

BlueCare

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bluecare.bcbst.com

1st Quarter 2016

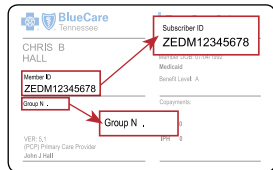
A newsletter for BlueCare members

You Could **WIN A GIFT CARD** by Registering for BlueAccessSM

BlueAccess is the members only section of our website. Your information is secure and available anytime. It's personalized just for you, so you can:

- 📍 Find a provider
- 📍 See the primary care provider (PCP) assigned to you
- 📍 Change your PCP
- 📍 Check your claims
- 📍 Print a temporary member ID card

Register for BlueAccess in February to receive an entry into a \$25 Visa gift card drawing.



Registration is easy

All you need is your BlueCare identification card. Visit bcbst.com/blueaccess to get started.

DO YOU WANT TO KEEP YOUR TENNCARE.

BE SURE TENNCARE HAS YOUR CURRENT ADDRESS.

Here's what you should do:

- 1 If TennCare has your current address, you do not need to do anything yet. If you haven't given TennCare your current address, you need to call TennCare.

It's a free call: **1-855-259-0701**

- 2 Watch for mail from TennCare. Open and read any mail from TennCare and follow the directions. If you don't, you could lose your TennCare.



There's Still Time for Flu Prevention



Flu season is in full swing. But it's not too late for the added protection of the flu vaccine. Getting vaccinated as late as January or February will still protect you for the rest of the flu season.

Take everyday preventive actions to stop the spread of germs.

- 📍 Limit contact with others when you are sick—stay home from work or school.
- 📍 Cover your nose and mouth with a tissue when coughing or sneezing.
- 📍 Wash your hands thoroughly with soap and water.
- 📍 Avoid touching your eyes, nose and mouth.

Use the Flu Vaccine Finder to find a flu vaccine location near you at flu.gov.

Sources: http://kidshealth.org/parent/general/body/late_flu_shot.html; <http://www.cdc.gov/flu/protect/preventing.htm>

Pre-pregnancy Checklist

Did you know that you can prepare your body for pregnancy even before you get pregnant? Pre-pregnancy care can give you a better chance of having a healthy baby.

See Your Primary Care Provider (PCP)

You may need to get caught up on tests or immunizations. Talk to your PCP about your health and family history and any concerns you may have. Your PCP can help you decide if you need to make any changes before getting pregnant.

Stop Smoking and Drinking Alcohol

There is no safe amount of alcohol or smoke when you are pregnant. It's best for you to quit before you become pregnant. Talk to your PCP if you need help.

Don't Use Drugs

Certain medications can cause birth defects or issues during pregnancy. Tell your PCP about all of the medications you take.

Eat a Balanced Diet

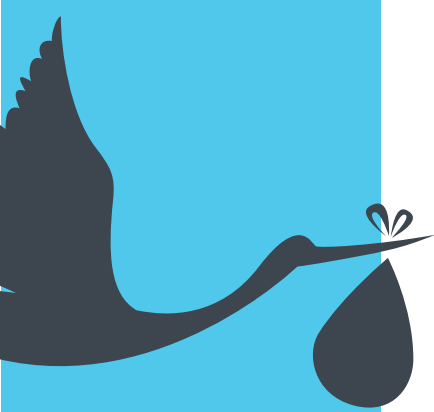
Follow a healthy diet before you get pregnant to help both you and the baby. Being overweight can complicate a pregnancy.

Take Prenatal Vitamins

Pregnant women need more folic acid, iron and calcium than the average woman.

Source: <http://www.cdc.gov/preconception/planning.html>





FREE

Help for Moms-to-Be

Pregnant members can get important information and support from nurses before, during and after pregnancy through CaringStart® Maternity for FREE. Call **1-888-416-3025**, Monday through Friday, 8 a.m. to 6 p.m. (Eastern).

Make Sure Your Kids Have Well-Child Checkups

- ☐ TennCare Kids checkups are free for members under age 21
- ☐ Infants/toddlers should have 12 checkups before their third birthday
- ☐ Beginning at age 3, members should receive TennCare Kids well-child checkups every year until they turn 21
- ☐ Each checkup includes any recommended shots and lab tests your child needs
- ☐ Need a ride to the provider's office? We can help and it's FREE.

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

Teen Newsletter Available on bluecare.bcbst.com

Just For You includes guidance to help teens become healthy adults. You may be used to receiving this separate teen newsletter in the mail. Now you can find it on our website at <http://bluecare.bcbst.com/Members/Newsletters.html>.

We encourage you to like the BlueCare Tennessee Facebook page to find helpful tips for teens. Use the page for any questions, concerns, and/or suggestions you may have. We look forward to hearing from you!

Fair Decisions About Care

BlueCare Tennessee works hard to earn your trust. And we are open about how we make decisions. We look at two factors regarding your care:

- 1 Is the care or service right for your condition?
- 2 Does your plan cover it?

No one gets a reward or bonus for denying care, service or coverage to our members.

A FREE Ride Is a Phone Call Away

Call 24 hours a day, 365 days a year to schedule a free ride to:

- ☐ See your doctor
- ☐ Get medical or behavioral care
- ☐ Go home after a hospital stay
- ☐ Pick-up medicine at the pharmacy

1-866-473-7563 (East)

1-866-570-9445 (Middle)

1-866-473-7564 (West)

For visits more than 90 miles away:

All trips over 90 miles, one way, must be approved by BlueCare Tennessee before you set up transportation.

Call Customer Service at **1-800-468-9698**.



Call at least three days before your health care visit to guarantee your ride.

Afraid of the Dentist?

Sometimes people fear the dentist. A lot of people don't go to the dentist because of fear. DentaQuest wants you and your child to not be afraid to visit the dentist.

Being afraid is normal. Try these tips to make visits to the dentist more stress free.

- ◻ Find a dentist that you like and trust for your child.
- ◻ Go see the dentist. The dentist cares about your child's mouth and wants to help take care of their teeth. The more your child sees the dentist the better your child's teeth will be. Visit the dentist every 6 months.
- ◻ If your child hasn't seen the dentist for a while it's important to go. You may be embarrassed about the shape your child's mouth is in. The dentist wants to help your child have a healthy mouth.
- ◻ Talk to the dentist about your child's fear. The dentist will work with you on overcoming your child's fear.
- ◻ If the noises scare your child take music along. Encourage your child to relax. Breathe slowly in and out. Try thinking of a favorite place or a good memory.
- ◻ Worried about pain? Dentists have lots of new ways to work on your child's mouth – there is very little pain now with anything the dentist does.

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.

Don't be afraid! Go ahead and get that beautiful, healthy, white smile.

Sources:

<http://www.mouthhealthy.org/en/az-topics/a/anxiety>;

<http://www.mouthhealthy.org/en/dental-care-concerns/questions-about-going-to-the-dentist>;

<http://www.simplestepsdental.com/SS/htSS/r.==/st.32558/t.32559/pr.3.html>

Your Child's Weight

"What's the right weight for my child?" is one of the most common questions parents have. If you have concerns that your child is overweight or at risk of becoming so, contact your child's primary care provider first. He or she may ask questions about your child's health, level of physical activity, and eating habits, as well as your family medical history.

BMI

Doctors use growth charts or the body mass index (BMI) to measure a child's weight in relation to his or her height. If your child's BMI and growth pattern suggest a weight problem, the doctor will give your child an exam that looks for health problems that can cause weight gain.

You will learn whether your child's BMI falls into an underweight, healthy weight, overweight, or obese range. More importantly, you will better understand how your child's weight and body fat impact his current and future health.

DID YOU KNOW?

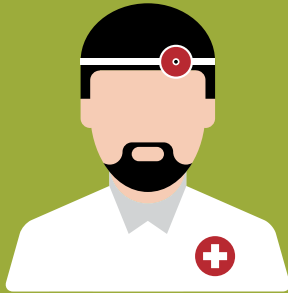
Black and Latino children have higher rates of overweight and obesity than their White peers.

Sources: http://kidshealth.org/parent/general/body/overweight_obesity.html# http://kidshealth.org/parent/_hearthealth/_wellness/childs_weight.html#; <http://stateofobesity.org/disparities>

Know When and Where to Go for Care

THERE ARE DIFFERENT KINDS OF MEDICAL CARE:

SOON



Primary Care Provider's Office

Your primary care provider or your child's doctor provides general care, like checkups and treating minor health problems.

But during cold and flu season, getting an appointment can take days.

AS QUICKLY AS POSSIBLE



Urgent Care Clinic

An urgent care clinic can help with less serious problems when your primary care provider is not available. This includes:

- ☐ Colds and flu
- ☐ Minor scrapes or sprains,
- ☐ Stomach aches
- ☐ Other problems that need attention fast

Often, they're open when your primary care provider is not. You may still have to wait to be seen, but not as long as in the ER.

NOW!



Emergency Room

The emergency room is for emergencies like

- ☐ Broken bones
- ☐ Deep cuts
- ☐ Chest pains
- ☐ Stroke symptoms
- ☐ Other illnesses and injuries that could cause death or serious complications



Avoid going to the ER with a minor problem like a cold or the flu.

In an emergency, don't hesitate. Call 911 or go to the emergency room.

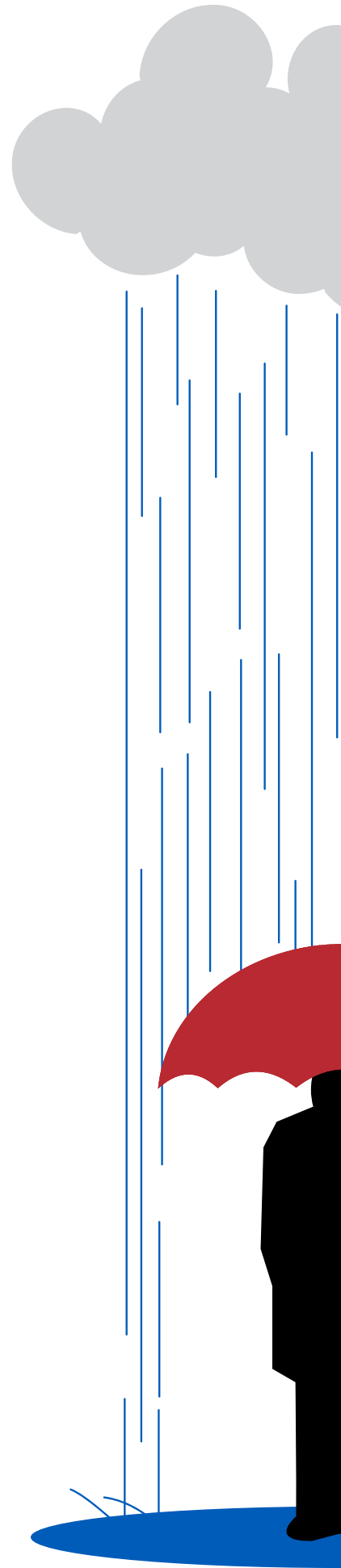
Need help? Call our 24/7 Nurseline at **1-800-262-2873**. These nurses can help you decide what kind of care you need.

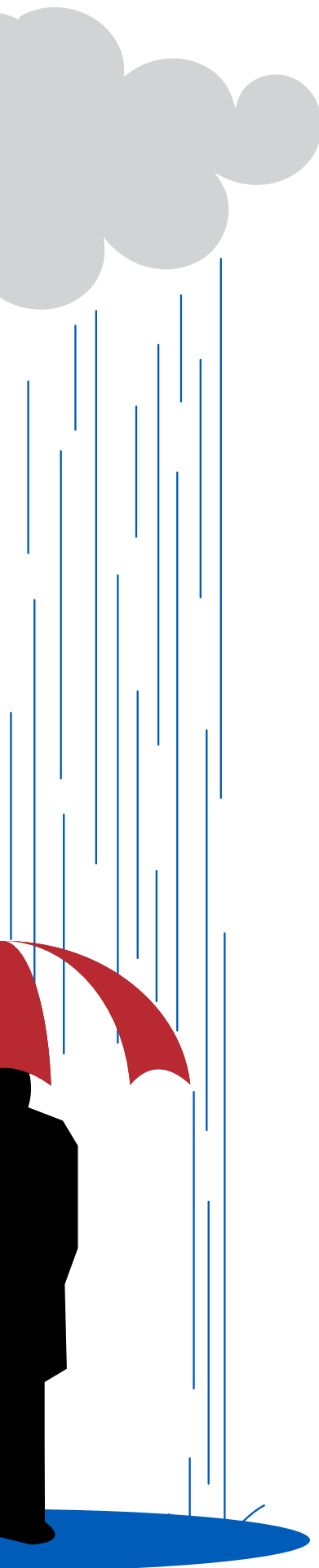


Be on the lookout for a CAHPS Survey (Consumer Assessment of Healthcare Providers and Systems) in your mailbox. This survey gives you an opportunity to evaluate your overall experience with your health care. Your feedback is very important to us!

Source: fairhealthconsumer.org/reimbursementseries.php?id=19

Get the Most from
**DEPRESSION
TREATMENT**





When depression interferes with daily life, medication can be helpful—even lifesaving. Feeling better takes time. Keep these tips in mind if your doctor has prescribed medicine to treat depression symptoms:

- 1** Stick with the prescribed treatment. The medicine should be taken in the right dose for the right amount of time. Don't skip or adjust your dose as soon as you begin to feel better. It can take three or four weeks until the medicine takes effect.
- 2** Do not stop taking medicine without your doctor's permission. If you need to stop taking your medicine for some reason, your doctor may want to reduce your dose gradually. If you stop suddenly, you could have side effects and your depression could get worse.
- 3** Be aware of interactions. Ask for a complete list of foods, medicines and other substances to avoid. Always talk to your doctor or pharmacist before combining medicines.
- 4** Keep track of any physical and emotional changes. Tell your doctor immediately if your symptoms get worse or you experience any unusual side effects.
- 5** Be patient. If a medicine does not work, it is helpful to be open to trying another one. Finding the right drug and dosage is a trial and error process.

Sources: <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm095980.htm>
http://www.nimh.nih.gov/health/topics/mental-health-medications/mental-health-medications.shtml#part_149861

Mental Health Crisis Hotline – **1-855-274-7471**

If you or someone in your family has a mental health crisis, you can call the Tennessee Statewide 24/7 Crisis Line for help, toll-free. You can also visit the Tennessee Suicide Prevention Network website at: **tspn.org**.

Know the Rules About Nursing Care at Home

TennCareSM benefits include home health and private duty nursing. The care must be medically necessary. To ensure the care is covered by your plan, the service must be:

- ⓧ Ordered by a doctor
- ⓧ Safe and effective
- ⓧ Not experimental
- ⓧ From a nurse who is not an immediate relative
- ⓧ Less expensive than other services to treat the condition

TennCare will pay

If you can get the care you need at a facility for less than a private nurse at home, that's the amount TennCare will cover. You will have a choice to:

- ⓧ Receive care at the facility or
- ⓧ Get care at home and pay for the amount above what TennCare covers



Long-Term Care

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

CHOICES Members: Help Us Help You

Call your BlueCare CHOICES Care Coordinator to schedule your care:

- ⓧ Before or when you are admitted to the hospital, and
- ⓧ When you know you are coming home

Need a Ride?

- ⓧ Home from the hospital
- ⓧ To the drugstore
- ⓧ A visit to your doctor

We can help and it's FREE!

Call Customer Service at **1-800-468-9698**.



GET
HELP
TO

STOP TOBACCO USE

The Tennessee Tobacco QuitLine is free to all Tennessee residents who want to stop smoking or using smokeless tobacco. Callers are assigned a coach who will give one-on-one help to kick tobacco use for good.

Call the Tennessee Tobacco QuitLine at **1-800-QUIT-NOW** or 1-800-784-8669.

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

Find out more online at:
tnquitline.org

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.

With ADHD, Checking in is Key

If your child has been diagnosed with ADHD, it's important to talk with the doctor regularly. This is especially true if your child was prescribed medication to treat ADHD symptoms.

Take your child to the follow-up appointment within a month of being prescribed medicine.

This helps you and the doctor see how things are going. Every child responds differently to ADHD medicine. Finding the right medicine and dose can take time. Your child's doctor may try a couple of different medicines or dosages before finding what works best for your child.

To help your child with his or her ADHD medicine, you should:

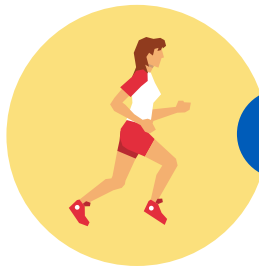
- Report any bad reactions to medications to the doctor immediately
- Share any changes—like in appetite or sleep—with the doctor
- Be sure your child follows the doctor's instructions on how often and how much medicine to take
- Keep up with all of your child's appointments for ADHD medicine checkups

Sources: http://www.parentsmedguide.org/ParentGuide_English.pdf; <http://www.cdc.gov/ncbddd/adhd/treatment.html>

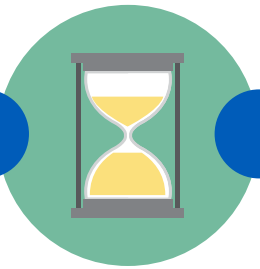


Ward off Winter Weight Gain

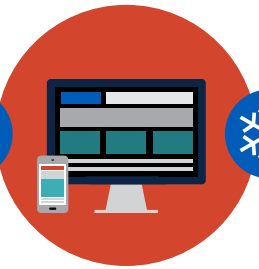
The cold weather can interrupt your workout routine and make you more likely to reach for comfort foods. But don't let all of your hard work at the start of the year go to waste.



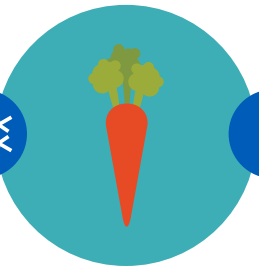
Keep Up the Exercise. Aim for 30 minutes of physical activity per day. Commit to a routine that you enjoy and are able to maintain.



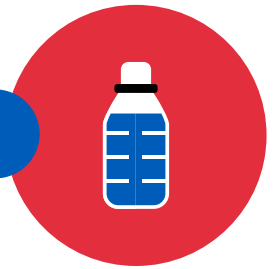
Eat Regular Meals. It's easy to overindulge when you allow yourself to get too hungry. Eating a protein-rich breakfast, like Greek yogurt or eggs can help you curb your cravings for sweets later in the day.



Cut Down on Your Screen Time. Enjoy your meals without the distractions of your phone, computer or TV. Making an effort to be mindful can help break the tendency to overeat – and help you feel more satisfied.



Sneak Veggies In. Eating more vegetables (fruit, too) is an easy way to cut calories. You get a lot of food for little calories, plus a healthy dose of feel-full fiber.



Stay hydrated. Replace calorie-filled drinks with water and drink before meals to help control appetite.

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

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

- ☑ Go to: www.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**.

If you have any problems getting your supplies covered by TennCare, call customer service at **1-800-468-9698**.

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 – www.nlm.nih.gov/medlineplus/phenylketonuria.html

Genetics Home Reference – www.ghr.nlm.nih.gov/condition/phenylketonuria

HOW CAN WE HELP YOU?

BlueCare Customer Service

1-800-468-9698

- ☐ Help with your health plan
- ☐ Free help in another language
- ☐ TennCare Kids 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.

Do you need help with this newsletter?

Is it because you have a health, mental health, or learning problem or a disability? If so, you have a right to get help, and we can help you.

- ☐ Call BlueCare Customer Service at **1-800-468-9698** for more information.
- ☐ If you have a hearing or speech problem, you can call us on a TTY/TDD machine. Our TTY number is **711** and ask for **1-888-418-0008**.
- ☐ Do you have a mental illness? The TennCare Advocacy Program can help you. Call them for free at **1-800-758-1638**.
- ☐ ¿Habla español y necesita ayuda con este boletín?
- ☐ Llámenos gratis al BlueCare **1-800-468-9698**.

Need help in another language?

Interpretation and translation services are free to TennCare members.

- ☐ You can call BlueCare for language assistance at **1-800-468-9698** or the numbers below.

العربية (Arabic) **1-800-758-1638**

Bosanski (Bosnian) **1-800-758-1638**

كوردی - بادینانی (Kurdish-Badinani) **1-800-758-1638**

كوردی - سۆزانی (Kurdish-Sorani) **1-800-758-1638**

Soomaali (Somali) **1-800-758-1638**

Español (Spanish) **1-800-758-1638**

Người Việt (Vietnamese) **1-800-758-1638**

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**.

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

TennCare No Permite el Trato Injusto.

Nadie recibe un trato diferente debido a su raza, color de la piel, lugar de nacimiento, religión, idioma, sexo, edad o discapacidad.

- ☐ ¿Cree que lo han tratado injustamente?
- ☐ ¿Tiene más preguntas o necesita más ayuda?
- ☐ Si piensa que lo han tratado injustamente, llame gratis a Tennessee Health Connection al **1-855-259-0701**.

Puede encontrar el formulario de Queja por Trato Injusto en línea al: bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-Spanish.PDF.

Other FREE Help

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 healthcare.gov (Find a computer to use to apply at your local DHS office)
- ☐ Or call toll-free at **1-800-318-2596**

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)



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.



Kidcentraltn.com

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



Healthiertn.com

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

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 members. DentaQuest's number and website address are listed for your convenience. DentaQuest does not provide Blue Cross or Blue Shield products or 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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PRSR STD
U.S. POSTAGE
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BLUESHIELD
OF TENNESSEE, INC.

The latest edition of
BlueCare
Way
is here.

Like us on Facebook®!

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

15BCM2848 (12/15)



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