

# BlueCare Way

A newsletter for  
BlueCare members

bluecare.bcbst.com

## CareSmart<sup>®</sup>

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](http://bluecare.bcbst.com/Health-Programs/Population-Health/index.html).

## MAKE SURE YOUR MAIL FOLLOWS YOU

Make sure TennCare<sup>SM</sup> 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.



## GET A TEMPORARY MEMBER ID CARD ONLINE

If you're new to BlueCare Tennessee, or if you've ever lost your member ID card\*, a temporary card could really come in handy. Now you can print one from BlueAccess, the secure section of [bluecare.bcbst.com](http://bluecare.bcbst.com). It will work just like the permanent card.

You can use the temporary card at network providers and hospitals until your new member ID card arrives in the mail. The temporary card is good for one month and only for you. Like the permanent ID card, you should not let anyone else use your temporary card.

\* If you lose your member ID card, make sure you report it to us so we can send you a new one.

## You Could Win a Gift Card for Your Facebook Feedback

Our Facebook page is a great place to see information about your plan, helpful tips and upcoming events. We add content several times a week, so make sure to "Like" our page and stay up-to-date.

Do we post things you like and enjoy? Do you have ideas for things you would like to see? Tell us. It could be worth a **\$25 VISA gift card**. Each BlueCare Tennessee member who posts a comment with feedback about our page in May will receive an entry into the gift card drawing.

Let us know what you think at [facebook.com/BlueCareTN](https://facebook.com/BlueCareTN).



## KNOW YOUR RISKS FOR HEART DISEASE AND STROKE

Heart disease is the leading cause of death for Tennesseans, and strokes are the fifth-leading cause. The risk for these diseases is even greater for African-Americans.

The good news is everyone can improve their odds of preventing and beating these diseases. Once you understand the risk factors, you can take small steps to address them.

### High Blood Pressure

High blood pressure creates a major risk for heart disease and stroke. For African-Americans, the genetic risk for high blood pressure is higher and begins at younger ages. And the effects are more severe.

### Obesity

Extra weight puts extra strain on the heart and blood vessels. More than 75 percent of African-American women and nearly two of every three men are obese.

### Diabetes

African-Americans are twice as likely to have diabetes. It narrows blood vessels and damages nerves. Many people don't recognize early warning signs like: blurred vision, feeling tired and more trips to the bathroom.

### What Can You Do?

There is good news. These three risk factors are treatable. In some cases they are preventable, if you take control of your health.

- Visit your doctor. If you haven't had a check-up in the last year, get one now.
- If you have medicine for high blood pressure and/or diabetes, follow your doctor's direction.
- Exercise. Something small like walking 30 minutes a day will help reduce all of your risk factors.
- Eat right and drink more water. Ask your doctor for advice on healthy meals.

#### Health Information Library - 3921

Sources: American Heart Association & State of Tennessee

## Do You Have a Primary Care Provider You Know and Trust?

Your answer is important. Your Primary Care Provider (PCP) is the person who will oversee all of your health care. If you have a PCP you prefer, be sure that person is listed on your member ID card.

**Beginning August 1, 2015, we will only pay for PCP services you receive from the person listed on your member ID card.**

If you do not want to see the PCP listed on your member ID card, please call the Customer Service number on the back of the card.

You can find the most up-to-date information on finding a PCP in your network at our website, [bluecare.bcbst.com](http://bluecare.bcbst.com).

## You Can Get a Second Opinion

Most of us want to know as much as we can about our health. Sometimes that means getting a new point of view. If you would like a second opinion, we will help you get one from an in-network provider. Or we can arrange for the second opinion outside the network. Second opinions from doctors outside the network are the same cost as in-network doctors.

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

# READY FOR YOUR NEXT DOCTOR VISIT

- 1 Need a ride? We can help. Call the Customer Service number on your ID card. Please call at least a week before your visit.
- 2 Be on time. Call if you need to reschedule.
- 3 Offices are usually busy. Keep in mind you may have to wait.
- 4 Ask questions. If you don't understand the answer or the provider goes too fast, say so.
- 5 Need help talking with the provider? Ask someone to go with you.

## Checklist for Doctor Visit

- \_\_\_ Member ID card and any other insurance cards
- \_\_\_ All of your medicines or a list of them. Don't forget non-prescription and/or herbal medicines. Tell your provider if you're allergic to certain medicines.
- \_\_\_ A list of your symptoms and problems. Be honest. Your provider needs to know everything in order to treat you, even if you find it embarrassing.
- \_\_\_ A list of questions you need answered. Three simple questions to remember are:
  - a. What is my main problem?
  - b. What do I need to do?
  - c. Why is it important for me to do this?

Health Information Library - 4430

Sources: National Institutes of Health & Agency for Healthcare Research and Quality

## Member Rights & Responsibilities

As a BlueCare and TennCare member, you have rights. Many laws and rules are in place to make sure you receive health care fairly and equally. You also have responsibilities—what you must do in order to get your health care benefits.

Your Member Rights and Responsibilities can be found in Part 7 of the BlueCare Member Handbook. If you do not have the printed copy of the handbook, find it online.

- Go [bluecare.bcbst.com](http://bluecare.bcbst.com)
- Click on Members
- Choose Member Assistance
- Click on Member Handbooks and choose the handbook for your plan

The direct link is:  
[bluecare.bcbst.com/Members/Member-Assistance/Member-Handbooks.html](http://bluecare.bcbst.com/Members/Member-Assistance/Member-Handbooks.html)

If you do not have internet access, call the Customer Service number on your member ID card.



## 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 at  
**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](http://health.state.tn.us/tobaccoquitline.htm)



## Drugs, Alcohol and Tobacco Can Harm Your Unborn Baby



Drugs can harm your unborn baby. Take only the drugs your pregnancy doctor says you can.

This includes drugs prescribed by another doctor. Opiates and narcotics like heroin, codeine, oxycodone, methadone and buprenorphine are addictive. If you use these drugs while you're pregnant, your baby does too.

A mother-to-be who uses drugs, alcohol or tobacco creates a toxic womb for her baby. The baby has a much higher risk for problems like:

- Premature birth
- Low birth weight
- Birth defects
- Vision and hearing issues
- Learning and behavior problems
- Sudden infant death syndrome (SIDS)

If you need help to stop using drugs or alcohol, talk to your doctor. You can also find treatment by calling the Customer Service phone number on your ID card.

Source: March of Dimes

Health Information Library - 5227

## FREE and FOR YOU

### CaringStart® Maternity program for pregnant members:

- Support from obstetric nurses
- Helpful information and materials 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.

### 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 BlueCross BlueShield branded products and services.

## Prescription Drugs and Pregnancy



You should only take prescription drugs under the guidance of your pregnancy doctor. This is especially true when you're pregnant. Some drugs can cause birth defects or could end your pregnancy, even common prescriptions.

The best choice is to talk to your doctor about your prescriptions before you become pregnant. Ask your doctor these questions:

- What are the risks of getting pregnant while taking this drug?
- What happens if I don't take it?
- Is there another drug I can take that would not harm my baby?
- Could I change my dose to prevent harm to my baby?

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

Source: Centers for Disease Control and Prevention

## Find Help with Food, Shelter and Clothing

Sometimes your basic needs, like food, shelter, and clothing are a concern. The BlueCare Tennessee website includes a list of links to community agencies that can help you with many needs, not just your health care. You can find the list at: [bluecare.bcbst.com/Members/Member-Assistance/Community-Resources.html](http://bluecare.bcbst.com/Members/Member-Assistance/Community-Resources.html).

If you have questions, or need assistance please call Customer Service at **1-800-333-3819**. It's a free call.



## WHAT IS A “DENTAL HOME” AND WHY IS IT IMPORTANT?



Think of a “Dental Home” as the dental version of having a regular doctor. A regular doctor knows your child as a patient. A regular doctor knows your child’s health history. Your child’s medical records are in one place. You know and trust your child’s doctor. Especially if your child had the same doctor since childhood.

The same applies to the dentist. A Dental Home is a dentist your child will see regularly, every six months. This dentist will provide care for your child and will always be available. Your Dental Home will work with you so your child can stay healthy.

It is important that your child go back to the same Dental Home for each appointment.

It’s important that children establish a Dental Home early. One year of age is ideal. That’s because the earlier the dental visit, the better chance of preventing dental problems.

Children who start seeing the dentist early are also more likely to have good oral health care habits themselves, leading to better health and lower costs throughout their lives.

DentaQuest is your child’s TennCare dental plan. If you need help finding a dentist, call DentaQuest Customer Service at **1-855-418-1622** or TTY/ TDD **1-800-466-7566** or visit our website at **dentaquest.com**

Sources: American Academy of Pediatric Dentistry



## Inpatient Rehabilitation Hospital Services

We look for ways to provide you the best rehabilitation care for your condition. This may be at a clinic, rehab center or provider’s office (outpatient care). If medically necessary, you may need to stay in a hospital. We work with your provider to make sure your care is right for you and cost effective.

## 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](http://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](http://bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-Spanish.PDF).

# HELP YOUR KIDS MAINTAIN A HEALTHY WEIGHT



The number of obese children in the United States is higher than ever, and still rising. Obesity increases their risk for diabetes, heart disease, asthma and sleep problems.

## 3 Easy Tips for Parents

- 1 Keep your kids active.** They need at least an hour of exercise a day.
- 2 Beware of beverages.** Soft drinks, juice and – a Southern favorite – sweet tea are loaded with extra calories and sugar.
- 3 Be a healthy example.** Children may not do what you say, but they usually do what you do.

Source: Centers for Disease Control and Prevention

Health Information Library - 4728

## Make Your Meals Colorful and Healthy



This is best time of year to find fresh fruits and vegetables. They add flavor and nutrients to your diet. While the colors are pretty, they're also like a label telling you what's in them.

Color	Fruits & Vegetables	Health Benefit
Blue, Purple, Deep Red	Strawberries, Blueberries, Grapes, Eggplant, Radishes	Help keep heart healthy and brain working
Green	Broccoli, Kale, Brussels Sprouts, Cabbage	Produce enzymes that clear toxins from the body which may help prevent cancer
Yellow & Leafy Green	Summer Squash, Corn, Lettuce, Collards, Turnip Greens	Good for the eyes, can help lower cholesterol and keep blood sugar level
Orange	Oranges, Cantaloupe, Pumpkin, Sweet Potatoes, Carrots	Help keep eyes, bones and immune system healthy. May also help prevent cancer
Red	Tomatoes, Watermelon, Red Peppers	May help prevent prostate and breast cancers

Source: EatingWell.com

## 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.

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

## NURSING FACILITY CARE FOR CHOICES MEMBERS

Nursing facility care is a covered benefit for CHOICES Group 1 members.

CHOICES Group 2 and Group 3 members receive home care. They may only receive nursing facility care:

- When medically necessary, and
- For up to 90 days per admission

If you have questions about your CHOICES benefits, call your Care Coordinator. If you do not know how to reach your Care Coordinator, call the Customer Service number on the back of your member ID card or on page 7 of this newsletter.

## 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**.

**¿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  
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 Licensee 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.

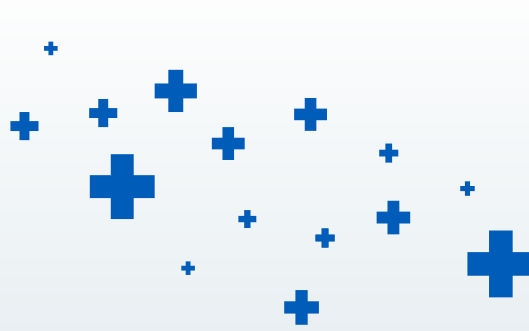
\*\*\*\* Transportation is provided by Southeastrans,  
an independent company that does not provide  
BlueCross BlueShield branded products and services.

+ A government agency.



1 Cameron Hill Circle  
Chattanooga, Tennessee 37402  
bluecare.bcbst.com

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### Like us on Facebook®!

Learn more about your benefits and get health and wellness tips.  
Connect with us today by visiting [facebook.com/BlueCareTN](https://facebook.com/BlueCareTN).



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



Visit our new website, [bluecare.bcbst.com](http://bluecare.bcbst.com)

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