

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**.



Getting vaccinated is the best protection against the flu.

The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine for everyone six months and older.

Having the flu can be serious. It can even be life threatening for high risk groups like:

- People age 65 and older
- Children younger than five years old
- Pregnant women
- People with long-term or serious health conditions including asthma, diabetes and chronic lung disease

Do you need to worry about H1N1 flu this year? The CDC says that there will be three kinds of flu this year, including H1N1. **One vaccine will protect you against all three flu viruses.**

Flu vaccines are a FREE preventive benefit. Get a flu vaccine now.

Wondering where to find medical treatment for colds and flu? See the article on **Urgent Care** on page 6.

How should you take your flu vaccine?

- Regular flu shots are approved for people ages 6 months and older.
- High-dose flu shots are approved for people 65 and older.
- An intradermal flu shot (which uses a smaller needle) is approved for people 18 to 64 years of age.
- The nasal-spray (nose) flu vaccine is approved for use in healthy people 2 through 49 years of age except for pregnant women. If you're pregnant, you should not get the nasal-spray flu vaccine, but a flu shot is recommended.

The flu can also lead to pneumonia, which can be far more serious for the high risk groups listed above. Ask your doctor if you or your children also need the pneumonia vaccine.

Source: Centers for Disease Control and Prevention - cdc.gov/flu/protect/keyfacts.htm
www.cdc.gov/flu/about/disease/high_risk.htm
cdc.gov/flu/protect/children.htm
www.cdc.gov/Features/Pneumonia

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



Vaccines protect against serious diseases.

Vaccines protect your child from diseases that can cause serious problems.

- Measles can cause ear infections, lung problems and even death.
- Mumps can cause sore joints, inflamed heart and even sterility.
- Rubella can cause deafness or retardation.
- Diphtheria can cause heart and kidney failure.
- Find immunization schedules for children and teens on American Academy of Pediatrics (AAP) website:
 - ◊ **For Ages 0 through age 6** - aapredbook.aappublications.org/site/resources/IZSchedule0-6yrs.pdf
 - ◊ **Ages 7 through 18** - aapredbook.aappublications.org/site/resources/IZSchedule7-18yrs.pdf
 - ◊ **Catch-up schedule** - aapredbook.aappublications.org/site/resources/IZScheduleCatchup.pdf



- **Young Adults (19 to 26 years old)** - cdc.gov/vaccines/adults/rec-vac/college.html#vaccines
- **Pregnant Women** - cdc.gov/vaccines/parents/pregnant.html

Can't connect to the Internet?
Call the Customer Service number on your ID card.

Or talk to your child's health care provider.

Sources: Centers for Disease Control and Prevention - <http://www.cdc.gov/vaccines/vpd-vac/default.htm>

American Academy of Pediatrics - <http://pediatrics.aappublications.org/content/129/2/385.full>

Look for young adult and other vaccine information online, too, at:



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

To learn more about TENNderCare visits, or to schedule a ride to the doctor's office, call Customer Service at .

HPV vaccines may be right for your child or teen.

The HPV (Human Papillomavirus) vaccines provide the best protection when given **before** someone is sexually active. Many cases of HPV can be prevented with HPV vaccines. The Centers for Disease Control and Prevention (CDC) recommends HPV vaccinations for:

- Girls and boys at age 11 or 12
- Teen girls and women through age 26 who did not get all three vaccines at an earlier age
- Teen boys and men through age 21 who did not get vaccines at an earlier age
- Men through age 26 after checking with their doctor.
- Men through age 26 who have a compromised immune system

- You need all three shots to be fully protected.

HPV is a sexually transmitted infection. Often people don't even know they have it. Some types of HPV can cause even more serious health problems including:

- Cervical cancer in females
- Other serious cancers of the throat, genital and anal areas in females and males

Parents, please talk to the doctor about what's right for your preteen or teen. Young adults, talk to your doctors, as well.

Source: Centers for Disease Control and Prevention - cdc.gov/hpv/vaccine.html



AGING & SPECIAL NEEDS HEALTH

Long-Term Care

TennCare 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.

AGING & SPECIAL NEEDS HEALTH

No loans, gifts or favors to health care workers

A worker who provides home and community based care is a wonderful benefit. It's natural to become close to a worker you see often. BlueCare Tennessee wants you to enjoy a caring, service-based bond with your workers. But do not offer or provide your worker:

- Loans
- Money
- Food or gifts, or
- Other favors

This advice is for the protection of you and your workers. Our contracted provider agencies do not allow workers to request or accept loans or gifts of any kind from you. The workers know they should never make you feel guilty or burden you with their personal problems. If they do ask for or take money, it can be considered exploitation. That's against the law.

If your worker asks for a loan, money, or other favors, tell them no. Always keep your personal valuables and medicines out of sight and secure when you have workers or other visitors in your home.

Don't be embarrassed or afraid to report requests for loans or favors or possible theft by your workers. Report to:

- Your BlueCare Tennessee Care Coordinator
- BlueCare Tennessee Customer Services, 1-800-468-9698
- Adult Protective Services, 1-888-277-8366

BlueCare Tennessee CHOICES wants to help you feel safe in your home. Please let us know if we can help.

AGING & SPECIAL NEEDS HEALTH

Fall prevention is important for older and disabled individuals.

Falls often result in fractures (broken bones). Hip fractures are a major cause of health problems and death among older adults. And for individuals who are already disabled, a fall can create a new set of problems. After a fall, you may not be able to live on your own.

Take these steps to prevent falls:

- Ask your doctor about regular physical activities that can improve your balance and leg strength. Can you walk, swim, do yoga or other exercise?
 - ◊ Don't start any exercise program without your doctor's o.k.
 - ◊ Two and half hours of exercise a week is a good goal.
- Also ask your doctor to review your medicines. Some medicines can make you dizzy.



- Get your vision checked regularly. Update your glasses or contact lenses when your vision changes.
- Find and fix dangers in your home. For example, add stair railings and

move cords you could trip over.

Sources: U.S. Department of Health & Human Services - healthfinder.gov/HealthTopics/Category/everyday-healthy-living/safety/lower-your-risk-of-falling

National Institute on Aging - <http://go4life.nia.nih.gov/sites/default/files/PreventingFalls.pdf>

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



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

Regular preventive exams are keys to good health

Getting safe, quality care is important to your health. Each year, BlueCare Tennessee's Quality Improvement Program (QIP) reviews:

- The quality of care our members get.
- The suitability of care our members get.
- The ease of getting care.

The QIP also works to prevent or improve certain health conditions. Every year, we check how many of our members get preventive care. The three rates listed in the chart below show that many are not getting the preventive care they need. Getting these annual preventive exams is important for your health:

Mammograms (X-ray of the breast) and Pap tests. These tests help find cancer. They can spot cancer even before you feel sick. Finding cancer early can be the key to surviving it.

Diabetic eye exams. A retinal eye test is covered for members with diabetes. You should get one each year if you have diabetes. It can help find problems that could cause permanent blindness.

The good news:

- You can get these free tests each year to help keep you healthy. There is no copay.
- Free rides to your doctor are offered. You can also get free help setting up your appointment. Just call the Customer Service number on your member ID card. A rep can help answer questions about your preventive benefits, too.

Talk with your doctor about these tests and other preventive health tests that you may need.

For more information about the QIP, call (423)535-6705.

How many members get preventive care?

Preventive Test	Percent of members getting an exam	Percent of members NOT getting an exam
Mammogram	47.72%	52.58%
Pap test	69.34%	30.66%
Diabetic eye exam	37.57%	60.43%

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



Get 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+



Drugs, alcohol and tobacco can harm your unborn baby.

Drugs, alcohol and tobacco can harm your unborn baby. This includes drugs prescribed by another doctor. When you're pregnant, take only the drugs your pregnancy doctor says you can.

Drugs and alcohol can cause your baby to have problems including:

- Birth defects, like mental retardation
- Learning disabilities
- Low birth weight
- Premature birth
- Small head circumference
- Sudden infant death syndrome (SIDS)

Ask your doctor for help stopping drug and alcohol use. You can also find treatment by calling the Customer Service phone number on your ID card.

Source: March of Dimes - marchofdimes.com/pregnancy/alcohol-during-pregnancy.aspx



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.

- **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.



Diabetes risk for women of color

These ethnic groups are two to four more times more likely than white women to get diabetes:

- African-American women
- Hispanic/Latino women
- American Indian women

The reasons include:

- The genes of races are simply different.
- Women of color are also more likely to be overweight, which can lead to diabetes.

Finding and treating the disease early can stop or reduce complications. All women should:

- Talk to their doctors about their chances of getting diabetes.
- Manage weight through a healthy eating and physical activity plan.
- See their doctors regularly for screening tests that can find the disease early.

Your race does not determine if you will get diabetes. You can take steps to prevent this disease.

Source: American Diabetes Association - diabetes.org/living-with-diabetes/women/?loc=DropDownLWD-women; diabetes.org/diabetes-basics/symptoms

Johns Hopkins Medicine - hopkinsmedicine.org/healthlibrary/conditions/diabetes/diabetes_statistics_85,P00353

Weight Watchers Change

Up until now, BlueCare Tennessee has offered members a chance to participate in Weight Watchers meetings. For business reasons, Weight Watchers cannot continue their BlueCare Tennessee program.

Members currently in Weight Watchers can keep attending meetings **through December 31, 2013**. After that, members who want to stay with Weight Watchers must sign up and pay for the program themselves.

If there's a chance for BlueCare Tennessee to work with Weight Watchers in the future, we will let you know. We offer other weight management support. If you're interested, call Customer Service at 1-800-468-9698.

Tips for healthy holiday eating

Five important tips could help you keep on track with healthy eating during the holidays:

- Eat a healthy snack before the party so that you're not so hungry.
- Use a small plate.
- Take small portions of high-calorie favorites, so you don't feel like you're missing out.
- Move away from the table. Staying close to the food makes it too easy to keep eating.
- Don't drink too much alcohol. Not only is alcohol high in calories and sugar, it's easy to lose control if you drink too much.

Academy of Nutrition and Dietetics - eatright.org/Public/content.aspx?id=4294967607

Need medical care for a cold or flu? Urgent care may be the answer.

There are different kinds of medical care:

- Your primary care provider or your child's pediatrician provides general care, like checkups and treating minor health problems. But during cold and flu season, getting an appointment can take days.
- The ER is for emergencies like broken bones, deep cuts, chest pains, stroke symptoms, or other illnesses and injuries that could cause death or serious complications. Going to the ER with a minor problem like a cold or the flu is not recommended.
- An Urgent care clinic can help with less serious problems when your primary care provider is not available. This includes colds and flu, minor scrapes or sprains, stomach aches or other problems that need attention fast. Often, they're open when your primary care provider is not. You may still have to wait to be seen, but not as long as in the ER.



Ask your primary care provider if they have a walk-in, urgent care clinic for their regular patients. If they don't, they may recommend where you should go.

Need help? Call our 24/7 Nurseline at **1-800-262-2873**. These nurses can help you decide what kind of care you need.

Never hesitate to call 911 or go to the ER if you feel that you or your child are in a medical or behavioral health crisis.

Source: Fair Health, Inc., - fairhealthconsumer.org/reimbursementseries/urgentemergency.aspx

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

DentaQuest** 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 or visit their website, www.dentaquest.com.

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.

** DentaQuest is an independent company serving BlueCare and TennCareSelect members. DentaQuest's number and website address are listed for your convenience. DentaQuest does not provide Blue Cross or Blue Shield 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.

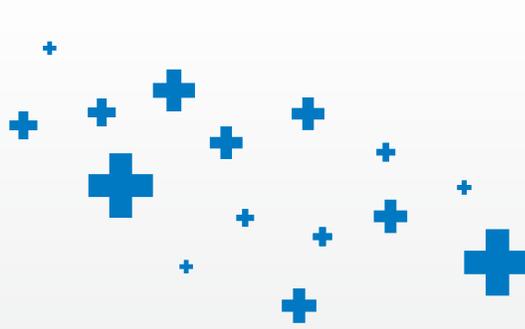
+ A government agency.

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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.

THE LATEST EDITION OF BlueCare Way IS HERE!

¿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

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