

HEALTHY GENERATIONS



A publication for CoverKids members



**CONTINUING
CARE FOR
PREGNANT
MEMBERS**
...page 5



**HOW YOU
CAN PREVENT
SUICIDE**
...page 7

1 Cameron Hill Circle, Suite 73
Chattanooga, TN 37402-0001
bluecare.bcbst.com

We're right here for you as your kids go back to school!

Now that school's started, we know you're busy, and we're here for you when it comes to your child's health.

Your health plan provides free well-child checkups and immunizations. They're two of the most important things you can do for your child or teen's health. You'll find more information about checkups on page 10 and on our website at bluecare.bcbst.com/types-of-coverage/coverkids/.

In this newsletter we've included some back-to-school health tips, including:

- Healthy after-school snack ideas
- Taking asthma medicines at school
- Staying safe in school sports

For our pregnant members, there's important news on page 5 and details on special programs on page 11.

We hope the first months of school are great, and your fall gets off to a healthy, happy start. Give us a call if we can help.

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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Healthy Generations is published quarterly by BlueCare Tennessee, an Independent Licensee of the BlueCross BlueShield Association.

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

Healthy Generations is posted on bluecare.bcbst.com/members/member-info/ in English and Spanish.



STAYING SAFE IN SCHOOL SPORTS

Kids going back to school means school sports are about to start. Whether your child is a school athlete or a weekend warrior, be sure they're ready to hit the field and avoid injury.

Follow the tips below to be sure your child stays as safe as possible when that whistle blows.

4 Tips for Safe Sports

1. **Gear up:** No matter if your child is a competitive athlete or just going out for a fun game of ball, be sure they're wearing the right protective gear. Depending on the sport, that can include helmets, wrist guards, mouth guards, and knee and elbow pads.
2. **Make it fit:** Make sure that sports gear is in good shape and fits your child well. Helmets shouldn't be loose. Worn-out gear can be uncomfortable and lack protection.
3. **Mind the temperature:** It's important to stay hydrated. Especially while it's still hot and humid out, be sure your child drinks water before, during and after any sports.
4. **Make it year round:** Don't wait for the next season to start to remind your child to get active. Playing sports – even neighborhood ball – all year is good for your child. Staying active also helps them build strong bones and muscles, maintain a healthy weight, and decrease risk of developing Type 2 diabetes.

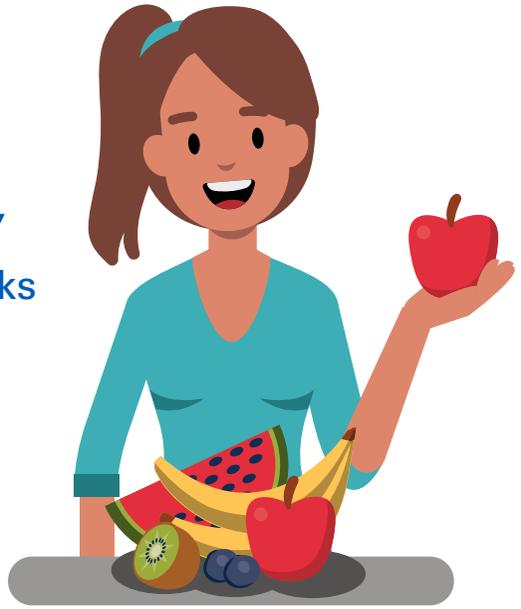
5 EASY,

Healthy After-School Snacks

Most days your child comes home from school ready for a snack. Having certain kinds of snacks on hand can help hold off their hunger until dinnertime.

Plus, these will give your child the proper fuel they need for homework and exercise.

With a little prep ahead of time, you can give your child a fresh, healthy snack.



1. **Fruits, veggies and peanut butter**

Slice up some celery and half an apple for your child to dip into peanut butter.

2. **Homemade mini pizzas**

Older kids can make a fresh version of a junk food favorite by topping half of a whole-wheat English muffin with a little spaghetti sauce, some leftover veggies, and low-fat shredded mozzarella. Microwave it to melt the cheese.

3. **Pop some popcorn**

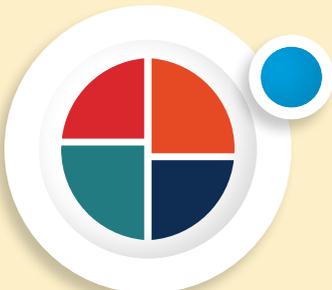
A small bag of no butter and low-salt popcorn gives your child whole grains and a filling snack.

4. **Boil some eggs**

Hard-boiled eggs are an affordable, quick snack. Boil some on the weekend to have them ready to go when the school week starts.

5. **Deli snack**

Slice up half an apple and wrap those wedges in slices of low-sodium deli turkey.



Find other great snack and meal tips at choosemyplate.gov.



Are You Ready to Break the Habit for Good?

Quitting smoking is one of the best things you can do for yourself and your kids. There's free help available from the Tennessee Tobacco QuitLine:

- Call **1-800-QUIT-NOW** or **1-800-784-8669, 1-877-559-3816** for the hearing impaired

Hours are Eastern Time:

- Monday – Friday, 8 a.m. – 11 p.m.
- Saturday, 9 a.m. – 6 p.m.
- Sunday, 11 a.m. – 5 p.m.

- Counseling is available in English or Spanish
- More details can be found at **tnquitline.com**

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

"I WAS WORRIED TO TELL MY DOCTOR ABOUT THE MEDICINE I HAD BEEN TAKING. BUT I'M GLAD I DID. I DIDN'T KNOW I WAS PUTTING MY BABY AT RISK."

Maria and her husband were ready to have a baby. They talked about their new family often. Maria had a dental surgery and was taking prescription opioid medicine.

"It helped with my pain," says Maria. "But I was taking it more than I needed. I had a checkup with my doctor. I told her I was ready to start a family. She asked me about all the medicine I was taking. I told her about the painkillers. That's when I learned my painkillers could hurt my baby before I got pregnant."

Maria's doctor explained that opioids – the painkillers known as oxycodone, hydrocodone, morphine and fentanyl – could

be harmful to her baby even before she got pregnant. The results of taking them just before and during pregnancy could include losing your baby, premature birth and birth defects.

"When I learned how dangerous this medicine was, I knew I had to stop. My doctor helped me slowly and safely stop taking the painkillers. After I stopped and knew it was safe, I got pregnant. We had a healthy baby girl thanks to the help of my doctor."

Talk with your doctor about any opioids you're taking. They can help you explore other options for treating your pain.

Continuing Care for Pregnant Members

We want you to get the care you need while you're pregnant. That includes making it easy to stay with the doctor you want. Usually, if one of your health care providers leaves the CoverKids network, you have to move to someone who is in the network. This isn't the case for many pregnant members.

If you're four or more months pregnant, you can stay with the same doctor even if they leave our network. You can see that same doctor for up to six weeks after your baby is born for what's called "postpartum care." Give us a call if you have any questions or need to find a pregnancy provider. You can look for a doctor online at bluecare.bcbst.com under Find A Doctor. Check for obstetricians/gynecologists (OB/GYN).



Asthma and the New School Year



Going back to school after summer break means you and your child have lots of questions: Do they have a new bus schedule? Are their friends in their classes? What time is lunch? If your child has asthma, you have one more very important question: **Is my child ready to get the medicine they need every day at school?**

Back-to-School Checklist



○ **Asthma 101**

Know everything you can about your child's asthma so you can keep it in control. Depending on their age, make sure your child also understands the warning signs of an attack and how to react.

○ **Call the School**

A quick call with your child's school nurse can help you plan how and when your child will take medicine during the school day. A talk with teachers about triggers and warning signs is also a good idea.

○ **Get an Asthma Checkup**

Schedule a visit with your child's doctor. They'll be sure your child is on the

right medicine and can help update your asthma action plan.

○ **Make a List**

Send a complete list of your child's medicines, dosage amount and times, and storage instructions to your child's school. Give them the asthma action plan so they know exactly what to do in an emergency.

○ **Check In**

If your child's medicine will be stored at school, check the supply often. If your child takes their medicine to school with them each day, get in the habit of packing their bag the night before to be sure you don't forget it on busy mornings.

Asthma can affect anyone. But some people seem to suffer worse symptoms from their asthma than others. While there are many reasons this could be true, race and income may play a part. African-American children are hospitalized for asthma attacks twice as often as white children. And children from low-income or minority families actually have a higher chance of getting the disease to begin with.

How You Can Prevent Suicide



As a parent, you can help prevent suicide. Learn the risk factors, and watch for the warning signs. You may be able to get your child help.

Risk Factors

Certain things can make a child more at risk for suicide. They include:

- Family history of suicide
- History of depression or other mental health problems
- Alcohol and drug use
- Child abuse, bullying or sexual violence

What Can You Do?

Keep strong ties with your child, and talk with your teen about their day. Pay close attention to changes in their behavior and mood.

If you're worried, talk with your child's doctor. They can do screenings, recommend treatment or refer you to a behavioral health specialist.

If you notice any of these signs in your child, get them help. You or your teen can call the Tennessee Statewide Crisis Phone Line at **1-855-274-7471** or the National Suicide Prevention Lifeline at **1-800-273-8255**.

You can also go to the Emergency Room or walk-in mental health crisis center. If you think it's an emergency, call **911**.

Recognize the Signs

If you notice some of these signs in your child, it's time to get help:

- Talking about suicide
- Looking for a way to kill themselves
- Increased substance abuse
- Feelings of hopelessness
- Stopping normal activities
- Being angrier
- Mood swings

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 to Lower Costs

Keeping our costs low helps us make CoverKids available to families like yours. One way we save is by only working with health care providers that agree to affordable rates for care.

Ask all providers you see if they accept CoverKids. If not, you'll be charged unless it's emergency care. To find a network provider, visit our website or give us a call:

bluecare.bcbst.com – Click on Find a Doctor or BlueAccessSM

Member Services – **1-888-325-8386**



Tell Us Your Teen's Health Needs



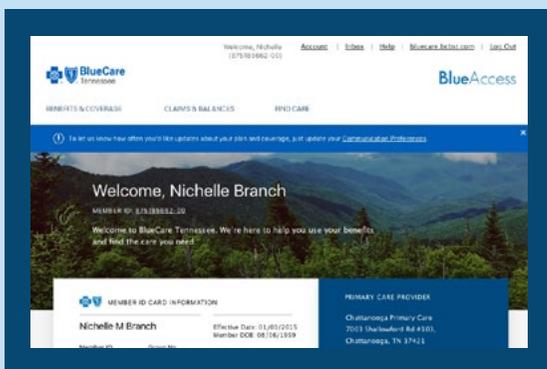
We want to provide you and your child with the best possible care. You can help us by taking a minute to fill out a mini health appraisal. It's a short survey about your health needs, and we'll keep all of your answers private.

There are several ways to complete the survey. We'll call you. Or you can find the mini health appraisal on **bluecare.bcbst.com** in the Member Info section. 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.

The survey is part of our Population Health program – a free service for all members. We can help you lose weight, manage stress or a chronic illness and much more. Call **1-888-416-3025**, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time. Or get the details on bluecare.bcbst.com in the Your Health section. Thanks for your help.

Your member home on bluecare.bcbst.com – BlueAccessSM

As a member, you have a personal link to information on our website. It's called BlueAccess, and it's now easier to use. You can find a doctor, replace a lost ID card and more.



If you haven't visited in a while or you need to register, go to **bluecare.bcbst.com**. Just click on BlueAccess at the top right. It's a quick and simple way to get help for common questions and needs.

Keep Your Child Healthy with Preventive Checkups

All children should have regular preventive checkups when they're healthy. Small problems can be caught early before they are serious. The checkup schedule is based on your child's age.

Your child's CoverKids benefits include:

- Regular physical exams and screenings
- Vaccines to protect against disease
- Help with an eating plan if it's medically necessary for your child

With CoverKids, your child gets one well-child visit per year. They don't cover separate physical exams for school, camp or a job. Your child can get their well-child checkups at their personal doctor's office, school or health fair. If we get a claim for a well-child checkup, it will count as the annual well-child visit.

Your child's CoverKids benefits only last through age 18. But experts say that annual well-care checkups should continue until age 21.

See your CoverKids Member Handbook or call Member Services at **1-888-325-8386** if you need information on benefits.

Important Vaccines are Needed by Age 2

Before age 2, your child needs an important group of vaccines. Your child's personal doctor or other health care provider may have mentioned these, and there are things you should keep in mind:

- The American Academy of Pediatrics and Centers for Disease Control and Prevention (CDC) say these vaccines are safe and needed. These are the leading experts on children's health and disease in the U.S.
- Vaccines protect against serious diseases. You may think common childhood illnesses are no big deal. But measles, mumps, chickenpox, influenza and other diseases can and do lead to serious health problems and even death. That's why vaccines are important for all children.

We encourage you to protect your children with these vaccines before they turn 2 years old.



Sources: Centers for Disease Control and The American Academy of Pediatrics



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, and 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.

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.

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. (TTY: 1-866-591-2908).

Kurdish: ئاگاداری: ئهگهر به زمانی کوردی قهسه دهکەیت، خزمەتگوزاریهکانی کوردی 1-888-325-8386 به پهیوهندی به TTY (1-866-591-2908) بکه.

- **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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3rd Quarter 2018

Healthy Generations

IN THIS EDITION

5 EASY, HEALTHY AFTER-SCHOOL SNACKS | HOW YOU
CAN PREVENT SUICIDE | OPIOIDS AND PREGNANCY

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

BlueCare Tennessee is an Independent Licensee of the BlueCross BlueShield Association

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 Infomedia Group, Inc. d/b/a Carenet Healthcare Services, Inc., an independent company that does not provide BlueCare Tennessee branded products or services.

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