

HEALTHY

GENERATIONS



A publication for CoverKids members



**No Prescription
Copays for
Pregnant Teens**
...page 2



**Eat Fresh,
Local and Light
This Summer**
...page 4

Back-to-school reminders.

Dear Member:

The kids are headed back to school and your “to do” list is growing. We know this can be a hectic time, so we want to remind you of a few important things going on.

It’s time again for our members to go through the reverification process. You might have already done this in the past couple of months. But if not, keep an eye out for your packet in the mail. When you get yours, please fill it out as soon as possible and send it back. This helps make sure you keep your coverage.

Also, back-to-school is a good time to make sure your child has had their yearly checkup. The doctor will make sure your child is all caught up on their vaccines and check for any possible health concerns. Some grades require proof of vaccines when you register, so now is the perfect time to get caught up.

We’ve included some more tips for keeping your child healthy in this newsletter. 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

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.



Table of Contents

No Copays for Pregnant Teens	2
Obesity Risk and Income	3
Eat Fresh, Local and Light This Summer	4
Asthma and the New School Year	6
Vaping Questions and Answers	7
Tell Us Your Teen’s Health Needs	8
Losing coverage?	8
Schedule a Checkup	8
Continuing Care for Pregnant Members	9
Your Child’s Personal Doctor is Your Partner	10
Use Network Providers for Best Value	10
Is Your Teen Too Old for the Pediatrician	10
Free Benefits For Our Members	11
More Resources	12
How Can We Help You?	13

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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.



No Copays for Pregnant Teens

If you're a pregnant teen, we have some benefit information to share with you. We want to make sure you're getting the care your doctor prescribed. That includes taking any medicine they give you exactly the way they told you to – the right amounts and the right times.

We're making it easy by waiving copays for medical services and any medicine your doctor prescribes while you're pregnant. Just make sure you let the pharmacy know you're pregnant when you get there and you won't be charged a copay. This benefit is for pregnant teens only. If you have questions, give us a call! We're here to help!



Benefit Questions? Call TennCare Connect

If you've recently had a change in eligibility, like a copay changing from low to high, and you want to ask questions, call TennCare Connect. They make decisions about what benefits you qualify for and can help answer any questions you have. You can reach them at **1-855-259-0701**.



OBESITY RISK AND INCOME

Many people think being overweight is only from eating too much. That's not the whole story. Studies show that how much money we make plays a role in our weight. Children and adults from lower income families have higher rates of obesity.

The problem often begins with where families live. Many lower-income neighborhood grocery stores don't have a lot of healthy, fresh food choices. If they do, the prices may be high. The choices may come down to higher-calorie, processed foods.

You can eat healthier on a budget

Preparing your own meals is a good start.

- Buy items like chicken and hamburger meat when they're on sale. Freeze them for later use.
- Look for sales on canned items like green beans and tomatoes that can help you complete healthier meals.
- Dried beans are less expensive, and one bag can stretch for a couple of meals.
- Fruits like apples and bananas are always an affordable option.
- Plan your meals and snacks for a week, make a list and shop once – it saves time and money!

Sources: choosemyplate.gov, cdc.gov
<https://www.choosemyplate.gov/budget-grocery-list>
<https://www.cdc.gov/obesity/data/index.html>

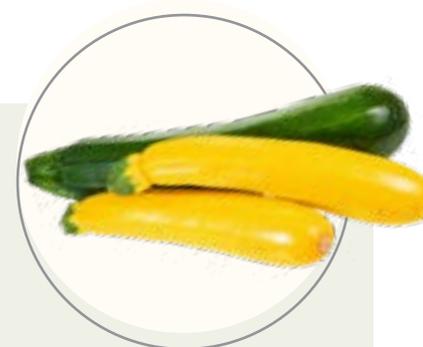


EAT
Fresh, Local
and Light
This Summer

Summer in Tennessee means colorful, healthy vegetables. You'll find green beans, corn, tomatoes, okra and all kinds of squash that are locally grown.

Two Southern favorites are zucchini and yellow squash. It's a tradition to batter and fry the yellow squash and add tomatoes and onions to the zucchini. But you have more options. You can grill, bake and saute it. Or try shredding it for salads and slaws or add it to soups and pasta sauces.

Here's an easy way to add fresh squash to a summer meal.



Zucchini and Yellow Squash Skillet

½ tablespoon butter	Salt and pepper to taste
½ tablespoon olive oil	Parmesan cheese
2 small zucchini, diced	¼ teaspoon dried basil, if desired
2 small to medium yellow squash, diced	¼ teaspoon dried oregano, if desired

In a 12-inch nonstick skillet, heat the butter and olive oil over medium heat until hot. Add the zucchini and yellow squash in an even layer. Sprinkle with salt and pepper. Let it sit without stirring or moving for 2-3 minutes so it gets golden. Give it a good stir, add salt and pepper to taste if needed. Continue to cook, stirring only every now and then, until the squash is browning and tender, about 5-7 more minutes. Season with salt and pepper to taste and top with grated Parmesan. Serve immediately.

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 before the school year starts 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 child's asthma action plan.

Make a List

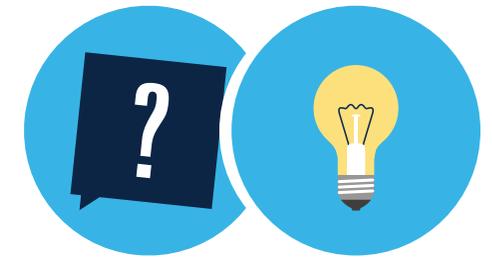
Send a complete list of your child's medicines, dosage amounts and times, and storage instructions to your child's school. Give them the asthma action plan so they know exactly what to do in an emergency.

Check In

If your child's medicine will be stored at school, check the supply often. Make sure the school keeps it in the original, labeled container. 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.

Vaping Questions and Answers



By now, everyone knows smoking is bad for you – even deadly. But a scary new habit has become popular among teens. Vaping.

Many teens think vaping, or e-cigarettes, are safe because there's no smoke to inhale. But that's simply not true. We're here to help you talk with your teen about vaping and give them the real facts. Here are some questions they may ask and a guide to how you might answer them.

Why don't you want me to vape?

- Science shows that vaping is addictive and the chemicals can harm different parts of your body.
- Right now, your brain is still developing, which means you can easily become addicted to things like nicotine. Using nicotine can change your brain to make you crave more nicotine. It can also affect your memory and concentration. I don't want that for you!
- E-cigarettes contain chemicals that are not safe to breathe. When you use e-cigarettes, you breathe in tiny particles that can harm your lungs.

What's the big deal about nicotine?

- Nicotine can harm your brain development. It can make it harder for you to concentrate, learn or control your impulses.
- Nicotine can even train your brain to be more easily addicted to other drugs like meth and cocaine. I don't say this to scare you, but I want you to have the facts. Nothing is more important to me than your health and safety.

I thought e-cigarettes didn't have nicotine – just water and flavoring?

- I used to think that too. But many e-cigarettes have nicotine. There are also other chemicals in them that can be harmful.
- Let's look at the Surgeon General's website on e-cigarettes together so you can see for yourself. ([e-cigarettes.SurgeonGeneral.gov](https://e-cigarettes.surgeongeneral.gov))
- Next time we go to the doctor, let's ask about the risks of nicotine, e-cigarettes, and other tobacco products.

Aren't e-cigarettes safer than regular cigarettes?

- No. It isn't safe for you to use any product that has nicotine, including e-cigarettes.
- Some e-cigarette batteries have even exploded and hurt people.

Source: Centers for Disease Control and Prevention
https://e-cigarettes.surgeongeneral.gov/documents/SGR_ECig_ParentTipSheet_508.pdf

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 will keep all of your answers private.

There are several ways to complete the Health Needs survey. We'll call you, or you can find the mini health appraisal on **bluecare.bcbst.com** in the Member Information 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. Your answers help us figure out ways we can help you, like to lose weight, manage stress, or manage a chronic illness, and much more. Give us a call at **1-800-468-9698**, or get the details on **bluecare.bcbst.com** in the Your Health section. Thanks for your help.



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 provider you want. Usually, if one of your health care providers leaves the CoverKids network, you have to move to someone who remains in the network. This isn't the case for many pregnant members.

If you're four or more months pregnant (in your second or third trimester), you can stay with the same provider even if he or she leaves our network. You can see that same provider 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 new pregnancy provider. Our number is listed on page 11 of this newsletter. You can search for a pregnancy provider online at **bluecare.bcbst.com** under Find A Doctor. Search for obstetricians/gynecologists (OB/GYN).

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



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.

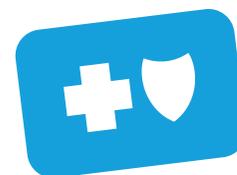
Source: kidshealth.org/teen/expert/doctors/new_doctor.html#cat20877

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 Miembro al **1-888-325-8386**. Permite 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 Miembro.

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 **1-855-259-0701** 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 TennCare Connect at **1-855-259-0701**.

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>

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.

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

TennCare Connect (for eligibility and enrollment) – 1-855-259-0701

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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OF TENNESSEE, INC.

3rd Quarter 2019

Healthy Generations

IN THIS EDITION

OBESITY RISK AND INCOME | SCHEDULE A CHECKUP

ASTHMA AND THE NEW SCHOOL YEAR

VAPING QUESTIONS AND ANSWERS

IS YOUR TEEN TOO OLD FOR THE PEDIATRICIAN

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.