

HEALTHY GENERATIONS

Q1 2025

A publication for **CoverKids** members.



Make a Resolution for Your Mental Health

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Is Your Child's IEP Still Working?

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BlueCare
Tennessee

CoverKids

Dear Member,

The beginning of a new year is a great time for change.
And one of the biggest changes you can make is to your health.

In this newsletter, you'll find resources, information and tips
to help you along your health journey. We talk about:

- › Pregnancy planning and prenatal care
- › Mental health resolutions you can make
- › Heart-healthy habits
- › And more

If you have any questions or need help, we're here for you.
Just give us a call. And together, we'll work to make 2025
your healthiest, happiest year yet.

Best of Health,



Casey Dungan

President and CEO
BlueCare Tennessee



JOIN US ONLINE!

Learn more about your benefits and get health and wellness tips.

Visit us at 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.

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MEMBER STORY

Power Over Diabetes

Nathan is a CHOICES member living with diabetes. BlueCare Tennessee registered dietician, Melissa Perry, met Nathan at a virtual BlueCare Tennessee community cooking class. They talked about diet and how to manage blood sugar.

Nathan shared they have autism spectrum disorder. And it can be harder to learn on the phone or by reading. So they decided to meet in person. They met at the Chattanooga Autism Center. Nathan works there as a support group coordinator. Melissa shared snack and recipe ideas. And they found some helpful materials a computer could read aloud for Nathan.

Nathan also talked about challenges with blood sugar tracking. Nathan found it hard due to sensory issues. So Melissa suggested using a continuous glucose meter (CGM). Nathan tried it. And the CGM showed large blood sugar spikes at night after high-carbohydrate meals. Melissa then advised Nathan to try a high-protein snack before bed instead.

Nathan also started a water aerobics class.

Three months later, Nathan's blood sugar, energy and pain levels all improved. Nathan was also able to go from three blood pressure drugs to one.

"I'm glad Melissa took time to understand and work with my learning style," said Nathan. **"I can manage my blood sugar with food and exercise. That and the CGM gave me power over diabetes."**





Finding and Getting Care: Your 2025 CAHPS Survey

You may get a survey in the mail early this year. It's your chance to let us know how you feel about your care — whether you only go to the doctor for yearly checkups or you see several health care providers. We'll use your answers to see how we can work with doctors better to make sure you get the best care.

If you get a survey, please fill it out. Then return it in the envelope provided. You don't need any postage for it. You may also get a phone call if you don't send back your survey.

We appreciate you taking the time to give your feedback. It can help us make changes to benefit all members.

Have questions about finding or getting care? We're here to help. We've gathered some of the most common care questions for you here.

Where should I go for care?

Your primary care provider (PCP) is your go-to doctor for checkups and sick visits. Seeing your PCP regularly helps them get to know you and your health history. And they can help you decide on the best care for you. But when you can't see your PCP, you still have options.

- › Call our 24/7 Nurseline at **1-800-262-2873**. They can help answer questions about your symptoms, medical conditions and other basic health concerns.
- › Go to an urgent care center. These walk-in clinics offer non-emergency care. And wait times are often shorter than at an ER.

Need emergency care? Don't wait. Go to the nearest ER. Or call **911**.

See more questions and answers on the next page.

How far in advance should I set up my appointment?

- › For **regular checkups**, you should be able to schedule your doctor visit within three weeks or sooner.
- › For **sick visits and urgent care**, you should be able to set up a visit within 48 hours.
- › Having trouble scheduling your visit? Need some extra help? Give us a call. You can find the Customer Service number on the back of your Member ID card and the last page of this newsletter.

How long can I expect to wait at my doctor's office?

Wait times vary. But getting to your doctor's office a few minutes early can help give you time to fill out any paperwork before your appointment. This can help prevent delays.

But remember, it's important for your doctor to respect your time, too. Are you regularly experiencing long waits that make it harder to get the care you need? Let us know.

Do I need to follow up with my PCP after a visit to the hospital or ER?

Yes. It's important to see your PCP:

- › **Within seven days of getting home from the ER.**
- › **Within 30 days of getting home from a hospital stay.**

Your PCP can help you understand and stick with your treatment plan. Getting specialty care? Make sure your PCP knows about that, too.



WE'RE HERE FOR YOU

Your plan includes lots of benefits and resources to help you feel confident about your health care. And we want to help you get the most out of your plan.

Go to bluecare.bcbst.com/get-care/how-we-care to see how we care and to learn more about some of the benefits our members love most. Or give us a call.

New Diaper Benefit

TennCare has exciting news for TennCare families across the state!
TennCare provides up to 100 diapers per month at no cost to you for children under two who have TennCare or CoverKids.

TennCare is teaming up with pharmacies across the state to make sure members in all counties can easily get this benefit.

TO PICK UP DIAPERS:

1. Visit a participating pharmacy. Find a location at tn.gov/tenncare/diapers.
2. Show your child's pharmacy ID card at the pharmacy counter.
For newborns you can use the mother's pharmacy ID card or Social Security number until the newborn receives their own ID.

TennCare will cover popular diaper brands and include different types of diapers to meet your family's needs. Your pharmacy may not stock all the listed brands or have a stocked supply of your preferred brand.

For more information on the diaper benefit, go to tn.gov/tenncare/diapers.

TennCare
**Diaper
Benefit** 

for TennCare and CoverKids
members under age two



Planning Your Next Pregnancy

Thinking about having another baby? This can be an exciting choice. But it's also important to think about timing.

Talk to your doctor about your plans. They can answer questions you have about getting or being pregnant. For most people, it's recommended to wait 18 months or more between pregnancies. This lets your body fully recover from your last birth.

It also gives your baby the best chance of:

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

Some people may not need to wait 18 months between pregnancies. For example, people who are older than 35 or who had a miscarriage or stillbirth may not need to wait as long. But your doctor can help you decide what's best for you and your family. And regular checkups will help make sure you and your baby are healthy during pregnancy.



Talk to your doctor about birth control options

If you're pregnant, the best time to talk to your doctor about birth control is before your baby arrives. They can help you decide what's best for you and your family. There are several options for birth control after you give birth. You can start some long-acting birth control as soon as your baby is born.

Exclusive breastfeeding for the first six months after birth can prevent pregnancy for some people. This gives you time to decide on a long-term method of birth control. But this option may not be best for everyone. Talk to your doctor to learn more.



Healthy Habits for Heart Health Month

February is American Heart Month. But heart health is important all year long. Here are some changes you can make to improve your heart health and lower your risk of heart disease:

- › **Choose healthy food.** Aim to eat fresh fruits and vegetables every day. Limit your intake of salt, processed food, and food high in saturated and trans fats. Have diabetes or prediabetes? Be careful with food that makes your blood sugar go up, like sugary snacks, soda and refined grains.
- › **Drink in moderation.** Or avoid alcohol altogether. Drinking too much alcohol can raise your blood pressure.
- › **Get moving.** Physical activity can help you reach or maintain a healthy weight. And it can lower your blood pressure, blood cholesterol and blood sugar levels. For adults, aim for two and a half hours each week. Try walking, riding a bike or any other movement you enjoy. Children and teens should get one hour of physical activity every day.
- › **Don't smoke or vape.** Research shows the use of tobacco products and vapes (or e-cigarettes) can damage your heart. If you smoke or vape, talk to your doctor about quitting. They can help.
- › **Take care of your health conditions.** High cholesterol, high blood pressure and diabetes can raise your risk of heart disease. Follow your doctor's advice to manage them. If your doctor says you need medication to help, take your drugs exactly as your doctor says. And ask your doctor questions if you aren't sure what you need to do.

Sources: <https://www.cdc.gov/heart-disease/prevention/index.html>, <https://www.ahajournals.org/doi/full/10.1161/CIRCULATIONAHA.121.056777>, <https://www.heart.org/en/health-topics/high-blood-pressure/changes-you-can-make-to-manage-high-blood-pressure/limiting-alcohol-to-manage-high-blood-pressure>



Taking a Statin?

Statins are a type of medicine that help lower your cholesterol.

When combined with a healthy lifestyle, they can help prevent heart disease and stroke.

Your doctor may prescribe you a statin if you have high cholesterol, diabetes and/or a history of heart problems. If your doctor prescribes a statin:

- › Make sure to take it as directed.
- › Ask your doctor if you need to avoid anything while on this drug. (Some statins are affected by what you eat and drink.)
- › Tell your doctor right away if you have any side effects.
- › Don't stop taking it on your own unless your doctor says it's OK.
- › Call your doctor or pharmacist if you have questions.

Sources: <https://www.cdc.gov/diabetes/diabetes-complications/statins-and-diabetes.html>,
<https://www.cdc.gov/cholesterol/treatment/cholesterol-lowering-medicines.html>,
<https://www.fda.gov/consumers/consumer-updates/grapefruit-juice-and-some-drugs-dont-mix>



3-CAN CHILI

SERVINGS: 6

Warm up with this healthy chili recipe. It's fast and easy to make.

And each serving has 1 cup of vegetables, 6 grams of protein, 7 grams of fiber, only 3 grams of sugar (no added sugars) and 24 grams of carbohydrates. This makes it a great choice for people living with diabetes.

INGREDIENTS

- › 1 can (15.5 ounces) beans, low-sodium, undrained (pinto, kidney, red or black)
- › 1 can (15.2 ounces) corn, drained (or 10-ounce package of frozen corn)
- › 1 can (14.5 ounces) crushed tomatoes, low-sodium, undrained
- › 1 teaspoon chili powder (or more, to taste)

DIRECTIONS

1. Wash hands with soap and water.
2. Place the contents of all 3 cans into a pan.
3. Add chili powder to taste.
4. Stir to mix.
5. Continue to stir over medium heat until heated thoroughly.
6. Refrigerate leftovers.

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HAVE DIABETES?

Our free diabetes program can help support you on your health journey.

The program connects you with a team of registered dietitians certified in diabetes education. Interested? Give your care team a call. They can tell you more about the program and help you sign up.



Make a Resolution for Your Mental Health

Taking care of your body is important. But it's important to take care of your mind, too. Here are some New Year's resolutions you can make to help improve your mental health.

RESOLUTION #1: Turn off the news

It's good to be informed. But a lot of news every day about sad events can be upsetting. Setting limits for yourself can help. Try only watching news or scrolling social media a few times a day. Or turn off your phone, TV and computer screens in the evening to give your mind a break.

RESOLUTION #2: Get enough sleep

Sleep plays a big part in your mental health. Most adults need seven hours or more of sleep each night. Start by setting your alarm clock for the same time every morning. And start winding down around the same time each night.

RESOLUTION #3: Take mental health walks

Walking is great for your physical health. And it can lower your risk for depression. Take a few walking breaks each day to help clear your mind and get your heart pumping.

RESOLUTION #4: Take time for yourself

It's important to do activities you enjoy to relax and unwind. You can also do simple things when feeling stressed. Take deep breaths, stretch or meditate.

RESOLUTION #5: Connect with others

Talking about your worries or how you feel can help with your mental health. So why not make a resolution to spend more quality time with family or friends you trust? Seeing a therapist can also be helpful. Plus, your benefits cover mental health care. Need help finding a therapist? Give us a call.

Sources: <https://www.cdc.gov/mentalhealth/cope-with-stress/index.html>,
<https://www.apa.org/monitor/2022/11/defeating-depression-naturally>

Find Foster Care Success With Shared Parenting

When possible, shared parenting can help foster children stay connected with their birth family. Shared parenting means foster parents work with the Department of Children's Services (DCS), DCS clients and providers to take care of their foster children. It's an important part of helping reunite foster children with their birth parents.

And it can help them succeed as a family after reuniting.

Tips for shared parenting

- › Ask birth parents to come to appointments and school meetings.
- › Call with updates.
- › Share photos.
- › Talk about new schedules and routines.
- › Plan fun visits.
- › Help birth parents find community services.
- › Offer rides to appointments and visits.

You can find more information about shared parenting in your Foster Parent Handbook. You can find it online at files.dcs.tn.gov/policies/chap16/FPHandbook.pdf. You can also find resources to support clients on the DCS website at tn.gov/dcs.



Closing the Gap: Prenatal Care

Everyone deserves quality health care. But some groups of people don't always get the same level of care as others.

In Tennessee, Black women are more than two times as likely to die from pregnancy-related complications than white women. This difference stems from a lack of access to quality prenatal care, underlying chronic conditions, systemic racism and cultural bias.

But you can help close the gap. Here are some ways you can advocate for you and your baby's health:

- › **Set up a prenatal visit with a doctor who specializes in pregnancy care as soon as you think you may be pregnant.** And continue to see your doctor throughout your pregnancy. You may only need to see your doctor once every four weeks at first. But you'll need to see them more often in your third trimester — or sooner if you have a high-risk pregnancy.
- › **Get your prenatal vaccines.** There are three vaccines recommended during your pregnancy: Tdap, RSV and the flu shot. Ask your doctor about these and any other vaccines you may need.
- › **Talk to your doctor if anything doesn't feel right.** Don't feel like your doctor is listening? It's OK to ask for a second opinion. Give us a call, and we'll help.
- › **Know the signs something is wrong.** If you're pregnant and have bad headaches, extreme swelling of your hands or face, trouble breathing or heavy vaginal bleeding, don't wait. See a doctor right away.
- › **Share your pregnancy history during each doctor visit for the first year after birth.**



PREGNANT?

Talk to your care team to learn about our maternity program. You can get extra support to help you have a healthy pregnancy.

You can also find maternity resources online.

Just go to **bluecare.bcbst.com/maternity**.

Cervical Cancer Screenings

Cervical cancer is cancer that starts in a woman's cervix. It's commonly caused by infections from human papillomavirus (HPV). Cervical cancer can be easier to treat when it's caught early. That's why regular screenings are important to your health.

There are two main ways to get screened:

- › A **Pap test** is the collection and inspection of cervical cells. Your doctor will check these cells for abnormalities. It can find precancerous cells and cervical cancer cells. It can also find things that aren't cancer, like an infection or inflammation.
- › An **HPV test** checks cells for certain types of HPV that can cause cervical cancer.

Most women should follow these screening guidelines:

- › **Ages 21–29:** Get a Pap test every three years.
- › **Ages 30–65:** Get a Pap test every three years or an HPV test every five years.
- › **Age 66 and older:** Discuss screenings with your doctor.

Some women may need screenings more often. And others may need to stop earlier, like those who've had a total hysterectomy (the removal of your uterus and cervix). Talk to your doctor to see what's right for you.



HPV VACCINE

HPV is a common virus that can cause cancer. Anyone can get it.

But you can help protect your child from cancers caused by HPV with the HPV vaccine. We cover it at no cost to you.

Vaccine dosing:

- › **Children ages 9–14** need two doses given six to 12 months apart.
- › **Teens age 15 and older** need three doses over six months.
- › **Teens and young adults up to age 26** can get the vaccine if they didn't get the full series when they were younger.

Talk to your child's doctor about the HPV vaccine at their next checkup.

A MESSAGE FROM

DentaQuest



Healthy Food, Healthy Mouth

What you eat can impact your oral health. Help keep your teeth and gums healthier by adding these foods to your diet:

- › Whole grains
- › Fruit
- › Vegetables
- › Low-fat dairy food
- › Lean protein

If you want a hot drink, opt for green and black teas. They contain polyphenols, which kill bacteria. And try to limit the amount of sugar you eat or drink. This will help your oral health, too.





Bullying: What You Can Do To Help

Protecting others from bullying isn't just a nice thing to do. It can also be good for you.

Did you know just seeing bullying may affect your mental health? Research has found that students who watched others get bullied were more likely to experience anxiety and depression.

Here are some things you can do to help prevent bullying before, during and after the bullying happens.

BEFORE:

- › Be welcoming and kind to others.
- › Invite others to join your activities and groups.
- › Know there's strength in numbers. If you feel comfortable, try to walk with or sit by those most likely to get bullied. Ask your friends to join you.

DURING:

- › Defend the person being bullied. You can do this directly by standing up to the bully's actions or defending the person's social status.
- › You can also try to change the subject or use humor to help lighten the situation.

AFTER:

- › Talk to the person who was bullied. Share your support or concern.
- › Report what happened to a trusted adult, like a parent or teacher.
- › Are you friends with the bully? If you feel safe, talk to them and let them know you disagree with what they said or did.

Sources: <https://www.stopbullying.gov/blog/2019/10/25/effects-bullying-mental-health>,
<https://www.stopbullying.gov/resources/research-resources/bystanders-are-essential>



Is Your Child's IEP Still Working?

An Individualized Education Program (IEP) is a plan to help support your child's educational needs. Every year, an IEP team will assess your child's needs and goals to make sure the IEP is still working. But you don't have to wait a year to check in.

Meet their changing needs

Children can grow and develop at a rapid rate. And what they struggled with yesterday may not be a problem today. If one of your child's goals is no longer relevant or they're having a hard time with something new, talk to your child's IEP team.

Share new information

Has your child's diagnosis changed? Have they taken a developmental, functional or academic assessment that shows different strengths or weaknesses? Let your child's IEP team know. The more information they have, the more effective your child's IEP can be.

Check for progress

Has your child stopped making progress 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. Share your concerns with your child's IEP team. They'll work with you and your child. And together, you can decide if a change is needed.

Building Healthy Habits

Kramer Davis Health helps care for people with intellectual and developmental disabilities (IDD). One of the unique services they offer is nutrition.

At Kramer Davis Health, nutrition is about more than a diet. It's about helping you make food choices that can improve your health and well-being.

PERSONALIZED CARE

The nutrition team takes the time to get to know you. They get to know your lifestyle, challenges, and any food or texture sensitivities you have. This helps them come up with a care plan you can stick with over time.

A WHOLE-PERSON APPROACH

The nutrition team works with other specialists, like psychiatrists and physical therapists. This helps them address all aspects of your health.

EDUCATION FIRST

The nutrition team helps teach you and your caregivers about the importance of healthy eating. This can help empower you. And it can help you make informed choices that benefit your long-term health.



ABOUT KRAMER DAVIS HEALTH

Kramer Davis Health is a clinic for people with IDD. They're in the Nashville area. And they see patients aged 13 and older. Their services include medical, dental, mental health, nutrition, neurology and more.

Visit www.kd.health for more information.

Or contact the clinic.

1-615-933-7300 | hello@kd.health

Kramer Davis — Nashville
3901 Central Pike, Suite 500
Hermitage, TN 37076



We'll Help You Find Support

We're more than insurance. We're here to help with your day-to-day needs, too. **We can help you find things like:**



HOUSING



UTILITIES



FOOD



TRANSPORTATION



DENTAL CARE

Get started online. Just go to bluecare.bcbst.com. Look for the **Need Some Extra Support** box at the bottom of the page, and click **Learn More**.

Have questions? We're here to help.

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

Need help with internet access or your phone bill?

You can get up to **\$9.25** a month off the cost of your phone or internet service bill through a program called **Lifeline**. TennCare members are eligible to apply.

TO JOIN THIS PROGRAM:

1. Go to lifelinesupport.org.
2. Click **Apply Now** at the top of the page.
3. Choose **TN** (or your current state) from the list.
4. Click **Get Started**.

Keep in Touch 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.

PKU Testing for Newborns

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

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

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

We Care About Your Diabetes Coverage

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

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

And many types of insulin and diabetes drugs don't even count against your monthly drug limit. You can see the list of those drugs at tn.gov/tenncare/members-applicants/pharmacy.html. Click on the Automatic Exemption List (Auto-Exempt) link. You can also call TennCare Connect at **1-855-259-0701** to get the list.

Do you need help getting your diabetic services and care paid for? Give us a call.

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

FREE BENEFITS FOR OUR MEMBERS

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

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



WELL-CARE VISITS

CoverKids members 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 and click the chat icon. Or give us a call in Customer Service.

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 at **Find care**. Or call Customer Service.

Dental services include regular checkups and cleanings. Children can also get braces and other services (when medically necessary). For more information, call DentaQuest** at **1-855-418-1622** or visit dentaquest.com.

DentaQuest wrote a guide to help you learn about your child's dental plan. To view it, go to bluecare.bcbst.com/forms/DQ_TennCare_Dental_Guide.pdf.

PRESCRIPTION COVERAGE

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

*24/7 Nurseline offers health advice and support provided by Infomedia Group, Inc. d/b/a Carenet Healthcare Services, Inc., an independent company that does not provide BlueCare Tennessee branded products or services.

**DentaQuest 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**
- › 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

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 your account.” Use your account as a convenient and secure way to:

- › Order a replacement for a lost Member ID card
- › Print a temporary card
- › Request a change in your assigned primary care provider (PCP)
- › Find a health care provider in your network
- › Check details on your health plan

You can also use your online account to check the status of a prior authorization. If your request is denied, we'll send you a letter. But you'll need to go online to see if your request was approved.

OPT IN FOR TEXTING

Text **CoverKids** to **69-246** or call **1-844-284-5420** to receive the latest updates about your health care. Message and data rates may apply. Not required to purchase goods and services from BlueCross BlueShield of Tennessee. Text **HELP** for help or **STOP** to stop.

ONLINE CHAT

We know you're busy, so we're making it even easier to talk with us. Connect with us from your computer, tablet or smartphone to ask us any questions you have about your health plan. Sign into your online account on 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.

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 Miembro 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 Miembro.

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 in Customer Service.

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. 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/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.

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.

Or you can give us a call in Customer Service.

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. Or you can call Customer Service to get a copy.

Please call your care coordinator if you have questions about these benefits. Not sure how to reach them? Call Customer Service. You can find the Customer Service number on your Member ID card and the last page of this newsletter.

REPORT FRAUD OR ABUSE

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free **1-800-433-3982** or go online to www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html.

To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free **1-800-433-5454**.

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 cost to you.

Need help with a second opinion? Call Customer Service. You can find the Customer Service number on your Member ID card and the last page of this newsletter.

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**.

اعثر على نموذج شكوى التمييز عبر الإنترنت:

www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html

MORE RESOURCES

HELP TO STOP TOBACCO USE

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

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

Call Customer Service to get started.

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 COVERKIDS

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 includes links to state services, information and more.

MENTAL HEALTH CRISIS HELP

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

SUBSTANCE MISUSE HELP

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

HOW CAN WE HELP YOU?

CUSTOMER SERVICE

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

- › 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



Do you need help with your health care, talking with us, or reading what we send you? If so, call us for free at: **CoverKids 1-888-325-8386** (TRS: **711** ask for **888-418-0008**)



CoverKids

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

BlueCare Tennessee is an Independent Licensee of the Blue Cross Blue Shield Association. We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call CoverKids **1-888-325-8386**, (TRS: **711** ask for **888-418-0008**).

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a CoverKids **1-888-325-8386**, (TRS: **711: 1-888-418-0008**).

یەدروک :Kurdish

ئەگەر بە کوردی سۆزانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دەخریتە بەردەستتان. پەیوەندی بکەن بە ژمارە

(TRS: **711: 1-888-418-0008**) **1-888-325-8386** CoverKids

Content for this newsletter is supplied by TennCare for distribution to CoverKids members.

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