

If you have a health problem. . .
Get one-on-one help





You can get
help when you
need it most.



If you have a health problem, you're looking for the right care.

We're right here for you with the answers and support you need.

1-888-416-3025.

We call these services Population Health Case Management. But you can think of us as your health care team. We'll work one-on-one with you, your doctor and other health care providers. You will not pay anything extra for these services. They are part of your benefits.

Some health conditions that may need this extra help include COPD, diabetes, coronary heart disease, substance use disorders and mental health issues.

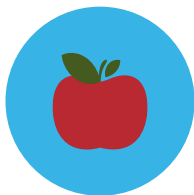
As part of the program, we can help you:



Know more about your health problems



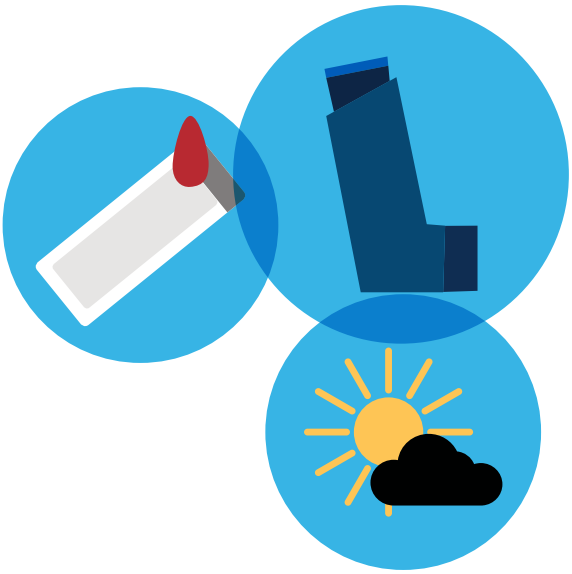
Develop a plan of care based on your doctor's advice



Make choices that help you feel better



Stay out of the hospital



You may need more attention and services if your health needs are complex. This could be because of serious conditions like:

- Asthma
- Chronic Obstructive Pulmonary Disorder (COPD)
- Heart Failure
- Coronary Heart Disease
- Diabetes
- Depression
- Bipolar Disorder
- Schizophrenia
- Substance Use Disorder

Your case manager is your partner.

When you enroll you'll be assigned a case manager. They'll give you one-on-one support every step of the way. Your case manager always works closely with your doctor, but they're also in touch with you. Your case manager will:

- Explain your health problems in ways that are easy to understand.
- Help you get the right care at the right time
- Work with your doctor to develop a plan of care
- Help you ask questions and talk with your doctor
- Coordinate care between different doctors or other health care providers
- Help you make choices that help you feel better
- Educate you on things like taking medicine correctly, being more active and eating healthy
- Put you in touch with local agencies that offer services you may need



About One-on-One Help:

You can sign up or be referred
by your doctor.

If our program is not for you or
you no longer need it, you can opt
out at any time.

Call 1-888-416-3025.

Find more
help to stay
healthy.



24/7 Nurseline* 1-800-262-2873

Call and talk with a trained nurse about any health questions or concerns. Nurses are available all day, every day. They can also help you figure out if you should call your doctor, go to the ER or treat the problem at home.

Healthwise Audio Library 1-800-656-8123**

An automated system will answer, and you'll follow easy directions to find the topic you want.

Free Rides to Health Care Appointments

Contact Southeastrans** for a free non-emergency ride. You'll need to set it up at least three days in advance.

Online: member.southeastrans.com

By phone:

- BlueCare East **1-866-473-7563**
- BlueCare Middle **1-866-570-9445**
- BlueCare West **1-866-473-7564**
- TennCare *Select* Statewide
1-866-473-7565

Tennessee Statewide Crisis Line***
1-855-CRISIS-1 (1-855-274-7471)

Get help for mental health emergencies.



Stop Smoking

The Tennessee Tobacco QuitLine*** is free to all Tennessee residents with one-on-one counseling in English or Spanish.

- **tnquitline.org**
- **1-800-QUIT-NOW** or **1-800-784-8669**
- **1-800-969-1393** for deaf or hard-of-hearing

If you are a TennCareSM member, call Customer Service about benefits for medicines that may help you stop smoking.

Online Health Information

Visit our website **bluecare.bcbst.com/Manage-Your-Health**. You can look under “Healthy Adults”

Social Media

Like us on Facebook® at **facebook.com/bluecaretn**.

Follow us on Instagram at **instagram.com/bluecaretn**.

Member Rights and Responsibilities

Customer Service:

BlueCare – **1-800-468-9698**

TennCare*Select* – **1-800-263-5479**

- * 24/7 Nurseline offers health advice and support provided by Infomedia Group, Inc. d/b/a Carenet Healthcare Services, Inc., an independent company that does not provide BlueCare Tennessee branded products or services.
- ** Southeastrans and Healthwise are independent companies serving BlueCare Tennessee. They do not provide BlueCare Tennessee branded products and services.
- *** Tennessee Statewide Crisis Line and Tennessee Tobacco QuitLine are government agencies.

The information in this brochure is not meant to take the place of your doctor's advice.

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare 1-800-468-9698. Llame al TennCareSelect 1-800-263-5479 (TRS: 711: 888-418-0008).

Kurdish: کوردی

ئەگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی. ئا یارمەتی زمان، بەخۆرای، بو تو بەردەستە. پەيوەندی بە بکە BlueCare
TRS 1-800-468-9698 (TRS: 711: 888-418-0008) بکە
TennCareSelect 1-800-263-5479

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 treated you differently? Then call BlueCare 1-800-468-9698, TennCareSelect 1-800-263-5479 or TennCare 855-857-1673 (TRS 711) for free.

Do you need help with your health care, talking with us, or reading what we send you? Call us for free at: BlueCare 1-800-468-9698 or TennCareSelect 1-800-263-5479 (TRS: 711 and ask for 888-418-0008).



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bluecare.bcbst.com

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