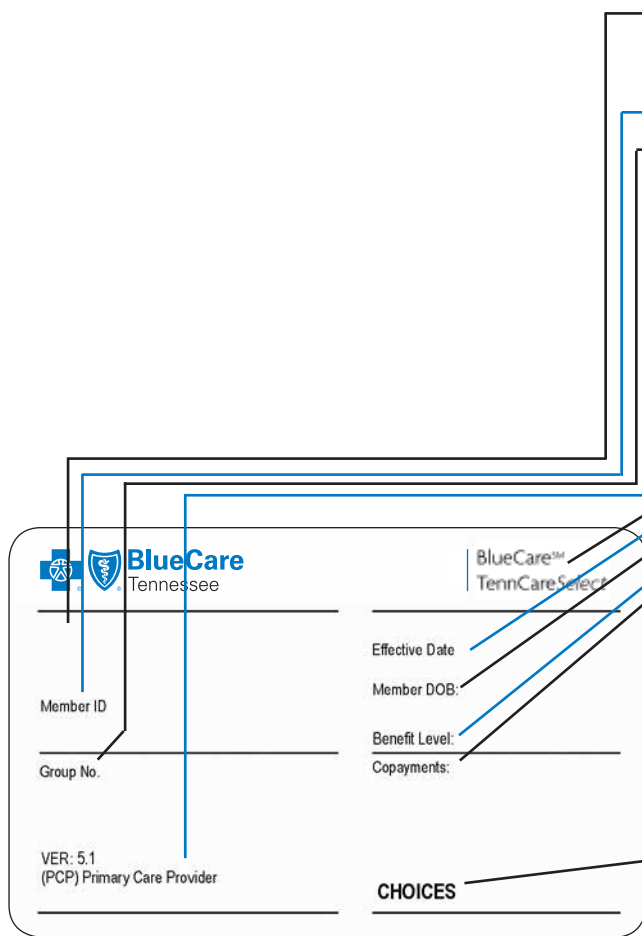


Use this card for your health care.

## A Guide to Your Health Plan



**Member Name** – The name of the member who can use this card.  
NOTE: Every eligible member has a BlueCare or TennCareSelect ID card.

**Member ID Number** – This tells BlueCare Tennessee who you are.

**Group Number** – This tells BlueCare Tennessee where you live.

**Primary Care Provider** – This is your PCP, the person you see for health care.

**Coverage Type** – Your health plan is either BlueCare or TennCareSelect. Your card will say either "Standard" or "Medicaid."

**Effective Date** – This is when you can begin seeing the PCP listed on this card.

**Member DOB** – This is your birth date.

**Benefit Level** – Your card will have the letter A, B, C, D, E, F, G, H, J, K, or M. To find out what benefits these letters represent, see your BlueCare or TennCareSelect Member Handbook.

**Copayments** – What, if anything, you pay for your health care at the time of care.

- **PCP** . . . .PCP office visit
- **SPEC** . . .Specialty office visit
- **ER** . . . .Emergency room, unless admitted to the hospital
- **IP** . . . .Inpatient

For information on other copays that you may have, see your member handbook.

**CHOICES** – This will only appear on the front of your card IF you take part in the CHOICES long-term services and supports program

### ON THE BACK OF YOUR CARD YOU WILL FIND SPECIAL PHONE NUMBERS:

**Customer Service** — [see below](#). Call about your physical and behavioral health care.

Monday through Friday from 8 a.m. to 6 p.m. Eastern Time.

**24/7 Nurseline\*\*** — [1-800-262-2873](tel:1-800-262-2873) Call to ask a nurse health questions.

Here is your new BlueCare or TennCareSelect ID card. Each eligible BlueCare or TennCareSelect member will have his or her own. Each card will come in its own mailing. Check the card to see if everything is right on it. If something is wrong on the card, please call BlueCare at 1-800-468-9698 or TennCareSelect at 1-800-263-5479. These Customer Service phone numbers are also listed on the back of your card.

Your card has your primary care provider's (PCP's) name on it. Your PCP is who you see for your health care. You can change your PCP by calling BlueCare or TennCareSelect

Carry your ID card with you all of the time. Show it each time you get health care — even in an emergency.

Please look at the effective date on your ID card. You can begin using this card on that day. Also, cut up and throw away any other TennCare ID cards you have.

You may have cards for other insurance such as Medicare. Show all your health insurance cards when you receive care.

Do not let anyone else use this ID card. If it is lost or stolen, call BlueCare or TennCareSelect.

You can also call the Tennessee Health Connection for free at 1-855-259-0701. For hearing impaired members, the TTY/TDD number is 711 and ask for 888-418-0008.

Always show your BlueCare or TennCareSelect ID card when you get care, 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 your card, except in an emergency.

If you think you have an emergency, go to the nearest hospital Emergency Room (ER). Or call 911. If you are not sure that it is an emergency, call your PCP. You can call your PCP anytime. Your PCP can help you get emergency care if you need it. You may also call our 24-hour Nurseline.

By accepting this card and the benefits it signifies, the holder acknowledges that the card represents a contract solely between the subscriber, or the group, and BlueCare Tennessee, and/or its licensed affiliates. The holder also acknowledges that BlueCare Tennessee is an independent corporation. It operates under a license with the BlueCross BlueShield Association. The BlueCross BlueShield Association allows BlueCare Tennessee and its licensed affiliates to use the BlueCross and BlueShield names and service marks in Tennessee.

More Information for Members  
Like us on Facebook® at [www.facebook.com/bluecaretn](http://www.facebook.com/bluecaretn).

Visit us on the web, 24 hours a day, 7 days a week, at [bluecare.bcbst.com](http://bluecare.bcbst.com).

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

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al BlueCare 1-800-468-9698.  
Llámenos gratis al TennCareSelect 1-800-263-5479.

**We do not allow unfair 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 unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call the Tennessee Health Connection for free at 1-855-259-0701.

If you have a hearing or speech problem you can call us on a TTY/TDD machine.  
Our TTY number is 711 and ask for 888-418-0008.

**Need help in another language?** You can call TennCareSelect for assistance in any language at 1-800-263-5479.  
Call BlueCare for assistance in any language at 1-800-468-9698.  
Interpretation and translation services are free to TennCare members.

**Do you need help with this information?** Is it because you have a health, mental health, or learning problem or a disability? Or, do you need help in another language? If so, you have a right to get help, and we can help you. Call BlueCare Customer Service at 1-800-468-9698 for more information. Call TennCareSelect Customer Service at 1-800-263-5479 for more information.

**Do you have a mental illness and need help with this information?** The TennCare Advocacy Program can help you. Call them for free at 1-800-758-1638.



**BlueCare**  
Tennessee

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