





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

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

- TENNderCare checkups are free for TennCare kids up to age 21
- Infants/toddlers should have 12 checkups before their 3rd birthdays
- Beginning at age 3, children should receive TENNderCare well-child checkups every year until they turn 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.



## Men - Cut tobacco use, cut your risk of oral cancer.



Oral cancer includes cancers of the mouth and the pharynx, part of the throat. Oral cancer rates are much higher in men than women. Hispanic and Black males get oral cancer more often than White males.

One possible cause of these differences is tobacco use. Fewer women smoke than men. More men than women use smokeless

tobacco products (like chewing tobacco). Most cases of oral cancer are linked to cigarette smoking, heavy alcohol use, or the use of both tobacco and alcohol together.

Signs and symptoms of oral cancer include:

- Soreness, swelling, numbness or pain in your mouth, jaw, lips or tongue
- A white or red patch in your mouth
- A feeling that something is caught in your throat
- Difficulty chewing, swallowing, moving your jaw or tongue

See your doctor or dentist if any of these symptoms last longer than two weeks.

**Health Information Library: 3361, 3545\***

Sources: National Institute of Dental and Craniofacial Research - [nidcr.nih.gov](http://nidcr.nih.gov)  
American Lung Association - [lung.org](http://lung.org)

## Free help to stop tobacco use

The Tennessee Tobacco QuitLine 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 kick tobacco use for good.

Tennessee Tobacco Quitline:  
1-800-QUIT-NOW, or  
1-800-784-8669,  
Monday through Friday from  
8 a.m. to 11 p.m., Saturday from  
9 a.m. to 6 p.m.,  
Sunday from 11 a.m. to 5 p.m.,  
Eastern Time.

For the deaf and hard of hearing -  
1-877-559-3816.

Counseling is available in both  
Spanish and English.

Learn more at [health.state.tn.us/tobaccoquitline.htm](http://health.state.tn.us/tobaccoquitline.htm).

**You can also call the Customer Service phone number on your ID card. Ask about your benefits for medicines that may help you stop smoking.**

**Health Information Library: 3361, 3362\***



## Your rights and responsibilities as a TennCare and BlueCare member

### You have the right to:

- Be treated with respect and in a dignified way. You have a right to privacy and to have your medical and financial information treated with privacy.
- Ask for and get information about BlueCare, its policies, its services, its caregivers, and members' rights and duties.
- Ask for and get information about how BlueCare pays its providers, including any kind of bonus for care based on cost or quality.
- Ask for and get information about your medical records as the federal and state laws say. You can see your medical records, get copies of your medical records, and ask to correct your medical records if they are wrong.
- Get services without being treated in a different way because of race, color, birthplace, language, sex, age, religion, or disability. You have a right to file a complaint if you think you have been treated unfairly. If you complain or appeal, you have the right to keep getting care without fear of bad treatment from BlueCare, providers, or TennCare.
- Get care without fear of physical restraint or seclusion used for bullying, discipline, convenience or revenge.
- Make appeals or complaints about BlueCare or your care. Part 4 of your member handbook tells you how.
- Make suggestions about your rights and responsibilities or how BlueCare works.
- Choose a Primary Care Provider (PCP) in the BlueCare network. You can turn down care from certain providers.
- Get medically necessary care that is right for you, when you need it. This includes getting emergency services, 24 hours a day, 7 days a week.

- Be told in an easy-to-understand way about your care and all of the different kinds of treatment that could work for you, no matter what they cost or even if they aren't covered.
- Help to make decisions about your health care.
- Make a living will or advance care plan and be told about Advance Medical Directives.
- Change health plans. If you are new to TennCare, you can change health plans once during the 45 days after you get TennCare. After that, you can ask to change health plans through an appeal process. There are certain reasons why you can change health plans. Part 4 of your member handbook tells you more about changing health plans.
- Ask TennCare and BlueCare to look again at any mistake you think they make about getting on TennCare or keeping your TennCare or about getting your health care.
- End your TennCare at any time.
- Exercise any of these rights without changing the way BlueCare or its providers treat you.

### You also have the responsibility to:

- Understand the information in your member handbook and other papers that we send you.
- Show your BlueCare ID card whenever you get health care. If you have other insurance, you must show that card too.
- Go to your PCP for all your medical care unless:
  - Your PCP sends you to a specialist for care. You must get a referral from your PCP to go to a specialist.
  - You are pregnant or getting well-woman checkups.
  - It is an emergency.
- Use providers who are in the BlueCare provider network. But, you can see anyone if it is an

emergency. And, you can see anyone who has been approved with a referral.

- Let your PCP know when you have had to go to the Emergency Room. You (or someone for you) need to let your PCP know by 24 hours of when you got care at the ER.
- Give information to the BlueCare and to your health care providers so that they can care for you.
- Follow instructions and rules that are in the handbook about your coverage and benefits. You must also follow instructions and rules from the people who are giving you health care.
- Help to make the decisions about your health care.
- Work with your PCP so that you understand your health problems. You must also work with your PCP to come up with a treatment plan that you both say will help you.
- Treat your health care giver with respect and dignity.
- Keep health care appointments and call the office to cancel if you can't keep your appointment.
- Be the only one who uses your BlueCare ID card and let us know if it is lost or stolen.
- Tell DHS of any changes like:
  - If you or a family member change your name, address, or phone number.
  - If you have a change in family size.
  - If you or a family member get a job, lose your job, or change jobs.
  - If you or a family member has other health insurance or can get other health insurance.
- Pay any Copays you need to pay.
- Let BlueCare know if you have another insurance company that should pay your medical care. The other insurance company could be insurance like auto, home, or worker's compensation.

Source: 2012-13 BlueCare Member Handbook



## Birth Control that is long acting but reversible is an option that works.

Birth control that you don't have to think about and take every day and **it works better** than anything else are the IUDs (intrauterine devices) or implants. They can come out anytime you want to get pregnant, but they keep you from getting pregnant over 99% of the time. (The **ONLY** thing that works 100% of the time is NO sex.) 20% of teenagers will get pregnant after one year of relying on the pill for birth control. Women who have IUDs or implants get pregnant **less than 1%** of the time.

There are two IUDs, the Mirena® and the ParaGard®. And, there are two implants, the Nexplanon® and Implanon®. These are the most effective methods of birth control ever developed that allow a woman to become pregnant soon after they are removed and the cost of these methods are covered by TennCare.

Both IUDs are easily placed inside the uterus by a clinician. They

work for a long, long time and can be taken out any time you are ready to have a baby. The Mirena IUD, also called the hormonal IUD, can be used for 5 years and also reduces menstrual bleeding, pain and cramping. The ParaGard, or copper, IUD stays in for 10 years, does not have hormones but uses something called copper ions to stop pregnancy. The implants (both Nexplanon and Implanon) are placed under the skin of your upper arm by the clinician and provide excellent protection against pregnancy for 3 years.

All birth control has risks. You must talk with your doctor about what method is best for you and the risks that could affect you. Women and men at risk of infection should always use a condom. Other methods do not prevent STDs.

For more information about birth control, go online to Women's Health.gov ([www.womenshealth.gov](http://www.womenshealth.gov))

[gov/health-topics/a-z-topic/pubs-orgs.cfm?topic=144](http://www.health-topics/a-z-topic/pubs-orgs.cfm?topic=144)).

### Health Information Library: 4302, 4324\*

*Source: Reprinted in part from "Get It and Forget It", a document produced by Camaryn Chrisman Robbins, MD, MPH; Jeffrey F. Peipert, MD, MPH; and Robert A. Hatcher, MD, MPH of Washington University Medical School and the CHOICE Project.*

### Second opinions do not cost more.

Most of us want as much information as we can get about our health. Sometimes that means asking for a second opinion from a health care provider.

BlueCare will work to help you get a second opinion from an in-network provider. Or we can arrange for the second opinion outside the network at no more cost than in-network.

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



## No referral is needed to get women's health services.



TennCare covers some health care services that are special for women. These services include pregnancy care and "well-woman" checkups (such as PAP smears and mammograms).

You can get these services from your Primary Care Provider (PCP), or from a specialist called an Obstetrician /Gynecologist. This kind of specialist is sometimes called an **OB/GYN doctor**.

You **do not** have to see your PCP first to go to an OB/GYN doctor. But, the OB/GYN doctor must

still be in the BlueCare Provider Network so that TennCare will pay for the services.

To find a PCP or an OB/GYN in your network, go online at

**vshptn.com:**

- Click on **Find a doctor** and follow the directions.
- Or login to your **BlueAccess<sup>SM</sup>** account for more detailed information, like patient review and quality scores.

If you do not have web access, call Customer Service at

**1-800-468-9698.**

## Pregnancy Q&A

### What kind of prescription drugs can I take while I'm pregnant?

At all times, prescription drugs should be taken only under the guidance of your doctor. This is especially true when you're pregnant. There are drugs that are known to cause birth defects or could end your pregnancy.

The best choice is to talk to your doctor about your prescription drugs **before** you become pregnant. If you're currently taking prescription drugs and thinking about having a child, ask your doctor these questions:

- What are the risks of getting pregnant while I am taking this drug?
- How will not taking the drug affect my health and my ability to carry a baby?
- Is there another drug I can take that would not harm a baby?
- Would changing my dosage be



enough to keep from harming a baby?

Do not stop or start taking any type of prescription medicine without first talking to your doctor. If you think you're pregnant, see a doctor immediately and get the facts.

**Health Information Library: 5274, 4268, 4256\***

*Source: Centers for Disease Control and Prevention - [cdc.gov/features/dsmedicationpregnancy/index.html](http://cdc.gov/features/dsmedicationpregnancy/index.html)*

## FREE and FOR YOU

CaringStart<sup>®</sup> 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.



## 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 page 7 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 on-line at [vshptn.com](http://vshptn.com).

## Do you have a drinking problem?



Has a glass of wine with dinner turned into three or four glasses? Did the beer with the ballgame become a six-pack and a headache? Are you worried you may have a drinking problem?

One place to explore this question is online at the National Institutes of Health website [www.rethinkingdrinking.niaaa.nih.gov](http://www.rethinkingdrinking.niaaa.nih.gov). You will be asked some questions, including:

- How much you drink
- When you drink
- How drinking is affecting your relationships with others
- How drinking is affecting your health and safety

Your answers to these and other questions can help you determine if 'having a drink from time to time' is turning into something more.

Talk to your health care provider if you feel you're becoming dependent on alcohol. You do not need to see your primary care provider before getting alcohol

abuse treatment. But you must see a provider who takes your BlueCare health plan. If you need help finding alcohol abuse treatment, call us at **1-800-468-9698.**

**Health Information Library: 3305, 3304, 4400\***

### Heavy or at-risk drinking is defined as:

- Men: More than 4 drinks on any day **or** more than 14 drinks per week
- Women: More than 3 drinks on any day **or** more than 7 drinks per week

*Source: National Institutes of Health - [rethinkingdrinking.niaaa.nih.gov/default.asp](http://rethinkingdrinking.niaaa.nih.gov/default.asp)*

## 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**

#### 24/7 Nurseline\*

Nurses are on call to answer your health questions 24 hours a day, seven days a week. They can also help you figure out if you should call your doctor, go to the Emergency Room (ER) or treat the problem yourself.  
Call **1-800-262-2873**.

#### 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\*\*\*

Taped messages on more than 1,200 health topics  
Call **1-800-999-1658**, 24 hours a day, 7 days a week. Then, enter the four-digit code found at the end of many of the articles in this newsletter to hear the messages.

#### 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)  
**1-800-226-1958** (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 ("VSHP") d/b/a BlueCare and BlueCross BlueShield of Tennessee ("BCBST") 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 Carewise Health, Inc., 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.

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





**VSHHP**  
Volunteer State Health Plan

1 Cameron Hill Circle  
Chattanooga, TN 37402

vshptn.com

ID  
BLUECROSS  
BLUESHIELD  
OF TENNESSEE, INC.



## Remember your ID card(s)

Before your next health care appointment, make sure you have your BlueCare Member ID card. Please call us at 1-800-468-9698 if your card is lost or stolen. This card is only for you. Don't let anyone else use your card.

Other cards may be needed:

- Cards for other insurance, such as Medicare
  - Your **SXC card for prescription medicines** at the drugstore
- Keeping all your ID cards with you all the time is the best choice.



## 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 Prohíbe 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