

BlueCare Way

A newsletter for BlueCare members

bluecare.bcbst.com



TENNCARE UPDATES

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 TennCareSM 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 Tennessee Health Connection at **1-855-259-0701**.

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**.

1. Tennessee Health Connection is your new service center for:

- General questions about the TennCare program
- General questions about TennCare CHOICES in Long-Term Care
- Reporting important information, such as:
 - You move
 - Your income changes
 - You change jobs
 - You get or can get group health insurance
 - Your family size changes

(By law, you must report these changes within 10 days of the change)

Phone: **1-855-259-0701** (Toll-free) (Monday – Saturday 7 a.m. – 7 p.m. CST)

Mail: Tennessee Health Connection

P.O. Box 305240
 Nashville, TN 37230-5240
 FAX: 1-855-315-0669 (Toll-free)

2. Help filing an appeal for a TennCare service (medical or mental health service, alcohol or drug abuse treatment):

TennCare Solutions Unit **1-800-878-3192** (Toll-free)
 (Monday – Friday 8 a.m. – 4:30 p.m. CST).

3. Apply for food stamps or other non-Medicaid programs:

Your local Department of Human Services (DHS) office

4. Apply for TennCare & related services

TennCare applications will no longer be made at your local DHS office.

- Go to the **Health Insurance Marketplace** at www.healthcare.gov
 - You can find a computer to use to apply at your local DHS office
- Or **1-800-318-2596** (Toll-free)

5. Apply for Long-Term Services and Supports (CHOICES, PACE, ICF/IID and DIDD waiver programs):

- If you don't already have TennCare, contact Tennessee Health Connection (see phone, fax and address above)
- If you're currently a BlueCare member, call BlueCare Customer Service, **1-800-468-9698** (Toll-free)



PLAN BEFORE YOU GET PREGNANT AGAIN

Having a baby is hard work for your body. Spacing pregnancies at least 12 months apart will give your body time to fully recover.

If you get pregnant again too soon, there's a chance you may not give the new baby enough nutrition. Getting pregnant within a year of giving birth increases the chance of a birth that's too early. Babies born too soon can have health problems.

Using *reliable* birth control is the best choice until you decide if and when to have another baby. Keep in mind:

- Breastfeeding will not prevent pregnancy.
- You can get pregnant in the weeks after childbirth.
- Some types of birth control should not be used during the first month to six weeks after childbirth. This includes the pill, patch and vaginal ring.

Talk to your doctor about the birth control method that's right for you.

Source: Womenshealth.gov – <http://www.womenshealth.gov/pregnancy/childbirth-beyond/>

Birth Control Facts:

WomensHealth.gov- <http://www.womenshealth.gov/publications/our-publications/fact-sheet/birth-control-methods.html>



No referral is needed to get women's health services.

TennCare covers some health care services that are special for women. These services include pregnancy care and “well-woman” checkups (such as PAP smears and mammograms).

You can get these services from your Primary Care Provider (PCP), or from a specialist called an Obstetrician /Gynecologist. This kind of specialist is sometimes called an **OB/GYN doctor**.

You **do not** have to see your PCP first to go to an OB/GYN doctor. But, the OB/GYN doctor must still be in the TennCareSelect Provider Network so that TennCare will pay for the services.

To find a PCP or an OB/GYN in your network, go online at **bluecare.bcbst.com**:

- Click on **Find a doctor** and follow the directions.
- Or login to your **BlueAccessSM** account for more detailed information, like patient review and quality scores.

If you do not have web access, call Customer Service at **1-800-468-9698**.

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

Are you ready for your next health care provider visit?

1. If you need a ride, call the Customer Service number on your ID card. You need to schedule rides at least one week before your appointment.
2. If you think you need help talking with the provider, ask someone to go with you.
3. Be on time. Call if you need to reschedule.
4. Prepare to be patient. Provider's offices are usually busy.
5. Ask questions. If you need your provider to slow down, say so. If you don't understand the words being used, ask for an explanation.

What you should take with you:

- Your BlueCare ID card and any other insurance cards
- A list of your symptoms and problems. Be honest. Your provider needs to know everything in order to treat you. This may include symptoms you find embarrassing or upsetting.
- A list of all of your medicines. You can also take your medicines with you. This should include non-prescription and/or herbal medicines. Be ready to talk about any allergies you have to any medicines.
- A list of questions you need answered. Three simple questions to remember are:
 - a. What is my main problem?
 - b. What do I need to do?
 - c. Why is it important for me to do this?

Sources: 2013 BlueCare Member Handbook; National Institutes of Health -

http://newsinhealth.nih.gov/2007/May/docs/01features_02.htm

<http://newsinhealth.nih.gov/2005/November2005/docs/02capsules.htm#cap01>;

Agency for Healthcare Research and Quality

<http://www.ahrq.gov/questionsaretheanswer/questionBuilder.aspx#Q5>

Finding a Doctor

The quickest way to find a doctor who fits your needs is online.

1. Visit **bluecare.bcbst.com** and click **Find a doctor**; or login to your BlueAccessSM account for more detailed information.
2. In the search box, type what you're searching for, such as a primary care provider. Update your location if needed.
3. Click Search.
4. On the results page, use the search filters on the left to help narrow your search. Enter your ID Prefix (**ZEC for BlueCare**) for more accurate results.

If you don't have internet access, call the Customer Service number on your member ID card.

Second opinions do not cost more

Most of us want as much information as we can get about our health. Sometimes that means asking for a second opinion from a health care provider.

BlueCare will work to help you get a second opinion from an in-network provider. Or we can arrange for the second opinion outside the network at no more cost than in-network.

Need help with a second opinion? Call the Customer Service number on your member ID card.



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 **1-800-468-9698**.

¿Habla español y necesita ayuda con este boletín? 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 **1-800-468-969/1-800-878-3192**
- Mental health care, call **1-800-468-9698**
- Dental care, call **1-877-418-6886**

Find the Unfair Treatment Complaint form online at bluecare.bcbst.com/forms/Member-Handbooks/Unfair_Treatment_Complaint_BlueCare-Member_Handbook.pdf.

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**

Puede encontrar el formulario de Queja por Trato Injusto en línea al bluecare.bcbst.com/forms/Member-Handbooks/Queja_por_trato_injusto_BlueCare-Member_Handbook.pdf.

BEHAVIORAL
HEALTH



IS SOMEONE HURTING YOU?

Drugs and alcohol can be part of domestic violence:

- Abusers may be drunk or high
- Victims sometimes get drunk or high to try to feel better
- Children of drug and alcohol abusers are more likely to be abused
- These children more often grow up to be abusers with drug and alcohol problems

Take a step toward ending violence in your home. Get sober and stay sober.

Your health plan benefits include drug and alcohol treatment. For details, call the Customer Service number on the back of your ID card.

Need help?

- If you're in immediate danger, call 911 or leave
- Call Behavioral Health Emergency Assistance Stateline Mobile Crisis at **1-855-CRISIS-1 (1-855-274-7471)**
- Find a list of local agencies at Tennessee Coalition to End Domestic and Sexual Violence online tncoalition.org/#/findhelp/dv-programs.html.
- Call the National Domestic Violence Hotline at **1-800-799-SAFE (7233)** or **TDD 1-800-787-3224**.

Sources:

Tennessee Coalition to End Domestic and Sexual Violence – tncoalition.org;

National Coalition Against Domestic Violence – ncadv.org/files/SubstanceAbuse.pdf

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.

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



WHAT IS PREVENTIVE DENTISTRY?

Preventive dentistry can help protect your child's teeth and gums from disease. It includes at-home dental care as well as dental care and education by professional staff in a dental office or clinic. Preventive services provided by a dental professional may include:

- Cleaning teeth
- Application of fluoride or dental sealants
- Instructions on how to properly brush and floss teeth
- Nutritional counseling that promotes good eating habits
- Other oral health advice

Your child should begin regular dental checkups when his or her first tooth comes in. The earlier your child sees a dentist, the sooner you can prevent dental disease and help your child to be free of cavities.

Dentists have known for a long time that a healthy mouth helps us to

have a healthy body. Children with healthy mouths:

Chew more easily

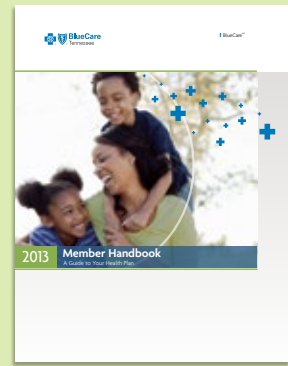
- Learn to speak clearly
- Have better general health
- Have confidence in their appearance

When your child goes in for his or her six month checkup, the dentist will provide any needed preventive or treatment services.

Need help finding a dentist or scheduling an appointment? Call us at **1-855-418-1622** or **TTY/TDD 1-800-466-7566**. Or visit our website at **www.dentaquest.com**.

Sources:

<http://www.healthline.com/galecontent/preventive-dentistry>
<http://www.mouthhealthy.org/en/babies-and-kids/>
<http://www.aapd.org/assets/1/7/Periodicity-AAPDSchedule.pdf#xml=http://pr-dtsearch001.americaneagle.com/service/search>



Member Rights & Responsibilities

As a BlueCare and TennCare member, you have rights. Many laws and rules are in place to make sure you receive health care fairly and equally. You also have responsibilities—what you must do in order get your health care benefits.

Your Member Rights and Responsibilities can be found in Part 7 of the TennCareSelect Member Handbook. If you do not have the printed copy of the handbook, find it online. The direct link is **bluecare.bcbst.com/Members/Member-Assistance/Member-Handbooks.html**.

Or:

- Go **bluecare.bcbst.com**
- Click on Members
- Choose Member Assistance
- Click on **Member Handbooks** and choose the handbook for your plan

If you do not have internet access, call the Customer Service number on your member ID card.

BlueCare Tennessee		BlueCare SM
Member ID	Effective Date	Member DOB
Group No.	Benefit Level	Copayments
VER: 5.1 (PCP) Primary Care Provider		



STOP-SMOKING MEDICINES COVERED

Many medicines to help you stop smoking are covered by your benefits.

The list of covered generic drugs includes:

- varenicline (called Chantix)
- bupropion sustained release (generic for Zyban)
- all generic nicotine gums, lozenges and patches

You will need a prescription for some of these medicines. Others are sold over-the-counter. Coverage of these medicines is limited to 24 weeks a year. Some pregnant women are allowed to use the medicines longer.

Find the list of covered medicines online at tenncare.magellanhealth.com/static/docs/Preferred_Drug_List_and_Drug_Criteria/TennCare_PDL.pdf under "Smoking Cessation Agents."

Talk to your health care provider about the medicine that's right for you. Find more help to quit through the Tennessee Tobacco QuitLine.

Sources: tn.gov
news.tn.gov/node/7423;
tenncare.magellanhealth.com



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

Hispanics and vaccines

For Hispanics, there's good news and bad news about vaccines.

Vaccines protect children against serious diseases like mumps, measles, hepatitis, flu, pneumonia, diphtheria and more. Hispanic children and teens get these vaccines nearly as often as non-Hispanic whites. That's good news.

Hispanic adults are not doing as well. A Hispanic adult is 30 percent less likely than non-Hispanic whites to have ever had a pneumonia vaccine. Hispanics over 65 were also 30 percent less likely to get the flu vaccine.

Worry about the use of vaccines is part of the culture and religion of many individuals. These doubts could influence you about getting vaccines.

The problem could also be that you're not seeing a doctor regularly and aren't learning the truth about vaccines. All adults should see a doctor, even when they aren't sick. Your benefits pay for these wellness visits.

Finally, language problems could be holding you back. Ask for someone at the doctor's office who can translate. Or take someone to your visit who can talk with your

doctor and you in the language you understand.

Vaccines are needed by all ages, by people of all cultures. To learn more, go online to www.cdc.gov/vaccines/schedules/index.html. There's information available in Spanish.

Sources: U.S. Dept of Health & Human Services, Office of Minority Health - minorityhealth.hhs.gov/templates/content.aspx?ID=3328

Centers for Disease Control & Prevention - <http://www.cdc.gov/vaccines/schedules/index.html>

The History of Vaccines - <http://www.historyofvaccines.org/content/articles/cultural-perspectives-vaccination>



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

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 For TTY dial **711**
and ask for **888-418-0008**.

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**; TTY/TDD
1-800-466-7566.

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**.

Apply for TennCare

- The Health Insurance Marketplace at
www.healthcare.gov
- Find a computer to use to apply
at your local DHS office
- Or call toll-free at **1-800-318-2596**

Apply for CHOICES (TennCare CHOICES in Long-Term Care)

Tennessee Health Connection, toll-free,
1-855-259-0701 (Mon-Sat, 7 a.m. - 7 p.m.)

TennCare Appeals

Find help to file an appeal for a TennCare
service (medical or mental health service,
alcohol or drug abuse treatment)

TennCare Solutions Unit,
toll-free, **1-800-878-3192**
(Mon-Fri, 8 a.m. - 4:30 p.m., Central Time)

More TennCare Help

- Information on TennCare premiums
and copays
- Change your address, family size,
job or income

Tennessee Health Connection

P.O. Box 305240
Nashville, TN 37230-5240
Toll-free, 1-855-259-0701
(Mon-Sat, 7 a.m. - 7 p.m.)
Fax: 1-855-315-0669

Health Information Library***

- Taped messages on more than
1,200 health topics

Call toll-free **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 toll-free, 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 toll-free, Monday - Friday. Each office's
hours may be different

1-800-468-9698 (BlueCare)
1-800-758-1638 (TennCare Partners
Advocacy Line)
**For TTY dial 711 and ask for
888-418-0008.**

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 1-800-263-5479.**

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
Tennessee Health Connection for free at
1-855-259-0701.**

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 is an 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.



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

PRSRST STD
U.S. POSTAGE
PAID
BLUECROSS
BLUESHIELD
OF TENNESSEE, INC.



CHANCE TO *Win!*

If you share one of BlueCare Tennessee's Facebook posts during the month of May, you will be entered in a drawing to **win a \$25 gift card!**

**Only BlueCare or TennCareSelect members are eligible for the drawing.*

Like us on Facebook®!

Learn more about your benefits and get health and wellness tips. Connect with us today by visiting facebook.com/bluecaretn.

Habla español y necesita ayuda con este boletín? Llámennos gratis al 1-800-468-9698 (BlueCare) o 1-800-263-5479 (TennCareSelect).

Visit our new website, bluecare.bcbst.com

- TennCare Updates – Page 1
- Pregnancy Planning – Page 2
- Your next doctor visit – Page 3
- Is someone hurting you? – Page 4
- Preventive dentistry – Page 5
- Medicines to stop smoking – Page 6

In This Edition:

A newsletter for
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Way



2nd Quarter 2014