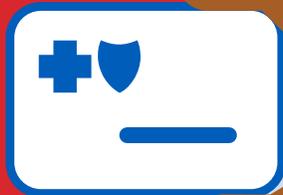


Giving Tennessee's children  
 a healthy start in life

# Healthy Generations



## Put Flu Vaccines on Your Calendar



It's a busy time of year, so plan now for flu vaccines for your family. Flu season can begin as early as October, so don't wait.

**The CDC recommends everyone aged six months or 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 6 months of age and another before 23 months of age.

## Network Providers = Lower Costs

Use only CoverKids providers to get the most value from CoverKids benefits.

- The network includes Primary Care Providers (PCPs) and other health care providers, pharmacies, hospitals, ERs and other medical and behavioral health care providers.
- CoverKids does not pay for care from providers outside your network. You will be responsible for out-of-network charges. The only exception is emergency care.\*
- See your member handbook for details.



\* Please note that the network provider rules apply to vision care and supplies, including eyeglasses and contacts.

### Network providers change – always check your provider network.

Providers join and leave our network. Make sure your provider is still in our network before you receive services.

### How do you find network providers?

- Use the Find a Doctor tool at [bcbst.com](http://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.

## WHAT ABOUT NASAL SPRAY VACCINES?

In July 2016 the CDC advised against use of the Flu Mist® nasal spray this year. In the last flu season, the spray didn't protect individuals as well as flu shots.

According to medical experts, there'll be plenty of flu shots to meet the need this year.

Talk to your PCP about what's right for you and your family.

Sources:  
 Centers for Disease Control and Prevention – [cdc.gov](http://cdc.gov)  
 American Academy of Family Physicians – [aafp.org](http://aafp.org)

# CONTINUING CARE FOR PREGNANT MEMBERS

**If your PCP or other health care provider leaves the CoverKids Provider Network, you usually have to find a new doctor.**

This isn't the case for many pregnant members. If you're four or more months pregnant, you can stay with the same provider even if he or she leaves our network. You can see that same provider right after your baby is born for what's called "postpartum care."

To find a health care provider for your pregnancy care, visit [bcbst.com](http://bcbst.com). Or call the Member Services number on the back of your ID card.



*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](http://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.



## Your Income & Healthy Eating

Studies show a connection between lower incomes and weight problems. Cheap and easy foods – including pre-packaged meals, prepared meats and frozen meals – tend to be high in fat and calories.

Cooking your own food allows you to control how much fat, salt and sugar your family eats. It doesn't have to cost more.

### Some suggestions to eat well for less:

- **PLAN YOUR MEALS FOR THE WEEK AND MAKE A GROCERY LIST.**

Get everything you need in one trip. Not shopping so often also cuts down on the temptation to spend more.

- **BE PREPARED.**

Thaw meat and chop vegetables ahead of time. Make cooking so convenient that you don't rely on fattening, prepared foods to make quick meals.

Find more help to save money while eating healthy at [ChooseMyPlate.gov](http://ChooseMyPlate.gov).

Sources:  
[ChooseMyPlate.gov](http://ChooseMyPlate.gov)  
Population Reference Bureau – [prb.org](http://prb.org)



## SMOKING, ALCOHOL & DRUGS CAN HARM YOUR BABY

Protect your unborn child by being honest with your OB/GYN, PCP or other health care provider about drug, alcohol and tobacco use. Almost every drug can pass from you to your baby.

Your baby may be born addicted to drugs taken during pregnancy. Withdrawal will be painful. Symptoms may include extreme and high-pitched crying, tremors and seizures.

### Drug, alcohol and tobacco use during pregnancy can lead to other problems, such as:

- Birth defects
- Low birth weight
- Premature birth
- Small head circumference
- Sudden infant death syndrome (SIDS)
- Problems with development and behavior

Ask your health care provider for help with substance abuse as soon as possible.

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

Source: March of Dimes – [marchofdimes.org](http://marchofdimes.org)

## 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](http://www.tnquitline.com).

# 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.

## Questions about Disease or Care Management?

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

## Case Management

services focus on:

- Partnering with your or your child's PCP or other health care providers
- Helping you understand the advice of health care providers
- Helping you explain important information to health care 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 health care 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 health care providers



## Help Us Help You Stay Healthy

Have you or your teen completed a Health Needs Survey? It's an easy way to let us know about health problems and concerns.

- Go to [bcbst.com](http://bcbst.com)
  - Hover over "Manage My Plan"
  - At "Quick Links" choose "CoverKids & HealthyTNBabies"
- Print out the Health Needs Survey, fill it out and mail, or
- Save the completed survey and attach in an email to [coverkids\\_GM@bcbst.com](mailto:coverkids_GM@bcbst.com).

We'll reply with information to help keep your family on the path to good health.

# ADHD MEDICINE — Follow-Up After School Break



With the permission of the PCP or behavioral health care provider, some children or teens stop their Attention Deficit Hyperactivity Disorder (ADHD) medicines during school breaks. Medicines are usually resumed when school starts.

Discuss with your child's provider(s) if a follow-up visit is needed within 30 days of restarting the medicine. It's important to make sure your child's treatment plan is ready for the school year.

To make sure the medicines remain safe and effective, your child or teen should see the provider:

- Within 30 days of starting a new medicine\*
  - Two times from day 31 through nine months\*
  - If there are side effects or changes in feelings or behavior
  - As directed by the provider
- \* You can see any health provider or behavioral health care provider who is treating your child for ADHD— not just the provider who prescribed the medicines.

Source: National Committee for Quality Assurance – [ncqa.org](http://ncqa.org); American Academy of Pediatrics - [healthychildren.org](http://healthychildren.org)

## School Lunches for Diabetic Kids

Lunches heavy on bread, chips and sugary snacks don't work for kids with diabetes. That doesn't mean the meal can't be tasty. Try these tips:

- Fresh vegetables like cherry tomatoes, celery, carrots and sugar snap peas with low-fat yogurt dip
- Whole fruit like apples, bananas, grapes or peaches
- Whole grain wraps with tuna or lean turkey
- Sugar-free pudding or gelatin
- Canned fruits packed in juice, not syrup
- Unsalted nuts
- Celery and peanut butter
- String cheese and whole wheat crackers

Source:  
American Diabetes Association – [diabetes.org](http://diabetes.org)



## Asthma at School

Even if you and your child are used to dealing with asthma at school, use this checklist for regular updates:

- Review your child's Asthma Action Plan with their health care provider.
- Make sure you know the school's rules about asthma medicines and asthma emergencies.
- Talk to teachers and/or the school nurse about your child's asthma needs and medicines.
- Label all of your child's asthma medicines and how they should be used.

Source:  
American Lung Association – [lung.org](http://lung.org)

# 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.

### YOUR RIGHT AS A MEMBER: STATE APPEALS REVIEW PROCESS

We look at medical requests to make sure CoverKids members get the right care. Sometimes our doctors decide medical care isn't needed. You have the right to ask for a Member Grievance to reconsider the decision. Additionally, you have the right to a State appeal review if you don't agree with this decision. External review is not available under your plan. Find out how to request a review in your benefit packet or Evidence of Coverage.

### NO REWARDS FOR DENYING CARE

CoverKids looks at your medical needs and your covered services when they give an OK for care. CoverKids providers do not get any extra payment from CoverKids for giving you less care than you need or for denying your care. Workers for CoverKids do not get any extra pay or gifts for saying no to care.

## 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 **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**.

16CKD10867 (7/16)



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Chattanooga, Tennessee 37402  
bcbst.com

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at [facebook.com/bcbst](https://facebook.com/bcbst).

**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](mailto:Coverkids@bcbst.com) | Website: [bcbst.com](http://bcbst.com)

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