



# BlueCare Way

A newsletter for BlueCare members



## 24/7 Nurseline\*

Nurses are on call to answer your health questions 24 hours a day, 7 days a week. They can also help you make decisions on whether you should call your doctor, go to the ER or treat the problem yourself.

Call 1-800-262-2873

1st Quarter 2013

## Need a ride to your health care visits?

If you don't have a way to get to and from your health care visits, you may be able to get a ride from TennCare.

You can get help with a ride **only for your TennCare services**, and only if you don't have any other way to get there.

Southeastrans provides services **for non-emergency transportation** to BlueCare members. If you need help with a ride to your health care visit **less than 90 miles away**, you can call one of the phone numbers listed below.

BlueCare East members call Southeastrans toll-free at **1-866-473-7563** if you live in one of these counties: Anderson, Bledsoe, Blount, Bradley, Campbell, Carter, Claiborne, Cocke, Franklin, Grainger, Greene, Grundy, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Marion, McMinn, Meigs, Monroe, Morgan, Polk, Rhea, Roane, Scott, Sequatchie, Sevier, Sullivan, Unicoi, Union or Washington.

BlueCare West members call Southeastrans toll-free at **1-866-473-7564** if you live in one of these counties: Benton, Carroll, Chester, Crockett, Decatur, Dyer, Fayette, Gibson, Hardeman, Hardin, Haywood, Henderson, Henry, Lake, Lauderdale, Madison, McNairy, Obion, Shelby, Tipton or Weakly.

If you need help with a ride to your health care visit **more than 90 miles away**, you can call Customer Service. BlueCare members call **1-800-468-9698**.

Please call **at least 72 hours** before your health care visit to guarantee your ride. If you cannot give **at least a 72 hour** notice, we cannot guarantee you a ride. Remember, if you change times or cancel your health care visit, you must change or cancel your ride too.

If needed, one person may ride with you to your appointment. These arrangements must be made when the trip is scheduled. This is a shared-ride service. More than one person going to an appointment may ride together in the same vehicle.





## Our Commitment to Quality: BlueCare earns highest quality ratings

BlueCare works hard to make sure you get the care and services that you need. Each year a well-known outside national group evaluates BlueCare to make sure we are giving our members a high quality of care and services. The group is known as EQRO. EQRO stands for External Quality Review Organization. This group also checks us on how well we improve the health of our members.

This past May, BlueCare East and BlueCare West got 5-star ratings from EQRO. A 5-star rating is the highest rating. It can only be awarded if your score is 90 percent or more.

The quality of your care is important to us. And our quality scores show how much we care!



### Is it time for a well-child checkup?

Remember these important things about well-child checkups, also called **TENNderCare checkups**:

- Your child should get a TENnderCare checkup every year
- TENnderCare checkups are FREE for TennCare kids up to age 21
- Each TENnderCare checkup includes any recommended shots and lab tests your child might need
- You can get a free ride to the doctor's office, if you need one

To learn more about TENnderCare visits, or to schedule a ride to the doctor's office, call Customer Service at 1-800-468-9698.



### FREE and FOR YOU

CaringStart® Maternity program for pregnant members:

- Support from obstetric nurses
- Information about issues that occur before, during and after pregnancy
- Coordination of services
- Educational materials

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



### Good health habits for flu & cold season

- 1. Cover your mouth and nose.** Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- 2. Clean your hands.** Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub.
- 3. Avoid touching your eyes, nose or mouth.** Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

Source: Centers for Disease Control and Prevention - <http://www.cdc.gov/flu/protect/habits.htm>



## Long-Term Care

**TennCare CHOICES in Long-Term Care** is TennCare's program for long-term care services. The program is called "CHOICES" for short. Long-term care gives you help doing everyday activities that you may no longer be able to do for

yourself. You may need this help as you grow older or if you have a disability. To learn more or find out if you qualify, call Customer Service. See the back of this newsletter for the phone number.



## To Report Abuse, Neglect or Exploitation:

Don't be afraid. You have the right to be safe in your own home. If you become aware of any abuse, neglect or exploitation, report the incident to **Adult Protective Services at 1-888-277-8366** or **Child Protective Services at 1-877-237-0004 right away.**

**CHOICES members may also call 1-888-747-8955** to speak with

their VSHP Care Coordinators about anything that makes you feel unsafe.

**Do you need help understanding what "abuse," "neglect" or "exploitation" mean?** Check your Member Handbook. Remember, the latest handbooks are posted online at [vshptn.com](http://vshptn.com).

## How We Protect Your Health Info

BlueCare has policies on how we protect health info 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 info about the rules, see your Member Handbook. Or call Customer Service to get a copy of the privacy notice. The number is on the back of this newsletter.



## Law Forbids Unfair Treatment

State and federal laws do not allow unfair treatment in TennCare. No one is treated in a different way because of race, beliefs, language, birthplace, disability, religion, sex, color or age.

You have the right to file a complaint if you think you are not getting fair treatment. By law, no one can get back at you for filing a complaint.

To complain about:

- Health care, call 1-800-468-9698 /1-800-878-3192
- Mental health care, call 1-800-468-9698
- Dental care, call 1-877-418-6886

## La Ley Prohibe el Tratamiento Injusto

Las leyes estatales y federales no permiten el trato injusto en TennCare. Nadie recibe un trato diferente debido a su raza, creencias, idioma, lugar de nacimiento, discapacidad, religión, sexo, color de la piel o edad.

Usted tiene el derecho de presentar una queja si piensa que no ha sido tratado de manera imparcial. Por ley, nadie se puede vengar porque usted reclame.

Para quejarse acerca de la:

- Atención médica, llame al 1-800-468-9698 / 1-800-878-3192
- Atención de salud mental, llame al 1-800-468-9698
- Atención dental, llame al 1-877-418-6886

## How Can We Help You?

### BlueCare Customer Service

- help with your health plan
- free help in another language
- TENNderCare information in formats for members who are deaf or blind
- help getting treatment for mental health and substance abuse problems
- information about CHOICES

Call Monday - Friday, 8 a.m. - 6 p.m. Eastern Time.

If you call after normal business hours, you can leave a voicemail message.

**1-800-468-9698 1-800-226-1958** (TDD/TTY line for the hard of hearing)

### Other FREE Help

#### TennDent\*\* Customer Service

- information on dental (teeth) care for people under age 21.

Call Monday - Friday, 8 a.m. - 6 p.m. Eastern Time

**1-877-418-6886**

#### Family Assistance Service Center† (TennCare Hotline)

- help applying for TennCare
- help appealing to get or keep TennCare
- information on TennCare premiums and copays
- change your address or income
- information on programs like food stamps or Families First

Call Monday - Friday, 9 a.m. - 5:30 p.m. Eastern Time

**1-866-311-4287** (English)

**743-2000** (in Nashville)

**1-866-311-4290** (Spanish)

**1-800-772-7647** (TDD/TTY for the hard of hearing)

#### Health Information Library\*\*\*

- listen to taped messages on more than 1,200 health topics

(When you see 📞 HIL at the end of a story, call this number.

Then, enter the four-digit code to hear the messages.)

Call 24 hours a day, 7 days a week

**1-800-999-1658**

#### Transportation\*\*\*\*

- for a ride to see your doctor
- to get medical or behavioral care
- to go home after a hospital discharge
- to go to the pharmacy to get medicine

Call 24 hours a day, 365 days a year

**1-866-473-7563 (East)**

**1-866-473-7564 (West)**

(Schedule a ride at least three days in advance. If an urgent situation arises and you can't give a three-day notice, a ride can be set up. In case of bad weather, a ride will be given only if the place you are going is open.)

#### Get Help with this Newsletter

- help if you have a health, mental health, learning problem or disability
- free help in another language
- information in audio or Braille format, if needed

Call Monday - Friday. Each office's hours may be different

**1-800-468-9698** (BlueCare)

**1-800-758-1638** (TennCare Partners Advocacy Line)

**1-866-771-7043** (TDD/TTY line for the hard of hearing)

#### Report Fraud and 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.state.tn.us/tenncare](http://www.state.tn.us/tenncare) and click on 'Report Fraud.' 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.

¿Habla español y necesita ayuda con esta boletín? Llámenos gratis al 1-800-468-9698.

**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 Family Assistance Service Center for free at 1-866-311-4287. In Nashville, call 743-2000.

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

Note: This newsletter is not meant to take the place of your doctor's advice.

Volunteer State Health Plan, Inc. (VSHP), BlueCross BlueShield of Tennessee, Inc. (BCBST) and BlueCare are independent licensees of the BlueCross BlueShield Association. VSHP is a licensed HMO affiliate of BCBST.

\* 24/7 Nurseline offers health advice and support provided by Nurseline, an independent company that does not provide BlueCross BlueShield branded products and services.

\*\* TennDent is an independent company that manages dental benefits for BlueCare and TennCareSelect members. TennDent does not provide Blue Cross BlueShield branded products or services.

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

\*\*\*\* Transportation is provided by Southeastrans, an independent company that does not provide BlueCross BlueShield branded products and services.

+ A government agency.



**VSHP**  
Volunteer State Health Plan

1 Cameron Hill Circle  
Chattanooga, TN 37402

ID  
BLUECROSS  
BLUESHIELD  
OF TENNESSEE, INC.

## Help to stop tobacco use

Quitting smoking is important to your overall health. Not smoking can help prevent heart and lung diseases and other chronic problems. The Tennessee Tobacco QuitLine is available to help. Call 1-800-QUIT-NOW, or 1-800-784-8669.

The service is free to all Tennessee residents who want to stop smoking or using spit or chew tobacco. Callers are assigned a coach who will give one-on-one help to make a plan to kick tobacco use for good and provide tips to stay on track.

The QuitLine is available Monday through Friday from 8 a.m. to 11 p.m., Saturday from 9 a.m. to 6 p.m., and Sunday from 11 a.m. to 5 p.m., Eastern Time. Counseling is available in both Spanish and English. For QuitLine services for the deaf and hard of hearing, call 1-877-559-3816.

To learn more about quitting tobacco use and the Tennessee Tobacco QuitLine, visit [health.state.tn.us/tobaccoquitline.htm](http://health.state.tn.us/tobaccoquitline.htm). % HIL 3361, 3362

