

If your child or teen
has a health problem...
Get one-on-one help





You can get help
when you need
it most.



If your child or teen has a health problem, you're looking for the right care. We're right here for you with the answers and support you need.

We call these services Population Health Case Management. But you can think of us as your child or teen's personal health care team.

We'll work one-on-one with you, your child's 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 asthma, diabetes and behavioral health issues.

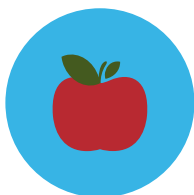
As part of the program we can help you:



Know more about your child's health problems



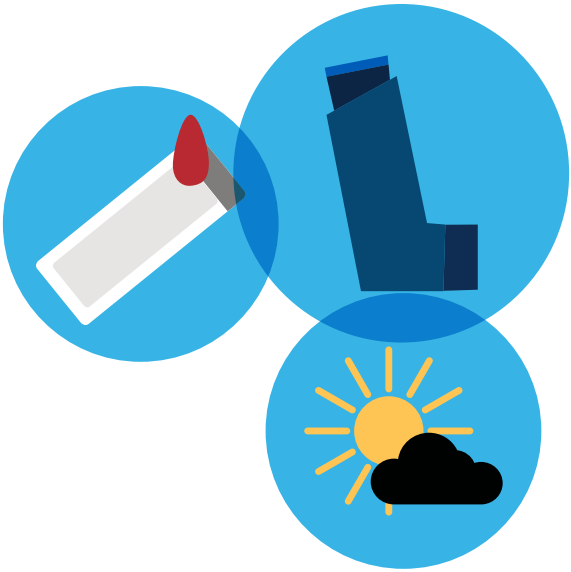
Develop a plan of care based on your doctor's advice



Make choices that help your child feel better



Keep your child out of the hospital



Your child may need more attention and services if their health needs are complex. This could be because of serious conditions, like:

- Cancer
- Diabetes with complications
- Asthma with complications
- Trauma injuries with complications
- Transplants
- ADHD
- Autism
- Substance use disorders (alcohol and drugs)
- Depression

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



About One-on-One Help:

You can sign up or be referred by your child's doctor.

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

**Call
1-888-416-3025.**

Find more help to keep your child 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 child's 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.

Tennessee Statewide Crisis Line***
1-855-CRISIS-1 (1-855-274-7471)
Get help for mental health emergencies.

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

Stop Smoking

If you're smoking, it could be affecting your child's health. 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
“Children’s Health” or
“Teens and Adolescent Health.”



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**

TennCareSelect – **1-800-263-5479**

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

- * 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

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. پەیوەندی بە بکە BlueCare 1-800-468-9698 (TRS: 711: 888-418-0008) 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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