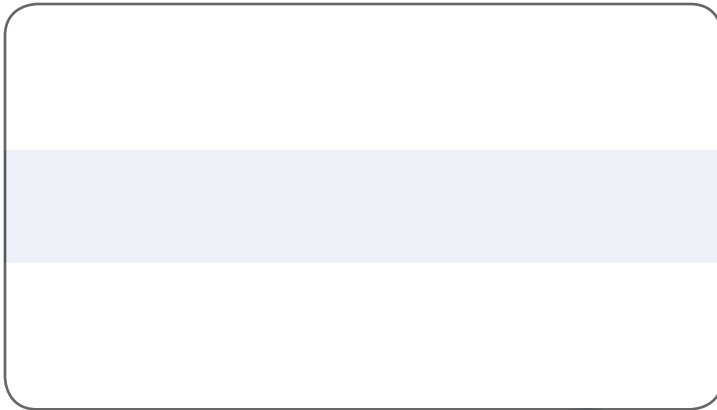


## Welcome to BlueCare Tennessee Here's Your New ID Card



### CONTACT US

BlueCare members **1-800-468-9698**  
TennCareSelect members **1-800-263-5479**



Visit [bluecare.bcbst.com](http://bluecare.bcbst.com) and sign up for BlueAccess™. BlueAccess is the members-only section of our website. Your information is secure and available anytime. It's personalized just for you, so you can:

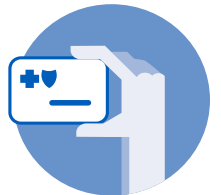
- Find a network provider
- Check your claims
- See the primary care provider (PCP) assigned to you
- Change your PCP
- Print a temporary member ID card



Like us on Facebook® at  
[facebook.com/bluecaretn](https://www.facebook.com/bluecaretn).  
Visit us on the web at  
[bluecare.bcbst.com](http://bluecare.bcbst.com).

### USING YOUR CARD

- 1 Check your card. If any information isn't correct, call Customer Service.
- 2 Check the effective date on the card. Begin using this new card on this date. Cut up and throw away your old card.
- 3 Show the card to your health care providers.
- 4 Always have it with you. Protect this card the way you would protect a credit card. No one else can use it. If your card is lost or stolen, call Customer Service. You can also order a replacement card through BlueAccess™ at [bluecare.bcbst.com](http://bluecare.bcbst.com).
- 5 Keep your other health plan ID cards. You may have other cards for other insurance – like Medicare. Show all your health care ID cards when you receive care.



### EMERGENCIES

If you think you have a medical or behavioral health emergency, go to the nearest hospital Emergency Room. Not sure if it's an emergency? Call your PCP or our 24/7 Nurseline (phone number on your card).



### NEED A RIDE TO A HEALTH CARE PROVIDER'S APPOINTMENT?

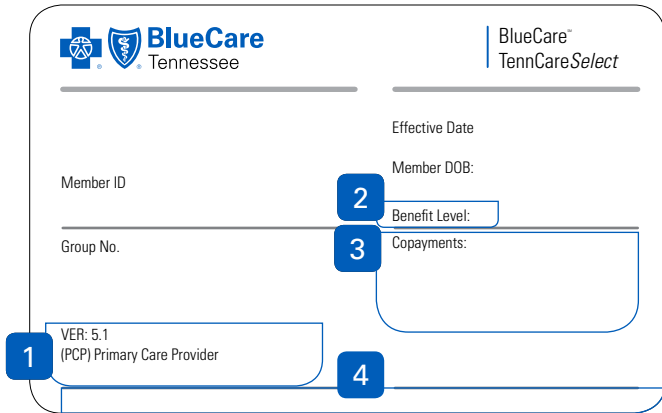
BlueCare members call\*  
West: 1-866-473-7564  
Middle: 1-866-570-9445  
East: 1-866-473-7563  
TennCareSelect members call\*  
1-866-473-7565



\*At least 72 hours before your appointment

# How to Read Your ID Card

This is an example. Your own card may be different depending on your benefit level.



## On the back of your card, you'll find special phone numbers:

**Prior Authorization** – This is an OK from us that is required before you can receive certain services. Your health care provider must contact us to get the OK.

**Nurseline 24/7** – Nurses will answer your health questions and help you decide when or if you need care.

**1 Primary Care Provider (PCP)** – You've been assigned a PCP, the person you see for health care. If the name listed on your card is wrong, call Customer Service. You must see the PCP listed on your card. If you see another PCP, the claim will be denied, and the PCP will not be paid.

**2 Benefit Level** – Your card lists an A, B, C, D, E, F, G, H, J, K or M benefit level. See your Member handbook to find out what your benefit level covers.

**3 Copayments** – Some members have to pay part of their health care costs upfront – it's called a copayment. Other members don't have any copayments.

**Health Services** – The amount of your copayment, if any, will also be listed. Your card may or may not list the following services:

PCP.....	PCP office visit	ER.....	Emergency room
SPEC.....	Specialist office visit	IP.....	Inpatient
		UC.....	Urgent care

**4** If you are part of one of our programs, such as CHOICES, ECF CHOICES, *SelectKids* or *SelectCommunity*, that name will show here.

By accepting this card and the benefits it signifies, the holder acknowledges that the card represents a contract solely between the subscriber, or the group, and BlueCare Tennessee and/or its licensed affiliates. The holder also acknowledges that BlueCare Tennessee is an independent corporation. It operates under a license with the BlueCross BlueShield Association. The BlueCross BlueShield Association allows BlueCare Tennessee and its licensed affiliates to use the BlueCross BlueShield names and service marks in Tennessee.

**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 (TTY: 711: 888-418-0008).

**Kurdish:** ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆرای، پۆ تو بەردەستە. پەیوەندی بە BlueCare 1-800-468-9698 TennCareSelect 1-800-263-5479 (TTY: 711: 888-418-0008) بکە.

**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 (TTY: 711 and ask for 888-418-0008).**

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 1-855-857-1673 (TRS 711) for free.

BlueCare Tennessee  
1 Cameron Hill Circle | Chattanooga, TN 37402

**bluecare.bcbst.com**

BlueCare Tennessee and BlueCare, Independent Licensees of the BlueCross BlueShield Association

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BCT-67 (1/17)