

# HEALTHY GENERATIONS

03 2025

A publication for **CoverKids** members.



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**BlueCare**  
Tennessee

CoverKids

Dear Member,

Welcome to our summer newsletter! In this issue, we talk about:

- › Prostate cancer screening and who may benefit from this test.
- › Why you should avoid social media comparisons.
- › Your child's eye health.
- › Why the internet isn't the best place to get health information.
- › How to help your foster child settle in.
- › Occupational therapy services for people with intellectual and developmental disabilities.
- › And more.

We hope you have a healthy summer! And remember, we're here for you. Reach out to us if you have any questions about your benefits or plan.

Best of Health,

Your Member Care Team



## JOIN US ONLINE!

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

Visit us at [bluecare.bcbst.com/coverkids](https://bluecare.bcbst.com/coverkids)

Like us on Facebook® at [facebook.com/bluecaretn](https://facebook.com/bluecaretn)

Follow us on Instagram at [instagram.com/bluecaretn](https://instagram.com/bluecaretn)

# HEALTHY GENERATIONS

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[bluecare.bcbst.com/CoverKids-News](http://bluecare.bcbst.com/CoverKids-News).



## Determined To Succeed

Claudia's health journey started with our weight management program. There, Claudia worked with Sheila, a BlueCare Tennessee health educator.

Claudia was trying to lose weight. But health issues — like diabetes, asthma, nerve issues and an ankle injury — made it hard to shop for and cook healthy food.

But Claudia wasn't going to give up. And with Sheila's help, Claudia learned ways to overcome those challenges.

Sheila taught Claudia about:

- › The diabetes plate method.
- › Seated exercises to do at home.
- › Diabetic foot care to help with movement.
- › Tips for managing asthma.

Sheila also learned Claudia had a seizure before. It may have been due to blood sugar levels going too high or too low. So Sheila helped connect Claudia with Susan, a registered dietitian and diabetes educator with BlueCare Tennessee.

Susan taught Claudia more about diabetes and nutrition. And Susan helped Claudia get a continuous glucose meter (CGM). A CGM can make it easier to track your blood sugar.

**Now, things are looking up.** Claudia is still working out and eating healthy. And the CGM helps prevent complications from low or high blood sugar. Claudia now feels ready to tackle even more challenges.



## Prostate Cancer Screening

The CDC says men between the ages of 55 to 69 should think about getting screened for prostate cancer with a prostate specific antigen (PSA) test. This test checks the level of PSA in your blood. These levels can be higher if you have prostate cancer.

### Why get screened?

Getting a prostate cancer screening can help detect cancer early when it can be easier to treat. And if cancer is found, your doctor can also help prevent it from spreading.

### Chat with your doctor

Your doctor can tell you about the potential benefits and harms of prostate cancer screening. And they can help you decide if screening is right for you based on your risk. Risk factors for prostate cancer can include things like:

- › Age
- › Race (prostate cancer is more common in Black men)
- › Family and medical history



**We can help you set up your doctor visit.** Just give us a call. You can find our Customer Service number on your Member ID card and the last page of this newsletter.



## Share Health Updates With Your PCP

Your primary care provider (PCP) 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, be sure to:

- › Tell them who your PCP is.
- › Ask them to send reports to your PCP.
- › Follow up with your PCP.

**You should also tell your PCP about any medication changes.** This includes prescriptions, over-the-counter drugs, vitamins and supplements. They can help make sure none of your medicine interacts badly with each other. And it helps them keep a complete record of your health.



### Did you go to the ER or hospital?

Schedule a visit with 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. This can reduce your risk of health complications.

Sources: <https://www.cdc.gov/overdose-prevention/manage-treat-pain/reduce-risks.html>, <https://www.cdc.gov/overdose-prevention/about/prescription-opioids.html>, <https://www.cdc.gov/overdose-prevention/prevention/index.html>

# Avoiding Social Media Comparisons

Social media can be a fun way to share what you like and connect with friends. But if you're not careful, it can hurt your mental health.

In 2023, the U.S. Surgeon General warned that comparing yourself to others online can harm your self-esteem. It can affect how you see your body. And it can lead to eating disorders and depression.

**So how do you avoid the comparison trap? Next time you start to scroll, remind yourself that:**

- › Everyone's journey is unique.
- › People can use AI and other tools to create or edit images.
- › What you see online is just the highlights.
- › "Likes" and "shares" don't reflect your or anyone else's value, achievements or growth.



## REAL VS. FAKE

People use social media to share information every day. That's why it's important to know what's real and what's fake. Use these tips to help you tell the difference:

- › **Check the source.** Trustworthy sources can be well-known news organizations, colleges or government agencies.
- › **Check other sources.** Compare what you find against other trustworthy sources to make sure it's real.
- › **Check the date.** The information you find may be outdated. Or it may have changed over time.



## Planning for a New Baby

Are you thinking about growing your family?

Planning for a new baby can be an exciting time. Here are a few ways you can take care of yourself now to help you have a healthy pregnancy.

- › **Talk with your doctor about your health and your plans for pregnancy.** Be sure to let them know about any medications you take, including prescriptions, over-the-counter drugs, vitamins and supplements. Your doctor will let you know if you need to stop taking anything. And they can give you a list of what drugs are safe to take while you're pregnant. Your doctor will also let you know about any vaccines you may need. Vaccines can help keep you and your baby safe.
- › **Start taking 400 micrograms of folic acid every day before you're pregnant.** And keep taking it throughout your pregnancy. Folic acid can help promote healthy development for your baby.
- › **Take care of your mental health.** Mental health is how you handle your emotions and daily life. Everyone feels stressed and down sometimes. But if your emotions are getting in the way of your daily life, talk with your doctor. They can help you find ways to take care of your mental health now, during your pregnancy and after your baby is born.



**Smoking, drinking alcohol and using some drugs can be dangerous for you and your baby.** It's important to quit before you're pregnant. If you're having trouble quitting smoking or drinking, talk with your doctor. They can help. Or give us a call. We can help you find resources to quit.

# Support and Benefits for Your Pregnancy

You have a lot to think about when you're pregnant. But getting the care you need and knowing what resources are available to you can help make this time a little easier. Your health plan includes several benefits you can use during your pregnancy and after.

Here are some of the maternity and postpartum benefits our members use most:

- › **Health coverage:** Your maternity health coverage doesn't stop once your baby is born. It continues for 12 months after delivery.
- › **Free breast pump:** You can get an electric breast pump at no cost to you. You'll need a prescription from your doctor first. Then, you can order your pump online. Just go to [aeroflowbreastpumps.com](https://aeroflowbreastpumps.com).
- › **Lactation support:** A lactation consultant can help with breastfeeding. They can help you prepare for breastfeeding before your baby is born. And they can help guide you through any questions you have or problems that come up while you're breastfeeding.
- › **Dental care:** Routine dental care is part of your benefits. And it's an important part of a healthy pregnancy.
- › **Diaper allowance:** You can get up to 100 diapers each month for children under 2 at no cost to you. Your prescription plan covers this diaper benefit. And you can pick them up at a participating pharmacy. For full details, go to [tn.gov/TennCare/diapers](https://tn.gov/TennCare/diapers).

Have questions? Need help using your benefits? Give us a call at the Customer Service number on the back of your Member ID card. Or visit us at [bluecare.bcbst.com/maternity](https://bluecare.bcbst.com/maternity) for more information.



## RECIPE



# ORANGE BANANA FROSTY

SERVINGS: 2

Cool down this summer with this healthy drink.

## INGREDIENTS

- › 1 banana (frozen)
- › 1/2 cup low-fat yogurt (plain)
- › 1/2 cup orange juice (prepared)
- › Optional: Ice

## DIRECTIONS

1. Wash hands with soap and water.
2. Put all ingredients in a blender and mix well.
3. Add more liquid if you want the drink thinner. Add more ice if you want the drink thicker or more slushy-like.

### Get more protein.

Protein is important for your body and helps keep you strong. You can add extra protein to this recipe by swapping out standard low-fat yogurt with low-fat Greek yogurt. Greek yogurt can be thicker though, so you may need to add more liquid.



## HAVE DIABETES?

**Our free diabetes program can help support you on your health journey.** The program connects you with a care team, including a registered dietitian certified in diabetes education. Interested? If you have the CareTN app, you can send us a message through the app. If you don't have the app, give us a call at the Customer Service number on your Member ID card. We can tell you more about the program and help you sign up.



## Keeping an Eye on Your Child's Vision

Your child's eye health can affect their daily life. Seeing well can help your child do their best in school and enjoy their normal activities. Vision screenings can help you check in on your child's vision. And these screenings can let you know if your child needs a more thorough eye exam.

Your child's doctor will probably include vision screenings as part of your child's regular checkups. Children, teens and young adults ages 3 to 21 need a checkup every year. And each checkup should include a vision screening.

If your child's doctor says your child needs more eye care, it's important to schedule a visit with an eye doctor. An eye doctor can do a full eye exam to see if your child needs glasses or has any other vision concerns.

### YOUR CHILD'S BENEFITS

We cover well-child checkups through age 21. And we cover vision care for children, teens and young adults through age 20. Need help finding a provider or scheduling an appointment? You can find our Customer Service number on your Member ID card and the last page of this newsletter.

# How Where You Live Can Affect Your Health

Where you live affects more than your weather. It can also impact what resources are available to you.

## Access to doctors and specialists

If you live in a rural or lower-income neighborhood, it may be harder for you to find doctors and specialists nearby. That can make it harder for you to get care when you need it. And you may have to travel farther for your care.

**Are you having trouble getting care?** Give us a call at the Customer Service number on your Member ID card and the last page of this newsletter. We can help you find a doctor in your area.

Or, if there aren't any doctors nearby, we can help you find one that offers telehealth visits. These are visits done by phone or video chat.

## Access to healthy food

A food desert is an area where most people don't have easy access to a grocery store or food market. Living in a food desert can make it tough to eat healthy because fresh fruits and vegetables are hard to get.

In these areas, you may also find more fast food and convenience store items. These items are often higher in saturated fat, sodium and sugar — nutrients that can increase your risk of health problems when eaten regularly in high amounts.

**Do you live in a food desert?** Visit [findhelp.org](https://findhelp.org) to find a food pantry near you. Food pantries often give away fruit, vegetables and other healthy food. Plus, they can help you stretch your budget.

If you do visit a grocery store or food market in another area, make sure to plan your visit before you go. This will help make sure you get everything you need in one trip.

And remember to add frozen fruits and vegetables to your cart. These frozen goodies give you all the same vitamins as fresh items. But they can last longer — allowing you more time between trips.

# Brush Up on Toothbrushing

Going to the dentist two times a year is important for your oral health. How you take care of your teeth at home is important, too.

## Here are some tips on how to brush your teeth well:

- › Choose a brush that's the right size with soft bristles.
- › Use a pea-sized amount of toothpaste with fluoride.
- › Brush with light pressure.
- › Brush with the bristles diagonally at a 45-degree angle towards your teeth.
- › Brush all sides of your teeth.
- › Make sure to brush all your teeth. Your toothbrush can only clean 1–2 teeth at a time.
- › Brush after breakfast and before bedtime.
- › Brush for 2 minutes.
- › Replace your toothbrush every 3–4 months.



**Children should brush two times a day — after breakfast and before bed.**





## Say No to Dr. Internet

**Learn why it's important to see your doctor instead of searching for answers online.**

It might seem easy to check the internet when you don't feel well. But it's better to talk to your doctor. Here's why:

- › **Your doctor can help you find out what's wrong.** Many health problems can have similar symptoms. So the internet can lead you in the wrong direction. And it can lead to extra stress.
- › **Your doctor can help you find a treatment plan that's right for you.** Not everything on the internet is accurate. And just because something worked for someone else doesn't mean it'll work — or be safe — for you. Your age, health and current medications can all change how things affect your body.
- › **Your doctor knows you best.** They can help answer your questions about your specific situation. And they can offer resources and support to help.
- › **Need help setting up a doctor visit? Give us a call.** Or ask a trusted adult to reach out to us. You can find our Customer Service number on your Member ID card and the last page of this newsletter.

### ARE YOU IN PAIN?

Try not to wait too long before contacting your doctor.

Pain can be a sign that something is wrong.

Seeing your doctor sooner can help you feel better.

And it can sometimes prevent complications or stop your pain from getting worse.

## What's 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.

# 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.
- › **Make sure their bedroom is 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.
- › **Request a BlueCare Tennessee duffel bag for your foster child.** We'll send a duffel bag with them when they enter care. It'll 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 the duffel bag or health notebook, give us a call at **1-888-422-2963**, TRS: **711** (ask for **888-418-0008**).



## SUPPORT FOR FOSTER PARENTS

You can find more information and resources on our website. Just go to [bluecare.bcbst.com/foster](https://bluecare.bcbst.com/foster).

# Learning New Skills for Independence

Kramer Davis Health is a clinic for people with intellectual and/or developmental disabilities. Providers work together to help each person get the care they need. Part of that care is helping patients be more independent.

Occupational therapy can help people learn skills for daily life. This can mean learning new skills or getting better at skills they have. During the first visit, providers will talk with patients about their goals. And they'll ask questions to get to know patients' needs.

## Providers will ask questions like:

- › What skills could make daily living easier?
- › What activities do you enjoy?
- › Is there any special equipment that could help?

Caregivers come to therapy visits, too. So they can help answer questions and set goals.

## These goals may include:

- › Identifying sensory concerns to lower anxiety
- › Learning skills to be more confident in social settings
- › Help with daily tasks like brushing teeth or bathing

Patients can also work with providers in other areas.



## 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, behavioral health, nutrition, neurology and more.

Visit [www.kd.health](http://www.kd.health) for more information.

Or contact the clinic.

1-615-933-7300 | [hello@kd.health](mailto:hello@kd.health)

**Kramer Davis — Nashville**

3901 Central Pike, Suite 500

Hermitage, TN 37076



## We'll Help You Find Support

Tennessee Community Compass can help you find support close to home. You can get help finding food, housing and other things you may need.

Get started online. Just go to [bluecare.bcbst.com](https://bluecare.bcbst.com). Look for the **Need Some Extra Support** box at the bottom of the page. Then enter your ZIP code.

**Have questions? We're here to help.**

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

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## 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](https://lifelinesupport.org).
2. Click **Apply Now** at the top of the page.
3. Click **Get Started**.
4. Fill in your information.

## About Inpatient Rehabilitation Hospital Services

We look for ways to provide you the best rehabilitation care for your condition. This may be at a clinic, rehab center or provider's office (outpatient care). If medically necessary, you may need to stay in a hospital. We work with your provider to make sure your care is right for you and cost effective.

## 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](http://bluecare.bcbst.com) under Find care. Search for **obstetricians/gynecologists (OB/GYN)**.

## Be Assured of Fair Decisions About Care

BlueCare Tennessee works hard to earn and keep your trust. And we're 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 isn't rewarded in any way to anyone. This includes employees, vendors or contracted providers.

BlueCare Tennessee doesn't 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.



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## 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](https://bluecare.bcbst.com/coverkids) and click the chat icon. Or give us a call in Customer Service.

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## 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](https://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](https://dentaquest.com).

DentaQuest wrote a guide to help you learn about your child's dental plan. To view it, go to [https://bluecare.bcbst.com/forms/DQ\\_TennCare\\_Dental\\_Guide.pdf](https://bluecare.bcbst.com/forms/DQ_TennCare_Dental_Guide.pdf).

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## PRESCRIPTION COVERAGE

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

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

\*\*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](https://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](https://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.

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## 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](https://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](https://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.

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## 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](https://tenncareconnect.tn.gov).

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## NOTICE OF PRIVACY PRACTICES

You can find our HIPAA Notice of Privacy Practices online. Go to [bluecare.bcbst.com/CKdocs](https://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](mailto: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](https://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](https://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](http://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 Division (MFCD), call toll-free **1-800-433-5454**.

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## 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).

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## 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](http://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](http://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](http://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](http://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](http://tenncareconnect.tn.gov). You can also use the Health Insurance Marketplace at [healthcare.gov](http://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](http://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](http://tspn.org)
- › 988 Suicide and Crisis Lifeline **988**

## SUBSTANCE MISUSE HELP

- › TN Together [tntogether.com](http://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](http://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**)



1 Cameron Hill Circle | Chattanooga, TN 37402 | [bluecare.bcbst.com](http://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

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.