

BlueCare Way

A newsletter for
BlueCare members

bluecare.bcbst.com

CareSmart[®]

Your membership includes our FREE Population Health CareSmart Program. The program provides important health information and support to you at no cost. **Population Health services are provided whether you are well, have an ongoing health problem or have a serious health episode. Please call 1-888-416-3025 for more information.** Or see our website at bluecare.bcbst.com/Health-Programs/Population-Health/index.html.

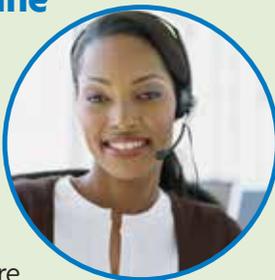
Make sure your mail follows you



Make sure TennCare has your correct mailing address. If you don't, you could miss important mail about your health plan and benefits. **If you're going to move or if you've moved, call the Family Assistance Service Center at 1-866-311-4287.**

24/7 Nurseline*

Nurses are on call to answer your health questions 24 hours a day, seven days a week. They can also help you figure out if you should call your doctor, go to the ER or treat the problem yourself. Call **1-800-262-2873**.



We've moved. . .to bluecare.bcbst.com!

Our website has moved and expanded. Go to bluecare.bcbst.com and discover an improved source of information for your health plan.

We kept the features you liked about the old website. You can still look up a provider or log-in through BlueAccessSM. You can still find copies of previous newsletters, check your Member Handbook and find forms that you need. But there's lots more. New sections include:

- + Manage Your Health – Tips to help every member of the family stay healthy.
- + Health Programs – Information about living with chronic health conditions, taking care of your children and having healthy pregnancies.

Best of all, the new website is easy to use. Visit us today—bluecare.bcbst.com. **Tell us what you think by filling out a Web Survey found under the "Tell Us" section at www.bluecare.bcbst.com/Members/Member-Website-Survey.html.**



Long-Term Care

CHOICES is TennCare's program for Long-Term Services and Supports (LTSS). Long-term services and supports give you help doing everyday activities that you may no longer be able to do for yourself. You may need this help as you grow older or if you have a disability. To learn more or find out if you qualify, call the Customer Service number on your ID card.

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al 1-800-468-9698.

Depression and Substance Abuse: All in the Family

Problems with depression and substance abuse seem to run in some families. Does it have to be this way?

Things like illness, money problems or family issues can make anyone blue. But day-to-day, most of us deal with our troubles.

For others, all they do is feel sad and down. This is depression, a serious medical illness. Medicines and other treatment can help, but many depressed people turn to alcohol and drugs. They make things worse. This can mean violence and fear for their families.

Bad things that happen in your childhood are called Adverse Childhood Experiences (ACEs). Children with these are more likely to be

depressed and addicts when they grow up. As adults, they also tend to have more serious illnesses like heart disease, diabetes and cancer.

Are depression and substance abuse part of your family? Get help.

You don't have to see your primary care provider before getting mental health care and substance abuse treatment. Call BlueCare Customer Service at 1-800-468-9698.

Sources: National Center for Biotechnology Information, U.S. Library of Science - www.ncbi.nlm.nih.gov/books/NBK64258; Centers for Disease Control and Prevention - www.cdc.gov/mmwr/preview/mmwrhtml/mm5949a1.htm; WebMD - www.webmd.com/depression/alcohol-and-depression



Medically Necessary Services

Services that are listed as medically necessary mean that you can have those services if your doctor and BlueCare agree that you need them. See your **Member Handbook** for a full definition of **medically necessary**.

BlueCare providers will give you health care that is medically necessary.

Sometimes your doctor may have to get an OK for your health care services, even if he or she says that you need them.

This is called a **Prior Authorization**, or **PA**. Your doctor may have to tell BlueCare why the health care service is medically necessary for you.

BlueCare looks at your medical needs and your covered services when they give an OK. BlueCare providers do NOT get any extra payment from BlueCare or TennCare for giving you less care than you need or for denying you care. Workers for BlueCare do NOT get any extra pay or gifts for saying no to care.

If you have questions about what your physical or mental health care services are, you can call BlueCare at 1-800-468-9698.

If you have problems getting your physical health or mental health care services, see the sections of your Member Handbook called, "Help for problems with your health care or TennCare" and "TennCare Appeals." There is also information available on our website, bluecare.bcbst.com.



Be a hero. Take your child to the doctor.

Every week we hear of heroic mothers and fathers who rescue their children from fires, floods and other disasters. You can be a hero—with one, simple step:

Make sure your children and teens get their well-child visits on time.

We know being a parent is busy. You may be tempted to think, “My child’s not sick. Let’s skip the doctor’s visit. Or put it off.”

Don’t do it. Your children and teens are growing and changing fast. They need to be seen regularly by a health care provider.

Source: bluecare.bcbst.com - <http://bluecare.bcbst.com/Manage-Your-Health/Childrens-Health/Well-Child-Checkups.html>

Is it time for a well-child checkup?

Remember these important things about well-child checkups, also called **TENNderCare checkups**:

- + TENNderCare checkups are free for TennCare kids up to age 21
- Infants/toddlers should have 12 checkups before their 3rd birthdays
- + Beginning at age 3, children should receive TENNderCare well-child checkups every year until they turn 21
- + Each TENNderCare checkup includes any recommended shots and lab tests your child might need
- + You can get a free ride to the doctor’s office, if you need one

A trained medical professional can spot problems that you cannot. Small issues could be the sign of something serious. Be a hero for your child. Follow the recommended well-child checkup schedule.

Need help knowing when to take your child to the doctor?

- + See the information on this page in the article, “Is it time for a well-child checkup?”
- + Watch for reminders about checkups in the mail.
- + Find more about well-child checkup schedules online at <http://bluecare.bcbst.com/Manage-Your-Health/index.html>



Your safety comes first.

TennCare takes the safety of its members seriously. That’s why TennCare only covers services that are medically necessary. To be medically necessary, a service must be:

- + Ordered by a treating health care provider
- + Required to diagnose or treat the member’s condition
- + Safe and effective
- + Not experimental
- + The least costly alternative that is adequate for the member’s condition.



The best value

For example, home health and private-duty nursing is a covered benefit when medically necessary and when prescribed by an attending doctor. The treatment and services must be provided by a registered nurse or a licensed practical nurse who is not an immediate relative.

However, if an intermediate or skilled-nursing facility can provide the required care at a lower cost than private-duty nursing, the member has two options:

- + Get services from a nursing facility
- + Have home health care or private-duty nursing up to the amount allowed for facility care.

By paying for the effective service that costs the least, TennCare is able to provide more people with health care benefits. And that’s good news for everyone.

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al 1-800-468-9698.



African American Women: *You are your best defense against breast cancer.*

African American and white women get mammograms at about the same rate. But more African American women have breast cancer that has spread beyond the breast compared with white women when the cancer is found. African American women often have breast cancers that grow faster and are more difficult to treat.

Bottom line: African American women must take steps to make sure breast cancer is caught early. Here's what you can do:

+ Do breast self exams. All women should examine your breasts at least once a month. Check for changes.

Talk to your provider about what warning signs to look for.

+ Get mammograms. While you're still in your 20s, talk to your provider about when to start having mammograms. Tell your provider your family history. Some women need to begin mammograms earlier because relatives died of breast cancer. Speak up. Don't wait on your provider to start the discussion.

+ Use your health plan benefits. Lack of screenings and slow follow-up care are two of the reasons why African American women have higher rates of death from breast cancer. With TennCare you have the benefits you need. We can

even help you set up appointments. (See the article "Is It Time for Your Mammogram?" on this page).

+ Don't make excuses about not having enough time. A mammogram can find cancers long before you or a doctor feel a lump. If the mammogram shows a problem and you go for follow-up right away, your life could be saved. That could mean years and years of time saved with your loved ones.

Sources:

Centers for Disease Control and Prevention - www.cdc.gov/features/vitalsigns/breastcancer/;
Tennessee Today- www.utk.edu/tntoday/2006/01/26/ut-study-doctors-dont-urge-black-women-to-get-mammograms/;
National Breast Cancer Organization - www.nationalbreastcancer.org/breast-self-exam

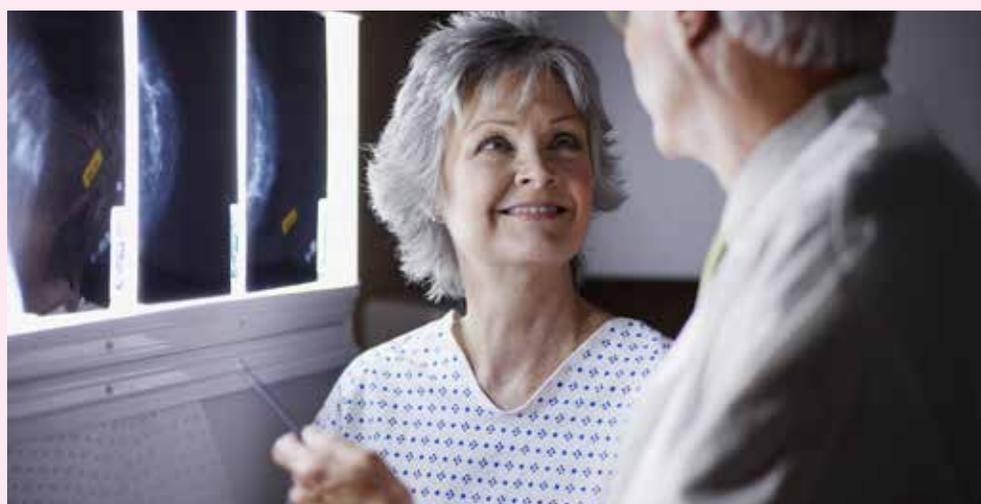
Is it Time for Your Mammogram?

BlueCare offers you many health benefits, including screenings like mammograms.

A mammogram is an X-ray of the breast. It is used to check for breast cancer and other problems. It can help find a lump that is too small to feel. Finding cancer early can help make it easier to treat.

BlueCare covers mammograms:

- + At least one time for women ages 35 to 40**
- + Every two years, or more often if your doctor says it is needed, for women ages 40 to 49**
- + Each year for women who are age 50 and older.**



Mammogram screenings are free. There is no copay. Talk to your primary care provider about getting a mammogram. You can call Customer Service for help

with scheduling your appointment and transportation. The number is 1-800-468-9698.

Health Information Library: HIL 5248+

+For Health Information Library messages, call 1-800-999-1658 and enter the four-digit codes included at the end of some articles.



WOMEN'S HEALTH

Know your risk and get tested for Chlamydia.

Did you know that if you are sexually active you may be at risk for chlamydia?

Chlamydia is a type of sexually transmitted disease (STD) that can be very serious. It may have mild symptoms or none at all. If not treated, chlamydia can make it hard for you to have a baby.

Experts say women aged 25 and younger who are sexually active should have a yearly test for chlamydia. Older women with risk factors should also be tested.

Risk factors include having new or multiple sex partners, having sex with someone who has other partners and not using barrier contraceptives, such as condoms.

Ask about a chlamydia screening test when you get your yearly well-woman checkup. BlueCare will pay for the chlamydia test for women up to age 29 if your doctor recommends it.

Source: Centers for Disease Control and Prevention – www.cdc.gov/std/chlamydia/STDFact-Chlamydia.htm

Health Information Library: HIL 4504+



PREGNANCY HEALTH

FREE and FOR YOU

- + CaringStart® Maternity program for pregnant members:
 - Support from obstetric nurses
 - Information about issues that occur before, during and after pregnancy
 - Coordination of services
 - Educational materials

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

PREGNANCY HEALTH

Expectant moms need Tdap vaccines to protect their newborns.

Pertussis, known as whooping cough, is a contagious and serious illness in babies and young children. In infants less than 1 year old, it can cause many complications. It can even be life-threatening.

Pertussis causes violent coughing and makes it hard to breathe deeply. This causes a “whooping” sound. More than half of babies who get the disease before age 1 will be hospitalized.

Tdap vaccines can protect newborns when given to expectant moms. **The Centers for Disease Control and Prevention (CDC) recommends having a Tdap vaccine during each pregnancy between 27-36 weeks.** The vaccine will likely protect babies in the first months after birth. Babies should receive their own vaccines against whooping cough, called Dtap, starting at two months old.



Talk to a health care provider about a Tdap vaccine during pregnancy. Ask caregivers and family members who will be around the infant to have this vaccine as well.

Source: Centers for Disease Control and Prevention - www.cdc.gov/pertussis/about/prevention.html; www.cdc.gov/pertussis/about/complications.html



- + **Text4baby®** will send you **FREE 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**.

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 BlueCross BlueShield branded products and services.

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al 1-800-468-9698.



Free help to stop tobacco use

The Tennessee Tobacco QuitLine is free to all Tennessee residents who want to stop smoking or using spit or chew tobacco. Callers are assigned a coach who will give one-on-one help to kick tobacco use for good.

Tennessee Tobacco Quitline: 1-800-QUIT-NOW, or 1-800-784-8669.
Monday through Friday from 8 a.m. to 11 p.m.,
Saturday from 9 a.m. to 6 p.m.
Sunday from 11 a.m. to 5 p.m., Eastern Time
For the deaf and hard of hearing - 1-877-559-3816.
Counseling is available in both Spanish and English.

To learn more visit health.state.tn.us/tobaccoquitline.htm.

You can also call the Customer Service phone number on your ID card. Ask about your benefits for medicines that may help you stop smoking.

Health Information Library: 3361, 3362+



Prescription Drug Safety Tips

Staying safe with your medicines includes:

- + Telling all of your doctors about all of your medicines. This includes pills or tablets you buy at the store without a prescription, like vitamins and herbs.
- + Taking your medicine exactly the way it is prescribed, at the right times and in the right amounts.
- + Not crushing or cutting pills unless your doctor says to.
- + Never stopping your medicine

without talking to your doctor.

- + Keeping all prescription drugs away from children.
- + Storing medicine at the right temperature (like not in the glovebox of your car!)
- + Not taking medicines prescribed for someone else.
- + Getting rid of medicine when it is past its expiration date.

Source: WebMD - <http://www.webmd.com/healthy-aging/guide/medication-safety-tips-dos-and-donts>



Law Forbids Unfair Treatment

State and federal laws do not allow unfair treatment in TennCare. No one is treated in a different way because of race, beliefs, language, birthplace, disability, religion, sex, color or age.

You have the right to file a complaint if you think you are not getting fair treatment. By law, no one can get back at you for filing a complaint.

To complain about:

- + Health care, call 1-800-468-9698 / 1-800-878-3192
- + Mental health care, call 1-800-468-9698
- + Dental care, call 1-877-418-6886

La Ley Prohíbe el Tratamiento Injusto

Las leyes estatales y federales no permiten el trato injusto en TennCare. Nadie recibe un trato diferente debido a su raza, creencias, idioma, lugar de nacimiento, discapacidad, religión, sexo, color de la piel o edad.

Usted tiene el derecho de presentar una queja si piensa que no ha sido tratado de manera imparcial. Por ley, nadie se puede vengar porque usted reclame.

Para quejarse acerca de la:

- + Atención médica, llame al 1-800-468-9698 /1-800-878-3192
- + Atención de salud mental, llame al 1-800-468-9698
- + Atención dental, llame al 1-877-418-6886

How Can We Help You?

BlueCare Customer Service

- help with your health plan
- free help in another language
- TENnderCare information in formats for members who are deaf or blind
- help getting treatment for mental health and substance abuse problems
- information about CHOICES

Call Monday - Friday, 8 a.m. - 6 p.m. Eastern Time. If you call after normal business hours, you can leave a voicemail message.

1-800-468-9698 1-800-226-1958 (TDD/TTY line for the hard of hearing)

Other FREE Help

TennDent** Customer Service

- information on dental (teeth) care for people under age 21.

Call Monday - Friday, 8 a.m. - 6 p.m. Eastern Time

1-877-418-6886

24/7 Nurseline*

Nurses are on call to answer your health questions 24 hours a day, seven days a week. They can also help you figure out if you should call your doctor, go to the Emergency Room (ER) or treat the problem yourself. Call

1-800-262-2873.

Family Assistance Service Center⁺ (TennCare Hotline)

- help applying for TennCare
- help appealing to get or keep TennCare
- information on TennCare premiums and copays
- change your address or income
- information on programs like food stamps or Families First

Call Monday - Friday, 9 a.m. - 5:30 p.m. Eastern Time

1-866-311-4287 (English)

743-2000 (in Nashville)

1-866-311-4290 (Spanish)

1-800-772-7647 (TDD/TTY for the hard of hearing)

Health Information Library***

- Taped messages on more than 1,200 health topics
- Call **1-800-999-1658**, 24 hours a day, 7 days a week. Then, enter the four-digit code found at the end of many of the articles in this newsletter to hear the messages.

Transportation****

- for a ride to see your doctor
- to get medical or behavioral care
- to go home after a hospital discharge
- to go to the pharmacy to get medicine

Call 24 hours a day, 365 days a year

1-866-473-7563 (East)

1-866-473-7564 (West)

(Schedule a ride at least three days in advance. If an urgent situation arises and you can't give a three-day notice, a ride can be set up. In case of bad weather, a ride will be given only if the place you are going is open.)

Get Help with this Newsletter

- help if you have a health, mental health, learning problem or disability
- free help in another language
- information in audio or Braille format, if needed

Call Monday - Friday. Each office's hours may be different

1-800-468-9698 (BlueCare)

1-800-758-1638 (TennCare Partners Advocacy Line)

1-866-771-7043 (TDD/TTY line for the hard of hearing)

Report Fraud and Abuse

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free **1-800-433-3982** or go online to www.state.tn.us/tenncare and click on 'Report Fraud.' To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free **1-800-433-5454**.

¿Habla español y necesita ayuda con esta boletín? Llámenos gratis al 1-800-468-9698.

We do not allow unfair treatment in TennCare. No one is treated in a different way because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? **If you think you've been treated unfairly, call the Family Assistance Service Center for free at 1-866-311-4287. In Nashville, call 743-2000.**

Need help in another language? You can call for language assistance. **Call 1-800-468-9698.** Interpretation and translation services are free to TennCare members.

Note: This newsletter is not meant to take the place of your doctor's advice.

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

* 24/7 Nurseline offers health advice and support provided by Carewise Health, Inc., an independent company that does not provide BlueCross BlueShield branded products and services.

** TennDent is an independent company that manages dental benefits for BlueCare and TennCareSelect members. TennDent does not provide Blue Cross BlueShield branded products or services.

*** Health Information Library provides information on health topics and is provided by McKesson, an independent company that does not provide BlueCross BlueShield branded products and services.

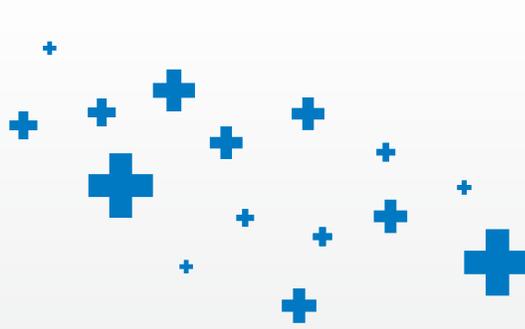
**** Transportation is provided by Southeastrans, an independent company that does not provide BlueCross BlueShield branded products and services.

+ A government agency.

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al 1-800-468-9698.



1 Cameron Hill Circle
Chattanooga, Tennessee 37402
bluecare.bcbst.com



PRSRT STD
U.S. POSTAGE
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OF TENNESSEE, INC.

THE LATEST EDITION OF BlueCare Way IS HERE!

Like us on Facebook®!

We're new on Facebook for BlueCare and TennCareSelect members. Learn more about your benefits and get health and wellness tips. Connect with us today by visiting www.facebook.com/bluecaretn.

¿Habla español y necesita ayuda con esta carta? Llámennos gratis al BlueCare 1-800-468-9698. Llámennos gratis al TennCareSelect 1-800-263-5479.

Visit our new website, bluecare.bcbst.com

+ Where to find help to Stop Smoking

+ Pregnant? Get FREE services.

+ Do you need a mammogram?

+ Kids need regular checkups

+ Depression & Substance Abuse

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