

BlueCare Way

A newsletter for BlueCare members

bluecare.bcbst.com

CareSmart®

Your membership includes our FREE Population Health CareSmart Program. The program provides important health information and support to you at no cost. **Population Health services are provided whether you are well, have an ongoing health problem or have a serious health episode. Please call 1-888-416-3025 for more information.** Or see our website at bluecare.bcbst.com/Health-Programs/Population-Health/index.html.

Make sure your mail follows you



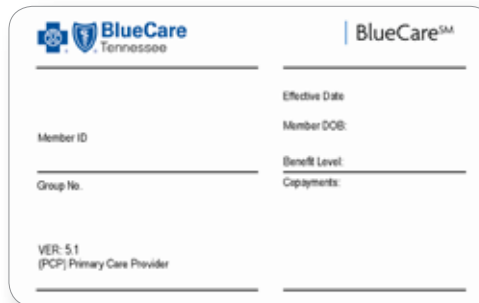
Make sure TennCareSM has your correct mailing address. If you don't, you could miss important mail about your health plan and benefits. **If you're going to move or if you've moved, call the Family Assistance Service Center at 1-866-311-4287.**

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 ER or treat the problem yourself. Call **1-800-262-2873**.



New Look for Member ID Cards



This card is an example only. Your card may have different information based on your health benefit plan.

BlueCare member ID cards have a new look. But each card still has important information you need to use your health plan benefits.

- **Member Name** is printed on the card. This is the name of the person who can use this card.
- **ID Number** is the number that tells us who you are.
- **Group Number** tells us what part of Tennessee you live in.
- **Primary Care Provider (PCP)** is the person you see for your health care.
- **Effective Date** is the date that you can start seeing your PCP listed on your card.
- **Date of Birth** is your birth date.
- **Co-pays** are what you pay for each healthcare service. Not everyone has co-pays.

- **Benefit Indicator** is the kind of TennCare benefit package you have. Your benefit package is the kind of services or care TennCare covers for you.

Carry your card with you all of the time. You'll need to show it when you go to see your doctor and when you go to the hospital. Don't let anyone else use your card.

If your card is lost or stolen, or if it has wrong information on it, call us at **1-800-468-9698** for a new card. It's a free call.

Note: not all members will receive the new card format. Only those members that are new to BlueCare and who have had a change in eligibility or PCP will receive new cards.

Source: 2013 BlueCare Member Handbook



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.



When does your child need antibiotics?

When your child is sick, you want him or her to get better fast. Antibiotics can treat bacterial infections, like strep throat. Antibiotics do not help viruses that are not caused by bacteria, like:

- Colds
- The Flu
- Most sore throats

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. And remember rest and fluids are still the best cures for a runny nose.

Source: Centers for Disease Control and Prevention cdc.gov/getsmart/antibiotic-use/symptom-relief.html; cdc.gov/getsmart/campaign-materials/print-materials/factsheet-answer.pdf



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.

- **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 BlueCross BlueShield branded products and services.

Are disabled people at higher risk for getting the flu?

Certain groups of disabled people may be more likely to get the flu. Or they may have flu symptoms that are not caught right away. People most at risk:

- Are not able to move easily
- Have caregivers they depend on who get the flu
- Have trouble understanding or doing things that prevent the spread of flu, such as handwashing
- Are not able to tell others how they feel
- Are not watched closely for signs of the flu

The best protection from the flu is getting a flu vaccine. Both the disabled person and their caregivers should get the flu vaccine. It's not too



late to get the vaccine. Flu season can last well into spring.

Disabled people with flu-like symptoms should talk to their health care provider. Sometimes over-the-

counter medicines, rest and liquids will help. Or the provider may prescribe anti-viral medicines that can keep the illness from getting worse.

Source: Flu.gov – <http://www.flu.gov/at-risk/disabilities/index.html#>; <http://www.flu.gov/symptoms-treatment/treatment/index.html#>



Fluoride For Kids

Fluoride is natural. It can be found in the earth's crust and water. Our bodies need it to grow and develop properly. Fluoride is also good for your teeth.

Fluoride helps your teeth when they are growing. Your dentist can help determine how much fluoride is needed to keep your teeth strong and prevent cavities.

Years ago, scientists discovered that in areas where fluoride was naturally in the drinking water, kids had fewer cavities. Most communities put

fluoride in their water supplies to help protect against cavities.

The good news is that you can protect your teeth with fluoride.

So how do you get your fluoride?

- Fluoride toothpaste
- Fluoride mouthwash
- Topical fluoride applied by your Dentist
- Drinking water with fluoride in it
- Your Dentist may also recommend supplements if your drinking water does not have fluoride in it.

Children on the TennCare dental plan have dental services until they reach the age of 21. These services include regular six month checkups at no charge, fluoride treatments and sealants.

If you need help finding a dentist call Customer Service at 1-855-418-1622 or TTY/TDD 1-800-466-7566 or visit dentaquest.com.

Sources: American Academy of Pediatric Dentistry – aapd.org; Centers for Disease Control – cdc.gov; wikipedia.com; answers.ask.com; Royal Society of Chemistry – rsc.org



Long-Term Care

TennCare CHOICES is TennCare's program for Long-Term Services and Supports (LTSS). Long-term services and supports give 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 the Customer Service number on your ID card.

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

Find the Unfair Treatment Complaint form online at bluecare.bcbst.com/forms/Member-Handbooks/Unfair_Treatment_Complaint_BlueCare-Member_Handbook.pdf.

La ley prohíbe el trato 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

Puede encontrar el formulario de Queja por Trato Injusto en línea al bluecare.bcbst.com/forms/Member-Handbooks/Queja_por_trato_injusto_BlueCare-Member_Handbook.pdf.

**New 711 Service for Hard-of-Hearing Members
For TTY dial 711 and ask for 888-418-0008.**



Do you have a drug or alcohol problem?

Take the CAGE-AID Quiz:

1. Have you ever felt you should **C**ut down on your drinking or drug use?
Drinking: YES _____ NO _____
Drug Use: YES _____ NO _____
2. Have people **A**nnoyed you by criticizing your drinking or drug use?
Drinking: YES _____ NO _____
Drug Use: YES _____ NO _____
3. Have you ever felt bad or **G**uilty about your drinking or drug use?
Drinking: YES _____ NO _____
Drug Use: YES _____ NO _____
4. Have you ever had a drink or used drugs first thing in the morning to steady your nerves or to get rid of a hangover (**E**ye opener)?
Drinking: YES _____ NO _____
Drug Use: YES _____ NO _____

If you answered **one or more** questions with “**Yes,**” you need to talk to a professional about your drug and/or alcohol use. Seek help today. You don’t have to see your primary care provider before getting mental health care and substance abuse treatment. Call the Customer Service number on the back of your ID card.

Source: Substance Abuse and Mental Health Services Administration - <http://search2.samhsa.gov/>

African Americans, asthma and smoking

African Americans in BlueCare Tennessee have a higher rate of asthma than other ethnic groups. In the U.S., African American children go to the emergency room for asthma over three times more often than non-Hispanic Whites.

Tobacco could be part of the problem. Here's why:

- Smoking is more common among the poor and less educated.
- Over 38 percent of African American children are in families with incomes below the federal poverty line.
- Tests of lower income children show that they are around tobacco smoke more often.
- Tobacco smoke increases a child's risk for asthma.

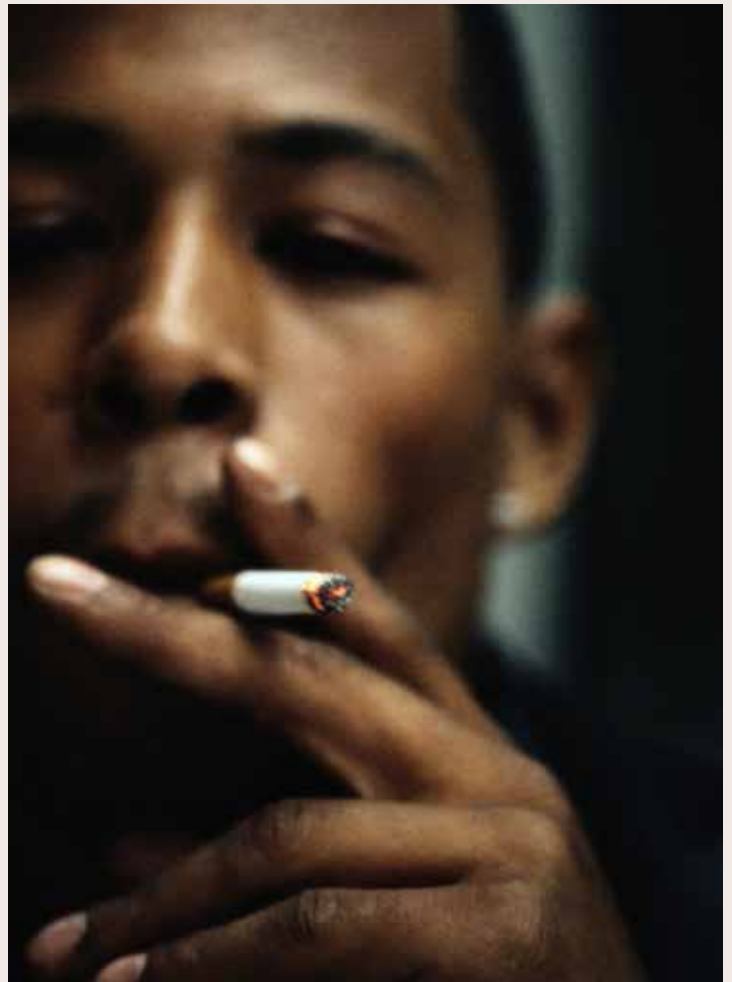
What can you do?

- Make a personal choice not to smoke.
- Get help to quit (see article on this page).
- Don't allow smoking around your children or in your home.
- If you or your child has asthma, follow the Asthma Action Plan developed with your doctor.

Sources: *The Office of Minority Health* - <http://minorityhealth.hhs.gov/templates/content.aspx?ID=6170>

American Lung Association - <http://www.lung.org/stop-smoking/about-smoking/facts-figures/african-americans-and-tobacco.html>

National Poverty Center - <http://www.npc.umich.edu/poverty/>



Get 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.

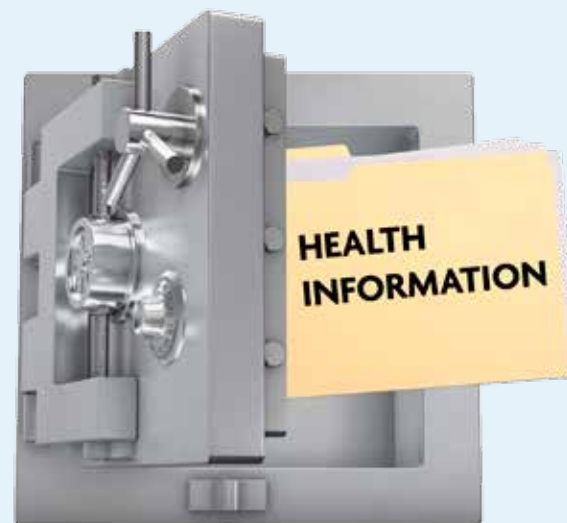
To learn more visit health.state.tn.us/tobaccoquitline.htm

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+

How We Protect Your Health Info

BlueCare Tennessee 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.



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

New Year = New Way to Get Fit

Many of us start the New Year by planning to change our eating habits and increase our physical activity. By February, most of us are back to our unhealthy ways.

The experts tell us the reasons we fail include:

- Trying to change too many bad habits at once
- Trying to do it alone

Below are some tips to get you started on a successful New Year. Always talk to your doctor before starting a new eating or physical activity plan.



New Eating Plan

Start small:

1. Replace –
 - a. Two fast food lunches a week with a healthy lunch from home
 - b. Two fast food dinners a week with a healthy meal prepared at home
2. Find new ways to cook –
 - c. Bake instead of fry your chicken
 - d. Broil instead of fry your hamburger
3. Swap –
 - e. Water and/or diet soft drinks for sugary soft drinks
 - f. Low-fat margarine for butter

Try these changes for a month, then add some new ones. Small successes will encourage more.

Don't try to do it alone:

1. Ask your family and loved ones for support in making changes in how you eat
2. Find a support group at work, school, church or in the community
3. Find resources online, including –
 - ♦ <http://bluecare.bcbst.com/Health-Programs/Population-Health/CareSmart-Obesity-Condition-Management-Program.html>
 - ♦ http://www.cdc.gov/healthyweight/losing_weight/index.html
 - ♦ http://www.heart.org/HEARTORG/GettingHealthy/NutritionCenter/HealthyCooking/Healthier-Preparation-Methods-for-Cooking_UCM_301484_Article.jsp

New Physical Activity Plan

Start small:

1. Replace –
 - a. A half hour of TV every other day with a half hour of walking or another activity
 - b. Sitting down while on the phone with standing up while on the phone
2. Try new ways to spend your time –
 - c. Join a team sport at work, school or church
 - d. Turn up the music and dance
3. Swap –
 - e. The stairs for the elevator once a day
 - f. A close parking spot for one farther away – extra steps count!

Take it one step at a time. Before long, these will be new habits.

Don't try to do it alone:

1. Ask your family and loved ones to join you as you become more active
2. Start a walking club with friends, neighbors or coworkers
3. Find resources online, including –
 - ♦ <http://www.mywalkingclub.org/>
 - ♦ <http://www.letsmove.gov/>
 - ♦ <http://bluecare.bcbst.com/Health-Programs/Population-Health/CareSmart-Obesity-Condition-Management-Program.html>

Sources: American Psychological Association - <https://www.apa.org/helpcenter/resolution.aspx>
American Heart Association - http://www.heart.org/HEARTORG/GettingHealthy/PhysicalActivity/Get-moving-Where-do-I-start_UCM_307978_Article.jsp; <http://www.mywalkingclub.org/>; http://www.heart.org/HEARTORG/GettingHealthy/NutritionCenter/HealthyCooking/Healthier-Preparation-Methods-for-Cooking_UCM_301484_Article.jsp
Let's Move – <http://www.letsmove.gov/>
BlueCare Tennessee - <http://bluecare.bcbst.com/Health-Programs/Population-Health/CareSmart-Obesity-Condition-Management-Program.html>

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 For TTY dial 711 and ask for 888-418-0008.

Other FREE Help

DentaQuest** 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 or visit their website, www.dentaquest.com.

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)

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)

For TTY dial 711 and ask for **888-418-0008**.

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 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.

BlueCare Tennessee and BlueCare, Independent Licensees of the BlueCross BlueShield Association

* 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.

** DentaQuest is an independent company serving BlueCare and TennCareSelect members. DentaQuest's number and website address are listed for your convenience. DentaQuest does not provide Blue Cross or Blue Shield 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.

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U.S. POSTAGE
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BLUESHIELD
OF TENNESSEE, INC.

THE LATEST EDITION OF BlueCare Way IS HERE!

Like us on Facebook®!

We're new on Facebook for BlueCare and TennCareSelect members. Learn more about your benefits and get health and wellness tips. Connect with us today by visiting www.facebook.com/bluecaretn.

Habla español y necesita ayuda con este boletín? Llámennos gratis al 1-800-468-9698 (BlueCare) o 1-800-263-5479 (TennCareSelect).

Visit our new website, bluecare.bcbst.com

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1st Quarter 2014

