

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 Tennessee Health Connection at 1-855-259-0701.

kidcentral tn KIDCENTRALTN.COM

Help for Tennessee families includes links to state services, information and more

healthier tennessee StartNow

Healthiertn.com

Let's work together toward a healthier you and a healthier Tennessee.

SLOW AND STEADY WINS FOR LONG-TERM WEIGHT LOSS

It's human nature to want quick results, especially when it comes to weight loss. But if your goal is lose weight and keep it off, gradual, steady weight loss works best. Losing one to two pounds per week is healthy.

Weight loss comes down to one simple fact. You must burn more calories than you eat. Here are three things you can do to achieve success.

- 1 Aim for 150 minutes of exercise each week.** Break it up to meet your schedule. Key: Find an activity you like. If you enjoy it, you'll probably stick with it.
- 2 Control your portions.** A serving size is probably less than you think. Meat = deck of cards. Vegetable = baseball. Fruit = tennis ball. Key: Get to know serving sizes.
- 3 Reduce fats and sugars.** Choose chicken and turkey over beef. Watch out for sauces. They are often loaded with sugar and fat. Key: Your healthy meal can quickly become a calorie disaster when you add a dressing or topping.

Obesity is Highest Among Middle Age Adults

Nearly 40 percent of Americans aged 40-59 are obese. In that age bracket, African-Americans and Hispanics have the highest levels of obesity. It's never too late to make a change. Simple improvements to your lifestyle can produce long-term health benefits.

Big Benefits of a Little Weight Loss

The good news is that any weight loss means less stress on your body. Dropping your body weight by 5-10 percent is likely to improve blood pressure, cholesterol, and blood sugars. (Health Information Library - 4733)

Sources: www.cdc.gov/healthyweight/index.html; www.webmd.com/diet/healthtool-portion-size-plate

We have a program to help you lose weight. See the BlueCareFitnessSM article on Page 4.

WELCOME NEW MIDDLE TENNESSEE MEMBERS
We're glad to have you as part of BlueCare. We look forward to serving you.

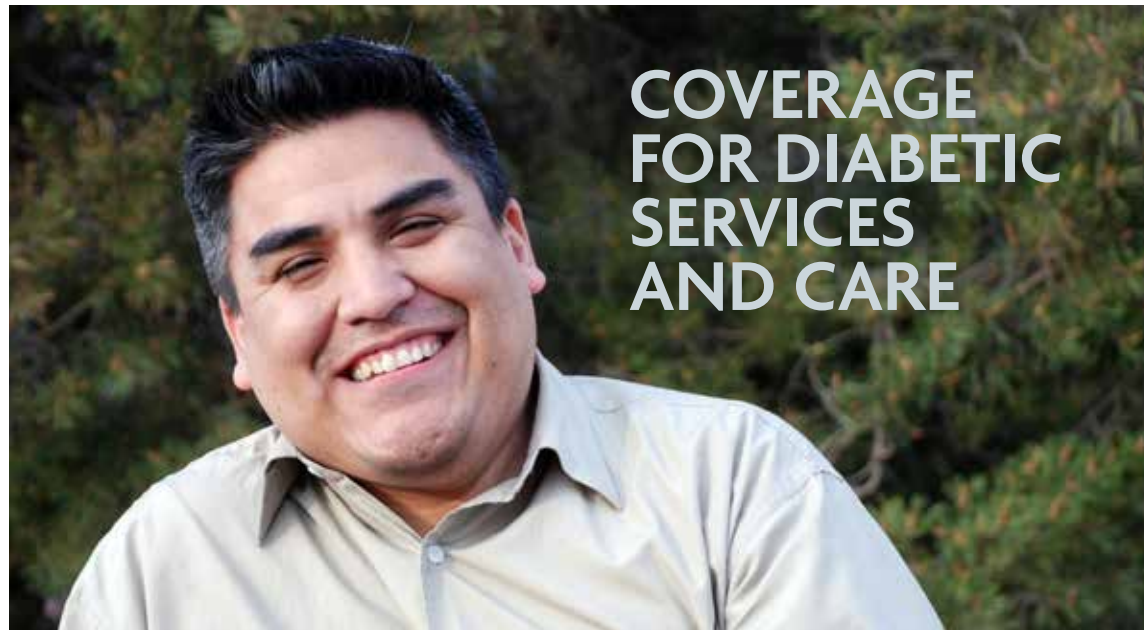
FREE AND FOR YOU

CaringStart®
Maternity program for pregnant members:



- Support from obstetric 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.



COVERAGE FOR DIABETIC SERVICES AND CARE

Your health coverage through TennCare includes certain diabetic care and services. When medically needed, your plan covers:

- Diabetic equipment and supplies
- Training about how to manage your diabetes
- Education and medical counseling
- Go to: tn.gov/tenncare/mem-pharmacy.shtml
- Click the “Automatic Exemption List”

To get the list you can also call the **Tennessee Health Connection** at **1-855-259-0701**.

Many kinds of insulin and other drugs for diabetes do not count against your monthly drug limit. To see the list:

If you have any problems getting your supplies covered by **TennCare**, call customer service at **1-800-263-5479**.

TennCare Covers PKU Treatments for Babies



Phenylketonuria (PKU) is a disorder in which the body can't process phenylalanine (Phe). Phe is an amino acid in almost all foods. Babies born in U.S. hospitals must have a test for PKU. This test helps find and treat the problem early.

Early treatment can keep symptoms from getting worse. TennCare will pay for PKU tests and treatments. The treatment includes licensed professional medical services and special dietary formulas.

The best way to treat PKU is with a diet of low-protein foods. There are special formulas for newborns. For older children and adults, the diet includes many fruits and vegetables. It also includes some low-protein breads, pastas and cereals.

Sources: National Institutes of Health – nlm.nih.gov/medlineplus/phenylketonuria.html; Genetics Home Reference – ghr.nlm.nih.gov/condition/phenylketonuria

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**.

For the deaf or hard of hearing: **1-877-559-3816**.

Hours (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: health.state.tn.us/tobaccoquitline.htm



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 third birthday

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 **1-800-263-5479**.

Know the Right Time for Antibiotics

Winter is here, which means sick kids and doctor visits. Keep in mind; antibiotics are not always the answer when your child is ill. While antibiotics are effective treating sickness caused by bacteria, they don't help against viruses. Many illnesses are the result of a virus, like:

- Colds or flu
- Most coughs
- Sore throats (not caused by strep)
- Runny noses
- Bronchitis

Also, if your child takes antibiotics too often they may not work well at a time when they are really needed.

When your child's doctor prescribes an antibiotic, you may want to ask:

- What is the illness?
- Is it a virus or bacteria?
- How will the antibiotic help?

Remember, it's always OK to ask the doctor questions.



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

Does Your Primary Care Provider Match Your ID Card?

It is important to have a primary care provider (PCP). You and your family should always see the same PCP for care. Your PCP will have your health history and can help you make good health care decisions. Now is a good time to see if the PCP you prefer to see is the same one on your member ID card. If not, please call customer service at **1-800-468-9698** and ask to change your PCP.

You can find the most up-to-date list of providers who accept BlueCare on our website, bluecare.bcbst.com.

In the future, BlueCare may not pay for provider visits and services if they are not from the PCP on your member ID card.



BE AWARE OF THE SILENT KILLER



There are no symptoms of high blood pressure. In fact, it is often called “the silent killer” because people do not realize their blood pressure is out of control until they have a heart attack, stroke or kidney failure.

When you have high blood pressure your heart must work harder to circulate blood through your body. This takes a toll on the heart, and over time the chambers get larger and weaker.

Health Issues Due to High Blood Pressure

- Heart attack
- Heart failure
- Stroke
- Kidney failure
- Loss of vision
- Many others

Check it Regularly

A normal blood pressure reading is less than 120/80. Your systolic number (top number) should be less than 120. And your diastolic (bottom number) should be less than 80. Your primary care provider should check your blood pressure at least once a year. If you know you have high blood pressure, ask your doctor how often to measure it.

Control and Manage Blood Pressure

Your chance of having high blood pressure increases with age. However, your lifestyle plays a big role in what those numbers say. Ask your health care provider what you can do to maintain a healthy heart and blood pressure. (Health Information Library – 3631)

Sources: cdc.gov; nhlbi.nih.gov

LONG-TERM CARE

TennCare CHOICES is TennCare’s program for Long-Term Services and Supports (LTSS). LTSS 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.



BlueCareFitness Can Help You Lose Weight

The BlueCareFitness programs give you tools to help you lose weight and improve your health. We offer two program options depending on your fitness goals.

BlueCareFitness is for members who want to:

- Lose weight and keep it off
- Develop healthy eating habits
- Increase their physical activity

BlueCareFitness Plus™ is for members who:

- Have more weight to lose
- Are actively following a weight-loss plan
- Have a body mass index (BMI) of more than 30*
- Weigh less than 500 pounds*
- Are able to stand for at least five seconds*

*Determined during Health Risk Assessment (an exam by a health care professional)

Take your first step to a healthier weight today. Call us at 1-800-225-8698.

ORAL HEALTH FOR PREGNANT WOMEN



Did you know that the health of your mouth could affect the health of your unborn baby?

Bacteria (called plaque) in your mouth cause gum disease – an infection in your gums. Not taking care of your mouth allows the plaque to build up. It can cause your gums to swell up and become red and bleed easily. When you are pregnant the hormones in your body change and that can also cause swelling of your gums.

The infection in your gums may cause changes in the hormones in your body. Those hormones help your body to know when to deliver the baby. Gum disease and hormone changes could cause you to deliver your baby too early.

Here are some things to look for to find out if you might have gum disease:

- A bad taste in your mouth
- Bad breath that doesn’t go away
- Red, bleeding or swollen gums

Sources:

aapd.org/media/Polices_Guidelines/G_PerinatalOralHealthCare.pdf;
aapd.org/media/Polices_Guidelines/G_Pregnancy.pdf; aapd.org/assets/1/7/Periodicity-NewYork.pdf;
aapd.org/american_academy_of_pediatric_dentistry_releases_new_perinatal_and_infant_oral_health_guidelines;
mouthhealthy.org/en/pregnancy

We want you to do whatever you can to take care of yourself and your unborn baby. We know that you want that too. Here are some easy things you can do to take care of yourself:

- Brush
- Floss
- Eat healthy foods
- Take the vitamins the doctor gave you
- Do not smoke or drink alcohol
- See the dentist



Need help finding a dentist or scheduling an appointment? Call us at 1-855-418-1622 or TTY/TDD 1-800-466-7566. Or visit our website at dentaquest.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 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 1-800-263-5479/ 1-800-878-3192
- Mental health care, call 1-800-263-5479
- Dental care, call 1-877-418-6886

Find the Unfair Treatment Complaint form online at bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-English.PDF.

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 1-800-263-5479/1-800-878-3192
- Atención de salud mental, llame al 1-800-263-5479
- 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/Authorization-Release-Information-Spanish.PDF.

5 WAYS YOU CAN PREVENT STDs

Sexually transmitted diseases (STDs) spread from one person to another by skin-to-skin contact. STDs can be dangerous to your health. Don't count on someone else to protect your health. Here are five ways to reduce your risk for STDs.

| | | |
|--|---|--|
| <p>1</p> <p>Abstinence</p> <p>The very best protection from STDs is to not have sex of any kind (i.e. anal, vaginal or oral).</p> | <p>2</p> <p>Get the Right Shots</p>  <p>Vaccines are safe, effective ways for sexually active people to prevent hepatitis B and HPV. HPV vaccines for males and females can protect against some of the most common types of HPV. The HPV vaccine is given in three doses over six months. You should also get a shot for hepatitis B if you have not had one.</p> | |
| <p>3</p> <p>One Partner</p> <p>Mutual monogamy means you are sexually active with only one person and that person is only sexually active with you. Be certain neither of you is infected. Staying with a healthy partner long term is a reliable way to avoid STDs. Be open and honest with your partner.</p> | <p>4</p> <p>Fewer Partners</p> <p>Lower numbers of partners means lower risk for STDs. That doesn't mean you have no risk. Make sure you and your partners get tested. And share your results with each other.</p> | <p>5</p>  <p>Condoms</p> <p>Correct and regular use of the male latex condom is very helpful in reducing the spread of STDs. Use a condom every time you have anal, vaginal, or oral sex.</p> |

Source: www.cdc.gov/std/prevention/default.htm

Kids Get Depressed Too



Children and teens go through many phases. And like adults, they can get the blues. When these feelings don't go away it may be depression. The chance of developing depression doubles for girls when puberty begins. Until that point, the rate of depression is about the same for boys and girls.

Here are some signs to look for in your child:

- Says they're sad, bored or that no one likes them
- Spends more time alone
- Stops playing with friends
- Change in grades
- Talks less
- Change in eating habits
- Trouble falling or staying asleep
- Big mood changes

If you see a troubling change in your child, talk to your child's doctor. The doctor may find there is a health problem or can refer you to someone who treats children with depression. You can also call the crisis hotline at **1-855-274-7471**. (Health Information Library – 3722)

Sources: nimh.nih.gov; healthychildren.org

Tennessee Statewide Crisis Line

You or a family member can get help 24/7.

Call toll-free: **1-855-274-7471**

24/7 Nurseline*

Nurses are on call around the clock to answer your health questions. Hurt or sick? They can help you decide what type of care you need or if you should go to the emergency room. Call **1-800-262-2873** anytime – day or night.

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**; TTY/TDD **1-800-466-7566**.

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**.

Apply for TennCare

- The Health Insurance Marketplace at www.healthcare.gov
 - Find a computer to use to apply at your local DHS office
- Or call toll-free at **1-800-318-2596**

Apply for CHOICES (TennCare CHOICES in Long-Term Care)

Tennessee Health Connection, toll-free, **1-855-259-0701** (Mon-Sat, 7 a.m. – 7 p.m.)

TennCare Appeals

Find help to file an appeal for a TennCare service (medical or mental health service, alcohol or drug abuse treatment)

TennCare Solutions Unit, toll-free, **1-800-878-3192** (Mon-Fri, 8 a.m. – 4:30 p.m., Central Time)

More TennCare Help

- Information on TennCare premiums and copays
- Change your address, family size, job or income

Tennessee Health Connection

P.O. Box 305240
Nashville, TN 37230-5240
Toll-free, 1-855-259-0701 (Mon-Sat, 7 a.m. – 7 p.m.)
Fax: 1-855-315-0669

Population Health CareSmart Program

- Free important health information and support.

Call toll-free **1-888-416-3025** or see our website at: bluecare.bcbst.com/Health-Programs/Population-Health/index.html.

Health Information Library***

- Taped messages on more than 1,200 health topics

Call toll-free **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 toll-free, 24 hours a day, 365 days a year

1-866-473-7563 (East)
1-866-570-9445 (Middle)
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 toll-free, 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**.

¿Habra español y necesita ayuda con esta boletín? Llámenos gratis al 1-800-263-5479.

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 Tennessee Health Connection for free at 1-855-259-0701.**

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 is an 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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PRSRT STD
U.S. POSTAGE
PAID
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OF TENNESSEE, INC.



Like us on Facebook®!

Learn more about your benefits and get health and wellness tips.
Connect with us today by visiting facebook.com/BlueCareTN.



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Visit our new website, bluecare.bcbst.com

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