

BlueCare

Way

bluecare.bcbst.com

2nd Quarter 2016

A newsletter for BlueCare members



Source:
<https://www.nami.org>

MAY IS MENTAL HEALTH MONTH

Have you or your loved ones noticed small changes or a feeling that “something is not quite right” about your thinking, feelings or behavior?

Perhaps you have experienced changes in sleeping or eating habits, a lack of energy or excessive worries.

These symptoms may suggest a mental health condition or a related illness. But how do you know for sure? Talking with a professional about what’s bothering you is the first step to determining what’s wrong and taking action to feel better.

Start here:

Your primary care provider (PCP) provides regular care and coordinates the care you receive from a specialist. Your PCP is qualified to hear and respond to your concerns. Your PCP is in a good position to both review your needs and work with you to develop a treatment plan.

You may decide to schedule an appointment directly with a mental health specialist. No matter which type of health care provider you choose to discuss your concerns with, the sooner you reach out and start the conversation, the better.

Need help scheduling an appointment or finding a provider? We can help.



BlueCare members can call **1-800-468-9698**.
All services and treatment are confidential.

VIEW YOUR MEMBER ID CARD FROM YOUR MOBILE PHONE



DOWNLOAD THE FREE MOBILE APP

The myBlue TNSM app brings your health information to you through your iPhone or Android-powered smart phone. Our app provides easy access to things you need on-the-go like your ID card.

ENJOYABLE WAYS TO EXERCISE WITH

LIMITED MOBILITY



Joint problems, weight issues, injury or illness can make exercise difficult. But that doesn't mean it's impossible. Exercise can help ease lasting pain, stress and depression – even for those with limited mobility.

Set yourself up for exercise success. Talk to your primary care provider, physical therapist or other health care provider about activities fit for your condition or mobility issue.

Ask these questions:

- ☐ How much exercise can I do each day and each week?
- ☐ What type of exercise should I do?
- ☐ What exercises or activities should I avoid?
- ☐ Should I take medication at a certain time around my exercise routine?



Your provider may even be able to recommend services aimed at helping people with limited mobility become more active.

Limited mobility exercise tips

- ☐ Start with an activity you enjoy.
- ☐ Go at your own pace.
- ☐ Keep your goals manageable.

Accomplishing even the smallest fitness goals will help you gain body confidence and keep you motivated.

Source: <http://health.gov/paguidelines/pdf/paguide.pdf>

Small Starts for Families

Getting healthier can seem like a daunting task. We all face our own hurdles, like limited time, lack of energy, and not enough money, but a new online wellness tool called "Small Starts for Families" has been created to make healthy living easier.

Small Starts for Families presents simple actions families can do each day to live healthier. The actions are designed to encourage physical activity, nutritious eating, good sleep habits and tobacco cessation. They are easy and they are free. Select just one thing to start and begin tracking your progress toward a healthier and more active lifestyle. Before you know it, the Small Starts will add up to big changes to your family's overall health.

Small Starts can be found at www.healthiertn.com/families.

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.



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:

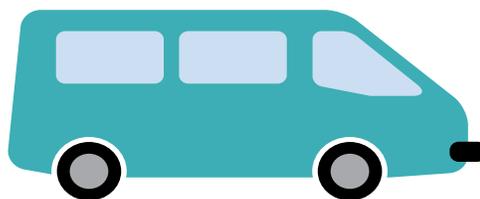
- 1 Is the care or service right for your condition?
- 2 Does your plan cover it?

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 provider
- ☐ Get medical or behavioral health care
- ☐ Go home after a hospital stay
- ☐ Pick-up medicine at the pharmacy



BlueCare East members call Southeastrans**** toll-free at **1-866-473-7563**.

BlueCare Middle members call Southeastrans toll-free at **1-866-570-9445**.

BlueCare West members call Southeastrans toll-free at **1-866-473-7564**.

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.



FIRST VISIT BY FIRST BIRTHDAY

When is the best time for a newborn child to have a first dentist visit? The best time is before his or her first birthday, according to the American Academy of Pediatric Dentistry (AAPD).

Your child's baby teeth are at risk for tooth decay as soon as they first appear. As soon as your child's first tooth appears, it's time to schedule a dentist appointment. Don't wait to take your child to the dentist until they have pain or an emergency.

But with proper care started early enough, tooth decay in children is very preventable. On average, it's also much less expensive than waiting until age 4 or 5. Cavities are very expensive to fix.

A dental visit before age 1 will allow the dentist to assess the risk of your child developing tooth decay. It also gives the parents a chance to discuss many other oral health concerns with the dentist, such as:

- How to care for your child's mouth
- Teething
- Proper use of fluoride
- How to prevent accidents

Be sure to look for a pediatric dentist. That is a dentist skilled at working with children and infants.

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.

Sources:

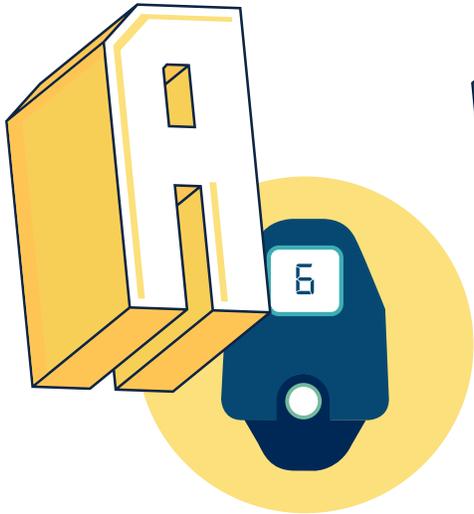
<http://www.mychildrensteeth.org/assets/2/7/GetItDoneInYearOne.pdf>

<http://www.mouthhealthy.org/en/babies-and-kids/healthy-habits>

<https://www.urmc.rochester.edu/encyclopedia/content.aspx?ContentTypeID=1&ContentID=1509>

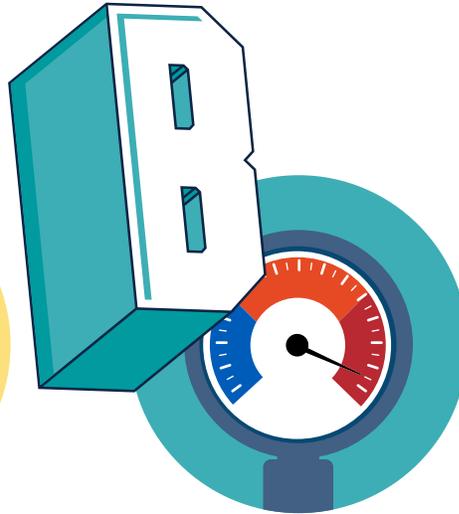
Know Your Diabetes ABCs

Ask your health care team to help you set and reach goals to manage your blood sugar, blood pressure, and cholesterol—also known as the ABCs of diabetes.



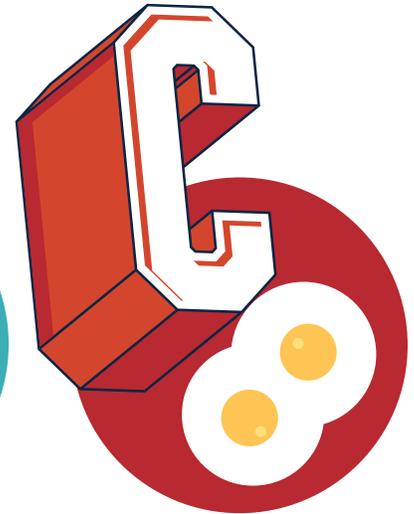
A for the A1C test

The A1C test shows you what your blood glucose has been over the last 2 to 3 months. The A1C goal for many people is below 7. But your health care provider might set different goals for you.



B for Blood pressure

High blood pressure causes heart disease. The blood pressure goal for most people with diabetes is below 140/90. It may be different for you. Ask what your goal should be.



C for Cholesterol

LDL or “bad” cholesterol builds up and clogs your blood vessels. HDL or “good” cholesterol helps remove the “bad” cholesterol from your blood vessels. Ask what your cholesterol numbers should be.

Sources:

<http://www.niddk.nih.gov/health-information/health-communication-programs/ndep/living-with-diabetes/know-your-abcs/Pages/knowyourabcs.aspx>

<http://www.cdc.gov/diabetes/managing/health.html>

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 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

☑ Choose Member Assistance

☑ Click on Members

☑ Click on Member Handbooks and choose the handbook for your plan

The direct link is: 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.

ASTHMA BASICS FOR PARENTS

An illustration of three children flying kites in a blue sky with white clouds. A boy with dark skin and curly hair is in the center, holding a string. To his left is a girl with blonde hair in pigtails, and to his right is a girl with brown hair in a ponytail. They are all running and holding strings for three colorful kites (one yellow and green, one red and blue, and one blue and black) flying in the sky.

Caring for a child with asthma can be scary. But the better you understand your child's asthma diagnosis, the more you can do to help your child stay healthy and prevent flare-ups. Work closely with your child's health care provider to stay informed. Here are answers to three common questions parents have:

1

How can symptoms be controlled at school or away from home?

Make sure that other caregivers—teachers, coaches, day care providers, relatives, and so on—understand your child's condition. They are an important part of your child's asthma management team. Provide every adult in your child's life with a copy of his or her asthma action plan.

2

Should my child exercise?

Once a child's asthma is controlled, (usually with the help of proper medicines) exercise should become part of his or her daily activities. Children with asthma certainly can excel in athletics.

3

Will my child outgrow his/her asthma?

Children often don't outgrow asthma. A child's asthma can get better or worse over time. Some very young children with asthma may get much better as they (and their lungs) grow. For most, asthma is present the rest of their lives.

An ongoing relationship is key to deciding what will work best for your child, now and throughout childhood.

Sources: <http://www.aaaai.org/conditions-and-treatments/library/at-a-glance/childhood-asthma.aspx>; <http://www.lung.org/lung-health-and-diseases/lung-disease-lookup/asthma/living-with-asthma/managing-asthma/your-childs-asthma-guide.html>

Treat and Control Asthma Symptoms with Medicines

Asthma medicines can save your life – and let you live an active life in spite of your asthma. There are two parts to treating asthma with medicines.

- 1. Control asthma over the long term.** Many people take controller medicine every day, even when they don't have symptoms. This helps to reduce the swelling of the airways and prevent attacks.
- 2. Treat asthma attacks.** Quick-relief medicines are used for asthma attacks. Overuse of quick-relief medicine can be harmful. If you need to use the quick-relief inhaler more often than usual, talk to your health care provider. This may be a sign that your asthma is not controlled and can cause problems.

Your asthma action plan tells you which medicine to take. It also helps you track your symptoms and know how well the treatment is working. Your provider may adjust your medicines depending on how well your asthma is controlled.

Don't run out of asthma medicine

- ☐ Talk with your provider or pharmacist about how long your medicine will last, and use a calendar or day planner to remind yourself to get new medicine.
- ☐ Get your refill before your supply runs out.
- ☐ Ask your pharmacist to give you a phone call a few days before you need to refill your prescription.

Source: Healthwise

Report Fraud or Abuse

You can report fraud or abuse to the Office of Inspector General (OIG) or you can call toll-free 1-800-433-3982 or go online to www.state.tn.us/tenncare and click '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.



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.



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.

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 health care provider
- ☐ 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



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 health care provider

We can help and it’s FREE!

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



Nursing Facility Care for CHOICES Members

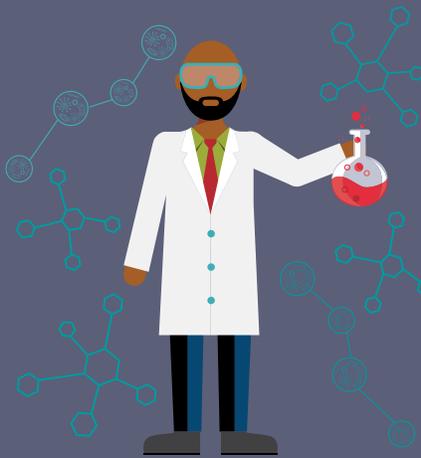
Nursing facility care is a covered benefit for CHOICES Group 1 members.

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

VACCINE SAFETY: HAVE THE FACTS



With so much information—and sometimes incorrect information—available today, learning the facts before making health decisions for your children is very important.

Myth: Vaccines cause autism.

Fact: There is no link between vaccines and autism.

Myth: My child's immune system can't handle so many shots.

Fact: Children are exposed to hundreds of viruses and bacteria during normal activities like eating and playing. Getting vaccines is no extra burden on the immune system – even for babies. Getting combination vaccines, like MMR (that protects against measles, mumps, and rubella), or getting multiple shots during one visit is very safe.

Myth: It's safe to space out vaccinations.

Fact: Skipping or delaying shots leaves your child at risk of catching serious diseases at younger ages – when these diseases are most dangerous.

Myth: Vaccines can infect my child with the disease it's trying to prevent.

Fact: With an inactivated (killed) vaccine, it isn't possible. Dead viruses or bacteria can't cause disease. With live vaccines, some children get what appears to be a mild case of disease (for example, what looks like a measles or chickenpox rash, but with only a few spots). This isn't harmful, and can actually show that the vaccine is working.

Sources:

<http://www.publichealth.org/public-awareness/understanding-vaccines/vaccine-myths-debunked>

<http://www.cdc.gov/vaccines/pubs/parents-guide/parents-guide-part4.html>

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.

You do not have to see your PCP first to go to an OB/GYN. But, the OB/GYN 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 bluecare.bcbst.com:

- 📍 Click on Find a doctor and follow the directions.
- 📍 Or login to your BlueAccessSM 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**.



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 health care providers outside the network are the same cost as in-network health care providers.

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



HOW CAN WE HELP YOU?

BlueCare Customer Service

- ☐ 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.

1-800-468-9698

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.

Foreign Language Lines

Call if you need help and need to speak with someone in of these languages:

العربية (Arabic)	1-800-758-1638
Bosanski (Bosnian)	1-800-758-1638
کوردی - بادینانی (Kurdish-Badinani)	1-800-758-1638
کوردی - سۆرانی (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 health care provider, 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 health care provider'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 BlueCross BlueShield 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.



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

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