



### When the "Baby Blues" don't go away

Feeling down or "blue" after having a baby is normal for many women. This may include:

- crying
- mood swings
- sadness or anxiety
- difficulty sleeping

In 90 percent of cases these symptoms will go away without treatment.

For other new mothers, the blues don't go away. They become a serious problem called postpartum depression or PPD. Symptoms may begin six weeks after the baby is born or sometimes up to a year later.

### Getting to Know You Community Outreach

Community Outreach works with members all over the state. Our goals are:

- To make sure our members receive the health care they need to improve their health outcomes.
- To provide care by making health screenings available.
- To meet members face-to-face, where they live.

- To provide health education so that our members can make informed choices.

We touch our members through:

- Health fairs, well-child checkups, health screenings or other events.
- Telephone calls, mailings and home visits.
- Community organizations and health care providers.

Source: VSHPTN.com - www.achievesolutions.net/achievesolutions/en/vshptn/Content.do?contentId=5185

### FREE and FOR YOU

**CaringStart®** Maternity program for pregnant members:

- Support from obstetric nurses
- Information about before, during and after pregnancy
- Coordination of services
- Educational materials

Call CaringStart at 1-888-416-3025, toll free, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time.

### Text4baby:

**Are you pregnant or have a new baby?** Do you have a cell phone? Do you send and receive text messages? Get **FREE healthy pregnancy and healthy baby** information by text every week.

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.



Our Community Care Partners provide education and information to members. Pictured above is Community Care Partner Jeremy Scruggs at a health fair in 2011.



1 Cameron Hill Circle  
Chattanooga, Tennessee 37402-0001

[vshptn.com](http://vshptn.com)



¿Habla español y necesita ayuda con esta carta?  
Los miembros de BlueCare pueden llamar al 1-800-468-9698.  
Los miembros de TennCareSelect, pueden llamar 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 Family Assistance Service Center for free at 1-866-311-4287. In Nashville, call 743-2000.

**Need help in another language?** You can call for language assistance. BlueCare members call 1-800-468-9698 or the numbers below. TennCareSelect members call 1-800-263-5479 or the numbers below. Interpretation and translation services are free to TennCare members.

### Foreign Language Lines

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

العربية (Arabic)	<b>1-800-758-1638</b>
Bosanski (Bosnian)	<b>1-800-758-1638</b>
كوردی – بادینانی (Kurdish-Badinani)	<b>1-800-758-1638</b>
كوردی – سۆرانی (Kurdish- Sorani)	<b>1-800-758-1638</b>
Soomaali (Somali)	<b>1-800-758-1638</b>
Espanol (Spanish)	<b>1-800-758-1638</b>
Ngúoi Vi t (Vietnamese)	<b>1-800-758-1638</b>

Volunteer State Health Plan (VSHP), BlueCross BlueShield of Tennessee (BCBST) and BlueCare are independent licensees of the BlueCross BlueShield Association.

VSHP is a licensed HMO affiliate of BCBST.

This document has been classified as public information.

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### Helpful Numbers Customer Service:

**BlueCare members call 1-800-468-9698;**

**TennCareSelect members call 1-800-263-5479.**

### CareSmart® - call 1-888-416-3025

Call if you have any questions about the CareSmart Disease Management Program. Also call if you need to talk to your CareSmart nurse about your disease.

### \*Nurseline - 1-800-262-2873

Have a health question? Registered nurses are available to talk to you any time, day or night.

### \*Health Information Library - 1-800-999-1658

This audio Library has more than 1,200 recorded messages on a variety of health topics. Access the number 24 hours a day, 7 days a week.

\*Services of independent companies serving BlueCare and TennCareSelect members.



# Take Charge

Live Smart. Live Better. Take Control.

1<sup>st</sup> Quarter 2012



For BlueCare and TennCareSelect Members



The CareSmart FREE disease management programs help TennCare members take charge of their chronic physical and behavioral health conditions. Call 1-888-416-3025 to enroll today.

### Make sure your mail follows you

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

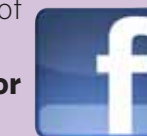


### Events for Teens

Volunteer State Health Plan (VSHP) holds many events for teens. To find events near you call **1-800-771-0217**. It is a free call.

### Like us on Facebook!

BlueCross BlueShield of Tennessee is listed on **Facebook as BCBST, or www.facebook.com/bcbst**. Like us and find health, wellness & fitness tips.



The information in this newsletter is not meant to take the place of your health care provider's advice.

### Stop smoking and help stop coronary artery disease (CAD)

Smoking is one cause of dangerous plaque buildup inside your arteries. Plaque is made of cholesterol and scar tissue. It clogs and narrows your arteries. This can trigger chest pain, weakness, heart attack or stroke. Plaque can rupture and cause clots that block arteries. Completely blocked arteries can cause sudden death.

People who stop smoking can lower their risk for disease and premature death. The younger you are when you quit, the better your chance for avoiding these problems.

If you already have CAD and still smoke, it is more important than ever to quit.

No single way to quit works best for everyone. Talk to your doctor or health care provider about quitting.



Need a doctor? Call the Customer Service phone number on your ID card. Also ask about your benefits for **medicines that may help you stop smoking.**

Source: Centers for Disease Control and Prevention - [www.cdc.gov/Features/SmokingCessation/](http://www.cdc.gov/Features/SmokingCessation/)

### FREE Help to Quit Smoking

Call the Tennessee Tobacco QuitLine at 1-800-QUIT-NOW or 1-800-784-8669. Hearing impaired Tennesseans call 1-877-559-3816.

Hours (Eastern Time):

- Monday through Friday, 8 a.m. to 11 p.m.
- Saturday, 9 a.m. to 6 p.m.
- Sunday, 11 a.m. to 5 p.m.

Counseling is available in English or Spanish. Find out more at: [www.health.state.tn.us/tobaccoquitline.htm](http://www.health.state.tn.us/tobaccoquitline.htm)



### Know your congestive heart failure (CHF) facts

CHF is not the same for everyone.

In **right-side heart failure**, your heart can't pump enough blood to your lungs to pick up oxygen.

In **left-side heart failure**, your heart can't pump enough oxygen-rich blood to the rest of your body.

**You can have both right-side and left-side heart failure.**

**Right-side heart failure** may cause fluid to build up in:

- Feet, ankles and/or legs
- Liver and stomach
- Veins in your neck

**Right-side and left-side heart failure** may also cause shortness of breath and tiredness.

The **leading causes of heart failure are diseases that damage the heart**, including:

- Coronary artery disease (CAD),
- High blood pressure
- Diabetes

Talk to your health care provider about your risks for CHF. If you have already been diagnosed with CHF, ask about the medicines, diet and physical activity programs that can help you lead a longer, more comfortable life.

Source: National Heart, Lung and Blood Institute - [www.nhlbi.nih.gov/health/health-topics/topics/hf/](http://www.nhlbi.nih.gov/health/health-topics/topics/hf/)

### Chronic Obstructive Pulmonary Disease (COPD) and physical activity

Because COPD affects your breathing, physical activity is not always easy. But staying active can help you manage your disease. You can be healthier and happier.

COPD sufferers should work on strengthening muscles in the upper body, arms and legs. Activities may include:

- Walking
- Riding a stationary bike
- Stretching
- Tightening groups of muscles
- Breathing exercises

Talk to your health care provider *before* you start a physical activity plan. A doctor or therapist can work out a plan that is safe for you.

Sources: National Heart, Lung and Blood Institute - [www.nhlbi.nih.gov/health/public/lung/copd/breathing-better/treatment-options.htm](http://www.nhlbi.nih.gov/health/public/lung/copd/breathing-better/treatment-options.htm); WebMd - [www.webmd.com/lung/copd/copd-and-exercise-breathing-and-exercise-programs-for-copd](http://www.webmd.com/lung/copd/copd-and-exercise-breathing-and-exercise-programs-for-copd)



### Small steps to fight obesity

We can all eat smarter, move more and keep our families healthier. Reaching those goals is easier if you make a plan with simple steps. Start with:

1. Having fruit on hand for snacks. Fresh is best, but canned or frozen without added sugar or syrup will do.

### Changes in how to order diabetes supplies

Your BlueCare or TennCareSelect plan is changing the way some diabetes supplies are ordered. **This does not change the way these items are covered.** It just means you or your doctor will need to get diabetes supplies from a different place. You might need to get your supplies from a pharmacy. Or you might get a different brand than you usually get.

If your doctor orders these supplies for you, he or she knows about this change. You won't need to do anything. You'll get your supplies the same way you always do. But you might get a different brand than you usually get.

If your doctor does not order these items for you, you will need to get a prescription for them from your doctor. Then, you'll need to get the

### Starting March 1, 2012, the way these items are ordered is changing:

- Alcohol pads
- Blood glucose meters
- Blood glucose test strips
- Insulins
- Insulin syringes
- Ketone testing strips (Ketostix)
- Lancets
- Pen needles and syringe needles

prescription filled at a pharmacy.

If you have questions about this change, call Customer Service at 1-800-468-9698 (BlueCare) or 1-800-263-5479 (TennCareSelect). You can call Monday through Friday, 8 a.m. to 7 p.m. Eastern Time. It is a free call.

2. Following a family physical activity schedule. Suggestions include:
  - a. A 30 minute walk together.
  - b. A 30 minute workout with an active video game.
  - c. Riding bikes.
  - d. Playing ball, tag or other active games.
  - e. Go online to [www.letsmove.gov/make-physical-activity-part-your-familys-routine](http://www.letsmove.gov/make-physical-activity-part-your-familys-routine) for ideas about being active as a family.
3. Making a shopping list from a planned menu. You're less likely to pick up extras that may not be as healthy.
4. Eating at least one meal a day as a family without television, cell phones or computers. You'll probably eat slower and eat less.

Source: Letsmove.gov - <http://www.letsmove.gov/make-physical-activity-part-your-familys-routine>; <http://www.letsmove.gov/parents>

### Tests all diabetics need regularly

Talk to your health care provider about how often you need:

- HbA1c test to measure your average blood sugar over the last three months.
- LDL-C screening blood test for LDL cholesterol.
- Dilated retinal eye exam to find early signs of retinopathy, a disease of the eye.
- Test to measure microalbumin (protein) in your urine.

There is much you can do to reduce complications from diabetes. If you get these tests, you know more about how your body is handling your diabetes. This tells you and your doctor what you can do to improve your condition.

Source: National Institute of Diabetes and Digestive and Kidney Diseases - [www.diabetes.niddk.nih.gov](http://www.diabetes.niddk.nih.gov)

### Medicines are important in treating schizophrenia

Schizophrenia is a serious mental illness. People with schizophrenia may have a hard time thinking clearly. They may not be able to feel for or relate to other people. They may not be able to tell the difference between what is real and what is not real. They may hear voices or see things others do not see.

Medicines often play a big role in treating schizophrenia. Keep these tips in mind:

- Several medicines may have to be tried to find the right one or the right dose. A medicine that works for one person may not work for another.
- Medicines for schizophrenia may take different times to take full effect.
- Over time, the person with schizophrenia may have to change medicines or try different doses.



- All medicines should be taken exactly as directed by the doctor
- Never stop the medicine without talking to the doctor.
- Ask the doctor about avoiding certain foods or other medicines.
- Also ask the doctor about possible side effects. These side effects can vary from medicine to medicine or person to person.

Report any side effects to the doctor right away.

- Tell the doctor right away if symptoms get worse or there are thoughts or talk of suicide.

Sources: National Institute of Health-[www.nlm.nih.gov/health/publications/schizophrenia/complete-index.shtml](http://www.nlm.nih.gov/health/publications/schizophrenia/complete-index.shtml); Mayo Clinic - [www.mayoclinic.com/health/schizophrenia/DS00196/DSECTION=treatments-and-drugs](http://www.mayoclinic.com/health/schizophrenia/DS00196/DSECTION=treatments-and-drugs); [www.mayoclinic.com/health/schizophrenia/DS00196/DSECTION=symptoms](http://www.mayoclinic.com/health/schizophrenia/DS00196/DSECTION=symptoms)



### Air Quality and Asthma

As the weather warms, be aware of outdoor air quality to guard against asthma attacks.

Outdoor air quality is affected by things like air pollution, smoke and pollen. In the spring, blooming plants and trees can bring on the coughing, wheezing, shortness of breath and other symptoms of asthma. This may also make the person with asthma more likely to have problems with indoor asthma triggers like dust and animal dander.

How do you enjoy the outdoors while coping with asthma?

- Check the Air Quality Index on your local weather report.
- Try to plan outdoor activities at times when the air quality is better.
- Stay inside with the windows closed on high pollen days.
- Use your air conditioner to help filter the air coming into your

home. Central air systems are the best.

- Pay attention to asthma warning signs.
- Be ready to treat asthma attacks with medicines.
- Follow the Asthma Action Plan made with your or your child's doctor.

Source: United States Environmental Protection Agency - [www.epa.gov/asthma/outdoorair.html](http://www.epa.gov/asthma/outdoorair.html); [www.epa.gov/asthma/pdfs/asthma\\_fact\\_sheet\\_en.pdf](http://www.epa.gov/asthma/pdfs/asthma_fact_sheet_en.pdf)