

Healthy Generations

Giving Tennessee's children
a healthy start in life

2nd Quarter 2016

Benefit changes could **save \$**

New CoverKids benefits have lower costs or no costs for some services and products.

As of April 1, 2016, CoverKids coverage includes:

- No copayments for:
 - Medical supplies
 - Home health
 - Home infusion therapy
 - Appropriate use of the emergency room
- No cost sharing for members receiving hospice services
- Low \$15 copays for behavioral health specialist visits and outpatient facility services (for Benefit Level 1 members only)
- New Federal Poverty Level (FPL) requirements that qualify more families in low- or no-copayment programs

Pregnant members now have more benefits and lower costs.

As of Jan. 1, 2016, CoverKids coverage includes full medical benefits for mothers-to-be. This does not include chiropractic, routine dental and routine vision services. Coverage continues for 60 days after your baby is born.

As of April 1, 2016, no copayments are due for:

- Maternity first visit
- Hospital admission for the birth of your child

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.

Use the temporary ID card we sent you in April!

If you have questions about your ID card, call Member Services at **1-888-325-8386**. We'll send new cards later this year.

Use Network Providers for Lowest Costs

CoverKids uses the TennCareSelect & CoverKids Network.

- It's listed on your Member ID card for easy reference.
- This network includes doctors, pharmacies, hospitals, ERs and other health care providers.
- CoverKids does NOT pay for care from providers outside your network unless it's an emergency. You will be responsible for those charges. See your member handbook for details.

Finding providers in your network is easy:

- Use the Find a Doctor tool at bcbst.com for the most current list.
- Or call Member Services toll free at **1-888-325-8386**, Monday through Friday, 8 a.m. to 6 p.m. ET.

3 WAYS TO HELP YOUR CHILD'S MEDICINES WORK

1 Give all medicines as prescribed.

For example, if your child doesn't take all the antibiotics in the prescription, an infection could still be present. Never stop a medicine without talking with your child's provider first.

2 Tell the provider about all the medicines your child takes.

This includes over-the-counter drugs, vitamins or prescriptions from another provider. Some medicines don't work well with others. Keep your child safe by giving a list of all medicines to the provider.

3 Use the same pharmacy at all times if possible.

Your pharmacy or chain drugstore has records of all the medicines your child takes. They know your child's allergies. The pharmacist can check to see how all of your child's medicines may work together.

Source: American Academy of Pediatrics – healthychildren.org
healthychildren.org/English/safety-prevention/at-home/medication-safety/Pages/default.aspx

Get Free Help to Quit Smoking

Call the Tennessee Tobacco QuitLine 1-800-QUIT-NOW / 1-800-784-8669

Hearing impaired Tennesseans
call 1-877-559-3816

All Eastern Hours

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

How We Protect Your Health Information



BlueCare Tennessee has policies on how we protect health information about you. Our staff has yearly training about these rules. These rules apply to all oral, written and electronic facts about your health.

For more information about the rules, see your member handbook. Or call Member Services to get a copy of the privacy notice. The number is on the back of this newsletter.

Know your Rights and Responsibilities

We know it's important for you to understand how your health plan works. As a CoverKids member you have the right to:

- Be treated with respect
- Choose your health care provider
- Contact us with any questions about your care
- Talk with your provider about your treatment
- Voice a complaint about your care

We and your providers will work together to provide treatment to you. In order to provide the best treatment, we need you to do the following:

- Be honest about your health condition
- Follow plans for care from your provider
- Take your medicine as it is prescribed
- Use the hospital emergency rooms only for emergencies
- Read the booklets and papers from your provider

Want to read more about your rights and responsibilities as a CoverKids member? Look in your member handbook, available online at **bcbst.com**.



Watch your mailbox!

Your new 2016 CoverKids Member Handbook is coming soon.

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. CoverKids will help you get a second opinion from an in-network provider for you or your child.

If there is not an in-network option, we can arrange for the second opinion outside the network. Second opinions from doctors outside the network are the same cost to you as in-network doctors.

Need help with a second opinion? Call the Customer Service number on your Member ID card.



Your right as a member: Independent Medical Review

We look at medical requests to make sure BlueCare Tennessee members get the right care. Sometimes our providers decide medical care is not needed. You have the right to ask for an independent review of this decision. Find out how to request a review in your member handbook.

Be Assured of Fair Decisions about Care

BlueCare Tennessee works hard to earn and keep your trust. Whenever possible, we want to be an open book about how we make decisions. For prior authorizations and other health care decisions, we look at two factors:

- Is the suggested care or service appropriate for your condition?
- Does your plan cover the care?

Denying care, service or coverage is not rewarded by BlueCare Tennessee in any way to anyone. This includes employees, vendors or contracted providers.

BlueCare Tennessee does not encourage decisions that keep members from using benefits.

No Referral Needed for Women's Health Services

CoverKids covers some health care services that are special for women. These services include pregnancy care and Well Woman checkups (such as pap smears).

You can get these services from your Primary Care Provider (PCP) or from a specialist called an obstetrician/gynecologist. This kind of health care provider is sometimes called an OB/GYN.

You do not have to see your PCP before going to an OB/GYN. But, the OB/GYN must be

in the *TennCareSelect* Provider Network so that CoverKids will pay for the services.

To find a PCP or an OB/GYN in your network, go online at **bcbst.com**:

- Click on "Find a Doctor" and follow the directions.
- Or log in to your BlueAccess® account for more detailed information, like patient review and quality scores.

If you do not have web access, call Member Services at **1-888-325-8386**.

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 is 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.



CoverKids

Regular business hours: 8 a.m. to 6 p.m., ET, Monday–Friday

Member Services (for benefits information)	1-888-325-8386
TDD/TTY (for hearing impaired)	1-866-591-2908
Email	coverkids@bcbst.com
Website	bcbst.com
Drug Benefit Appeal	1-888-343-4232 (fax Number)
Care Management	1-800-225-8698
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: 7 a.m. to 7 p.m., CT, Monday-Friday

Website for Tennessee families (links to state services, information and more)	kidcentraltn.gov
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 – سۆرانی (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..

Law Forbids Different Treatment



Federal and state laws do not 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 Cliente 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.

For CoverKids Members

In This Edition

- New benefits could save you money
- Way to help medicines work for your children
- Your rights and responsibilities

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 **1-866-670-8864**.

CoverKids Member Services

1-888-325-8386, toll-free, Monday–Friday, 8 a.m.–6 p.m. ET
TDD/TTY (for hearing impaired): **1-866-591-2908**
CoverKids@bcbst.com | bcbst.com

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