

Giving Tennessee's children a healthy start in life

Healthy Generations



COUNT IT! LOCK IT! DROP IT!

Help stop the opioid pain medication epidemic

BlueCross BlueShield of Tennessee is working to decrease the number of Tennesseans who die from overuse and misuse of opioid pain medication. We need your help to make an impact.

Many teens who misuse prescription pain medications are first given the drugs by a friend or family member. There's often no harm intended. But this is wrong. Never share prescription medications with anyone.

Pain medications are highly addictive. An addict will seek the drugs in any way possible, even stealing. Stolen drugs are also sold on the street.

Drug overdose is now one of the top causes of death in Tennessee, claiming 1,263 lives in 2014.

Source: Tennessee Department of Health – tn.gov

How can you help?

- **Count It!** Count your pain medication every two weeks. This will prevent theft and help make sure that all medications are taken properly.
- **Lock It!** Lock up your medications and store them in a place others would not think to look.
- **Drop It!** Drop off unused/expired medications for proper disposal.

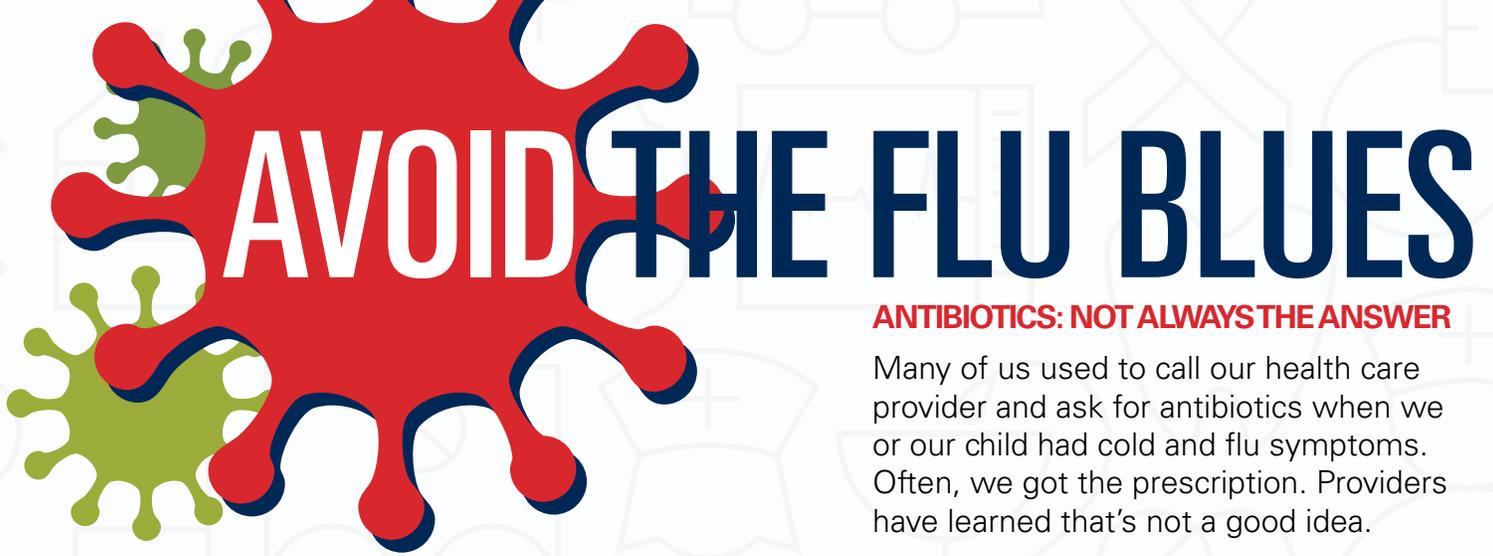
Visit bcbst.com for more information. All 95 Tennessee counties were expected to establish drop boxes for unused or expired medications this fall. To locate a drop box near you, visit countitlockitdropit.org.

Source: drugabuse.gov



Need help?

Call Member Services at **1-888-325-8386** if you need help to find a provider to treat substance use disorders.



AVOID THE FLU BLUES

ANTIBIOTICS: NOT ALWAYS THE ANSWER

Many of us used to call our health care provider and ask for antibiotics when we or our child had cold and flu symptoms. Often, we got the prescription. Providers have learned that's not a good idea.

Antibiotics can treat bacterial infections. But they don't treat viruses. Some viral infections that shouldn't be treated with antibiotics include:

- Sore throats (except in strep throat)
- Colds
- Flu

Using antibiotics at the wrong times or too often can be dangerous. They may not work as well when your child really needs them. This can make it hard to fight bacterial infections that could become life-threatening.

Talk to your doctor before you give your child any medicine. Only give antibiotics if your doctor prescribes them.

Remember - rest and fluids are still the best cures for a runny nose.

Sources:
Centers for Disease Control and Prevention – cdc.gov

The Center for Disease Control and Prevention (CDC) recommends everyone aged six months and older be vaccinated. This includes:

- Pregnant women
- Caregivers for children and adults
- Children or adults with chronic or serious illnesses
- Healthy children and adults
 - Babies and toddlers need their first flu vaccine at six months of age and another before 23 months of age.

The CDC has advised against using Flu Mist® nasal spray. Last year, the spray did not work as well as shots.

Sources:
Centers for Disease Control and Prevention – cdc.gov



Type 1 Diabetes – True or False?

Kids and teens with type 1 diabetes – test what you know about the disease.

1. Glucose is your body's main source of fuel. (T) or (F)
2. With type 1 diabetes, your pancreas can't make insulin. (T) or (F)
3. Your pancreas is the gland that produces insulin. It's in your brain. (T) or (F)
4. Type 1 diabetes is caused by eating too much sugar. (T) or (F)
5. Checking your blood sugar levels is important. (T) or (F)
6. With type 1 diabetes, it doesn't matter if your blood sugar levels get too low. (T) or (F)

Answers: 1. True | 2. True | 3. False, The pancreas is in your belly. | 4. False, No one knows what causes type 1 diabetes. | 5. True | 6. True | 6. False, Low blood sugar can make you very sick.

Source: The Nemours Foundation - kidshealth.org

Answers

Your Child's Primary Care Provider (PCP): A Medical Home

Your child's PCP or pediatrician is the doctor you should call first, unless it's an emergency. They will help coordinate your child's care. A PCP is your home base for making good health decisions.

- Having a PCP can make it easier to get care quickly for minor problems.
- A PCP can help you avoid the troubles of emergency room visits.
- Regular checkups with PCPs can help find problems that could become serious.

Ask your PCP to stay in touch with any other specialists your child might see. For example, you may take your child to a dermatologist for a skin problem or a psychologist for ADHD treatment. Keep your PCP informed about all treatment your child receives.

Make Sure Your Kids Have Well-child Checkups

- Checkups are free for members under age 21.
- Infants/toddlers should have 12 checkups before their third birthday.
- Beginning at age 3, members should receive well-child checkups every year until they turn 21.
- Each checkup includes any recommended shots and lab tests your child needs.



Use Network Providers for Best Value

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

How do you find network providers?

- Use the Find a Doctor tool at bcbst.com.
- Or call Member Services toll free at 1-888-325-8386, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time.



ARE YOU READY FOR YOUR NEXT HEALTH CARE PROVIDER VISIT?

1. Be on time.
2. Call if you need to reschedule.
3. Offices are usually busy - you may have to wait.
4. Ask questions.
5. Tell the provider if you don't understand.
6. If you need help talking to the provider – take someone with you.

Checklist for visit

- Take your member ID card and any other insurance cards.
- Take all of your medicines or a list of them – include non-prescription and/or herbal medicines.
- Take a list of medicines you're allergic to.
- Take a list of other providers you see.
- Take a list of your symptoms and problems.
- Take a list of questions you need answered. Three simple questions to include are:
 - What is my main problem?
 - What do I need to do?
 - Why is it important for me to do this?

Be honest. Your provider needs to know everything in order to treat you, even if you find it embarrassing.

For more information call the Health Information Library at 1-800-999-1658. Select topic 4430.

Sources: FamilyDoctor.org
National Institutes of Health

FREE PROGRAMS ADDRESS PERSONAL HEALTH NEEDS



Your CoverKids health plan includes:

- CareSmart Disease Management
- CareSmart Case Management

This is extra help to manage your or your child's health problems.

- A diagnosis of a health condition - including pregnancy, diabetes or asthma – enrolls you or your child in the program.
- You can leave the program at any time.

Case Management services focus on:

- Partnering with your or your child's providers
- Helping you understand the advice of health care providers
- Helping you explain important information to providers
- Teaching you the importance of sticking with a plan of care
- Sending you helpful information about health conditions and ways to live healthier
- Putting you in touch with local agencies that offer services you or your child may need

Disease Management includes the services listed above and extra help if you or your child has more than one condition or complications. This help includes:

- In-depth education on the health condition
- Additional coordination with providers
- Setting goals that can be reached
- Information on using the health care system
- Helping you or your child stay out of the hospital

Special services are also available for members with disabilities. This includes what's outlined above and:

- Finding resources to meet the needs of members and their families
- Coordinating care plans from a number of different providers

Questions about Disease or Case Management?

Call 1-888-416-3025, toll-free, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time.

Online health tools

Online tools are available to help parents and teens better manage their health. Visit **bcbst.com** to find online Health Needs Surveys. You or your teen can print it out, fill out and mail, or save the completed survey and attach in an email to **coverkids_GM@bcbst.com**. We'll reply with information to help your child or teen continue on a healthy path or get help for health problems.



Get FREE Help to Quit Smoking

Call the Tennessee Tobacco QuitLine at 1-800-QUIT-NOW or 1-800-784-8669.

Hearing impaired Tennesseans call 1-877-559-3816. Hours are Eastern Time:

- Monday – Friday, 8 a.m. – 11 p.m.
- Saturday, 9 a.m. – 6 p.m.
- Sunday, 11 a.m. – 5 p.m.

Counseling is available in English or Spanish. Find out more online at www.tnquitline.com.

Gender, Race and Income Put Children at Risk for Asthma

Children who are male, African American and/or living in low-income households have asthma more often. We don't know all of the reasons for this.

What we do know is that children with asthma live better and avoid hospital stays if parents and guardians help them follow an asthma action plan. This plan should be developed with a child's health care provider.

Your child's plan should include:

- Taking long- and short-acting medicines at the right times
- Learning what triggers an asthma attack – like dust, pet hair, smoke – and controlling them
- Seeing their provider often to update the plan and medications
- Making sure everyone – teachers, caregivers, family members – knows what medication to give and how to react to an asthma attack

Sources:
Asthma.com
Webmd.com



PREGNANCY BENEFITS DON'T COVER YOUR NEWBORN.

Apply for your baby's coverage by calling
1-866-620-8864.

Call as soon as your baby is born.

FREE

Resources for Pregnant Members

CaringStart® Maternity Program

for pregnant members:

- Support from obstetric (pregnancy) nurses
- Information and educational materials about before, during and after pregnancy
- Coordination of services

Call CaringStart at 1-888-416-3025, Monday through Friday, 8 a.m. to 6 p.m., Eastern Time. It's a free call.

Text4baby® will send you FREE text messages every week about having a healthy pregnancy and a healthy baby.

- Just text the word "BABY" (or "BEBE" for Spanish) to the number "511411" to get started.
- Or register online at text4baby.org.

Text4baby is an educational program of the National Healthy Mothers, Healthy Babies Coalition, provided by the Voxiva Corporation, an independent company that does not provide BlueCare Tennessee branded products and services.

LAW FORBIDS DIFFERENT TREATMENT

Federal and state laws don't allow CoverKids to treat you differently because of your race, national origin, religion, color, disability, age, sex, language, or other groups protected by civil rights laws. Are you getting unfair treatment? You have the right to file a complaint. By law, no one can get back at you for filing a complaint.

To complain about health care or mental health care, call: 1-888-325-8386 / 1-855-286-9085.

LAS LEYES PROHÍBEN EL TRATO DIFERENTE

Las leyes federales y estatales no permiten que CoverKids lo trate de manera diferente debido a su raza, lugar de nacimiento, religión, color de la piel, discapacidad, edad, sexo, idioma o cualquier otro grupo protegido por las leyes de derechos civiles. ¿Está recibiendo un trato injusto? Usted tiene el derecho de presentar una queja. Por ley, nadie se puede vengar porque usted se queje.

Para quejarse sobre atención médica o atención de salud mental, llame al: 1-888-325-8386/1-855-286-9085



SPANISH SERVICES

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 Servicios de Atención al Miembro.

DELIVERING QUALITY HEALTH CARE TO MEET OUR MEMBERS' NEEDS

Getting safe, quality care is important to your and your child's health. Each year, BlueCare Tennessee's Quality Improvement Program (QIP) reviews:

- The quality of care you get
- The suitability of care you get
- The ease of getting care

Our QIP works to prevent or improve certain health conditions. We check how many of our members get preventive care. This may include tests like breast cancer screenings or eye exams for members with diabetes. Getting these tests can show if you or your child have a health problem and what treatment is needed. If caught early, many problems can be treated before they affect your or your child's long-term health.

For more information about the QIP, call 1-888-433-8221 or visit our website at bluecare.bcbst.com/Manage-Your-Health/Members-Quality.html.

CoverKids

Regular business hours are 8 a.m. to 6 p.m., ET, Monday through Friday.

Member Services (for benefits information)
1-888-325-8386

TDD/TTY (for hearing impaired) **1-866-591-2908**

Email **coverkids@bcbst.com**

Website **bluecare.bcbst.com**

Drug Benefit Appeal **1-888-343-4232** (fax number)

Care Management **1-888-416-3025**

CaringStart Maternity Program **1-888-416-3025**

CareSmart® Disease Management **1-888-416-3025**

Other Services

24/7 Nurseline* **1-866-904-7477**

Health Information Library** **1-800-999-1658**

* 24/7 Nurseline offers health advice and support provided by Carewise Health, Inc., an independent company that does not provide BlueCare Tennessee branded products or services.

** Health Information Library provides information on health topics and is provided by McKesson, an independent company that does not provide BlueCare Tennessee branded products and services.

State of Tennessee

Regular business hours are 7 a.m. to 7 p.m., CT, Monday through Friday.

Website for Tennessee families (links to state services, information and more) **kidcentraltn.com**

Website **tn.gov/coverkids**

Customer Service (for eligibility and enrollment)
1-866-620-8864

DO YOU NEED HELP IN THESE LANGUAGES:

العربية (Arabic); **Bosanski** (Bosnian); كوردی - بادینانی (Kurdish-Badinani); کوردی - سۆزانی (Kurdish-Sorani); **Soomaali** (Somali); **Español** (Spanish); **Người Việt** (Vietnamese)?

CoverKids language and member services are free at **1-888-325-8386**, Monday-Friday, 8 a.m. to 6 p.m. ET. For TDD/ TTY help call **1-866-591-2908**. Federal and State laws protect your rights. They do not allow anyone to be treated in a different way because of: race, language, national origin, religion, sex, age, color, disability or other groups protected by the civil rights laws. Need help? Call the CoverKids Member Services for free at **1-888-325-8386**.

BlueCare Tennessee, an Independent Licensee of the BlueCross BlueShield Association

The information in this newsletter is not meant to take the place of your health care provider's advice.



MAKE SURE YOUR MAIL FOLLOWS YOU

Does CoverKids have your correct mailing address? If we don't, you could miss important mailings about your health plan and benefits. Update it by calling the CoverKids Eligibility Contractor at **1-866-620-8864**.

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Healthy Generations
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CoverKids Member Services
1-888-325-8386 (toll-free) | Mon. – Fri., 8 a.m. – 6 p.m., Eastern Time |
TDD/TTY (for hearing impaired): 1-866-591-2908 | Email: CoverKids@bcbst.com | Website: bcbst.com