

TAKE CARE OF YOU

04 2022

A publication for **BlueCareSM** and **TennCare*Select*** members.



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BlueCareSM
TennCare^{Select}

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

PREVENTIVE CARE IS SELF CARE

With the start of a new year approaching, we want to help you reach your best health and take care of future you. One way to do that is by keeping up with the checkups and screenings included in your health plan.

If you're not sure what screenings or care you need, your doctor can tell you at your next checkup. Call them today to schedule your next visit. If you need help making an appointment, we can help. Just give us a call.

You can also use this newsletter as a guide to preventive care and your benefits. **Here are a few topics we've included in this issue.**

- › Mental health care
- › Getting free rides
- › Men's health screenings
- › Preeclampsia and pregnancy care
- › Teen health visits

Have a great fall and holiday season. And remember — if you need us, we're right here.

Best of Health,



A handwritten signature in black ink that reads "Amber Cambron".

Amber Cambron, President and CEO, BlueCare Tennessee



JOIN US ONLINE!

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

Visit us at bluecare.bcbst.com.

Like us on Facebook® at facebook.com/bluecaretn

Follow us on Instagram at instagram.com/bluecaretn

TAKE CARE OF YOU

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This information is not meant to take the place of your health care provider's advice.

Take Care of You is posted in English and Spanish on
bluecare.bcbst.com/BlueCareTN-News.



THREE WAYS TO USE A CAN OF BEANS

Feeding your family on a budget can be a challenge. But frozen and canned foods can help — especially beans. They're high in protein and fiber. Plus, they're budget friendly. Just make sure you're choosing low-sodium or no salt added beans at the store, and rinse and drain them first. Here are three ideas for using a can of beans. Feel free to get creative or make changes to better fit your taste.

1. BURRITOS OR RICE BOWLS Mash black beans with salsa and heat the mix in the microwave or on the stove. Add to a tortilla with sautéed vegetables of your choice (we like sliced onions or bell peppers). You can add toppings like pickled jalapeños, chopped spinach or a bit of sour cream, too. This meal also works well over rice instead of in a tortilla.

2. SOUP Soup can be a great way to use leftovers, and it freezes well. Sauté chopped carrots and onion in a soup pot. Add low-sodium broth and canned tomatoes, a can or two of white beans and cubed potatoes. Cover and simmer until all the vegetables are cooked through. For extra flavor, add a handful of frozen spinach in the last few minutes of cooking.

3. SALAD Add garbanzo beans (also called chickpeas) to lettuce, tomatoes, red onion and brown rice. Toss with vinegar and olive oil, or your favorite dressing. You can have this salad on its own, or serve it with one of the meal ideas above.

Find a local food pantry. Many free pantries give out canned or dry beans and other ingredients, like rice, chicken stock and vegetables. If you need help finding a food bank in your area, go to [foodpantries.org/st/tennessee](https://www.foodpantries.org/st/tennessee).

BEANS AND BLOOD SUGAR LEVELS

The American Diabetes Association says low-sodium black, pinto, kidney or navy beans can be a great choice for people with diabetes. If you have questions about managing your diet with diabetes, be sure to talk with your doctor. Give us a call if you need help making an appointment.

MEN'S HEALTH

KEEPING UP WITH YOUR SCREENINGS



It can be tough to keep track of what preventive screenings you need. And the last couple of years might have made it even harder to stay on top of your health. If you're behind on your checkups, it's time to get caught up. We can help you schedule a visit with your primary care provider. Just give us a call.

At your checkup, you can ask your doctor about the list of recommended screenings below. Together, you and your doctor can decide what's right for you. Your doctor may recommend other screenings or vaccines for you based on your age and health, too.

SCREENING / TEST	AGES 18 – 39	AGES 40 – 49	AGES 50 – 64	AGES 65+
BLOOD PRESSURE TEST	<ul style="list-style-type: none"> › Once every two years if you have no risk factors › Every year if you've ever had a high reading or you have other health concerns like diabetes or heart disease 			
CHOLESTEROL TEST	<ul style="list-style-type: none"> › Regularly from age 20 to 35 if you're at increased risk of heart disease › Regularly starting at age 35 even if you don't have any risks 	Every five years, or more often as your doctor recommends		
DIABETES SCREENING	Starting at age 35 if you're overweight or have other risk factors	Every three years if you're older than age 44		
FLU SHOT	Every year			
COLORECTAL CANCER TESTING	Talk with your doctor about any risk factors	Regular screenings from age 45 to 75, frequency depends on type of screening		

Sources:
<https://medlineplus.gov/ency/article/007464.htm>
<https://medlineplus.gov/ency/article/007465.htm>
<https://medlineplus.gov/ency/article/007466.htm>

HIGH BLOOD PRESSURE AND PREGNANCY

Preeclampsia happens when you suddenly have high blood pressure after your 20th week of pregnancy. This can happen even if you haven't had high blood pressure before. You may also have protein in your urine. Some symptoms to look out for are:

- › Headache that won't go away
- › Changes to your eyesight, like blurry vision or seeing spots
- › Pain in your stomach
- › Nausea or vomiting
- › Swelling in your face or hands
- › Sudden weight gain
- › Trouble breathing

Some women don't have any symptoms at all. That's why it's extra important to see your doctor regularly during your pregnancy. They'll keep an eye on your health and your baby's development to make sure things are on track.

If you have preeclampsia, your treatment could depend on how far along in your pregnancy you are. If you're at **37 weeks or later**, your doctor might induce labor to treat preeclampsia. If you're **less than 37 weeks pregnant**, your doctor could suggest bed rest to lower your blood pressure. Your doctor will keep a close eye on you and your baby during this time. You might also be given medicine to prevent seizures or lower your blood pressure. Be sure to take any medicine exactly as your doctor says to.



You know your own body best. If something doesn't feel right or you have any of these symptoms, call your doctor right away.

It can be helpful to bring a list of your symptoms to your doctor visit so you don't forget anything. Ask questions if your doctor says anything you don't understand. And keep an eye on your health even after you give birth.

Sources:

<https://www.nichd.nih.gov/health/topics/preeclampsia/conditioninfo/treatments>

<https://www.cdc.gov/bloodpressure/pregnancy.htm#pre>

WHAT IS SELF CARE?



The idea of “self care” is sometimes used in ads to sell things like candles or clothes. But you don’t have to buy anything to practice self care. **It’s just the simple act of taking care of your needs.**

Self care means treating yourself with kindness. That can be especially important in busy times, like the holidays. Here are a few ways you can take care of yourself this season:

SLOW DOWN

Don’t wait until the end of your day to take a moment for yourself. Try to pause here and there to take a few deep breaths. Slowing down could also mean taking the trash out to clear your mind during a gathering, or calling a friend for a quick chat if you’re feeling stressed.

EAT REGULAR MEALS AND SNACKS

Your body needs energy to keep going. For easy energy on the go, try apples, string cheese or mixed nuts. Be sure to drink lots of water as well. These little choices can make you feel a lot better on busy days. For other healthy eating ideas, go to **page 2**.

GET MORE SLEEP

Start by going to bed and getting up at the same time every day. Turn off any screens at least 30 minutes before bed. Try stretching or journaling instead. And limit caffeine and alcohol later in the day. Each small change you make can help you feel more rested.

DO LESS FOR THE HOLIDAYS (if you want)

If the holidays are feeling like too much this year, that’s OK. Try talking with your loved ones about doing a little less than usual. Speak from the heart, and suggest other ways to spend time together, like taking a walk or watching a movie.

CONSIDER THERAPY

If feelings of stress, depression or anxiety are getting in the way of your daily life, therapy can help. And we cover it as part of your plan. If you need help finding a therapist or have questions about your therapy benefit, give us a call.





PREPARING FOR ADULTHOOD

Growing up comes with a lot of new responsibilities. And your teen years let you take on those responsibilities a little bit at a time. Now's a great time to get more involved in your health care. Taking care of your mental and physical health now can set you up for a healthier adult life.

If you're seeing your doctor regularly, that's great! Keep it up. But if it's been a while since you've had a checkup, it's time to schedule one. Your plan covers well child visits until age 21. And did you know most pediatricians stop seeing patients between age 18 and 21? If you're still seeing a pediatrician, it might be time to switch to a new primary care provider (PCP). We can even help you choose one. Just give us a call.

Your mental health plays an important role in your wellbeing, too. Taking care of your mental health can help your overall health. Think about cutting back on social media. You can unfollow any account that isn't good for your emotional health. And if your emotions get in the way of your everyday life, a therapist might be able to help. Your plan covers mental health treatment.

SUICIDE PREVENTION

It's normal to feel sad or down sometimes. But if you're thinking about taking your life, it's time to get help. Talk with a friend or a trusted adult. Or you can call a help line:

- › **National Suicide Prevention Lifeline**
at **1-800-273-TALK (8255)**
- › **Tennessee Statewide 24/7 hotline**
at **1-855-274-7471** or online at [tspn.org](https://www.tspn.org).

WHERE TO GO

FOR CARE



When you're not feeling well, it can be hard to know where to get care. Here's a quick reference chart to help you decide.

WHERE TO GO	WHY GO HERE
PRIMARY CARE PROVIDER (PCP)	For normal care that isn't an emergency, go to your PCP first. They know your health history and can treat regular illnesses. See your PCP for things like a sore throat, upset stomach or cold. You can get preventive care like checkups and vaccines, too.
URGENT CARE	You can go to an urgent care for non-emergency health issues when you can't get to your PCP. Urgent care centers usually have evening and weekend hours, so you can get care even if your PCP isn't available. Urgent care centers can treat anything you'd ask your PCP to treat. Some can even do X-rays and stitches.
EMERGENCY ROOM (ER)	<p>The ER is the best place to go for an emergency. The ER can treat things that put your life in danger, like:</p> <ul style="list-style-type: none">› Strong chest pain› 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 three months old <p>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 for treatment right away.</p>



If you still have questions about getting care, call your PCP first. Or call our 24/7 Nurseline at 1-800-262-2873.



CHOICES and Employment & Community First CHOICES MEMBERS

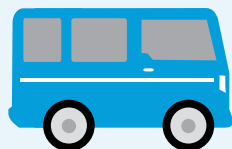
ARE YOU WORKING WITH YOUR CARE/SUPPORT COORDINATOR?

You have a care/support coordinator to help you get the services you need for your health and goals. They're your main contact for all your needs. Working with them is an important part of how the program works. In fact, if you don't talk regularly with your care/support coordinator, your benefits could end.

To stay in touch, make sure you return your care/support coordinator's calls and meet with them. They'll help you get physical and mental health care and support services. They can help you with different things, depending on your needs and program. They can help you through health issues, or after a stay in the hospital. They can also offer you support to get a job, start a hobby or enjoy activities with others.

You don't have to wait for your care/support coordinator to reach out to you. Call them if you have questions or your needs change. For help after regular business hours that won't wait until the next day, you can give us a call at **1-800-468-9698**.

We Can Get You Where You Need to Go



It's easier to look after your and your family's health if you can make it to the doctor and pick up your medicine on time.

We work with a vendor called **Southeastrans** to get you free, non-emergency rides for care and services. TennCareSM covers these rides as part of your plan. And we can help you work with Southeastrans every step of the way.

Your free ride options are based on your needs:

› **SHARED RIDES**

Most trips are shared rides with others in a van or small bus.

› **MILEAGE REFUND**

If you or someone else can drive to the appointment, Southeastrans will refund mileage after your trip. There's a form to fill out and have your doctor sign.

› **BUS PASSES**

This is a good choice if the bus stops are close to you and your doctor. Talk with Southeastrans to see if you can get a pass in your area.

It's easy to set up a ride. If your trip is less than 90 miles, just call the Southeastrans number for your region. Their call center is open 24 hours a day, 365 days a year. And you can schedule online at member.southeastrans.com.

CALL SOUTHEASTRANS

- › BlueCare **1-855-735-4660**
- › TennCare*Select* **1-866-473-7565**

Do you have to travel more than 90 miles? Just give us a call to get an OK for these trips.

PLANNING AHEAD HELPS

- › Make your doctor's appointment first.
- › Book your ride at least three days before your visit.
- › If you need to book a short-notice urgent ride, call us directly.



CARE JUST AROUND THE CORNER



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

Here are just a few things you can get:

- › 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

Plus, if you have special health needs like heart disease or diabetes, you can get special care for those, too. Your care team will get to know you and make sure you get the care you need. We've assigned you a primary care provider. But if you want to switch to a Sanitas doctor, just give us a call. We're here to help. To make an appointment, go to bluecare.bcbst.com/booknow

MEMPHIS

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

NASHVILLE

- › Murfreesboro
- › Antioch
- › East Nashville
- › Cool Springs

*AT SOME LOCATIONS

A MESSAGE FROM

DentaQuest



WHAT ARE DENTAL SEALANTS?

Tooth decay (cavity) is one of the most common chronic diseases of childhood. By age 19 most children have one or more decayed teeth. One highly effective option to help prevent decay is the use of dental sealants. A sealant is a thin plastic film that is painted on the chewing surface of teeth.

How Do Sealants Work?

Dental sealants act as a barrier to "seal off" space between the tooth and any small food or bacteria that may otherwise cause a cavity in an "unsealed tooth." Paired with good oral health care, sealants that are properly maintained are 100% effective against cavities.

Placing sealants on teeth is a short and easy process. The chewing surface of the tooth is cleaned to help the sealant stick to the tooth. The sealant is painted into the grooves of the chewing surface, where it bonds to the tooth. Sealants prevent tooth decay and also stop cavities from growing.

What Age Should You Get Sealants?

Children should have sealants placed when they get their first permanent molars, around 6 years old, and their second permanent molars, which is around age 12. Adults are great candidates for sealants too. In fact, sealants have been shown to reduce decay by nearly 80% in molars.

Sealants will often last for several years before they need to be reapplied. Ask your dentist if you could benefit from sealants at your next dental visit.

Call **855-418-1622** to locate a dentist

YOUR CHILD'S DENTAL HEALTH GUIDE

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.

DELIVERING QUALITY HEALTH CARE

Thank you for trusting us with your health care coverage. There's nothing we take more seriously than making sure the care you receive is safe, effective and timely. **Each year, our Quality Improvement Program (QIP) reviews our data to make sure:**

- › You get high-quality care and services
- › You get the right care
- › That it's easy for you to get care

How does our quality rank with other health plans?

The National Committee for Quality Assurance (NCQA) rates health insurance plans based on quality of clinical care, member satisfaction and overall survey results. Ratings focus on the results of care that people receive and what they say about their care. The highest possible NCQA score is 5 Stars.

In 2021 BlueCare Tennessee achieved an accreditation status of "Accredited." Below are the overall results from NCQA:

- › **BlueCare statewide: 3.5 stars**

We're particularly interested in helping you prevent health problems or live well despite an issue. If caught early, many health problems can be treated before they affect your long-term health. Screenings and tests help make this possible. That's why we remind you of checkups and screenings by phone, text, mail and email. It's also why we host health fairs, screenings and events throughout the state.



WANT TO LEARN MORE?

Visit bluecare.bcbst.com and look for the Quality Improvement link at the bottom of every page. Or give us a call at **1-800-468-9698**.

TELL US ABOUT YOUR HEALTH NEEDS



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



YOU CAN GET US THAT INFO:

- › Online at bluecare.bcbst.com/healthneeds
- › On the phone. Just call us at **1-888-416-3025**.



Once we know more about you, we'll connect you with the services that are right for you and guide you as you take steps to improve your health. Find out more about personalized services on bluecare.bcbst.com in the **Your Health** section, or give us a call at **1-800-468-9698**. And just to make sure we keep meeting your needs, we'll ask you for a yearly update.



CONNECTIONS TO CARE



Do you have needs in your life that aren't being met?

These needs can keep you from feeling well and living longer. What do you need to reach your best life and health?

Tell us!

Starting **October 7, 2022**, take the CARE survey at:

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

Your answers won't have your name on them. They'll be combined with information from other community members. By taking this survey, you'll give us the information we need to understand what you need to get and stay healthy. **Our goal is to help you and others:**

C = Connect with community resources (like food pantries, housing help)

A = Act for better health by learning about your care needs

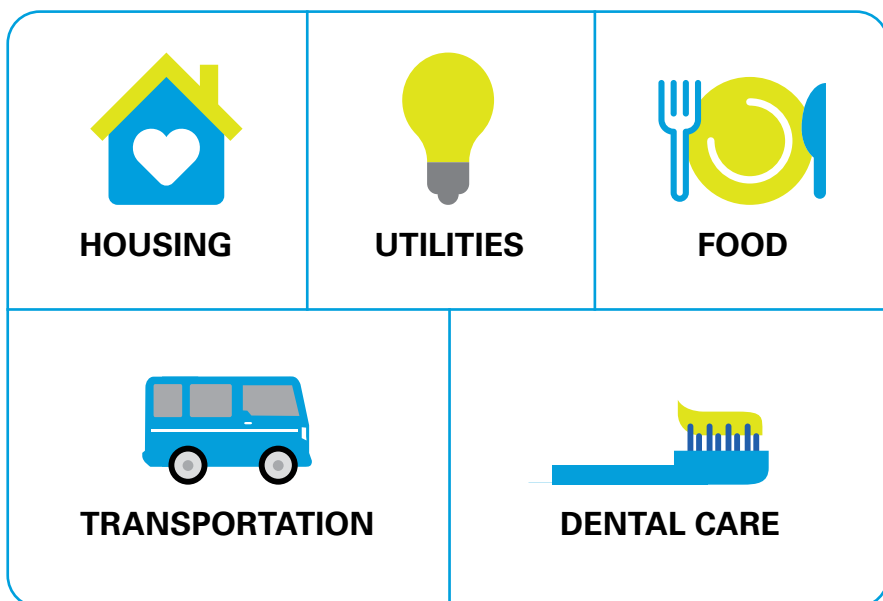
R = Reduce differences

E = Encourage one another to take the steps needed for our best lives

GET SUPPORT WHEN YOU NEED IT

Our **Community Connection** tool can help you find free or low-cost programs and support.

YOU CAN GET HELP FINDING THINGS LIKE:



Community Connection doesn't cost you anything, and you can use it anytime.



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

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

As part of TennCare Kids, children from birth through age 20 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

Adults also get free well-care visits each year. These include important screenings to prevent disease.

We can help you schedule a checkup. Sign in to your online account on bluecare.bcbst.com and click the chat icon. Or give us a call in Customer Service.

VISION AND DENTAL CARE FOR KIDS

Children from birth through age 20 get free vision and dental services.

Vision services include eye exams – plus frames, lenses and contacts (when medically necessary). Find a provider on bluecare.bcbst.com 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.

PRESCRIPTION COVERAGE

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

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**.

*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

- › BlueCare: **1-800-468-9698**
- › TennCare *Select*: **1-800-263-5479**
- › Learn more at bluecare.bcbst.com/OneOnOne



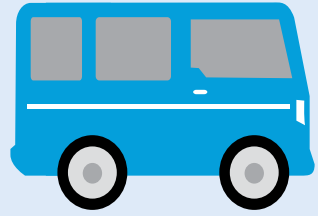
For Pregnant Members, Individual Help Includes:

- › Information throughout your pregnancy by text, mail or online
- › Services to help with tobacco- and drug-free lives, mental health, housing, food and more
- › Support from a specially trained staff including obstetric (pregnancy) nurses

SPECIAL SERVICES

FREE RIDES TO THE DOCTOR OR PHARMACY

NEED A RIDE to your health care provider or to get a prescription? Contact Southeastrans** for a free non-emergency ride. You'll need to set it up at least three days in advance.



This program can also pay for gas if you or someone else drives to a health care visit. Or you may be able to get a bus pass.

Scheduling a ride online is easy at member.southeastrans.com.

Or call the number for your plan:

- › BlueCare: **1-855-735-4660**
- › TennCare *Select*: **1-866-473-7565**

**Southeastrans is an independent company serving BlueCare Tennessee. They do not provide BlueCare Tennessee branded products and services.

LONG-TERM SERVICES AND SUPPORTS FOR AGING OR DISABLED MEMBERS

Through TennCare's CHOICES program, members get caring support and help with everyday activities. Call your CHOICES care/support coordinato for help:

- › Before or after you're admitted or discharged from the hospital
- › When you need a ride to or from the hospital, a health care provider or drugstore

For more information, call Customer Service or BlueCare Tennessee CHOICES at **1-888-747-8955**.

HELP FOR MEMBERS WITH INTELLECTUAL AND DEVELOPMENTAL DIFFERENCES

Many of our members need help finding a job and taking care of themselves. The Employment and Community First CHOICES program is here for these members. For more information call BlueCare Customer Service or visit tenncareconnect.tn.gov.

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

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

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

OPT IN FOR TEXTING

Text **BlueCare TN** to **69-246** or call **1-888-710-1519** 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 in to your online account on bluecare.bcbst.com and click the chat icon to start a conversation.



NEWSLETTER IN OTHER LANGUAGES AND TRANSLATION SERVICES

A Spanish version of this newsletter is posted on bluecare.bcbst.com.

We offer translation and interpretation services for other languages. We can also provide help if you have hearing or vision loss. These services are free to members.

- › BlueCare members call **1-800-468-9698**
- › TennCare *Select* members call **1-800-263-5479**
- › TRS call **711** and ask for **888-418-0008**

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 PCP is the first step toward making their own health decisions. For assistance finding a PCP, give us a call in Customer Service.

LOSING COVERAGE?

If you were told your TennCare benefits are going to end — for example, if you're about to turn 21 — we can help you keep getting care. Our Member Care Team can tell you about community resources in your area to help with your health needs. Before your coverage ends, give us a call. We're here for you.



NEWBORNS NEED THEIR OWN HEALTH COVERAGE

Did you know your pregnancy benefits don't cover your newborn? Don't miss a day of coverage — call **1-855-259-0701** as soon as your baby is born.

MAKE SURE YOUR MAIL FOLLOWS YOU

Do we have your correct mailing address? If we don't, you could miss important mailings about your health plan and benefits. Update it by calling TennCare Connect at **1-855-259-0701** or going to **tenncareconnect.tn.gov**.

UPDATED NOTICE OF PRIVACY PRACTICES

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

MEMBER NOTICES

YOUR CHILD'S PCP IS YOUR PARTNER

It's easier to take care of your family's health if you have a partner. That's why we recommend every child have a primary care provider (PCP).

A child's PCP is sometimes a specialist in childhood medicine (pediatrician). They do well-child checkups and treat minor illnesses. They can also spot problems early and order tests for further treatment.

Emergency rooms and specialists are important when you need them. But they don't have a complete picture of your child's health. Your child's PCP knows their history, and they know you. That can help if you have to make big health decisions.

Here's How to Help Keep Your Child's PCP in the Loop:

- › Tell any other providers who your child's PCP is.
- › Ask the other providers to send their reports to your child's PCP.
- › Tell your child's PCP about all visits to other providers.



Use Network Providers for Best Value

If you don't use your network providers, you'll be responsible for out-of-network charges. The only exception is emergency care. See your member handbook for details.

To find a network provider,
use the Find Care tool at bluecare.bcbst.com.
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](https://www.bluecare.bcbst.com), or you can call Customer Service to get a copy.

Please call your care coordinator if you have questions about these benefits. Not sure how to reach them? Call Customer Service. Find the Customer Service phone number on the last page of this newsletter.

REPORT FRAUD OR ABUSE

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

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

TENNCARE APPEALS

Find help to file an appeal for a TennCare service (medical or mental health service, alcohol or drug abuse treatment). TennCare Member Medical Appeals, toll-free, **1-800-878-3192** (Monday to Friday, 8 a.m. to 4:30 p.m. CT).

YOU CAN GET A SECOND OPINION

Most of us want to know as much as we can about our health. Sometimes that means getting a new point of view — a second opinion. We'll help you get one from an in-network provider. If we can't find a network provider, we'll help you get a second opinion from an out-of-network provider at no extra cost.

Need help with a second opinion? The Customer Service number is on your Member ID card and the last page of this newsletter.

YOUR RIGHTS

WE DO NOT ALLOW DIFFERENT TREATMENT IN TENNCARE

No one is treated in a different way because of race, color, birthplace, religion, language, sex, age or disability.

- › Do you think you've been treated differently?
- › Do you have more questions or need more help?
- › If you think you've been treated differently, call TennCare Connect for free at **1-855-259-0701**.

Find the Discrimination Complaint Form online:

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 TENNCARE

Use TennCare Connect at tenncareconnect.tn.gov. Or call toll-free at **1-855-259-0701**.

TENNCARE CONNECT

Get more information about TennCare. 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
healthiertn.com

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

MENTAL HEALTH CRISIS HELP

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

SUBSTANCE MISUSE HELP

- › TN Together tn.gov/opioids
- › Tennessee Redline **1-800-889-9789**

HOW CAN WE HELP YOU?

CUSTOMER SERVICE

For questions about using your health plan, vision care, changing your Primary Care Provider or to get help in another language.

- › BlueCare Members **1-800-468-9698**
- › TennCareSelect Members **1-800-263-5479**
- › TRS: Dial **711**, ask for **888-418-0008**
- › Monday – Friday | 8 a.m. to 6 p.m. ET
- › bluecare.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:

BlueCare **1-800-468-9698** or
TennCareSelect **1-800-263-5479**
(TRS: **711** and ask for **888-418-0008**).



BlueCareSM
TennCareSelect

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

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Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare **1-800-468-9698**. Llame al TennCareSelect **1-800-263-5479** (TRS: **711**: **1-888-418-0008**).

ی‌دروک :Kurdish

ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراپی دەخریتە بەر دەستان. پەیوەندی بکەن بە ژمارە

(TRS: **711**: **1-888-418-0008**) **1-800-263-5479** TennCareSelect **1-800-468-9698** BlueCare