

TennCare Kids

From Birth to 21 Keep your child healthy at any age



TennCare Kids: A program to help young BlueCare and TennCare *Select* members get and stay healthy

- 📍 Free checkups until age 21*
- 📍 Follow-up care for problems found at checkups:
 - Medical
 - Dental
 - Speech
 - Hearing
 - Vision
 - Mental health issues
 - Substance use disorder



*Checkups are called Early Periodic Screening, Diagnosis and Treatment (EPSDT)

What You Need to Know

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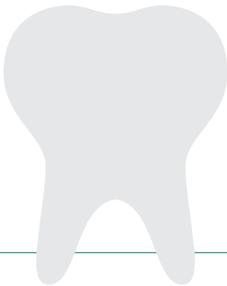
Regular well-child and well-teen checkups protect your child's health

- ⊗ Even children or teens that seem healthy could have a health problem.
- ⊗ Problems found at checkups may be treated before they become serious.
- ⊗ Vaccines (immunizations) can be given at checkups.
 - Make sure your child gets the right vaccines at the right time.

Find immunization schedules at bluecare.bcbst.com/Manage-Your-Health/Childrens-Health/index.html.

See pages 3, 5, and 7 for how often your child needs a checkup.

Dental Benefits



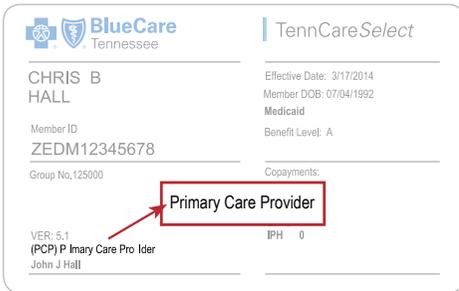
Your child's TennCare benefits include dental checkups until age 21.

See the dentist every six months starting at age 3 or sooner if there's a problem.

Call DentaQuest about your child's dental needs: **1-855-418-1622**.

Health Care Provider's Checkup Checklist:

- | | |
|--|--|
| <input checked="" type="checkbox"/> A health and development history of your child | <input checked="" type="checkbox"/> Developmental/behavioral screening—to check how your child is doing emotionally and mentally |
| <input checked="" type="checkbox"/> A complete physical exam | <input checked="" type="checkbox"/> Follow-up care if a problem is found |
| <input checked="" type="checkbox"/> Needed vaccines (immunizations) | <input checked="" type="checkbox"/> Referral to a specialist if needed |
| <input checked="" type="checkbox"/> Needed lab tests | |
| <input checked="" type="checkbox"/> Vision and hearing tests | |
| <input checked="" type="checkbox"/> Advice for you on keeping your child healthy | |



Need a health care provider for your child?

- ☐ Check the primary care provider (PCP) name on your child’s member ID card. BlueCare Tennessee will only pay for well-child checkups when you go to your child’s assigned PCP – the one listed on the member ID card. If you go to someone else, that PCP will not be paid.
- ☐ Your child can also have a TennCare Kids FREE checkup at your local health department.
- ☐ If your child is on TennCare and Medicare, you do not have an assigned PCP. Your ID card will say “MEDICARE/CAID DUAL B.”
- ☐ If no PCP is listed on the ID card or if you want a change, call Customer Service.
- ☐ Find PCPs in your network at bluecare.bcbst.com.

Need help making an appointment?

- ☐ BlueCare members call 1-800-468-9698
- ☐ TennCareSelect members call 1-800-263-5479



Need a FREE ride to your health care provider?

- ☐ BlueCare members call:
 - East - 1-866-473-7563
 - Middle - 1-866-570-9445
 - West - 1-866-473-7564
- ☐ TennCareSelect members call: 1-866-473-7565

Babies and Toddlers need 12 checkups before they are 3 years old

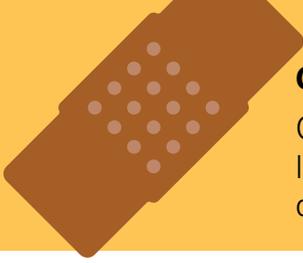


Track your child's checkups and vaccines:

Age At Checkup	Vaccines Given	Date
At birth		
3-5 days old		
By 1 month old		
2 months		
4 months		
6 months		
9 months		
12 months (1 year)		
15 months		
18 months		
24 months		
30 months		

Do you have questions about your child's health?

Make a list and take it to the next appointment.



Get your child tested!

Children may get simple blood tests for lead poisoning at age 1 and again at age 2 depending on risk factors.

Prevent lead poisoning

Lead is a toxic metal. Lead poisoning can cause behavior and learning problems, decreased growth, nerve and/or brain damage and hearing problems in children.

Symptoms of lead poisoning include many common childhood complaints – like stomach aches, headaches or poor appetite. Play it safe –talk to your child’s health care provider about any health concerns. Regular checkups are important.

Children can get lead poisoning from:

- ⊗ Eating paint or inhaling paint dust in homes built before 1978
- ⊗ Drinking water from pipes that contain lead
- ⊗ Adults who work with lead
- ⊗ Dust and dirt from outside that contains lead paint chips

Young children put their fingers in their mouths often, so keeping them safe from lead poisoning is not easy. However, you can:

- ⊗ Keep children away from chipping and peeling paint.
- ⊗ Keep your house surfaces clean.
- ⊗ Wash your child’s hands before meals, sleeping and after playing outside.
- ⊗ Wash toys, bottles and pacifiers before and after use.
- ⊗ Run cold water for one minute before use.
- ⊗ Feed children food high in iron and calcium.
- ⊗ Use cold water for cooking, drinking and making baby formulas.
- ⊗ Wash clothes separately if a family member works with lead (examples are an auto mechanic, construction worker or fisherman).
- ⊗ Leave shoes at the door.
- ⊗ Get advice on lead removal before you remodel your home.

Children aged 3 through 15 need a TennCare Kids checkup every year



Track their well-child visits and vaccines:

Age at Checkup	Vaccines Given	Date
3 years		
4 years		
5 years		
6 years		
7 years		
8 years		
9 years		
10 years		
11 years		
12 years		
13 years		
14 years		
15 years		

Older children may ask to see their health care provider alone. Respect their privacy and talk to the provider about any concerns.

Do you have questions about your child's health?

Make a list and take it to the next appointment.

Healthy in body & mind

Your child or teen's TennCare benefits cover treatment for mental and emotional problems and substance use disorder. This kind of care is often called Behavioral Health.



Behavioral Health problems can include:

- ADHD
- Anger management
- Eating disorders
- Alcohol or drug addiction
- Depression
- Anxiety
- Schizophrenia
- Bipolar Disorders

These issues can feel overwhelming.



Start here: Your child's PCP

A PCP can:

- Answer your questions
- Screen your child for problems
- Refer your child to a specialist to get the right care

Mental Health Crisis Hotline 1-855-274-7471



If your child or teen is having a mental health crisis:

- Call the Tennessee Statewide 24/7 Crisis Line for help, toll-free.
- Visit the Tennessee Suicide Prevention Network website at: tspn.org.

Teens and young adults need a checkup every year



Teenagers are no longer kids. So being told you need a TennCare Kids checkup may not feel exactly right. But everyone – children and adults – needs a well-care visit once a year. Seeing a primary care provider is a very smart, grown-up move.

 TennCare Kids Checkups are FREE until you turn 21.

Taking charge of your own health includes:

- ⊗ Making your own appointments if necessary. (See page 4 for help.) You can go alone, with your parent or guardian, or a friend.
- ⊗ Tell your provider everything going on with your body, even if it is embarrassing. Providers can help only if you give them all the details.
- ⊗ Tell your provider if you have felt sad or depressed for more than a few days.
- ⊗ Ask questions about sex, drugs and other topics that may be uncomfortable. You need the facts about your health, and this is where you can get them.
- ⊗ Ask the provider to explain any medications you are taking or are prescribed.

Make a list of questions before the appointment.

These could include:

- ⊗ Is my body normal for my age?
- ⊗ Do I need to lose or gain weight? How should I do that?
- ⊗ What kind of changes could I expect in the next year?

Other questions:

More information on Teen Health:
bluecare.bcbst.com/Manage-Your-Health

More Resources:

CaringStart®

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

Text4baby® will send you FREE text messages every week about having a healthy pregnancy and a healthy baby.

- 📍 Just text the word “BABY” (or “BEBE” for Spanish) to the number “511411” to get started.
- 📍 Or register online at text4baby.org.

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 or treat the problem yourself. Call **1-800-262-2873**.



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



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

healthier tennessee

Healthiertn.com

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

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 and TennCare *Select* 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.

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

This information is not meant to take the place of your health care provider's advice.

¿Habla español y necesita ayuda con esta carta?
Llámenos gratis al **BlueCare 1-800-468-9698**.
Llámenos gratis al **TennCareSelect 1-800-263-5479**.

We do not allow unfair treatment in TennCareSM.
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**.

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 **888-418-0008**.

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 **BlueCare** Customer Service at **1-800-468-9698** for more information. Call **TennCareSelect** Customer Service at **1-800-263-5479** for more information.

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**.

Need help in another language? You can call **BlueCare** for assistance in any language at **1-800-468-9698**. Call **TennCareSelect** for assistance in any language at **1-800-263-5479**. 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 - بادینانی (Kurdish-Badinani)	1-800-758-1638
كوردی - سورانی (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



1 Cameron Hill Circle | Chattanooga, TN 37402 | bluecare.bcbst.com