



of Tennessee

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Chattanooga, Tennessee 37402
bcbst.com

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PAID
BLUE CROSS
BLUE SHIELD
OF TENNESSEE

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex¹. For TDD/TTY help call 1-800-848-0298.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association. BlueCross BlueShield of Tennessee is a Qualified Health Plan issuer in the Health Insurance Marketplace.

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

ATTENTION: If you speak English, free language assistance services and appropriate auxiliary aids and services are available to you. Please call the Member Service number on the back of your Member ID card or 1-800-565-9140 (TTY: 1-800-848-0298).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma, así como ayudas y servicios auxiliares adecuados. Llame al número de Servicio de atención a miembros que figura en el reverso de su tarjeta de identificación de miembro o al 1-800-565-9140 (TTY: 1-800-848-0298).

انتباه: إذا كنت تتحدث العربية، فستوفر لك خدمات المساعدة اللغوية المجانية والخدمات والأدوات المساعدة المناسبة. يرجى الاتصال برقم خدمة الأعمى الموجود على ظهر بطاقة هوية العضو الخاص بك أو بالرقم 1-800-565-9140 (الهاتف النصي: 1-800-848-0298).

注意：如果您說中文，我們提供免費的語言協助服務，以及適當的輔助協助和服務。

請撥打會員 ID 卡背面的會員服務部號碼或 1-800-565-9140 (聽障專線 (TTY): 1-800-848-0298)。

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QUIT TOBACCO
Take Steps
Toward a
Healthier You





<FirstName>,

If you use tobacco or vape,
you don't have to quit alone.

You can work with a health coach who'll support you with a personalized plan to help you quit. And, if your coach recommends it, you can get free nicotine replacement therapy.

Plus, once you complete your program, you won't have to pay the tobacco surcharge on your paycheck. If you finish before Oct. 31, 2025, we'll even pay you back for any surcharge you paid in 2025.



Sign up for the tobacco cessation program by calling **1-866-498-9806**. If you have questions, please email **wellness.questions@memphistn.gov**.

To complete the program:

- 1 Complete six calls with a health coach and download the completion certificate.
 - › Log in to **bcbst.com/Memphis-rewards**.
 - › Choose **Instructions to Request Tobacco Credit**.
 - › Choose **Download Certificate**.
- 2 Take your Personal Health Assessment (PHA) and screenshot the completion page. Just log in to **bcbst.com/wellnesscenter** to get started.
- 3 Fill out the **Tobacco Usage Statement**. You can find it on the intranet or request a copy by emailing **wellness.questions@memphistn.gov**.
- 4 Email your completion certificate, the screenshot of your PHA completion page and the Tobacco Usage Statement to **wellness.questions@memphistn.gov**.