

HEALTHY GENERATIONS

03 2024

A publication for **CoverKids** members.



The Right Care at the Right Time

PAGE 5

**Dental Care for People With Intellectual
and Developmental Disabilities**

PAGE 14



BlueCare
Tennessee

CoverKids

Dear Member,

The hot days of summer are coming to an end. And the kids are getting ready to go back to school.

For many, this time of year is a time of change. And with it comes another chance to focus on the things that matter most, like your health. In this newsletter, we talk about:

- › Ways you can stand up for your health
- › Medicine tips for people with diabetes
- › How soft drinks and food can affect your teeth
- › When to go to the ER
- › And more

We also introduce Emory, a young member whose life was changed with a little help from the Katie Beckett program.

We hope you enjoy Emory's story and find the health and wellness information we've shared useful. And remember, we're here for you. Give us a call if you have any questions or need help with your plan.

Best of Health,



Casey Dungan

President and CEO
BlueCare Tennessee



JOIN US ONLINE!

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

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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.



It's Time for a Checkup

Now's a great time to schedule your child's yearly checkup if they haven't had one yet. Having a checkup before school starts lets the doctor check your child's health and make sure they're up to date on any vaccines they may need. The doctor can also find some health problems earlier, when they may be easier to treat.

We cover well-child checkups through age 20. Children should have one checkup a year from ages 3 through 20.

A CHECKUP INCLUDES:

- › A full physical exam
- › Vision and hearing screenings
- › A review of your child's physical, mental and emotional growth
- › Health history updates
- › Vaccines, if needed
- › Lab tests, including lead testing, if needed
- › Referrals to specialists, if needed
- › Time for you to talk with your child's doctor

These checkups are a great time to ask any questions you may have about your child's growth and health. It can be helpful to write down your questions before the appointment so you don't forget anything. And if your child needs a sports physical for school, this checkup can count. Just let the doctor know.

Ready to schedule a checkup? Just give your child's doctor a call. You can find their name on the front of your child's Member ID card. Or give us a call. We can help you schedule this visit. Our Customer Service number is on your Member ID and the last page of this newsletter.



Bringing the Fun to Emory

Emory is a fun-loving, 6-year-old on our BlueCare Tennessee plan. With a twin sister and three other siblings by their side, Emory is always ready for adventure and laughter. But Emory is in a wheelchair. That can make it hard to play in all the same outdoor games as everyone else.

That was until Emory's Katie Beckett Care Manager helped Emory out. Each year, Emory's plan covers money toward items to help make life a little easier. Thanks to this program, they now have something called a Freewheel[®]. This is a fifth wheel that clamps on and turns Emory's chair into an off-road vehicle. And that means no more watching from the sidelines. Now Emory can join in on all the action and fun with her family and friends.





Tips for a Healthy Pregnancy

Planning for a new baby is an exciting time. There's a lot to think about, including preconception health care. This is care you get before you're pregnant. It helps you have a better chance of having a healthy pregnancy.

Getting your body ready before pregnancy is important, even if you've had a baby before. These tips from the CDC can help you prepare for pregnancy.

- › **Seeing your doctor is a great first step.** You can talk with your doctor about your health history. And you can work with them to be sure any health issues are under control. Your doctor will also ask about any medications you're taking and let you know if any aren't safe to take while you're pregnant.
- › **Before you get pregnant, start taking 400 micrograms of folic acid every day.** It can help your baby develop correctly. And keep taking it every day while you're pregnant. You can eat foods fortified with folic acid or take a supplement. Or you can do a mix of both.
- › **Smoking, using drugs and drinking alcohol can harm your baby.** It's important to quit before you get pregnant. If you're having trouble quitting, talk with your doctor. They can help.

VACCINES AND PREGNANCY

Your doctor will keep an eye on your health before and during your pregnancy. They may recommend vaccines to help keep you and your baby safe. Some vaccines are especially important for pregnant people. The flu shot, the Tdap vaccine and the RSV vaccine are three vaccines recommended during pregnancy. Your doctor may say you need others, too, depending on your vaccine history. **We cover most vaccines at no cost to you.**



The Right Care at the Right Time

When you're sick, it's important to get the right care to help you feel better. But with so many choices, it can be hard to know where to go.

You'll get most of your care from your primary care provider (PCP).

They know your health history and needs. They can treat most non-emergency conditions like a cold, flu or cough. And they can refer you to a specialist if you need extra care. Your PCP also provides preventive care like checkups and vaccines.

Urgent care centers can treat anything you'd ask your PCP to treat.

And some urgent care centers can even do X-rays and stitches, too. These centers usually have evening and weekend hours, so you can get care even if your PCP isn't available.

The ER is the best place to go for a life-threatening emergency.

The ER can treat things that put your life in danger, like:

- › Bad chest pain
- › Severe breathing problems
- › Numbness or loss of movement
- › Sudden loss of vision or difficulty speaking
- › Seizures or loss of consciousness
- › Possible poisoning or drug overdose
- › Fever higher than 100.3 in an infant under 3 months old

These aren't all the reasons you could need to go to the ER. Remember, if you think your life is in danger, call **911** or go to the nearest ER right away.

If you need help deciding where to get care, you can talk with a licensed nurse 24/7. Just call the **Nurseline** at **1-800-262-2873**. You can ask health questions, get help deciding where to get care and more.



Help Protect Yourself From Colorectal Cancer

Choose from different screenings based on your needs.

Did you know colorectal cancer can be prevented? Most colorectal cancers begin as polyps. They aren't cancer yet, but they could turn into it. A colorectal cancer screening lets your doctor look for these polyps. Then your doctor can remove the polyps before they're dangerous. By getting checked for these polyps regularly, you can help protect yourself.

There are different types of colorectal cancer screenings:

- › **Colonoscopy.** This screening checks the entire colon with a tiny camera. Most people only need one every 10 years. And your doctor can usually remove polyps during the screening. If you get a positive result from other colorectal screenings, you'll need to follow up with a colonoscopy.
- › **Stool tests.** These tests look for early signs of colorectal cancer with stool samples. You can take some types at home or in a doctor's office. You'll need one every 1 to 3 years depending on the type of stool test you take.
- › **Flexible sigmoidoscopy.** This test only checks the lower part of your colon. You'll need one every 5 to 10 years depending on whether you also get stool tests.

WHEN TO GET SCREENED

Most people should begin regular colorectal screenings when they turn 45 years old. But some people may need them earlier.

Talk to your doctor to find out what's best for you. They can help you decide based on your health and family history. Or give us a call if you have questions or need help.

Sources: <https://www.cdc.gov/colorectal-cancer/screening>, <https://www.uspreventiveservicestaskforce.org/uspstf/recommendation/colorectal-cancer-screening>

Keep Your Info Up to Date

It's important to make sure TennCare has your contact information. That way they can get in touch with you when they need to. They might contact you about renewing your coverage. It's important to open and respond to any mail from TennCare.

You can update your info in one of two ways:

- › Online at tenncareconnect.tn.gov
- › By phone at **1-855-259-0701**

Don't forget to sign up for TennCare Connect. It's an online tool you can use to manage your benefits, renew your coverage and choose how TennCare gets in touch with you.



Helping Your Foster Child Settle In

We know entering foster care can be challenging for children. Whether your home is your foster child's first placement or they've been in other homes, moving to a new home is a big change. It may take some time for your foster child to settle in and feel at home. Here are some tips to help welcome them to your home.

Allow time to get to know each other. Your foster child may not be comfortable right away. That's OK. Introduce yourself and other family members. It might be helpful to create a family book with pictures of each family member and their names. You can include family pets and frequent visitors, too.

Your child's bedroom provides a safe space for them to relax. To help your child feel more at home, let them help decorate. That way, the room reflects your child and their personality. A cozy bedspread in their favorite color and some toys or books they choose can help your child feel more comfortable.

To help your child feel more at home, we'll send a duffel bag with them when they enter care. It will include items like toiletries, a blanket and a night light. We can also send a notebook for you to use to keep track of your child's health records. They can take it with them when they leave your care. To request these items or learn more about how we can help support you and your child, give us a call at **1-888-422-2963**,

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

Beyond Blood Sugar: The Faces of Diabetes

More than 38 million people in the U.S. are living with diabetes. But it affects some groups of people more than others.

Here's a quick look at some of the numbers from the CDC.

- › **6.9% of non-Hispanic white adults** in the U.S. have diabetes.
- › **11.7% of Hispanic adults** in the U.S. have diabetes.
- › **12.1% of non-Hispanic black adults** in the U.S. have diabetes.

People who have lower income and/or education are also more likely to have diabetes.

The good news is you can prevent or delay type 2 diabetes, the most common type of diabetes, with a few lifestyle changes.

STEPS YOU CAN TAKE

- › **Eat a healthy diet.** Fill your plate with foods low in fat, sugar and salt.
- › **Get moving.** Try taking a walk in the morning or evening when the weather is cool. Or have a dance party in your living room. Aim for at least two-and-a-half hours of exercise each week.
- › **Get to or maintain a healthy weight.** Start with small, realistic goals.
- › **Talk to your doctor.** They can help you understand your risk of type 2 diabetes. And they can help you decide what lifestyle changes are right for you.



Have diabetes? Remember to take your medicine.

Taking your diabetes medicine exactly how your doctor says can help you control your blood sugar. If you have any side effects that don't go away or become serious, call your doctor. They can help you decide if you need to make a change. Don't stop taking the drug on your own.

Sources: <https://www.cdc.gov/diabetes/about>, <https://health.gov/myhealthfinder/health-conditions/diabetes/take-steps-prevent-type-2-diabetes#take-action-tab>, <https://www.cdc.gov/diabetes/articles/diabetes-and-your-medicines.html>



Stand Up for Your Health

Regular checkups with your primary care provider (PCP) can help you stay healthy. And they give you a chance to ask questions about your health and wellness. But how do you prepare for a visit with your doctor to make sure your concerns are answered? These tips can help you make sure you're ready for your visit.

Be sure you have all your medical information handy before your appointment. Make a list of all the medications you take and your dosage of each. Be sure to include over-the-counter medicine and supplements, too. Or take your medicine bottles with you to your appointment. Bring your health insurance card and a list of other doctors you see with you, too.

It's also helpful to make a list of things you want to talk about. Write down all your questions and concerns. Then put them in order by how important they are to talk about. It's important to tell your doctor about any changes in your health since your last visit. If you've seen a new doctor, like a specialist or an urgent care provider, let your PCP know. And tell them about any new symptoms you're having.

If you don't understand something your doctor says, ask them to explain it in a different way. It's OK to ask questions to be sure you understand. And it's important to speak up for yourself if you have a concern. Remember, you know your own body best. If something doesn't feel right, tell your doctor. Talking about an issue is the first step toward getting the treatment you need.

Source: <https://www.nia.nih.gov/health/medical-care-and-appointments/how-prepare-doctors-appointment>

A MESSAGE FROM

DentaQuest



Soft Drinks Can Cause Cavities

The American Dental Association says soft drinks can raise your risk of getting cavities. Soft drinks are drinks that have sugar, carbonation or acid. These could be soda, juice, or sports and energy drinks.

Here's what you need to know:

- › Studies say that soda is one of the top causes of cavities and obesity in teens.
- › Each can of soda has 10 teaspoons of sugar.
- › Drink water to make sure you and your kids are hydrated. Try to drink 8–12 cups of water a day.

Remember, good nutrition helps create a healthy mouth. And a healthy mouth helps create a healthy body.

2-2-2

Children should **see a dentist 2 times a year** and **brush their teeth 2 times a day for 2 minutes.**



Foods to Smile About

You know candy and soft drinks are bad for your teeth (see previous page for more information). But some foods are good for your teeth, too.

- › **MILK, YOGURT AND CHEESE.** Dairy products are often high in protein. And they give you lots of calcium and phosphorus. These two minerals are important for the health of your teeth and bones. Can't eat dairy products? Tofu is a good source of protein and calcium.
- › **EGGS.** Eggs are high in vitamin D, which helps your body absorb calcium better.
- › **STRAWBERRIES, ORANGES AND GRAPEFRUIT.** These fruits are high in vitamin C — an antioxidant that helps keep your teeth and gums healthy.
- › **LEAFY GREENS.** Veggies like kale, spinach and cabbage are a great source of calcium, phosphorus, vitamin C and vitamin A. These vitamins and minerals are all good for your teeth.

Three more reasons to say “No” to tobacco

Smoking can increase your risk of cancer, heart and lung disease, stroke and diabetes. But did you know cigarettes and other forms of tobacco can also affect your mouth and teeth?

- › People who smoke cigarettes or use other forms of tobacco have a higher risk of oral cancer, gum disease and other oral health issues.
- › People who smoke cigarettes also are more likely to have untreated tooth decay.
- › People who smoke cigarettes are three times more likely to lose all their teeth.

Sources: <https://medlineplus.gov/ency/article/002399.htm>, <https://www.dentalhealth.org/top-10-foods-to-keep-your-dentist-happy>, <https://www.cdc.gov/oral-health/data-research/facts-stats/fast-facts-tobacco-use-and-oral-health.html>, <https://www.cdc.gov/tobacco/about>



What Is an IEP?

An Individualized Education Program (or IEP) is a custom educational plan for students with disabilities. It's a powerful tool that can help your child thrive at school.

To get an IEP, your child must have a disability that affects how well they do at school. Some common disabilities include:

- › Attention deficit hyperactivity disorder (ADHD)
- › Autism
- › Emotional disorders
- › Problems with hearing, speech or vision

A parent or teacher will usually refer a child to the school counselor or psychologist for evaluation for an IEP. You'll then work with a team of teachers, psychologists and others to see if your child needs an IEP and create one that helps meet their needs.

AN IEP WILL INCLUDE:

- › A list of your child's abilities, strengths and weaknesses.
- › Yearly goals that help address your child's needs.
- › Instructions, services or adjustments your child needs to help them meet their goals.
- › Modifications your child needs for standardized testing.
- › Information on how the school will measure your child's progress.
- › Details about where your child will get these services, like in a general education classroom, special education classroom or both.

For an IEP to work best, it's important for both you and your child to closely review the IEP — and to make sure it works for both of you. If you feel like something needs to be changed, let your child's IEP team know.

Have more questions about IEPs? Contact the Assessment and Learning Services Department in your child's school district.



Make Social Media Work for You

Social media can be a fun way to keep up with friends and the news. But it can also make you feel overwhelmed and stressed. Here are three tips to help you have a healthier social media experience.

When you're feeling stressed, seek out positive messages. They can help you feel better. And try following people you like on social media or accounts that share posts you like.

If you see negative posts, block or unfollow the accounts. This will remove posts you don't want to see and can help improve your mood.

If you find social media is making you feel stressed, limit your time on it. Many smartphones have apps that let you set rules for how much time you spend on social media. Or you can set timers throughout the day to check social media. Start with a 5-minute break to check your phone every hour. After you've done that for a while, try to go longer without looking at your phone. And remember to put your cell phone away at least an hour before bedtime. This can help you wind down and get better sleep.

STOP THE SCROLL

Being mindful about how you use social media is important. But sometimes, it's good to just log off for a bit. **Here are some activities you can do when you need a break from scrolling.**

- › Go for a walk outside. You can even call a friend to chat while you walk.
- › Grab a pair of canned goods and do arm curls.
- › Use a chair and do seated yoga.

These activities can help reduce stress. And they can improve your health physical health.

Dental Care for People With Intellectual and Developmental Disabilities (IDDs)

Kramer Davis Health offers compassionate dental care for people with disabilities.

Dental visits can be hard for people with IDD. Kramer Davis Health's goal is to make them a little easier. **They offer:**

- › Oral exams
- › Restorations
- › Crowns
- › Cleanings
- › Dentures
- › Root canals

GOING THE EXTRA MILE

The clinic's dental providers work together to help patients feel happy and safe. And this can look different for each person. It can mean explaining what's going on in detail at each step. It can also mean playing a person's favorite music during the exam.

The providers also work closely with other areas in the clinic. This is important as these exams can often help shine a light on other medical or behavioral health problems. That's the benefit of care that focuses on each person as a whole.



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

Blue of Tennessee With Sanitas Medical Center

CARE JUST FOR YOU



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 (PCP). 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 your visit.

MEMPHIS

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

NASHVILLE

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

*AT SOME LOCATIONS



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

To get started, visit bluecare.bcbst.com. Look for the **Need Some Extra Support** box at the bottom of the page and click **Learn More**. Then, enter your ZIP code to find resources in your area.



Have questions? Give us a call.

CoverKids members **1-888-325-8386**

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

Get Connected

Need help with internet access or your phone bill?
Here's a useful resource.

You can get up to \$9.25 a month for 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**.**



Is It Time for Your Mammogram?

Mammograms check for early signs of breast cancer. They provide an X-ray picture of the breast and can find lumps before you can feel them. Women are encouraged to get mammograms because treatment is often easier when cancer is found early.

CoverKids covers mammograms:

- › At least one time for women ages 35 to 40
- › Every two years for women ages 40 to 50 (or more often if your provider says it's needed)
- › Each year for women who are age 50 and older

Mammograms are free for members, and there's no copay. So talk to your primary care provider to find out when you should schedule your screening.

Talk to Your Doctor About a Chlamydia Test

Chlamydia is a sexually transmitted disease (STD) 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 STDs 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 STDs

Ask about a chlamydia test when you get your yearly Well Woman checkup. You can get it at the same time as your Pap Smear test, and CoverKids will pay for the test if your doctor recommends you get it.

Continuing Care for Pregnant Members

We want you to get the care you need while you're pregnant. That includes making it easy to stay with the provider you want. Usually, if one of your health care providers leaves our network, you have to move to someone who remains in the network. This isn't the case for many pregnant members.

If you're four or more months pregnant (in your second or third trimester), you can stay with the same provider even if he or she leaves our network. You can see that same provider for up to six weeks after your baby is born for what's called "Postpartum care." Give us a call in Customer Service if you have any questions or need to find a new pregnancy provider. You can find the Customer Service number on your Member ID and the last page of this newsletter. You can search for a pregnancy provider online at bluecare.bcbst.com under **Find care**. Search for **obstetricians/gynecologists (OB/GYN)**.

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/handbook. If you don't have internet access, call the Customer Service number. You can find it on your Member ID and the last page of this newsletter.

Be Assured of Fair Decisions about Care

BlueCare Tennessee works hard to earn and keep your trust. And we are open about how we make decisions. For prior authorizations and other health care decisions, we look at two factors:

- › Is the care or service right for your condition?
- › Does your plan cover it?

Denying care, service or coverage is not rewarded in any way to anyone. This includes employees, vendors or contracted providers.

BlueCare Tennessee does not encourage decisions that keep members from using benefits.

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](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 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 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
- › **988** Suicide and Crisis Lifeline **988**

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 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 بەر دەستتان. پەیوەندی بکەن بە ژمارە

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

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