get creative.** Try a hobby that gets creative juices flowing. Creating new things can boost your energy and give you a shot of confidence.
5. **Practice mindfulness.** Meditation can keep you grounded. It can also calm anxiety.
6. **Take a digital break.** Cutting screen time is a great way to recharge. Try taking a break from digital devices first thing in the morning and before bed.
7. **Get good sleep.** Try going to bed at the same time every night and aim for at least seven hours of sleep.
8. **Eat healthy.** Eating nutritious foods can improve your mood and energy levels.
9. **Meet up with friends.** Connecting with others reminds you you're not alone and gives you feelings of belonging.
10. **Call us.** If you're struggling with your mental health, we can help. Just give us a call and we can set you up with the resources you need to start feeling better.

These may seem like small changes, but they can make a big impact on your mental health.





## Why Your Child's Checkups Matter

Did you know your child can get free checkups as part of their health plan? Regular visits to the doctor to help your child grow up healthy and strong.

These visits check your child's:

- › Height and weight
- › Vision and hearing
- › Teeth and development
- › Immunizations (like flu shots)
- › Mental and emotional health

Even if your child feels fine, these checkups can catch problems early – before they get serious. And if your child is sick, they can still get a well-child checkup on the same day.

**April is National Minority Health Month**, a time to talk about health differences that affect families of color. In Tennessee, some children are less likely to get regular checkups or have health insurance. These checkups help close those gaps by making sure every child gets the care they need.

So, if your child hasn't had a checkup lately, now's a great time to schedule one. It's free, it's easy and it helps your child stay on track for a healthy future.



## Keeping You and Your Baby Safe During Pregnancy

You've got a lot to think about if you're pregnant or thinking about growing your family. It's important to talk with your doctor about the medicine you take.

Before you're pregnant or as soon as you know you are, have a visit with your doctor. Be sure to tell them about any medicine you take. Include prescription drugs, over-the-counter medication, vitamins and supplements in your conversation.

Don't stop taking any medications without talking to your doctor first. Your doctor can tell you if something isn't safe for your baby. And they may be able to help you find a safer option to take instead.

Your doctor can also tell you if you need any vaccines while you're pregnant. The CDC recommends flu, Tdap, RSV and COVID-19 vaccines for most pregnant women. These vaccines can help keep you and your baby from getting very sick. Talk with your doctor about what vaccines they recommend for you.



### PREGNANCY AND OPIOIDS

Opioids are strong drugs used to treat pain. They can cause health problems if they aren't used correctly. And they're especially dangerous if you're pregnant. They can harm you and your baby. If you're pregnant or thinking about becoming pregnant and taking opioids, talk with your doctor. Your doctor may prescribe you a new medicine that's less dangerous for your baby.

Sources: <https://womenshealth.gov/a-z-topics/pregnancy-and-medicines>,  
<https://www.cdc.gov/vaccines-pregnancy/about/index.html>,  
<https://www.cdc.gov/opioid-use-during-pregnancy/about/index.html>

# Going to Your Prenatal Doctor Visits

Prenatal doctor visits are important for keeping both mom and baby healthy during pregnancy. These checkups can help lower your chance of having problems. They also give you the support you need.

## Early Health Checks

Regular visits also allow doctors to check how your baby is growing. Doctors can also spot issues like high blood pressure or diabetes early. This can make them easier to treat and keep both you and your baby safe.

## What to Expect

At your checkups, your doctor will go over your health history. They'll do a physical exam and a weight check. You may also have routine tests like:

- › Urine test
- › Blood work
- › Ultrasound

## Helpful Advice

These visits also give you a chance to ask questions about diet, exercise and preparing for birth. Your doctor can help ease your mind with simple advice.

## Preventing Problems

Your doctor will let you know if you need any vaccines while you're pregnant. And they can help you manage health conditions to lower the risk of any problems.

## Emotional Support

Sometimes you just need someone to listen. Your doctor is there to listen. They can help you with your emotions on this journey.

Going to prenatal appointments is one of the best ways to help you have a safe and healthy pregnancy and birth.



### YOUR PLAN COVERS FREE LACTATION SUPPORT

Lactation consultants can help you decide whether to breastfeed your baby. They can work with you before and after birth to guide you and help you through the most common issues with nursing.

To use your benefit, go to [bluecare.bcbst.com](https://bluecare.bcbst.com), select **Find care** and type lactation in the search bar.

# Taking Care of Tennessee's Children

Not all kids in Tennessee get the same healthy start. Some children face more challenges than others, but we're working hard to help every child reach their health goals.

## Key Facts About Health Disparities in Tennessee

- › **Poverty:** In 2023, about **1 in 5 children** (19.7%) in Tennessee lived below the poverty line. This is higher than the national average.
- › **Premature Births:** In 2023, **Black infants** were more likely to be born early (premature) than white infants. About **15% of Black babies** were born early, compared to **10.5% of white babies**.
- › **Food Insecurity:** In 2022, **17.9 percent of children** had food insecurities.
- › **Flu Shots:** Black children are **34% less likely** than white children to get a flu shot.
- › **Well-Child Visits:** Hispanic children in BlueCare Tennessee have the highest rate of well-child visits, followed by Asian and white children. Black children have the lowest rates for well-child visits and childhood immunizations.

## What We're Doing

- › We train doctors and nurses to understand and respect different cultures. This helps them give better care to all children.
- › We teach families about their health benefits, screenings and immunizations.
- › We work with communities across Tennessee to fight health disparities, so every child can be healthy.



**IF YOU HAVE QUESTIONS OR NEED HELP, CALL US:**

**1-888-325-8386**

TRS: Dial **711**, ask for **888-418-0008**

Sources: <https://www.tn.gov/content/dam/tn/tccy/documents/stateofthechild/2024/DataHighlights2024.pdf>



## Lower Blood Pressure for a Healthy Heart

Do you know your blood pressure numbers? May is High Blood Pressure Education Month. High blood pressure may not have any signs. Many people don't know they have it.

That's why it's important to check your blood pressure often. Talk to your doctor about what blood pressure numbers are healthy for you. If you have high blood pressure, follow your doctor's advice on how to bring it down.

You can take steps to help keep your blood pressure at a healthy level.

- › **Eat healthy foods.** Eat more fruits, vegetables, lean meats and whole grains. And choose foods low in salt. Try not to eat too much fried or fatty food.
- › **Move your body.** Being active can help lower your blood pressure. Try to be active every day. Just 30 minutes a day can have a big impact. Go for a walk, ride a bike or try other movement you enjoy.
- › **Keep a healthy weight.** Ask your doctor what a healthy weight is for you. Eating well and moving more can help you stay in a healthy range.
- › **Don't smoke.** Smoking can raise your blood pressure. If you smoke, talk to a doctor about how to quit.
- › **Drink less alcohol.** Too much alcohol can raise your blood pressure. Try to drink less, or not at all.
- › **Relax and rest.** Stress can make your blood pressure go up. Try deep breathing, stretching or having quiet time to relax each day.

Keeping your blood pressure healthy helps your heart stay strong. Small changes can make a big difference.

# ZESTY PASTA SALAD

SERVINGS: 10 (as a side dish)

This pasta salad is a great side dish to bring to a party or to pack for lunch. Whole grain pasta and a variety of colorful vegetables make it a healthy option. Add canned chicken or tuna for a complete meal.

## INGREDIENTS

- › 2 cups whole grain rotini pasta, uncooked\*
- › 3 tablespoons vegetable oil
- › 3 tablespoons lemon juice
- › 2 1/2 teaspoons Italian seasoning
- › 1/8 teaspoon red pepper flakes
- › 1 1/2 cups cucumber, chopped
- › 1/2 cup cherry tomatoes, halved
- › 1/2 cup carrots, sliced
- › 1/4 cup red onion, minced
- › 3 tablespoons Parmesan cheese

\*Other types of whole grain pasta may be used in place of the whole grain rotini.

## DIRECTIONS

1. Wash hands with soap and water.
2. Cook pasta according to the package directions.
3. Drain and set aside.
4. In a large bowl, whisk oil, lemon juice, Italian seasoning, and red pepper flakes.
5. Add cooked pasta, cucumber, tomato, carrots, red onion, and Parmesan cheese to the dressing.
6. Mix well and chill for 2 hours before serving.



### 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 **1-888-325-8386**, TRS: Dial **711**, ask for **888-418-0008**. We can tell you more about the program and help you sign up.



## Tips for Taking Care of Your Teeth

Your oral health plays a big role in your overall health. Taking care of your mouth and teeth can lower your chances of cavities, gum disease and other health issues. These tips can help you keep your mouth healthy.

- › Brush your teeth twice every day. Use a fluoride toothpaste. And brush for two minutes at a time.
- › Clean between your teeth every day. Using floss or another method can help remove plaque from your teeth.
- › Watch how much sugar you eat and drink. Sugary drinks and snacks can increase your risk for cavities.
- › See your dentist regularly. Regular dental cleanings and checkups are an important part of keeping your mouth healthy. Your dentist will clean your teeth and check for signs of health problems.

A MESSAGE FROM

**Renaissance**



Your plan includes dental coverage. That means you can get dental care like cleanings, fillings and more at no cost to you. If you have questions about your dental coverage, call Renaissance at **1-866-864-2526**.

Source: <https://www.ada.org/resources/ada-library/oral-health-topics/home-care>, <https://www.cdc.gov/oral-health/prevention/oral-health-tips-for-adults.html>

# Teen Health Week: Helping Teens Stay Healthy

Teen Health Week happens every April, and it's a special time to focus on your health.

A lot of changes happen in your teen years. So being healthy and having a safe space to talk about these changes is important. That's why preventive health care is a big part of taking care of yourself.

## What is preventive care?

Preventive care is about catching health issues early or before they start, when they can be easier to treat. It also lets you get advice from a doctor before something becomes a problem.

Regular checkups with your primary care provider (PCP) are part of that care. Checkups can include:

- › Tracking your growth and development
- › Getting recommended vaccines to help protect your health
- › Checking your blood pressure and cholesterol
- › Having vision and hearing checks
- › Talking about your mental health
- › Getting screenings for sexually transmitted infections or diseases

This is also a time when you can talk to a safe adult about questions you have. Your doctor can talk to you about:

- › Body changes like puberty and hygiene
- › Feelings like stress, sadness or worry
- › Eating healthy and being active
- › Staying safe from drugs, alcohol and smoking. And helping you quit if you drink or use drugs.

We can help you make an appointment with your PCP. Just give us a call at the number on the back of your Member ID. We can also help you get a ride to the doctor if you need one.



## Checking in on Your Child's Individualized Education Program (IEP)

As a parent, you're a big part of your child's IEP. And it's important for you to work with your child's teachers and the rest of the IEP team to help your child succeed.

Here are some ways you can advocate for your child's needs and create a great partnership with their IEP team.

- › **Get to know the team.** Your child's IEP team may include teachers, therapists and other specialists. Get to know everyone involved in your child's IEP. And set up meetings to talk about any concerns you have. You can ask for an IEP meeting any time you have a concern.
- › **Share what you know.** You know your child best. You can talk about what they're good at, what they need extra help with, what they like and what they dislike. This can help the IEP team better understand your child. This is important as you work together to set goals and decide what services and modifications may help your child in school.
- › **Check for progress.** Check in regularly with your child and their team to be sure the program is helping. How is your child progressing toward their goals? Are they having more problems academically or socially? It may just be a temporary roadblock. But it could also mean the IEP needs a change. Talk with your child's IEP team. They'll work with you and your child.

Have more questions about IEPs? Contact your child's school to learn more.



## 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](https://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 **1-888-325-8386**
- › TRS: Dial **711**, ask for **888-418-0008**

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## 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](https://tn.gov/ecd/rural-development/broadband-office/redirect-individual-and-family-resources/find-low-cost-wifi-options-and-devices.html).

# Stay Connected With TennCare

TennCare renewals happen every year. That means TennCare will see if you're still eligible for your CoverKids 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](https://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:

- › **1-888-325-8386**
- › TRS: Dial **711**, ask for **888-418-0008**

# 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](https://bluecare.bcbst.com). Then select Find care.
- › Log in to your online account.
- › Call us at **1-888-325-8386**.
- › TRS: Dial **711**, ask for **888-418-0008**

# 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.



# FREE BENEFITS FOR OUR MEMBERS

As your health plan provider, we think it's important for you to know what services are available to you.

We've listed some of them here, but please see your member handbook for complete information.



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## WELL-CARE VISITS

As part of TennCare Kids, children from birth through age 18 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

We can help you schedule a checkup. Sign in to your online account on [bluecare.bcbst.com/coverkids](https://bluecare.bcbst.com/coverkids) and click the chat icon. Or call us at **1-888-325-8386**. For TRS, dial **711**. And ask for **888-418-0008**.

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## 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 AND DENTAL CARE FOR KIDS

Children from birth through age 18 can get vision and dental services. Some members may have a copay.

Vision services include eye exams – plus frames, lenses and contacts (when medically necessary). Find a provider on [bluecare.bcbst.com/coverkids](https://bluecare.bcbst.com/coverkids) at **Find care**. Or call us at **1-888-325-8386**. For TRS, dial **711**. And ask for **888-418-0008**.

Dental services include regular checkups and cleanings. Children can also get braces and other services (when medically necessary).

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

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## PRESCRIPTION COVERAGE

All prescriptions and claims are managed by your pharmacy benefit manager. For more information, call **1-888-816-1680**.

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\*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. 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

- › **1-888-325-8386**
- › For TRS, dial **711**, ask for **888-418-0008**.
- › Learn more at [bluecare.bcbst.com/OneOnOne](https://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

# 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](https://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.

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## OPT IN FOR TEXTING

Text **CoverKids** to **69-246** or call **1-844-284-5420** to get 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/coverkids](https://bluecare.bcbst.com/coverkids) 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](https://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 call **1-888-325-8386**, or for TRS: **711** and ask for **888-418-0008**.

Para solicitar una copia de este boletín en español, llame a la oficina de Servicios de Atención al Miembros al **1-888-325-8386**. 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 personal doctor is the first step toward making their own health decisions. For help finding a PCP, give us a call at **1-888-325-8386**. For TRS, dial **711**. And ask for **888-418-0008**.

## LOSING COVERAGE?

If you were told your CoverKids benefits are going to end — for example, if you're about to turn 19 — we can help you keep getting care. Our Member Care Team can tell you about community resources in your area to help with your health needs. Before your coverage ends, give us a call at **1-888-325-8386**. For TRS, dial **711**. And ask for **888-418-0008**.

## 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](https://tenncareconnect.tn.gov).

## NOTICE OF PRIVACY PRACTICES

You can find our HIPAA Notice of Privacy Practices online. Go to [bluecare.bcbst.com/CKdocs](https://bluecare.bcbst.com/CKdocs). 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](mailto: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](https://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/coverkids](https://bluecare.bcbst.com/coverkids).

Or give us a call at **1-888-325-8386**. For TRS, dial **711**.

And 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/coverkids](https://bluecare.bcbst.com/coverkids). Or you can call our Customer Service team at **1-888-325-8386**. For TRS, dial **711**. And ask for **888-418-0008**.

Please call your care coordinator if you have questions about these benefits. Not sure how to reach them? Give us a call at the Customer Service number listed above.

## 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](mailto: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](mailto:tbi.medicaidfraudtips@tbi.tn.gov).

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## 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).

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## 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 cost to you.

Need help with a second opinion? Give us a call at **1-888-325-8386**. For TRS, dial **711**. And 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](http://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](http://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html)

## لا نسمح بأيّ معاملة غير عادلة في برنامج TENNCARE

ولا نتميّر 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**.

اعثر على نموذج شكوى التمييز عبر الإنترنت:

[www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html](http://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 us at **1-888-325-8386** to get started. For TRS, dial **711**. And 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](http://tnquitline.org)

## APPLY FOR COVERKIDS

Call TennCare Connect for free at **1-855-259-0701** to get help over the phone. Or go to [tenncareconnect.tn.gov](http://tenncareconnect.tn.gov). You can also use the Health Insurance Marketplace at [healthcare.gov](http://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](http://tenncareconnect.tn.gov)



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](http://tspn.org)
- › 988 Suicide and Crisis Lifeline **988**

## SUBSTANCE MISUSE HELP

- › TN Together [tntogether.com](http://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.

- › CoverKids Members **1-888-325-8386**
- › TRS: Dial **711**, ask for **888-418-0008**
- › Monday – Friday | 8 a.m. to 6 p.m. ET
- › [bluecare.bcbst.com/coverkids](http://bluecare.bcbst.com/coverkids)



1 Cameron Hill Circle | Chattanooga, TN 37402 | [bluecare.bcbst.com](http://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:** **عربي** BlueCare **1-800-468-9698**, TennCare>Select **1-800-263-5479**, CoverKids **1-888-325-8386**:

تظو حلم: اذا ملكتتة غللا ةي برعلا تامدخ ةدعاسملا ةي وغللا ةرفوتم كل اناجم. ل صتا 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**.

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