

# BlueCare Way

A newsletter for  
BlueCare members

[bluecare.bcbst.com](http://bluecare.bcbst.com)

## You Must Use **Your PCP** for **Doctor Visits** Beginning August 1

BlueCare Tennessee always tells you and your family to see the same primary care provider (PCP) for care. Your PCP will have your health history and can help you make better health care decisions. If you are sick, need a check-up or any other basic care, make sure you go to the PCP listed on your member ID card.

Beginning August 1, 2015, BlueCare Tennessee will only pay for these types of care when you get them from your PCP.

We began letting members know about this change more than a year ago. Please be sure to follow these steps:

- Visit the PCP on your member ID card.
- If you want to go to a different PCP, call Customer Service at **1-800-468-9698**. We can help you make a change.

You can find PCPs who are in your network at our website:  
**[bluecare.bcbst.com](http://bluecare.bcbst.com)**.

### Take Care of the Doctor Who Takes Care of You

During the first three months of this year 50,000 members got care from someone other than their PCP. Make sure you go to the PCP listed on your card. That's the only person who will be paid for your care.



### A FREE Ride Is a Phone Call Away

You can call us 24 hours a day, 365 days a year to schedule a free ride to:

- See your doctor
- Get medical or behavioral care
- Go home after a hospital stay
- Pick-up medicine at the pharmacy

**1-866-473-7563** (East)  
**1-866-570-9445** (Middle)  
**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 cases of bad weather, a ride will be given only if the place you are going is open.)

# BACK TO SCHOOL



## Tennessee Requires Shots for Kids in School

Vaccines are a safe way to protect against measles, mumps, rubella, hepatitis, chickenpox and more. The state says your child must have certain shots to enroll in child care or school. They should be part of your kid's well-child checkup.

Ask your child's doctor about:

- **The human papillomavirus (HPV) vaccine – three doses over six months.** Most effective when given to girls and boys ages 11 or 12, it protects against cervical cancer and certain other cancers.
- **Shots needed before seventh grade.** The Tetanus-diphtheria-pertussis (Tdap) booster is required. Some children also need the varicella (chickenpox) vaccine.
- **Vaccines for college students.** They may need meningitis, measles, mumps, chickenpox, rubella and hepatitis B vaccines.

See what shots Tennessee requires here: [tn.gov/tenncare/topic/immunizations](http://tn.gov/tenncare/topic/immunizations)



## Make Sure Your Kids Have Well-Child Check-Ups

- TennCare Kids checkups are free for members under age 21
- Infants/toddlers should have 12 checkups before their third birthday
- Beginning at age 3, members should receive TennCare Kids well-child checkups every year until they turn 21
- Each checkup includes any recommended shots and lab tests your child needs
- Need a ride to the doctor's office? We can help and it's **FREE**.

To learn more about TennCare Kids visits or to schedule a ride to the doctor's office, call Customer Service at **1-800-468-9698**.

## The Value of Vaccines for Hispanic Members

Vaccines help our bodies defend us against diseases. Hispanic children get the shots they need at nearly the same rate as white children. However, the vaccination rate of Hispanic adults is far behind other groups. They are 40 percent less likely than white adults to have ever had a pneumonia vaccine. Hispanics over age 65 were also 30 percent less likely to get a flu shot.

Hispanics may not get shots due to religion, culture or not having a regular doctor. All adults should see a doctor, even when they aren't sick. And people of all ages and cultures need vaccines. Your benefits pay for these wellness visits and shots.

Language problems could also be holding you back if you are a Hispanic adult who needs care or shots. 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.

Sources: U.S. Dept of Health & Human Services, Office of Minority Health and Centers for Disease Control & Prevention [minorityhealth.hhs.gov/omh/browse.aspx?lvl=4&lvlid=67](http://minorityhealth.hhs.gov/omh/browse.aspx?lvl=4&lvlid=67)



## Sexually Active? Get a Chlamydia Test

Chlamydia is a sexually transmitted disease (STD) that can be very serious. If not treated, chlamydia can make it hard for you to have a baby. Sexually active women under age 25 and older women with risk factors should get a test every year

Your risk for chlamydia and STDs goes up if you have sex with:

- 1 a new partner
- 2 more than one partner
- 3 someone who has other partners
- 4 someone without using a latex condom correctly
- 5 someone who has not tested negative for STDs

**No symptoms, no worry? Wrong.** Most people with chlamydia have no symptoms. Ask about a chlamydia test when you get your yearly well-woman checkup. BlueCare will pay for the test if your doctor recommends it.

Sources: cdc.gov and [bluecare.bcbst.com/forms/Member-Handbooks/2015\\_BlueCare\\_Member\\_Handbook\\_Final.pdf](http://bluecare.bcbst.com/forms/Member-Handbooks/2015_BlueCare_Member_Handbook_Final.pdf)

## Medline is New Vendor for Incontinence Products

BlueCare Tennessee will begin using Medline Industries to send incontinence products to members Aug. 1, 2015. Medline will be our only vendor for these products. These include disposable items like: diapers, briefs, pull ups, under pads, wipes and washcloths. Your doctor and Medline will work together to make sure members who need these items get them on time. You can find more information about this change on our website: [bluecare.bcbst.com](http://bluecare.bcbst.com).

## CHOICES Members: Help Us Help You

Call your BlueCare CHOICES Care Coordinator to schedule care:

- Before or when you are admitted to the hospital, and
- When you know you are coming home

### Need a Ride?

- Home from the hospital
- To the drugstore
- A visit to your doctor

We can help and it's FREE!  
Call Customer Service at  
1-800-468-9698.



## 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 at  
**1-800-QUIT-NOW** or  
**1-800-784-8669**.

For the deaf or hard of hearing:  
**1-877-559-3816**.

Hours (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.**

Find out more online at:  
[health.state.tn.us/tobaccoquitline.htm](http://health.state.tn.us/tobaccoquitline.htm)

# Look out for Abuse of ADHD Medicines

A recent survey by the Partnership for Drug-Free Kids shows more than 10 percent of young adults (18-25) abuse prescription stimulants. Drugs like Adderall, Ritalin and Vyvanse are often used to treat attention-deficit/hyperactivity disorder (ADHD). Young adults report using the drugs to help them stay awake, study or do better in school.

The survey found that 28 percent of people with legal prescriptions said they exaggerated their ADHD symptoms to get a larger dose. The same number said they shared medicine with friends. More than half of the adults said the drugs were easy to get. They got them from friends who abused too.

Parents need to be aware of the dangers. If abused, these drugs can be addictive.

## Warning signs to look for in kids include:

- Dilated pupils
- Too much worry
- Very high energy levels
- Not sleeping for days
- Trouble focusing

## The best advice is for parents to be proactive.

- Talk to your child about drugs and their effects.
- Lock up ADHD and other stimulants
- Keep a count of pills
- Use a calendar to track the days your child has medicine and behavior that day

Source: webmd.com



## Network Providers for Pregnant Members

If your provider leaves the BlueCare Tennessee Provider Network, you usually have to find a new doctor. This is not the case for many pregnant members.

If you are more than three months pregnant, you may not have to change your pregnancy doctor. If the doctor approves the amount TennCare pays, you can still see that doctor.

Call the Customer Service number on the back of your ID card to make sure it's OK to see this doctor. We may ask you to change to a doctor who is in your provider network if it is safe to change.

## Know the Rules About Nursing Care at Home

TennCare benefits include home health and private duty nursing. The care must be medically necessary. To ensure the care is covered by your plan, the service must be:

- Ordered by a doctor
- Safe and effective
- Not experimental
- From a nurse who is not an immediate relative
- Less expensive than other services to treat the condition

If you can get the care you need at a facility for less than a private nurse at home, that's the amount TennCare will cover. You will have a choice to:

- Receive care at the facility or
- Get care at home and you pay for the amount above what TennCare covers

## A Mammogram Could Help Save Your Life

Mammograms can detect breast cancer early. And finding cancer early can help make it easier to treat. If you've never had a mammogram and you're older than 40, it's time to get one.

The United States Preventive Services Task Force (USPSTF) recommends:

- Women younger than age 50 should talk to a doctor about when to start and how often to have a mammogram.
- Women ages 50 to 74 get a mammogram every two years.

Talk to your primary care provider about getting a mammogram. Call the Customer Service number on the back of your ID card for help scheduling your appointment.

## FREE Help for Moms-to-Be

Pregnant members can get important information and support from nurses before, during and after pregnancy through CaringStart® Maternity for FREE. Call **1-888-416-3025**, Monday through Friday, 8 a.m. to 6 p.m. (Eastern).

## Fair Decisions About Care

BlueCare Tennessee works hard to earn your trust. And we are open about how we make decisions. We look at two factors regarding your care

- Is the care or service right for your condition?
- Does your plan cover it?

**No one gets a reward or bonus for denying care, service or coverage to our members.**



## Breast Cancer More Deadly for African American Women

Breast cancer in African-American women often grows faster and is more difficult to treat. Regular mammograms improve your chances of beating breast cancer

Source: cdc.gov



# The Importance of Dental Sealants

What if there was a way to apply a shield to a child's teeth to protect them from cavities? There is. It's called a dental sealant.

Dental sealants are thin plastic coatings applied to the chewing surfaces of a child's back teeth, or molars, to protect them from tooth decay. These are the teeth that are most susceptible to decay. Sealants keep germs and food out of the grooves in the teeth.

Tooth decay happens quickly, so sealants are most effective when applied as soon as the permanent molars appear in a child's mouth. This usually happens at about age 6 for first molars, and about age 12 for second molars.

Applying sealants is a short, easy, painless process. It just takes a few minutes for the dentist to clean and prepare the tooth, then the sealant is painted on. It dries after a minute, forming a protective shield.

Sealants are a truly preventive measure. Tooth decay damages teeth permanently, while sealants protect them. They save time and money – and the pain of having a decayed tooth filled.

They are not guaranteed to prevent cavities. Brushing and flossing is still very important. But they will definitely help!

Source: cdc.gov & webmd.com

## Mental Health Crisis Hotline – 1-855-274-7471

If you or someone in your family has a mental health crisis, you can call the Tennessee Statewide 24/7 Crisis Line for help, toll-free. You can also visit the Tennessee Suicide Prevention Network website at: [tspn.org](http://tspn.org).

## Long-Term Care

TennCare CHOICES is TennCare's program for Long-Term Services and Supports (LTSS). LTSS gives 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.



## HOW CAN WE HELP YOU

### BlueCare Customer Service

**1-800-468-9698**

- Help with your health plan
- Free help in another language
- TennCare Kids 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.

### Do you need help with this newsletter?

Is it because you have a health, mental health, or learning problem or a disability? If so, you have a right to get help, and we can help you.

- Call BlueCare Customer Service at **1-800-468-9698** for more information.
- If you have a hearing or speech problem, you can call us on a TTY/TDD machine. Our TTY number is **711** and ask for **1-888-418-0008**.
- Do you have a mental illness? The TennCare Advocacy Program can help you. Call them for free at **1-800-758-1638**.
- ¿Habla español y necesita ayuda con este boletín?
- Llámenos gratis al BlueCare **1-800-468-9698**.

### Need help in another language?

Interpretation and translation services are free to TennCare members.

- You can call BlueCare for language assistance at **1-800-468-9698** or the numbers below.

العربية (Arabic)	<b>1-800-758-1638</b>
Bosanski (Bosnian)	<b>1-800-758-1638</b>
كوردی - بادینانی (Kurdish-Badinani)	<b>1-800-758-1638</b>
کوردی - سورانی (Kurdish-Sorani)	<b>1-800-758-1638</b>
Soomaali (Somali)	<b>1-800-758-1638</b>
Español (Spanish)	<b>1-800-758-1638</b>
Người Việt (Vietnamese)	<b>1-800-758-1638</b>

### 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**.

**Find the Unfair Treatment Complaint form online at:** [bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-English.PDF](http://bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-English.PDF).

### TennCare No Permite el Trato Injusto.

Nadie recibe un trato diferente debido a su raza, color de la piel, lugar de nacimiento, religión, idioma, sexo, edad o discapacidad.

- ¿Cree que lo han tratado injustamente?
- ¿Tiene más preguntas o necesita más ayuda?
- Si piensa que lo han tratado injustamente, llame gratis a Tennessee Health Connection al **1-855-259-0701**.

Puede encontrar el formulario de Queja por Trato Injusto en línea al: [bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-Spanish.PDF](http://bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-Spanish.PDF).

### Other FREE Help

#### 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 [healthcare.gov](http://healthcare.gov) (Find a computer to use to apply at your local DHS office)
- Or call toll-free at **1-800-318-2596**

#### 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)



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](http://bluecare.bcbst.com/Health-Programs/Population-Health/index.html).



**Kidcentraltn.com**

Help for Tennessee families includes links to state services, information and more.



**Healthiertn.com**

Let's work together toward a healthier you and a healthier Tennessee.

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.

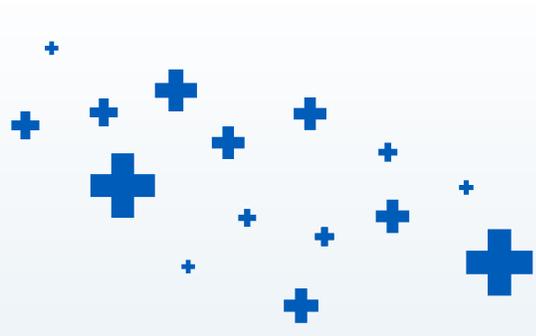
\*\*\*Transportation is provided by Southeasterns, an independent company that does not provide BlueCross BlueShield branded products and services.

+A government agency.



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

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



## Make sure your mail follows you.

Does TennCare<sup>SM</sup> have your correct mailing address? If not, you could miss important mailings about your health plan and benefits. Update it by calling the Tennessee Health Connection at **1-855-259-0701**.

## Like us on Facebook®!

Learn more about your benefits and get health and wellness tips. Connect with us today by visiting [facebook.com/BlueCareTN](https://facebook.com/BlueCareTN).

Habla español y necesita ayuda con este boletín? Llámenos gratis al **1-800-468-9698** (BlueCare).  
This newsletter is not meant to take the place of your doctor's advice.

Visit our website, [bluecare.bcbst.com](http://bluecare.bcbst.com)

- Tennessee Requieres Shots for Kids in School – Page 2
- Look Out for Abuse of ADHD Medicines – Page 3
- Know the Rules About Nursing Care at Home – Page 4
- Importance of Dental Sealants – Page 6

In This Edition:

A newsletter for  
BlueCare members

# Way BlueCare

3rd Quarter 2015

