



Fit Mama!

Being pregnant might feel like a good reason to skip exercise. But being active is good for you – and your baby! It can help you feel better while you're pregnant. And give you more energy.

- Helps reduce bloating and swelling
- Exercising while you're pregnant can also help you during labor. And it makes it easier to get back in shape after your baby is born.

Here's how 30 minutes of exercise most days can help while you're pregnant:

- Increases your energy
- Improves your mood
- Helps you sleep better
- Improves your posture
- Helps with backaches
- Helps prevent gestational diabetes

Before you start exercising during pregnancy, talk to your doctor. Especially if you didn't exercise regularly before you got pregnant. Your doctor can tell you how much exercise you need and what kinds of exercise you shouldn't do.

Source: American College of Obstetricians and Gynecologists - www.acog.org

Getting to Know You

If you go to a VSHP Outreach Event, there's good chance you'll see Lolita Bryson's smiling face.

Lolita is a Community Care Partner for VSHP. She plans and works outreach events throughout the state, especially in East Tennessee. These events help BlueCare and TennCareSelect members learn more about being healthy and get important health screenings.

Lolita says the favorite part of her job is connecting with members. "It makes you feel really good to help people get the care they need. I love my job and the ways I get to touch someone's life."



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.

Text4baby is an educational program of the National Healthy Mothers, Healthy Babies Coalition, provided by the Voxiva Corporation. Voxiva Corporation is an independent company that does not provide BlueCross BlueShield of Tennessee branded products and services.



1 Cameron Hill Circle
Chattanooga, Tennessee 37402-0001

vshptn.com



Do you need help with this information? Is it because you have a health, mental health, or learning problem or a disability? Or, do you need help in another language? If so, you have a right to get help, and we can help you. Call Customer Service. BlueCare members call 1-800-468-9698. TennCareSelect members call 1-800-263-5479.

Do you have a mental illness and need help with this information? The TennCare Advocacy Program can help you. Call them for free at 1-800-758-1638.

If you have a hearing or speech problem you can call us on a TTY/TDD machine. Our TTY/TDD numbers are: BlueCare - 1-800-226-1958; TennCareSelect - 1-800-226-1958.

¿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)	1-800-758-1638
Bosanski (Bosnian)	1-800-758-1638
كوردی - بادینیانی (Kurdish-Badinani)	1-800-758-1638
كوردی - سورانی (Kurdish-Sorani)	1-800-758-1638
Soomaali (Somali)	1-800-758-1638
Espanol (Spanish)	1-800-758-1638
Ngúói Việt (Vietnamese)	1-800-758-1638

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.

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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. Call the number at any time, day or night. Some treatments or services mentioned in the library may not be covered by your health plan.

* 24/7 Nurseline offers health advice and support provided by Nurseline, an independent company that does not provide BlueCross BlueShield of Tennessee branded products and services.
** Health Information Library provides information on health topics and is provided by McKesson, an independent company that does not provide BlueCross BlueShield of Tennessee branded products and services.



Take Charge

Live Smart. Live Better. Take Control.

2nd 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.**



Follow us on Twitter at twitter.com/BCBSTennessee

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



Hot, Humid and Wheezy?

The hot, humid weather of summer makes it harder for everyone to breathe – especially people with asthma.

If you have asthma, it's important to know your symptoms. That way, you can tell when your asthma is getting worse and take steps to feel better.

Common symptoms of asthma are:

- Coughing, especially at night or early in the morning
- Wheezing – a whistling or squeaky sound when you breathe
- Chest tightness
- Shortness of breath

Summertime is full of triggers that can make asthma symptoms worse:

- Allergens like mold, and pollens from trees, grasses and flowers
- Irritants like air pollution and ozone

Asthma is different for everyone, so know your symptoms. If you think summer weather is making your asthma worse, track your symptoms using an asthma symptom diary. Talk with your

doctor to see if you need to make changes to your asthma action plan.

Sources: KidsHealth.org (Nemours Foundation) - kidshealth.org; National Heart, Lung and Blood Institute - www.nhlbi.nih.gov

Beat Summer Asthma Triggers

Depending on your asthma triggers, try these tips to breathe easier this summer:

- On days with poor air quality, limit outdoor activities to the early morning.
- Watch the weather forecast. Most forecasts give you information on pollen counts and the air quality where you live.
- Avoid doing yard work like mowing the grass or raking leaves which can stir up pollen.
- Keep windows and doors closed, especially at night, to keep pollen and mold outside.
- Always keep your rescue medicine with you. You never know when you might need it.

Source: KidsHealth.org (Nemours Foundation) – kidshealth.org



Hitting the Road with Diabetes

For many people, summer means taking a vacation. If you have diabetes, it's important to plan ahead before you hit the road.

Here are some tips to help manage your diabetes when you're away from home:

- **See your doctor or health care provider before you leave.** Make sure your blood sugar is well-controlled.
- **Get a letter and a prescription from your doctor.** The letter should list the medicines you take for diabetes (pills and insulin shots). The prescription is in case you lose or run out of your medicine while you're away.
 - **Pack extra medicine and insulin.** Don't forget to pack your testing supplies, too. Pack twice as much as you think you need. If you are traveling by plane, keep your medicine, insulin and supplies in your carry-on bag. It's too easy for checked bags – and any

medicines in them – to get lost.

- **Pack snacks.** You never know when you might get hungry or have low blood sugar. Keep well-wrapped snacks like crackers, peanut butter, fruit and hard candy or glucose tablets with you.

- **Protect your supplies.** Extreme heat and cold can damage medicines and insulin – and even your testing meter. Don't leave medicines or testing supplies in the car. Think about packing these items in a cooling pack made for diabetes supplies.
- **Wear a medical ID bracelet or necklace.** If there's an emergency and you can't talk for yourself, a medical ID bracelet or necklace will tell emergency workers that you have diabetes.

Visit the American Diabetes Association website at www.diabetes.org for more tips on traveling with diabetes.

Source: American Diabetes Association - www.ada.org

Have you had a good experience with VSHP? Have we helped you improve your health? We want to hear from you! Email us your story at info@vshptn.com or write to: 1 Cameron Hill Circle, Ste. 0035, Chattanooga, TN 37402.

What is Congestive Heart Failure?

If your doctor says you have Congestive Heart Failure (CHF), you probably want to know what that means. It doesn't mean your heart has stopped. It means your heart can't pump enough blood and oxygen to the rest of your body.

If you have heart failure, you'll need to see your doctor every three to six months. Your doctor will see how you are doing and run tests to check your heart.

Here are some ways you can manage heart failure:

- **Know your body and heart failure symptoms.** Know what to do if your symptoms change or get worse.
- **Watch for sudden weight gain.** Gaining weight in a day or two can mean your body is holding on to extra fluid. Talk to your doctor about what to do if this happens.
- **Limit the amount of salt you eat.** Your doctor may also want you to limit how much fluid you drink each day.
- **Do not smoke.** If you smoke, stop. Talk with your doctor if you need help to stop smoking.
- **Stay active.** Talk with your doctor about what exercise and how much is right for you. Also talk with your doctor about when you shouldn't exercise – like when your symptoms are worse.
- **Lose weight** if you are overweight or obese.
- **Lower your cholesterol.** Eat a healthy, low-fat diet and exercise.

Sources: Centers for Disease Control and Prevention - www.cdc.gov; National Library of Medicine (National Institutes of Health) - www.ncbi.nlm.nih.gov



COPD - Are You at Risk?

Chronic Obstructive Pulmonary Disease (COPD) is an illness that makes it harder to breathe. More than 12 million people in the U.S. have been diagnosed with COPD. Another 12 million people may have the illness and not even know it.

Are you at risk for COPD?

COPD is caused by exposure over time to things like cigarette smoke and air pollution that irritate and damage your lungs.

If you smoke, you're at risk for COPD. Smoking is the most common cause of COPD. As many as 90 percent of people who die from COPD were smokers. If you smoke, quit. You'll not only lower your risk of COPD, but you'll also lower your risk of lung and other cancers, and other serious health problems.

You might also be at risk for COPD if you've had long-term exposure to things that can irritate your lungs, like air pollution, chemical fumes, and breathing in dust where you live or work.

COPD is a serious, long-term illness. But you have the power to lower your risk.

Source: National Heart, Lung and Blood Institute (National Institutes of Health) - www.nhlbi.nih.gov

Silencing the "Silent Killer"

What you can do to prevent or manage high blood pressure

High blood pressure is sometimes called the "silent killer." It often doesn't have warning signs, so many people don't realize they have it. That's why it's important to have your blood pressure checked regularly.



Having high blood pressure increases your risk of heart disease and stroke. Both are leading causes of death in the U.S. The good news is you have the power to prevent and manage high blood pressure.

- **Eat a healthy diet.** Talk to your doctor about what you should – and shouldn't – eat. Ask about the DASH diet. This is a special eating plan that's low in salt (sodium) and high in nutrients that can help lower blood pressure.
- **Be active.** Exercise is very important if you have high blood pressure. It not only helps lower blood pressure. It also helps you lose weight, strengthen your heart and manage stress – all of which help control blood pressure.

Sources: American Heart Association - www.heart.org; Centers for Disease Control and Prevention - www.cdc.gov; Mayo Clinic - www.mayoclinic.com; National Heart, Lung and Blood Institute (National Institutes of Health) - www.nhlbi.nih.gov

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

Giving Your Child a Healthy Start

You've probably heard that more and more children in the U.S. have weight problems. In fact, Tennessee ranks sixth in the U.S. for childhood obesity. More than 20 percent of children in Tennessee are obese.

Children and teens who are overweight or obese face health problems now – and in the future. They are at higher risk for developing diabetes, problems with their hearts and even trouble sleeping. As adults, they face the risk of heart disease and stroke, type 2 diabetes, cancers and arthritis.

Help your children learn healthy habits now.



Eat healthy today for a healthy tomorrow:

- Provide plenty of vegetables, fruits and whole grains
- Choose low-fat or non-fat milk and dairy products like yogurt and cheese
- Choose lean meats like chicken, turkey and fish
- Watch portion sizes
- Drink water or low-fat milk instead of sugary drinks and soda
- Limit the amount of sugar and fat



Get moving!

- Be active as a family – play a game of tag, have a dance-off or just take a walk together
- Get children involved with school or group sports
- Limit TV, video games and computer time to no more than two hours a day.

Children and teens need at least an hour of exercise most days. Encourage them to walk, run, skip and jump for better health.

Source: Centers for Disease Control and Prevention - www.cdc.gov; Trust for America's Health - www.healthyamericans.org

Understanding Schizophrenia

Schizophrenia is a serious and complex mental illness. It is often misunderstood. Only about 1 percent of Americans have schizophrenia. The illness usually starts when people are teenagers or young adults.

What are the signs of schizophrenia?

Symptoms of schizophrenia usually start slowly over months or years. Some people have many symptoms. But other people only have a few.

Symptoms of schizophrenia include:

- Having trouble thinking clearly or paying attention
- Hearing or seeing things that aren't there (hallucinations)
- Having strong beliefs that aren't based in reality (delusions)
- Having thoughts that jump around



- Having trouble showing emotion or connecting with other people
- Having trouble completing work or tasks

Schizophrenia is a complex illness with a number of different symptoms. Just because someone has one of these symptoms doesn't mean they have schizophrenia.

Medicines, therapies, training and support can help with the symptoms of schizophrenia. It's

important to know this illness requires life-long treatment – even when symptoms are better. Medicines can also stop working over time. People who have schizophrenia need to talk to their doctor often about how they are feeling. If their symptoms are getting worse, they may need to change medicines.

Sources: Mayo Clinic - www.mayoclinic.com; National Institute of Mental Health - www.nimh.nih.gov; National Library of Medicine (National Institutes of Health) - www.ncbi.nlm.nih.gov