

HEALTHY GENERATIONS



A publication for CoverKids members



**TENNCARE
HAS A NEW
WEBSITE**
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**MANAGING
ASTHMA
FLARE-UPS
AT SCHOOL...**
page 6

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bluecare.bcbst.com

It's spring again! Here's what's new.

Dear Member:

Spring is a wonderful time in Tennessee. We're starting to see some flowers blooming, which is great for cheering our winter blues! But with spring comes that dreaded Tennessee pollen. If your child has asthma, spring pollen can be especially difficult. Check out page 6 for some tips for fine-tuning your asthma action plan during this last stretch of the school year.

We've also got a light, veggie-packed stir fry recipe to get you in the mood to plan your summer garden, and other tips to help you take care of your child's physical and mental health.

And in the spirit of "new" TennCare is celebrating spring with a brand new website to connect you to helpful tools and resources you need. Check out the details on page 2.

Best of Health,



Melissa Scissom
Chief Operations Officer,
CoverKids

Join us online!

*Learn more about your
benefits and get health
and wellness tips.*

Visit us at
bluecare.bcbst.com.

HEALTHY

G E N E R A T I O N S

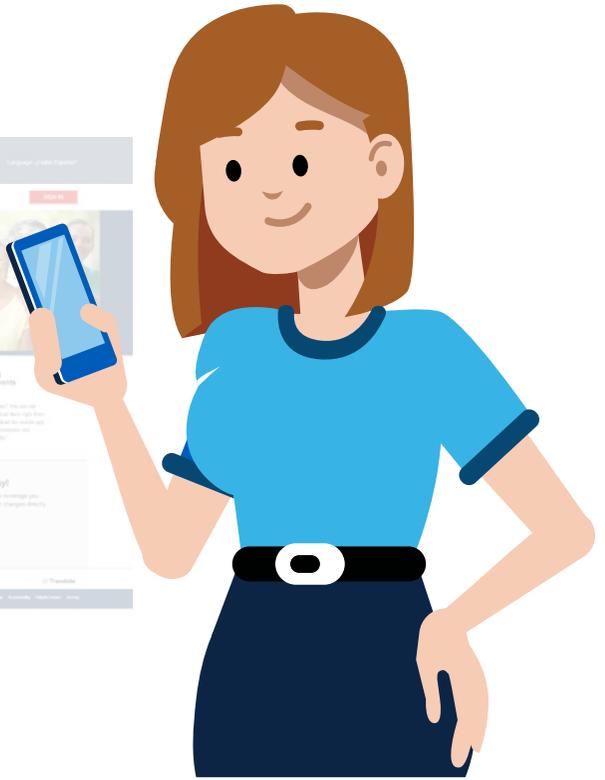
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This information is not meant to take the place of your health care provider's advice.

Healthy Generations is posted on bluecare.bcbst.com/CoverKids-News in English and Spanish



TennCare has a new website

This spring TennCare plans to roll out a new website. It's called TennCare Connect. TennCare and CoverKids members can visit **tenncareconnect.tn.gov** now and create an online account with TennCare Connect. All you need is your name and your email address.

When you create an account you can connect your TennCare and CoverKids coverage details to your account online. You will be able to see your case information and eligibility coverage dates.

With TennCare Connect you'll be able to:

- Submit applications
- Make changes (like change your address or update your income)
- Complete annual renewals
- Upload requested documents such as pay stubs or tax documents
- Receive electronic notices

There is also a FREE mobile app. Just search TennCare in the Apple App Store or Google Play. By using the mobile app, TennCare and CoverKids members and applicants can upload documents, view notices, and make address and other changes.

Just search TennCare and download the app today!



IT'S SPRING — GO PLAY!

Warmer weather makes it easier to get your children moving. Are they ready?

Start smart.

Most kids are able to take part in physical activities. But it's still a good idea to see their personal doctor before starting anything new. Children grow and change at different rates. Age and strength have to be considered when choosing an activity. That's why a talk with the doctor first is a good idea.

Choose fun.

The more kids enjoy an activity, the more they'll do it.

Group sports are fun but not the right choice for all kids. The American Academy of Pediatrics doesn't recommend group sports for children younger than 6.

Sometimes we forget that kids also just need to play. If you play with them, you'll set an active example. Schedule a walk several times a week. Ride bikes. Throw a ball around. You'll promote togetherness as well as physical health.

Play safe.

Equipment matters. Clothes, protective gear, sports and playground equipment have to be in good shape to keep children safe. Many people will be glad to help supervise – a coach, another parent, the playground manager.



Spring allergies and asthma— who's at risk?

The blooming plants that make spring beautiful can also trigger asthma attacks. For some children that means taking extra care.

Hispanic and African American children are more likely to have asthma than white children. But the same groups are less likely to be taking asthma medicines. This can translate into more frequent attacks, trips to the hospital and deaths from asthma.

There's a lot parents can do to safeguard their kids:

- Learn asthma symptoms
- See the doctor regularly and set up an asthma action plan
- Give long-acting asthma medicines as directed
- Keep short-acting (rescue) asthma medicines close by in case of an emergency

Need more help? Talk with your doctor and visit the National Heart Lung and Blood Institute at [nhlbi.nih.gov](https://www.nhlbi.nih.gov).

Reference: <https://www.nhlbi.nih.gov/health-pro/resources/lung/naci/discover/disparities.htm>

Healthy Recipes on a Budget

Do you think eating healthy is too expensive? It doesn't have to be. Find budget-friendly recipes your family will love, like this Chicken Stir-Fry, at choosemyplate.gov/budget-recipes.



CHICKEN STIR-FRY

INGREDIENTS

- 
- 2 tablespoons vegetable oil
 - ½ cup carrots (peeled, sliced thinly, drained or ½ can, about 8 ounces, low-sodium carrots)
 - ½ cup celery (sliced thin)
 - ¼ cup onion (cut into strips)
 - 1 green pepper (cut into strips)
 - 1 tablespoon garlic (finely chopped)
 - 1 tablespoon ginger (finely chopped, optional)
 - 1 pound chicken (cooked, skin removed, sliced into strips)
 - ½ teaspoon sugar
 - 3 tablespoons soy sauce (optional)
 - 3 cups cooked white rice (or brown rice)

DIRECTIONS

- 
- Heat a large pan with vegetable oil over high heat.
 - Add vegetables and garlic to the hot pan. Stir until garlic is slightly brown. If using ginger, add that too.
 - Add the chicken and sugar to the pan. If using soy sauce, add that too.
 - Stir the food for about 1 minute in the pan.
 - Serve with cooked rice.

Managing asthma flare-ups at school



If your child has asthma, they probably don't like having flare-ups at school – but it's still something you both need to plan for.

Having a written step-by-step plan is one of the best ways to help keep their asthma under control. Your child's personal doctor can work with you to create an asthma action plan. Having a plan can help your child avoid flare-ups – and deal with the ones they can't avoid.

The action plan will tell you and your child:

- How and when they should take their medicines
- What their asthma triggers are
- Signs of a flare-up
- When to call the PCP or go to the emergency room

Your child should keep a copy of the asthma action plan with them at all times and memorize key parts. Make sure their school has a copy.

Following this action plan will help them know when they might be about to experience a flare-up. It will also let them know when they may need to be excused to use their peak-flow meter or inhaler.



Talk to your child about what to do when they have symptoms at school. Tell them they should never ignore symptoms and hope they'll go away. Instead, they should get help from an adult, like a teacher or coach.

Sources:

<http://www.lung.org/lung-disease/asthma/taking-control-of-asthma/create-an-asthma-management-plan.html>

http://kidshealth.org/teen/asthma_center/treatment/a_action_plan.html

'Wait Until 8th'

for your child's mental health



Smartphones are everywhere, but the experts in technology and mental health are saying there's one place they don't belong—in the hands of children younger than 14. It may seem like torture to your pre-teen, but you might want to consider taking the "Wait Until 8th" pledge.

Wait Until 8th encourages parents not to give children a smartphone until they are at least 14 years old (about 8th grade). Your child may put up a fight, but the health risks of smartphones are becoming more and more clear.

Here are just a few reasons waituntil8th.org lists for keeping your young children free from smartphones:

1 They're addictive

Children spend an average of up to seven hours a day on smartphones. New research shows dependence on smartphones has the same addictive brain response as alcohol, drugs and gambling addictions.

2 They have a negative impact on learning

In elementary and middle school, children are learning how to manage time, projects and homework. But the distraction of smartphones is

disrupting this learning process. Studies show a child's grades are likely to suffer after they receive a smartphone.

3 They prevent healthy sleep

Studies also show that the use of smartphones and other portable devices with screens cause children and teens to lose sleep, and get poor quality sleep when they do sleep. This affects their health in other ways, by resulting in poor diet, a weakened immune system, stunted growth and mental health issues.

4 They increase the risk of anxiety and depression

Research shows that the more time someone uses social media, the more likely they are to be depressed. And overusing technology has been linked to an increase in stress hormones, which leads to anxiety.

5 They increase the risk for bullying

Technology has created a new space for bullying. And for children carrying a smartphone, it's hard to escape it. Bullies can now harm children through social media and texts and can reach them even in the safety of their own homes.

Learn more or take the pledge at waituntil8th.org.

No Referral Needed for Women's Health Services

We want to make it easy for you to use your benefits. That's why female members can see a women's health specialist without a referral. Women's health specialists can be obstetricians, gynecologists (OB/GYNs) or certified midwives.

These specialists include obstetricians or gynecologists (OB/GYNs). They provide pregnancy care, well-woman checkups and important screenings like pap tests and breast exams.

If you'd rather see your primary care doctor for this care, that's covered, too. But you must see a provider in our network for your care to be covered. Check to make sure all providers take CoverKids before you see them. We sometimes make an exception, but you'll need an OK from us in order to avoid an unexpected bill. To find providers in your network use "Find a Doctor" on **bluecare.bcbst.com** or log in to BlueAccessSM. You can call us at **1-888-325-8386**.



Losing coverage? We can help you find the resources you need

If you were told your CoverKids benefits are going to end – for example, if you're about to turn 19 – we can help you keep getting care. Our Case Managers can tell you about community resources in your area to help with your health needs.

Before your coverage ends, give us a call at **1-888-325-8386**. We're here for you.

Schedule a Checkup

Babies & Toddlers

At least 12 checkups before they are 3 years old

Children Age 3 and Up, Including Teens

Need a checkup every year

Source: The American Academy of Pediatrics



When to Take Your Child to the ER

When your child is sick or injured, you want help right away. But did you know the emergency room is not the best place to go in a non-emergency? There are better places for your child to get the kind of care they need when their condition is not life threatening.

So how do you decide?

It's your choice where you go for care. So choose the place best suited to help your child with their condition. Here are some suggestions.



Their Personal Doctor's Office

This is the best place to get care for most non-life-threatening conditions. Check with the office to get an appointment or to find out what hours they're open. They can treat most health conditions.

Here are a few common ones:

- Cold and flu
- Pink eye
- Ear, throat and sinus infections
- Urinary tract infections
- Allergies
- Fever
- Minor bumps and cuts
- Rashes
- Many more



Urgent care center

When your child needs care quickly, but it's not life-threatening, consider urgent care centers. They're usually open nights and weekends, and you don't need an appointment.

They can treat things like:

- Minor cuts, sprains and burns
- Fever and flu
- Ear, throat and sinus infections
- Pink eye
- Urinary tract infections



Emergency room

If your child needs immediate help for a critical or life threatening illness or injury, call 911 or go to the nearest emergency room. They're open 24/7.

They treat things like:

- Rhythmic jerking (a seizure)
- Uncontrollable bleeding
- Loss of consciousness
- A burn that is large or involves the hands, feet, groin, chest or face
- Significant trouble with breathing (more than from nasal congestion)

Your Child's Personal Doctor is Your Partner

It's easier to take care of your family's health if you have a partner. That's why we recommend every child have a personal doctor.

A personal doctor is sometimes called a pediatrician or primary care provider. They do well-child checkups and treat minor illnesses. They can also spot problems early and order tests for further treatment.

Emergency rooms and specialists are important when you need them. But they don't have a complete picture of your child's health. Your personal doctor knows your child's history, and they know you. That can help if you have to make big health decisions.

Here's how to help keep your child's personal doctor in the loop:

- Tell any other providers who your personal doctor is.
- Ask the other providers to send their reports to your personal doctor.
- Tell your personal doctor about all visits to other providers.



Is Your Teen Too Old for the Pediatrician?

Did you know most pediatricians stop seeing patients between the ages of 18 and 21? It may be time to help your teen find a new personal doctor. For many young adults, choosing a personal doctor is the first step toward making their own health decisions.

Source: kidshealth.org/teen/expert/doctors/new_doctor.html#cat20877

Use Network Providers for Best Value

If you don't use CoverKids network providers, you'll be responsible for out-of-network charges. The only exception is emergency care. See your member handbook for details.

How do you find network providers?

- Use the Find a Doctor tool at bluecare.bcbst.com.
- Or call Member Services toll free at **1-888-325-8386**, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time.



Free Benefits for Our Members

As your health plan provider, we think it's important you know what services are available to you. We've listed some of them here, but please see your Member Handbook for complete information.

One-on-One Help for Better Health

You've told us that you'd like support for staying healthy or living with a health condition. We offer both through our CareSmart Population Health Program.

You don't have to pay anything extra for the program. It's part of your membership. You pick the services you need – whether you or your child are well, have an ongoing health problem or a serious health episode. Our support is as personal as one-on-one help or as easy as visiting bluecare.bcbst.com.

Let us know how we can help you. Call **1-888-416-3025**, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time.

Tell Us Your Teen's Health Needs

Visit bluecare.bcbst.com to find an online Health Needs Survey. You or your teen can print it, fill it out and mail it back to us. Or you can save the completed survey and attach it in an email to CoverKids_GM@bcbst.com. We'll reply with information to help your child or teen continue on a healthy path or get help for health problems.

Resources for Pregnant Members

CaringStart® Maternity Program for pregnant members:

- Support from obstetric (pregnancy) nurses
- Information and educational materials about before, during and after pregnancy
- Coordination of services

Call CaringStart at **1-888-416-3025**, Monday through Friday, 8 a.m. to 6 p.m., Eastern Time. It's a free call.

Text4baby® will send you 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.

You Can Get a Second Opinion

Most of us want to know as much as we can about our health. That can mean getting a second opinion. We're happy to help you find a CoverKids provider for that. If we can't find a network provider, we'll help you get a second opinion from an out-of-network provider at no extra cost.

Give us a call to learn more. The Customer Service number is on your Member ID card and on page 13 of this newsletter.

Spanish Services

Para solicitar una copia de este boletín en español, llame a la oficina de Servicios de Atención al Miembros al **1-888-325-8386**. Permita varias semanas para la entrega. Otros materiales, como el manual para miembros, también están disponibles en español si llama a la oficina de Servicios de Atención al Miembros.

We Protect Your Health Information

We have policies on how we protect your health information. They're based on laws. We keep them up to date. To make sure we're getting it right, we train our staff every year. We protect all facts about your health, no matter how they are shared or stored - verbally, in writing or in electronic form. These laws and policies apply to our entire company and how you or anyone else accesses or uses your information. You can read more about this in your member handbook. You'll also find a Privacy Notice on bluecare.bcbst.com, or you can call Customer Service to get a copy. The phone number is on page 13.

We Don't Reward Saying No To Members

We want you to get the care you need. We look at your medical needs and your covered services before we give an OK for care. We don't give your providers or our employees extra pay or gifts to get them to give you less care than you need.

Newborns need their own health coverage.

Did you know your CoverKids pregnancy benefits don't cover your newborn? Don't miss a day of coverage – call **1-866-620-8864** as soon as your baby is born.

Make Sure Your Mail Follows You

Does CoverKids have your correct mailing address? If we don't, you could miss important mailings about your health plan and benefits. Update it by calling the CoverKids Eligibility Contractor at **1-866-620-8864**.

You Have The Right To Appeal Our Decisions

We look carefully at all medical requests. If our doctors decide that something isn't what you need, you have the right to ask us to look again. Just file a Member Grievance, and we'll take another look. If you still don't agree, you can also ask for a review by the state. External reviews aren't available under your plan. That means you can't ask an independent group or individual to do a review and send it to us or to the state.

Tennessee Tobacco QuitLine

Free to all Tennessee residents – 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

More Resources

24/7 Nurseline

1-866-904-7477

State of Tennessee

Regular business hours are 7 a.m. to 7 p.m., CT, Monday through Friday.

Website
tn.gov/coverkids

Website for Tennessee families (links to state services, information and more)
kidcentraltn.com – tn.gov/CoverKids

Customer Service (for eligibility and enrollment) – 1-866-620-8864

Law Forbids Different Treatment

Federal and state laws don't allow CoverKids to treat you differently because of your race, national origin, religion, color, disability, age, sex, language, or other groups protected by civil rights laws. Are you being treated differently? You have the right to file a complaint. By law, no one can get back at you for filing a complaint. To complain about health care or mental health care, call: **1-888-325-8386/1-855-286-9085**.

Find the Unfair Treatment Complaint form online at:

<https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf>

Can We Help You?



MEMBER SERVICES

Mon. – Fri., 8 a.m. to 6 p.m. ET

1-888-325-8386 (toll free)

TDD/TTY: 1-866-591-2908

Drug Benefit Appeal:

1-888-343-4232 (fax number)

Care Management: **1-888-416-3025**

CoverKids_GM@bcbst.com

bluecare.bcbst.com

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-325-8386. (TRS: 711: 1-866-591-2908).

Kurdish: کوردی

ئەگەر بە کوردی سۆزانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دەمخریتە بەردەستتان. پەیوەندی بکەن بە ژمارە 1-888-325-8386 . (TRS: 711: 1-866-591-2908)

- **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 1-888-325-8386. We can connect you with the free help or service you need. (For TTY call: 1-866-591-2908)

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 CoverKids 1-888-325-8386 * (TRS 711) for free.

Las leyes prohíben el trato diferente

Las leyes federales y estatales no permiten que CoverKids lo trate de manera diferente debido a su raza, lugar de nacimiento, religión, color de la piel, discapacidad, edad, sexo, idioma o cualquier otro grupo protegido por las leyes de derechos civiles. ¿Lo están tratando de una forma diferente? Usted tiene el derecho de presentar una queja Por ley, nadie se puede vengar porque usted se queje. Para quejarse sobre atención médica o atención de salud mental, llame al: **1-888-325-8386/1-855-286-9085**

Puede encontrar el formulario de Queja por Trato Injusto en línea al: <https://www.tn.gov/content/dam/tn/tenncare/documents/complaintformSP.pdf>



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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 BlueCare Tennessee branded products and services.

24/7 Nurseline offers health advice and support provided by Infomedica Group, Inc. d/b/a Carenet Healthcare Services, Inc., an independent company that does not provide BlueCare Tennessee branded products or services.

PRSRST STD
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BLUESHIELD
OF TENNESSEE, INC.

Learn more about your benefits
and get health and wellness tips.