

HEALTHY GENERATIONS

02 2023

A publication for **CoverKids** members.



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BlueCare
Tennessee

CoverKids

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

Dear Member,

This is a great time of year to go outside and get active as the weather warms up. And as you shake off the winter blues, it's also a great time to work on your mental health along with your physical health.

From primary doctor visits to therapy, your benefits cover the care you need for your mind and body. We're here to help you every step of the way, too. If you need help scheduling your annual checkup, finding a therapist in your network or something else, just give us a call at the number on the back of your Member ID card.

As always, you can use this newsletter as a guide to help you achieve your healthy living goals this season. Here are just a few of the topics you can find in this issue:

- › Simple self-care tips on page 2
- › Ideas for getting active and staying healthy on page 4
- › A guide to well-child visits and vaccines on page 6

We wish you a safe and happy spring. And remember, we're always here to help, however you need us.

Best of Health,



Amber Cambron, President and CEO, CoverKids



JOIN US ONLINE!

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

Visit us at bluecare.bcbst.com/CoverKids.

Like us on Facebook® at facebook.com/bluecaretn

Follow us on Instagram at instagram.com/bluecaretn

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 and Spanish on
bluecare.bcbst.com/CoverKids



SIMPLE SELF CARE TIPS

When life moves fast, it can be difficult to take time for yourself. But your mental health is important. **Here are a few simple ways to feel more balanced and less stressed throughout the week.**

- › **Find a quiet spot to breathe deeply.** If you need a guided voice to help you, try finding a video online.
- › **Have a cup of hot tea or coffee and listen to your favorite podcast or audiobook.**
- › **Cross one small thing off your list for less stress.** It can be as simple as taking the trash out or wiping off the counter.
- › **Call or text a friend to check in.**
- › **Get dressed.** Even if you're at home, small acts like putting an outfit together or even washing your face or hands can help you feel ready to take on the day.
- › **If you're hungry, eat a healthy meal or snack.** Give us a call if you need help finding food assistance in your area.
- › **Take a quick walk around the block or sit outside for 10 minutes.** If you'd rather stay inside, sitting by a window can also help boost your mood.
- › **If your feelings are getting in the way of your daily life, consider therapy.** Give us a call to get started. We can help you find someone you can talk to.



Need Therapy or Other Support? We can help.

- › CoverKids **1-888-325-8386**
- › TRS: Dial **711**, ask for **888-418-0008**
- › **bluecare.bcbst.com**



YOUR MENTAL HEALTH MATTERS

We're here to help you get the mental health care you need. If you're experiencing a mental health issue, it's important to treat it, just like you would treat a physical health issue. But it can be hard to get started.

If you're a person of color, identify as a woman or are part of the LGBTQ+ community or another minority group, it may be even harder to get the mental health care you need.

Our care team and your doctors can work together to treat your mental health. We know your struggles and needs are unique to you. And we want to help you find your own path to feeling better.

Here are a few ways you can get started:

- › **Your benefits cover therapy.** Call the number on the back of your Member ID card if you need help finding a mental health provider.
- › **Talk to your or your child's primary doctor about emotional or mental needs.** They can also refer you to a therapist, but you don't need a referral. Just make sure your therapist takes your plan's insurance. Or give us a call for extra support.
- › **We also offer one-on-one help if you need some extra support.** Give our care team a call at the number on the back of your Member ID card to learn more.

NEED HELP RIGHT AWAY?

If you or your child are having a mental health emergency right now, call 911. You can also go to the nearest ER. Or visit a walk-in mental health crisis center. If you need someone to talk to, call:

- › Tennessee Mental Health Crisis Hotline **1-855-274-7471** OR
- › National Suicide Prevention Hotline **988**

Source:

https://www.psychiatry.org/psychiatrists/cultural-competency/education/mental-health-facts#section_3

GET ACTIVE FOR YOUR HEALTH

Warmer weather and longer days mean spring's coming. And spring's a great time to get active. The American Heart Association says only about one in five adults and teens gets the right amount of exercise. But how much movement do you need to stay healthy? That depends on your age.

Adults should get at least 2.5 hours of moderate exercise, or 75 minutes of vigorous exercise, every week. They also recommend at least two days each week of strength or resistance training. Kids age 6 to 17 should get at least one hour of moderate physical activity every day. And it's important for kids to do activities that strengthen their muscles and bones at least three days a week, too.

If you're not hitting these goals, don't worry. You're not alone. Start by adding small amounts of activity each day. Try a 5-minute walk before lunch. Then, when you're doing that consistently, add more time.

Being more active can lower your risk of heart disease, stroke, type 2 diabetes, high blood pressure and more. It can help you sleep better and keep your muscles and bones healthy. If your doctor has recommended you lose some weight to help your health, being active is a great place to start. Your doctor can help you decide what activity and how much is right for you.

If you're just starting to get active, here are some suggestions to get you going.

MODERATE ACTIVITIES

- › Brisk walking
- › Water aerobics
- › Dancing
- › Gardening
- › Biking slower than 10 miles per hour

VIGOROUS ACTIVITIES

- › Hiking uphill
- › Running
- › Swimming laps
- › Jumping rope



Source:

www.heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults



OPIOID USE AND PREGNANCY

Opioids are strong drugs used to treat pain. They're often used after surgery or an injury. It's important to take them exactly as your doctor says. These drugs can be dangerous, especially if you take too much or for too long.

Opioids also aren't safe to use while you're pregnant. They can harm you and your baby. They can lead to:

- › Miscarriage or stillbirth
- › Premature birth
- › Your baby being born dependent on the drug
- › Problems with your baby's growth

If you're taking opioids and are pregnant, talk with your doctor. Don't stop taking the drugs without talking to your doctor first. They may recommend medication-assisted therapy. That means your doctor will prescribe you a new medicine that's less dangerous for you and your baby. Your doctor may also recommend drug counseling, too.

If you're thinking about starting a family and you're taking opioids, talk with your doctor. They can help you switch to a different treatment that's safer for you.

Opioids aren't the only drugs that aren't safe to use while you're pregnant. It's important for you to tell your doctor about all drugs you take, even over-the-counter ones. Even some vitamins and supplements aren't safe for your baby. Talk with your doctor about all the medicine you take. They can help you and your baby stay safe.

Source:

www.marchofdimes.org/find-support/topics/pregnancy/prescription-opioids-during-pregnancy
www.cdc.gov/pregnancy/meds/treatingfortwo/facts.html



PREPARING FOR YOUR CHILD'S VACCINES

Keeping up with your child's checkups is one of the best ways you can help your child grow into a healthy adult. During these visits, the doctor will ask about your child's health history and perform any tests and screenings they need. These checkups also include any vaccines your child needs.

Vaccines can help protect your child from diseases like measles, mumps, flu and more. To be sure your child is prepared for their vaccines, here are a few things to do before your next visit:

- › **Read any info from your child's doctor.** They may give you a list of the vaccines your child needs. You can also find a list of vaccines by age at [cdc.gov/vaccines/parents](https://www.cdc.gov/vaccines/parents).
- › **If you have questions you'd like to ask at the visit, write them down.** You may also want to bring a pen and paper to take notes.
- › **If your child is old enough to talk with you, be honest with them about vaccines.** You can explain that they might feel a small sting with a shot, but the pain will go away quickly. It'll also help them understand that vaccines are a good thing and can help them stay healthy.

PARENTS NEED VACCINES, TOO

Now's a great time to get your next checkup or vaccine scheduled as well. If you need help scheduling your visit or your child's, just give us a call at the number on the back of your Member ID card.



KEEPING YOUR HEART HEALTHY WITH STATINS

Your liver makes a fatty substance called cholesterol. You also get some from the food you eat. Your body needs some cholesterol to work properly. But too much can make you more likely to have a heart attack or stroke.

If you have high cholesterol, your doctor may tell you to change your diet or activity level. They may also prescribe a drug called a statin. These are drugs that help your liver make less cholesterol and remove some cholesterol already in your blood. They can also help keep your heart healthier.

If your doctor says a statin might help you, it's important to take it exactly as your doctor says. Don't stop taking it without talking to your doctor first. If it's causing you to feel achy, talk with your doctor. They might change your dose. Or they might prescribe a different medicine to help lower your cholesterol without causing you pain. And remember to tell your doctor about any other drugs you're taking, even if they're over the counter. Some drugs aren't safe to take together.

OTHER WAYS TO STAY HEALTHY

You can make changes to your diet and activity level to help lower your cholesterol, too. Getting regular exercise can help you stay healthy. And when eating, choose foods lower in saturated and trans fats. Fruits and veggies are always good options.

Sources: <https://www.cdc.gov/cholesterol/managing-cholesterol.htm>
<https://millionhearts.hhs.gov/learn-prevent/scoop-on-statins.html>
<https://www.fda.gov/consumers/consumer-updates/controlling-cholesterol-statins>



KEEPING YOUR TEETH HEALTHY

Taking care of your teeth is an important part of staying healthy. Brushing and flossing your teeth is a great start. Brushing your teeth correctly can help keep them clean and prevent damage to your gums. Start by brushing at a 45-degree angle, using short strokes. Take care to brush all the surfaces of your teeth, including the front, back and chewing surface.

Flossing helps remove food and bacteria from between your teeth. It's important to floss at least once a day. Place the floss between two teeth and bring it down to your gumline. Don't force the floss below your gums. Curl the floss around the side of your tooth and gently move it up and down. Then, move to the next tooth.

It's important to visit your dentist every six months, too. Your dentist will clean your teeth and look for any problems, like cavities or gum disease. And if something's not right, they can help you fix it. We'll cover a dental checkup and cleaning every six months.

WHAT YOU EAT CAN AFFECT YOUR TEETH, TOO

Eating or drinking sugary snacks can hurt your teeth. But did you know there are some foods that can help keep your teeth healthy? Fruits and vegetables are good for your teeth and your body. They help your mouth make more saliva, which cleans your teeth by washing away acid and bacteria.

Visit our [WellTuned Blog](#) to learn more about keeping your teeth healthy.

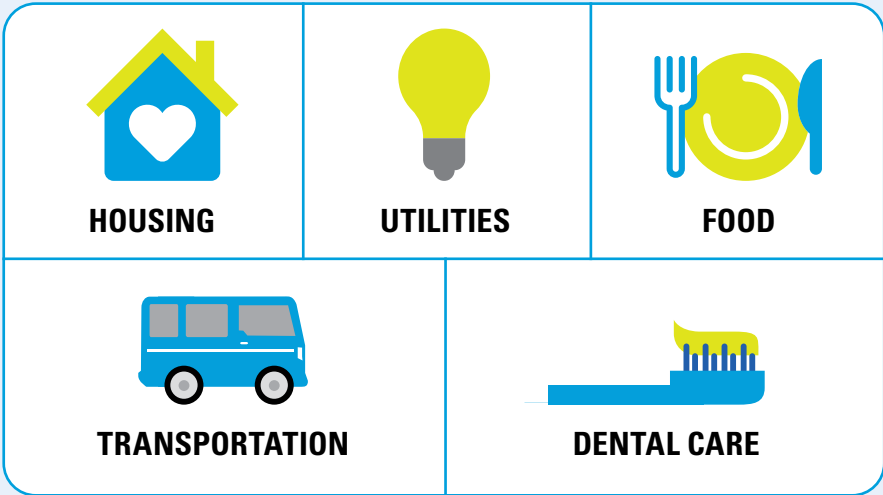
Source:

cbstwelltuned.com/2021/10/13/7-foods-and-drinks-that-are-good-for-your-teeth-and-breath
kidshealth.org/en/teens/teeth.html#cattake-care

GET SUPPORT WHEN YOU NEED IT

Our **Community Connection** tool can help you find free or low-cost programs and support. Community Connection doesn't cost you anything, and you can use it anytime.

YOU CAN GET HELP FINDING THINGS LIKE



Just visit bluecare.bcbst.com. Then type your ZIP code into the “Need some extra support” search box at the bottom of the screen to get started. Then choose the type of help you’re looking for to connect with programs and services in your area.

NEED HELP WITH INTERNET ACCESS?

The federal government has a new program to help with high-speed internet access. If you qualify, you may be able to get \$30 a month toward an internet service plan. And if you live on Tribal lands, you may be able to get \$75 a month. The program also offers other special deals on internet plans. That means if you get the benefit and apply it to one of these plans, you’ll pay no out-of-pocket costs. You can read more and see if you qualify at [t **getinternet.gov**](https://getinternet.gov).



SYNC YOUR HEALTH DATA

Do you use a health app to keep up with your health info?

If you do, you can add some of that info to your BlueCare account. If you have health info from a previous plan, you can add some of it to your BlueCare account as well. You'll only be able to add info like allergies, vaccines you've had and other health notes. You won't be able to add past claims. Then you can sync all your health info with other health apps you use. You can learn more about sharing your health data across multiple apps on our website at [bcbst.com/sync-your-app](https://www.bcbst.com/sync-your-app).



STAY SAFE AT HOME

Feeling safe in your own home is an important part of staying healthy. If using your home address publicly could be dangerous for you, the Safe at Home program can help. It's a Tennessee state government program to help keep your address safe and secure. You may be able to participate if you're affected by things like:

- › Domestic abuse
- › Stalking
- › Human trafficking
- › Rape
- › Sexual battery
- › Other sexual offenses

If you're approved, you'll get a new "substitute" address. You can use it as your official mailing address for all state and local government purposes. The address works for your children, too. You can use this address for things like public school or public benefits enrollment. Your mail will still come to your home, even with this new address. It doesn't cost you anything to be part of this program. You can learn more at [sos.tn.gov/safeathome](https://www.sos.tn.gov/safeathome).



KEEPING YOUR PCP UP TO DATE ON YOUR HEALTH



Your primary care provider is a great person to see when you're not feeling well. But they're also an important part of taking care of your overall health. The more your PCP knows about your medical history, the more they can help you stay well. So if you see another doctor at urgent care, the emergency room or a specialist, let your PCP know.

Whenever you get care from other providers, be sure to:

- › Tell them who your PCP is.
- › Ask them to send reports to your PCP.
- › Tell your PCP about those visits.

This helps make sure your PCP has a complete record of your health. It can help them keep you well and treat you when you're sick, too. We've assigned you a PCP, but if you'd like to choose a new one, give us a call. We can help you find one.



TENNCARE RENEWALS STARTING SOON

It's almost time to renew your TennCare coverage. You can do two things to make sure you don't miss the info you need to keep your coverage.

- › Sign up for **TennCare Connect**. It's TennCare's online page where you can manage your benefits, renew your coverage and choose how you want TennCare to get in touch with you.
- › Make sure TennCare has your correct mailing address on file. You can do this through TennCare Connect. Just visit [TennCareconnect.tn.gov](https://tenncareconnect.tn.gov) or call **1-855-259-0701**.

TELL US ABOUT YOUR HEALTH NEEDS

We want to provide you and your child with the best possible care. You can help us by taking a minute to tell us about your health history and needs.

HOW TO GET US THAT INFO

You can complete the survey electronically. Just download our free **CareTN app**. You'll need your member ID number and access code:

- › **bctmeethistory** (16 and older)
- › **bctmeetpediatric** (15 and younger)

Or you can give us a call at **1-888-416-3025**.

Once we know more about you, we'll connect you with the services that are right for you and guide you as you take steps to improve your health. And just to make sure we keep meeting your needs, we'll ask you for a yearly update.



Blue of Tennessee With Sanitas Medical Center

CARE



JUST AROUND THE CORNER

We want to make it as easy as possible for you to get the care you need, close to home. That's why we've worked with Sanitas to open medical centers for our members. We have centers in the Memphis and Nashville areas, and they're meant for members like you.

You can get in-person help with your health insurance plan, as well as health care like:

- › Primary care
- › Urgent care*
- › Preventive screenings and vaccinations
- › Same- and next-day visits
- › Night and weekend hours*
- › Faster test results with on-site labs
- › Online scheduling and chat

You can get in-person help with your health plan from our on-site customer service team. You can ask questions about your benefits and claims, get help printing a new Member ID card and more.

We've assigned you a primary care provider. But if you want to switch to a Sanitas doctor, just give us a call. We're here to help.

To make an appointment, go to bluecare.bcbst.com/booknow. Or give us a call. We can help you schedule a visit and get a ride if you need it.

MEMPHIS

- › Crosstown
- › Germantown
- › Wolfchase
- › Whitehaven

NASHVILLE

- › Murfreesboro
- › South Nashville
- › East Nashville
- › Cool Springs

*AT SOME LOCATIONS

A MESSAGE FROM

DentaQuest



PREGNANCY AND ORAL HEALTH

Did you know that it's important and safe to have a dental check-up during pregnancy?

Changes in your body during pregnancy can affect your mouth. Gum disease and tooth decay are some of the things that can occur.

Gum disease and tooth decay don't always hurt. Pregnant women should see a dentist at least one time during their pregnancy. The dentist can check your teeth for cavities and screen for gum disease. It's safe to have dental care at any time during pregnancy.

Follow these steps to help you have a healthy mouth and baby.

- › Brush twice a day and floss once a day.
- › Use toothpaste with fluoride.
- › Use non-alcohol mouthwash.
- › Do not drink alcohol or use tobacco.
- › To protect your teeth from acid caused by morning sickness, rinse your mouth with one cup of water mixed with one teaspoon baking soda.

Eat healthy:

- › Drink plenty of water.
- › Avoid sugary drinks like soda.
- › Healthy snacks like fruits and vegetables are great for your teeth and your baby.

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.

These specialists include obstetricians or gynecologists (OB/GYNs). They provide pregnancy care, well-woman checkups and important screenings like Pap tests and breast exams.

If you'd rather see your primary care doctor 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 take CoverKids before you see them. We sometimes make an exception, but you'll need an OK from us in order to avoid an unexpected bill. To find providers in your network use "Find a Doctor" on bluecare.bcbst.com or log in to your online account. CoverKids members can call **1-888-325-8386**.

YOU HAVE THE RIGHT TO APPEAL OUR DECISIONS

We look carefully at all medical requests. If our doctors decide that something isn't what you need, you have the right to ask us to look again. Just file a Member Appeal and we'll take another look. If you still don't agree, you can also ask for a review by the state. External reviews aren't available under your plan. That means you can't ask an independent group or individual to do a review and send it to us or to the state.

MEMBER RIGHTS & RESPONSIBILITIES

Many laws and rules protect our members. You have the right to fair and equal health care. You also have responsibilities – what you must do in order to get your health care benefits. Your Member Rights & Responsibilities can be found in Part 7 of your member handbook. If you don't have the printed copy of the handbook, find it at bluecare.bcbst.com. If you don't have internet access, call the Customer Service number on your Member ID card.

WE DON'T REWARD SAYING NO TO MEMBERS

We want you to get the care you need. We look at your medical needs and your covered services before we give an OK for care. We don't give your providers or our employees extra pay or gifts to get them to give you less care than you need.

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 journey 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 including obstetric (pregnancy) nurses

FOR YOUR CONVENIENCE

YOUR ONLINE ACCOUNT ON [BLUECARE.BCBST.COM](http://bluecare.bcbst.com)

To set up an online account with us, just visit bluecare.bcbst.com/CoverKids. At the top to the right, click on "Register." 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 **BlueCare TN** 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

A Spanish version of this newsletter is 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 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 assistance 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**.

UPDATED NOTICE OF PRIVACY PRACTICES

We have released a revised HIPAA Notice of Privacy Practices, which is available at bluecare.bcbst.com/privacy. The updated document includes more clear descriptions about how we use and share your health information and how different laws might affect how we use your information. These updates do not change the rights you have or the responsibilities we have to protect your health information. For more information, contact our Privacy Office at [Privacy Office@bcbst.com](mailto:PrivacyOffice@bcbst.com).

MEMBER NOTICES

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. Find the Customer Service phone number on 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? The Customer Service number is 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

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

TEXT4BABY®

This free service will send you text messages every week about having a healthy pregnancy and a healthy baby.

Just text the word "BABY" (or "BEBE" for Spanish) to **511411** to get started. Or register online at text4baby.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.

healthier tennessee
StartNow

healthiertn.com

Let's work together toward a healthier you and a healthier Tennessee.

MENTAL HEALTH CRISIS HELP

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

SUBSTANCE MISUSE HELP

- › TN Together tn.gov/opioids
- › 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 to get 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?

Call us for free at **1-888-325-8386**. We can connect you with the free help or service you need.

(TRS: **711** and ask for **888-418-0008**).



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

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

یەڕۆک :Kurdish

ئەگەر بە کوردی سۆرانی قسه دهکەن، خزمەتگوزارییهکانی وەرگیران بەخۆرای دمهخرێته بەر دهستان. پهیهندی بکەن به ژماره **1-888-325-8386** CoverKids (TRS: **711: 1-888-418-0008**)