



# health support

## You take care of so much. Let us help you.

Everyone needs extra support at times. Do you or your child want help making healthy changes? Or support with a long- or short-term health issue or injury? If so, our care team is right here for you.

We want to help you improve your life, not just your health.

Our help is free and part of your benefits. You choose if you want it, and you can join or cancel at any time with just a call. We'd love to get started right away!



### JUST GIVE US A CALL

1-888-325-8386  
TRS: 1-866-591-2908

Monday – Friday  
8 a.m. to 6 p.m., ET



## Could you benefit from our help?

### Do you or your child:

- › Want help making healthy lifestyle changes?
- › Go to the ER often?
- › Have a lot of hospital stays, often one after another?
- › Have long-term health conditions?
- › Need treatment for mental health or substance use issues, like opioids?
- › Need health care before or after a transplant?
- › Have several doctors or other providers?

If you answer yes to any of these questions — or you're pregnant — our in-depth health support can help you.

### We'll help you get the right care

First, we'll get you or your child started with your very own care team. We'll get to know you. Then, we'll look at your complete health and your life and find ways we can help you.

We'll work with you and all your doctors to reach your best health and your goals. We can also put you in touch with local agencies and services that could help with some of your everyday needs— like housing, groceries, utilities and transportation.



### CARING SUPPORT

When we look at you, we don't see your diagnosis. You're a person to us. And we treat you with care and respect as we help you overcome difficulties in your life.

## Helping you take care of yourself

We can also help you learn good habits and make good decisions about your or your child's health — no matter what life throws your way.

### Some special areas we can work on together are:

- › Taking your medicine at the right time and at the right dose
- › Scheduling doctor's appointments — we can do it for you
- › Quitting tobacco
- › Being active and choosing foods to reach a healthy weight
- › Recognizing depression and handling stress
- › Adjusting to changing health needs as you grow older
- › Staying on track with long-term health issues like asthma, diabetes, heart disease or chronic obstructive pulmonary disease



### RESOURCES TO USE RIGHT NOW

[bluecare.bcbst.com/healthwise](https://bluecare.bcbst.com/healthwise)

Find helpful videos, a symptom checker and other valuable information.

**24/7 Nurseline**

**1-866-904-7477**

Talk with a trained nurse about health questions and what kind of care you might need.

**Tennessee Tobacco Quitline**

**1-800-784-8669** or [tnquitline.org](https://tnquitline.org)

Get free counseling in English or Spanish.

[tntogether.com](https://tntogether.com)

Find opioid-related resources and community solutions.

[samhsa.gov](https://samhsa.gov)

Detailed information on behavioral health issues and substance use disorders.

**Tennessee Mental Health Crisis Hotline**

**1-855-272-7471**

Officially, we call our services **CareSmart<sup>SM</sup> Population Health Management**, but you can think of us as your member care team. Our help is not meant to take the place of your doctor's advice.



Do you need help with your health care, talking with us, or reading what we send you?

Call us for free at **1-888-325-8386**.

We can connect you with the free help or service you need. (For TRS call: **1-866-591-2908**)



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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.

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-325-8386**. (TRS: **711: 1-866-591-2908**).

یەدروک :Kurdish

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(TRS: **711: 1-866-591-2908**) **1-888-325-8386**