

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.

* CDC recommends use of the flu shot. The nasal flu spray should not be used during 2016-2017.



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>
<http://www.cdc.gov/flu/consumer/vaccinations.htm>

MAKE SURE YOUR CHILD HAS REGULAR WELL-CHILD CHECKUPS

Does your child:

- ☐ Only see a health care provider when sick or has an urgent health care need?
- ☐ Have special health needs?
- ☐ Have a health condition, like asthma or diabetes?

Regular well-child checkups with their primary care provider (PCP) are important, too. They keep your child healthy by:

- ☐ Finding problems before they become serious
- ☐ Making sure your child gets the right immunizations (shots) to prevent illness

TennCare Kids checkups are free for members under age 21.

To learn more about TennCare Kids visits or to schedule a ride to the provider's office, call Customer Service at **1-800-263-5479**.

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



PROTECT YOURSELF FROM CERVICAL CANCER

Most health experts advise women between the ages of 21 and 65 get a cervical cancer screening every three years. It is recommended for all women who have a cervix, whether or not they have had sex. This test can find signs of cervical cancer early when it's easiest to treat.

Cervical cancer screenings include:

- ☐ A Pap test, which finds cells or changes on the cervix that could become cancer
- ☐ An HPV test (sometimes), which looks for the virus that can cause this type of cancer

Your primary care provider (PCP), gynecologist or health clinic can give you a cervical cancer screening. You will not be charged for preventive care office visits.

If it's time for your cervical screening, set up an appointment. For help call BlueCare Customer Service at 1-800-468-9698.

Sources: http://www.cdc.gov/cancer/cervical/basic_info/screening.htm

<https://www.uspreventiveservicestaskforce.org/Page/Document/RecommendationStatementFinal/cervical-cancer-screening>

Do You Know What Health Care Screenings You Need? ASK YOUR PCP.



Remembering screenings can be easy when you see your primary care provider (PCP) for your yearly wellness check. Your PCP will run important tests and schedule other screenings.

Here are some common tests:

Blood pressure: Age 18 and older

- ☐ Every two years if your readings are lower than 120/80.
- ☐ Every year if your reading is higher. Talk to your provider if it's higher than 140/90.

Cholesterol: Age 20 and older

- ☐ Ask your provider how often you should be screened. Depending on your lipid levels, you may have screenings more or less often.

Diabetes: Age varies

- ☐ If you have blood pressure problems or a family history of diabetes, ask your provider about this test.

Colorectal cancer: Ages 50-75

- ☐ Ask your provider when you should have this screening and what kind of test to have.

Women's health:

- ☐ Age 18 and older, get a yearly pelvic exam. Get a chlamydia test if you're sexually active or pregnant.
- ☐ Starting at age 50, get a bone density test as often as your provider advises.

Your PCP's name is listed on your Member ID card. Make an appointment today for your yearly wellness exam.

Source: <http://www.ahrq.gov/professionals/clinicians-providers/guidelines-recommendations/guide/preface.html>

TennCareSM 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

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., ET.



HOW WE PROTECT YOUR HEALTH INFORMATION

BlueCare Tennessee has policies on how we protect your health information, which are developed and maintained in accordance with applicable law. Our staff has yearly training about these laws and BCBST policies. These laws and BCBST policies apply to all facts about your health, whether stored or transmitted orally, in writing or in electronic form.

For more information about the rules, see your Member Handbook. Or call Customer Service to get a copy of the privacy notice. The number is on the back of this newsletter.

JUST FOR
YOU

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!

Coverage for DIABETIC SERVICES AND CARE

Your health coverage through TennCare includes certain diabetic care and services. When medically needed, your plan covers:

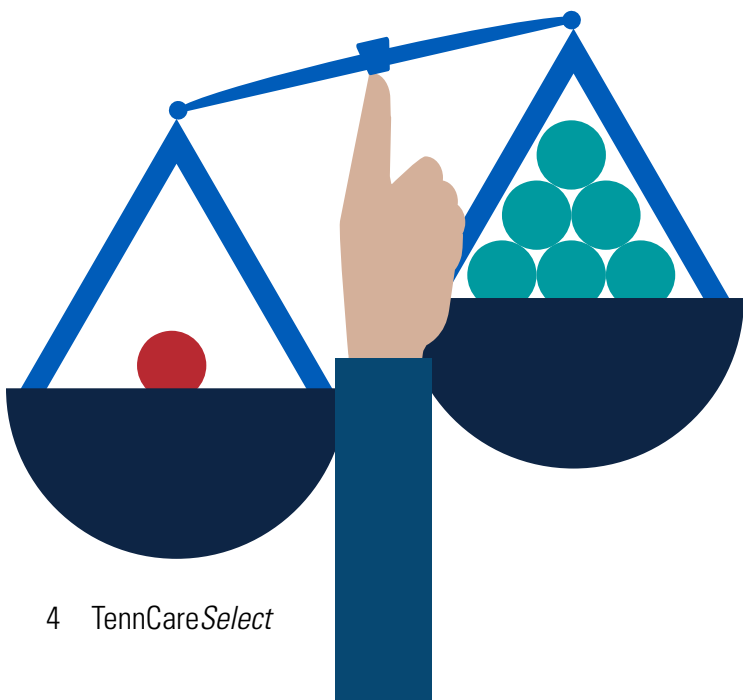
- ☐ Diabetic equipment and supplies
- ☐ Training about how to manage your diabetes
- ☐ Education and medical counseling

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 **1-800-263-5479**.



BE ASSURED OF FAIR DECISIONS ABOUT CARE

BlueCare Tennessee works hard to earn and keep your trust. And we are open about how we make decisions. For prior authorizations and other health care decisions, we look at two factors:

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

Denying care, service or coverage is not rewarded in any way to anyone. This includes employees, vendors or contracted providers. BlueCare Tennessee does not encourage decisions that keep members from using benefits.



REPORT FRAUD OR ABUSE

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free **800-433-3982** or go online to <http://www.tn.gov/tenncare/fraud.shtml>. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free **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.



TREATING CHILD BEHAVIORAL PROBLEMS

It can be easy for parents to spot a child's physical needs, like when they are hungry or need sleep. But it can be hard to understand mental health needs in children. Is your child angry or sad, anxious or depressed? How do you know what's normal or if you need to seek help?

Your primary care provider (PCP) may be your best answer. They can talk with you about your child's behavior and rule out physical problems. They can also refer you to a mental health specialist for further treatment.

Today, there are a number of treatments that don't require medicine. These are often called behavioral or talk therapies. Specialists talk with children and parents to help them understand and manage troubling behavior.

To learn more, see your PCP or call TennCare *Select* Customer Service at **1-800-263-5479**.

Source: <https://www.nimh.nih.gov/health/publications/treatment-of-children-with-mental-illness-fact-sheet/index.shtml>

TIP THE CALORIE BALANCE

When you eat food, you take in calories.

Calories in food come from fat, carbohydrates (starches and sugars), and protein. Alcohol also has calories. Fat and alcohol have the most calories per gram.

Calories measure the energy you use up or “burn.”

You use some calories just by breathing. You use even more calories when you are physically active. For example, one mile of brisk walking (15-20 minutes) burns about 100 calories.

Your weight is the balance between the calories (energy) you:

- ☐ Take in by eating and;
- ☐ Use up by being active.

Remember:

- ☐ To lose weight, use more energy (by being more active) than you take in with the foods you eat.
- ☐ Slow, steady weight loss (1 or 2 pounds a week) is the best way to lose body fat.
- ☐ Make the changes part of your lifestyle...and you will keep the weight off.

CUTTING 500 CALORIES A DAY IS AS SIMPLE AS 1, 2, 3!

- 1 Drink water at lunchtime instead of a 12-oz can of soda. 140 calories
- 2 Eat a medium apple (81 calories) for dessert instead of a fudge nut brownie (340 calories). 259 calories
- 3 Take a 15-20 minute brisk walk after dinner. 100 calories
- Total..... 499 calories



WHEN DO ANTIBIOTICS WORK?

Antibiotics are strong medicines that fight bacteria.

But not all illnesses are caused by bacteria – some are caused by viruses. If your illness is caused by a virus, antibiotics will not help you feel better.

This chart can help you know when antibiotics work – and when they don't.

What's my illness?	Is it caused by bacteria or a virus?	What do I need to get better?
Strep throat	Bacteria	If you test positive for strep, your health care provider will order antibiotics.
Urinary Tract Infection (UTI)	Bacteria	If you have a UTI, your health care provider will order antibiotics.
Colds, Flu	Virus	Rest, fluids, and over-the-counter products may be your best treatment option against viral infections.
Ear and Sinus Infection, Bronchitis	Bacteria or virus	Your health care provider will decide if you need antibiotics. Take all of the medicine if antibiotics are prescribed.

My mucus looks yellow or green. Does this mean I need antibiotics?

No. Yellow or green mucus does not mean you have a bacterial infection. It's normal for mucus to become thick and change colors during a cold.



Source: <http://www.cdc.gov/getsmart/community/index.html>



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

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 then pay for what's not covered by TennCare.

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 health care provider offers 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.

*If you visit an emergency room or urgent care, it is very important to follow up with your PCP. Tell your PCP about all visits to other providers. Tell all other providers to send a report to your PCP.

Sources: fairhealthconsumer.org/reimbursementsseries.php?id=19

A New Program for Individuals With Disabilities



Employment and Community First CHOICES is a new TennCare program for people with intellectual and other developmental disabilities who are not currently receiving services. It's designed to provide the support you need in your own home or in the community.

Employment and Community First CHOICES will help you plan for and get a job, and live as independently as possible. They will help you build relationships and reach your goals. If you live at home with your family, they will also help your family support you.

We will help you get the services you need in Employment and Community First CHOICES. We will also help you with your physical or behavioral health care (mental health, alcohol and drug abuse services).



Please call *TennCare Select* Customer Service at 1-800-263-5479 for more information.

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

TennCare *Select* members call Southeasterns toll-free at **1-866-473-7565**.

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 **1-800-263-5479**.
- ☐ Call at least three days before your health care visit to guarantee your ride.

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're coming home.

Need a Ride?

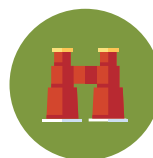
- ☐ Home from the hospital
- ☐ To the drugstore
- ☐ To visit your health care provider

We can help and it's FREE! Call Customer Service at **1-800-263-5479**.

Hospital Tips for CHOICES Members:

To help us schedule your care, call your CHOICES Care Coordinator or BlueCare Tennessee CHOICES at **1-888-747-8955**.

Please call before or when you're admitted to the hospital and when you know you're coming home.



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!

What Is

PREVENTIVE DENTISTRY?



Preventive dentistry can help protect your child's teeth and gums from disease. It includes at-home dental care as well as dental care and education by professional staff in a dental office or clinic.

Preventive services provided by a dental professional may include:

- ☐ Cleaning teeth
- ☐ Application of fluoride or dental sealants
- ☐ Instructions on how to properly brush and floss teeth
- ☐ Nutritional counseling that promotes good eating habits
- ☐ Other oral health advice

Your child should begin regular dental checkups when his or her first tooth comes in. The earlier your child sees a dentist, the sooner you can prevent dental disease and help your child to be free of cavities.

Dentists have known for a long time that a healthy mouth helps us to have a healthy body. Children with healthy mouths:

- ☐ Chew more easily
- ☐ Learn to speak clearly
- ☐ Have better general health
- ☐ Have confidence in their appearance

When your child goes in for his or her six month checkup, the dentist will provide any needed preventive or treatment services.

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 www.dentaquest.com.

Join Dolly Parton's

IMAGINATION LIBRARY

We know that children who grow up around books do better in school and in life. But not all children have access to libraries and bookstores.

Dolly Parton's Imagination Library program helps children in the United States and around the world.

For children enrolled in the program, it:

- ☐ Sends a new book each month mailed right to their home
- ☐ Sends books to children from birth to age 5
- ☐ Sends each child a total of 60 books
- ☐ Does all of this at no cost to the family

Dolly Parton's Imagination Library program is in all 95 counties across Tennessee. More than 24 million books have been sent to Tennessee children since October 2004.

To learn more about this program and how to sign up your child, look for the Imagination Library brochures at your local public library, health department, health care provider's office or childcare center. You may also register a child online by visiting <https://imaginationlibrary.com> or by calling **877-992-6657**.



How Can We Help You?



TennCareSelect 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 through Friday, 8 a.m. to 6 p.m., ET. If you call after normal business hours, you can leave a voicemail. **1-800-263-5479**



- **Do you need help talking with us or reading what we send you?**
- **Do you have a disability and need help getting care or taking part in one of our programs or services?**
- **Or do you have more questions about your health care?**

Call us for free at 1-855-259-0701. We can connect you with the free help or service you need. (For TTY call: 1-800-848-0298)

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** Monday through Friday, 8 a.m. to 4:30 p.m., CT. (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.

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

+ A government agency

Do you need free help with this document? If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-468-9698 (TTY: 711: 888-418-0008).

Kurdish: ناگاداری: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بو تو بهردهسته. پهپهندی به 1-800-468-9698 (TTY: 711: 888-418-0008) بکه.

Arabic: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-800-468-9698 (TTY: 711: 888-418-0008).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-468-9698 (TTY 711: 888-418-0008)。

Vietnamese: Tiếng Việt CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-468-9698 (TTY: 711: 888-418-0008).

Korean: 한국어 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-468-9698 (TTY: 711: 888-418-0008)번으로 전화해 주십시오.

French: Français ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-468-9698 (ATS: 711: 888-418-0008).

Amhraiic: አማርኛ ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-468-9698 (መስማት ለተሳናቸው: 711: 888-418-0008)።

Gujarati: ગુજરાતી સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-468-9698 (TTY: 711: 888-418-0008)

Laotian: ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາແມ່ນມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-553-8158 (TTY: 711: 888-418-0008).

German: Deutsch ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-468-9698 (TTY: 711: 888-418-0008).

Tagalog: Tagalog PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-468-9698 (TTY: 711: 888-418-0008).

Hindi: हिंदी ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-468-9698 (TTY: 711: 888-418-0008) पर कॉल करें।

Serbo-Croatian: Srpsko-hrvatski OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-468-9698 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711: 888-418-0008).

Russian: Русский ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-468-9698 (телетайп: 711: 888-418-0008).

Nepali: नेपाली न दिनुहोस्: तपाइंले नेपाली बोल्नुहुन्छ भने तपाइंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-800-468-9698 (टिटावाइ: 711: 888-418-0008)।

Persian: توجه: اگر به زبان فارسی صحبت می کنید خدمات زبان و ترجمه به صورت رایگان برایتان فراهم می گردد. با 1-800-468-9698 (TTY: 711: 888-418-0008) تماس بگیرید.

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or by phone. Here are three places where you can file a complaint:

BlueCross BlueShield of Tennessee
The Privacy Office
1 Cameron Hill Circle
Chattanooga, Tennessee 37402-0000
Phone: 888-455-3824

Health Care Finance and Administration
Office of Civil Rights Compliance
310 Great Circle Road, Floor 4W
Nashville, Tennessee 37243
Email: HCFA.Fairtreatment@tn.gov
Phone: 855-857-1673 (TRS 711)
You can get a complaint form online at:
<http://www.tn.gov/hcfa/article/civil-rights-compliance>

U.S. Department of Health & Human Services
Office for Civil Rights
200 Independence Ave SW,
Rm 509F, HHH Bldg
Washington, DC 20201
Phone: 800-368-1019
(TDD): 800-537-7697
You can get a complaint form online at: <http://www.hhs.gov/ocr/office/file/index.html> or you can file a complaint online at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>



1 Cameron Hill Circle
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