



foster good health

A Guide for Foster Parents

Thank you for caring for foster children and teens. We're Tennessee's only health plan for children in foster care, and we're proud to help your special families.

We have a team dedicated to your child's care, so give us a call if you need answers you can't find here. We've also included a list of common questions at the end of this guide.



SelectKids

SelectKids Foster Parent Line

1-888-422-2963

8 a.m. to 6 p.m. ET

SelectKids_GM@bcbst.com

bluecare.bcbst.com/foster

WELCOME TO
SelectKids

We're excited to help you get started with your child's plan.



STEP 1

Your child gets 45 days of immediate eligibility for TennCareSM benefits — covering routine and emergency services.

STEP 2

The Department of Children's Services (DCS) completes your child's enrollment in our TennCare*Select* health plan.

STEP 3

We've assigned your child a primary care provider (PCP). You'll find the PCP's name on your child's Member ID card. We'll mail two cards to your DCS representative, and they'll send you a copy.

STEP 4

You can set up an online account with us right away. If you need help, call the *SelectKids* Foster Parent Line at **1-888-422-2963**. Or visit **bluecare.bcbst.com** and click **Log In** to set up your account.

The account makes it easy to:

- › Find a provider
- › Chat with customer service
- › Choose how we contact you
- › Download a digital copy or print a temporary Member ID card



Member ID Cards



Keep your child or teen’s ID card with you.

- › Show it when they need physical or mental health care and dental and vision services.
- › You’ll get a separate card for prescription drugs. Keep that with you, as well.
- › If you lose a Member ID card, download a temporary one in your online account.
- › To get a new permanent card, give your DCS representative a call. Or call us at **1-888-422-2963**, and we’ll mail you a card.

Other insurance

Your foster child may have other health insurance in addition to TennCare. The other insurance is their primary coverage, and you should give that information to your child’s doctor. If the doctor sends the claims to us, we’ll pay them and contact the other insurance company for payment.

EXAMPLE MEMBER ID CARD

	
CHRIS B HALL Member ID ZEDM12345678	Effective Date 06/01/2013 Member DOB: 01/07/1968 Medicaid Benefit Level: A
Group No. 125000 VER: 5.1 (PCP) Primary Care Provider JOHN J JONES SelectKids	Copayments: PCP \$0 SPEC \$0 ER \$0 IPH \$0

FRONT

	
BlueCare Tennessee and BlueCare are Independent Licensees of the BlueCross BlueShield Association	bluecare.bcbst.com Resource Parent Line: 1-888-422-2963 Network Provider Outside Tennessee: 1-800-676-2583 (BLUE) Provider Service: 1-800-276-1978 Prior Authorization: 1-800-711-4104 Advanced Radiological Imaging Auth: 1-877-791-4101 24/7 Nurseline: 1-800-262-2873
Providers: File all claims with local BCBS Plan. Prior Authorization is required for certain services. Benefits will not be provided for unauthorized services or for non-emergency services provided by out-of-network providers.	Members: Always show this card and tell your provider to check for prior authorization. Remember, you get your care from your primary care provider (PCP), listed on the front of this card, except in an emergency. Call your PCP within 24 hours of any emergency care.
BlueCare Tennessee Claims Service Center 1 Cameron Hill Circle Suite 0002 Chattanooga, TN 37402-0002	This card is for identification, not for proof of eligibility.

BACK



What's Covered?

We want to help your child get the most from their benefits. Here's a list of what's included in their plan.

CHECKUPS AND PHYSICAL CARE

The TennCare Kids program covers regular checkups through age 20. See page 8 for details. They also cover things like tests, hospital care, therapies, home health and certain medical equipment.

EMERGENCY CARE

Emergencies are times when there could be serious danger to your child's health if they don't get immediate care. If you think it's an emergency, call **911** or go to the nearest emergency room.

DENTAL CARE

All *SelectKids* members get dental benefits through their plan. That means your child can get dental care like cleanings, fillings and more at no cost to you. We work with Renaissance for your dental benefits. They take care of dental claims and services for TennCare members. You can reach them at **1-866-864-2526**.

VISION CARE

We cover eye exams through age 20. Your child can get medically necessary eyeglass lenses and frames. We'll cover replacements if frames or lenses are damaged. We'll only cover other vision care and contact lenses if they're needed for medical reasons.

PRESCRIPTION DRUGS

Prescription drug coverage and claims are managed by your pharmacy benefit manager — an independent company that specializes in these services. You can reach them at **1-888-816-1680**.

MENTAL HEALTH CARE

Children and teens in foster care sometimes have complex mental and emotional needs. Covered treatment can help. Find more information on page 10.

TRANSPORTATION

Do you need help getting your child to health care appointments? Your DCS representative can help you get a ride to non-emergency TennCare visits.

We can also set up some non-emergency rides in special situations. You'll need to schedule at least two business days ahead of time.

Call or email us to talk it over:

1-888-422-2963

8 a.m. to 6 p.m. ET

SelectKids_GM@bcbst.com

Helping Your Child Stay Healthy

Your child's PCP

Your child sees their PCP when they're sick and for checkups. Their PCP keeps track of your child's vaccines and any health needs. And they'll refer your child to specialists, if needed.

Keep in mind:

- › We can only pay the assigned PCP listed on your child's ID card.
- › You may be billed for the entire charge if your child sees another PCP.
- › You can ask for a new PCP. Go to your online account or call us to make a request.

A special group of doctors

Foster children have their own group of PCPs, the Best Practice Network. They're familiar with the needs of foster children and teens.

Tennessee also has five specialized Centers of Excellence. They're for foster children and teens with complicated health needs, including mental or emotional needs. Talk to your DCS representative if you want more information.

Use network doctors, pharmacies and facilities

It's easy to find TennCare*Select* network health care providers — including pharmacies — on bluecare.bcbst.com. You can call or email us for help, too.



LOOKING FOR HEALTH ADVICE?

24/7 Nurseline **1-800-262-2873**
Nurses are on call to answer health questions.
bluecare.bcbst.com/healthwise
Search our online library of health topics.

Health Care Coordination

Everyone needs extra support sometimes. Does your child want help making healthy changes? Or support with a long- or short-term health issue or injury? Our care team is here to help. They'll give your child one-on-one help based on what they need. And it's free. They can join or cancel at any time with just a call.

Your child's Personal Health and Wellness History Notebook

Children in foster care may not have a complete record of their health care when they join your family. We've put together a notebook to help you keep up with their important health records. They can take it with them when they leave your care. If you'd like us to send you this free notebook, just let us know.

Want more details? Give us a call at **1-888-422-2963**.



For complete benefit info, check out the *TennCareSelect* Member Handbook on bluecare.bcbst.com.



Your Child's Checkups

Helping your child stay healthy begins with regular TennCare Kids checkups. Well-child exams are covered from birth through age 20.

A checkup includes:

- › A full (unclothed) physical exam
- › Vision and hearing screenings
- › Updates to health history
- › Vaccines, if needed
- › Lab tests, including lead testing, if needed
- › Physical, mental and emotional development evaluation

Many issues found early at checkups can be treated before they become bigger problems. Plus, we cover follow-up care.

Help scheduling appointments

We'll set up well-child exams and other appointments and help you find a doctor. Just give us a call at **1-888-422-2963**.

Assessments

Foster families sometimes need additional help with their child's health care needs. We work with you, your DCS representative and the regional nurse to find the right care, set goals and follow up.

CHECKUP SCHEDULE

Babies need 12 checkups before they turn 3.

- › Newborn
- › 3 – 5 days old
- › 1 month
- › 2 months
- › 4 months
- › 6 months
- › 9 months
- › 12 months (1 year)
- › 15 months
- › 18 months
- › 24 months
- › 30 months

Kids aged 3 – 20 need a checkup every year.

Vaccines

Protect your child from diseases like measles, mumps, flu, COVID-19 and more.

The CDC recommends the COVID-19 vaccine for everyone age 6 months and older.

Find a full list of vaccines at

bluecare.bcbst.com/get-care/your-health.

Lead poisoning risk

Old paint, pipes and other sources of lead can impact a child's mental and physical growth. A simple blood test should be done at ages 1 and 2. Talk with your doctor.



CHECKUP REQUIREMENTS FOR YOUR FOSTER CHILD

- › Schedule a checkup no later than seven calendar days from the date of custody
- › Have the checkup with an approved provider within 30 days in your care

Do you have questions about these checkups?

Talk with your DCS representative.



Mental Health

Mental health is just as important as physical health. If you've noticed a change in your child's moods, it may be time to talk to their PCP.

No referral needed

You don't have to see your child's PCP before you get outpatient behavioral health services. But the PCP may be a good place to start looking for help. Or you can contact your DCS representative.

You can also access DCS Trauma Informed Care Training at bcb.st/fostertraining. We can also give you one-on-one support. Just give us a call at **1-888-422-2963**, and we'll get your child started with their very own care team.



Common mental health concerns for foster children include:

- › Attention deficit hyperactivity disorder (ADHD)
- › Anxiety
- › Depression
- › Trauma
- › Substance use disorders



If your child's having a mental health emergency, don't wait. Call the Suicide & Crisis Lifeline at **988**.





**MORE RESOURCES
FOR YOU AND YOUR CHILD**

**Department of Children's Services (DCS)
Resource Parent Helpline
1-877-DCS-KIDS (1-877-327-5437)**

**Tennessee Department of Children's Services
tn.gov/dcs**

An online guide to resources within the DCS for foster parents and youth aging out of foster care

**LifeSet Network
lifesetnetwork.org**

Helps foster teens aging out of state custody find resources and build lives

**Report abuse
apps.tn.gov/carat or 1-877-237-0004**

**State agency contacts and health advice
kidcentraltn.com | healthiartn.com**



Teens age out of foster care when they turn 18.
But they may still be covered by TennCare until they're 26 under the Affordable Care Act. We can help you find out more about these benefits. Just give us a call at **1-888-422-2963** to talk it through.





COMMON QUESTIONS	WHO CAN HELP?
What if I have trouble getting dental care or a prescription?	Your DCS representative Dental (Renaissance) 1-866-864-2526 TennCare Pharmacy Program 1-888-816-1680
Where do I find a list of health care providers?	bluecare.bcbst.com or <i>SelectKids</i> 1-888-422-2963
Where do I find my member handbook and more information on covered care and services?	bluecare.bcbst.com <i>SelectKids</i> 1-888-422-2963 or SelectKids_GM@bcbst.com
How do I get a copy of my child's Member ID card?	<i>SelectKids</i> 1-888-422-2963 or Your DCS representative. You can also log in to your online account to download a digital copy or print a temporary Member ID card.
Who is my child's PCP? Can I request a change?	<i>SelectKids</i> 1-888-422-2963



MEETINGS AND CONFERENCES

Watch for upcoming events where you could find even more help and resources.

SelectKids Foster Parent Line

1-888-422-2963
8 a.m. to 6 p.m. ET

SelectKids_GM@bcbst.com



Do you need help with your health care, talking with us, or reading what we send you? If so, call us for free at:

TennCareSelect **1-800-263-5479**
(TRS: **711** ask for **888-418-0008**).



TennCareSelect

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 TennCareSelect **1-800-263-5479**, (TRS: **711** ask for **888-418-0008**). Transportation provided by Verida and dental care by Renaissance. 24/7 Nurseline offers health advice and support provided by Infomedia Group, Inc. d/b/a Carenet HealthCare Services, Inc. All of these companies are independent companies that do not provide BlueCare Tennessee branded products or services.

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al TennCareSelect **1-800-263-5479** (TRS: **711: 1-888-418-0008**).

یەدروک :Kurdish

ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دەمخرێتە بەر دەستتان. پەیوەندی بکەن بە ژمارە
(TRS: **711: 1-888-418-0008**) **1-800-263-5479** TennCareSelect