

Preventive Care for Children:

TENNderCare is now called TennCare Kids – TennCare Kids will be the same health care for your child and teen.

Check In, Check Up, and Check Back!

TennCare Kids is the new name for TennCare's program to keep children healthy. It used to be called TENNderCare or EPSDT (Early Periodic Screening, Diagnosis and Treatment). Your child and teen need regular health checkups, even if they seem healthy. These visits help your doctor find and treat problems early.

In TennCare Kids, checkups for children under 21 are free. TennCare Kids also pays for all medically necessary care and medicine to treat problems found at the checkup. This includes medical, dental, speech, hearing, vision, and behavioral (mental health, alcohol or drug abuse problems).

If your child hasn't had a checkup lately, call your child's PCP today for an appointment. Ask for a TennCare Kids checkup. You can go to your child's PCP or the Health Department to get TennCare Kids checkups.

And, if someone else, like your child's teacher, is worried about your child's health, you can get a TennCare Kids checkup for your child.

TennCare Kids checkups may include:

- Health history
- Complete physical exam
- Laboratory tests (as needed)
- Immunizations (shots)
- Vision/hearing screening
- Developmental/behavioral screening (as needed)
- Advice on how to keep your child healthy

Please read more about TennCare Kids in your Member Handbook. REMEMBER, since TennCare Kids used to be called TENNderCare, you may see both names until all of our handbooks and other material get updated.

Change Your PCP Using BlueAccessSM

Each member is assigned to a Primary Care Provider (PCP). Your PCP is the doctor you call first, unless it's an emergency. He or she coordinates your care and can help you make good health care decisions. You have the option to change your PCP online.

1. Visit bluecare.bcbst.com and enter your User ID & Password in the BlueAccess Log In box, then click "Log In."
2. Click the "My Benefits & Coverage" tab.
3. Click the "My PCP" tile.
4. You will see your current PCP information, click the "Update" button.
5. Follow the on-screen instructions and complete all the fields for your new PCP, then click "Submit PCP Change."

If you need help choosing a PCP, or would like more information about a specific doctor, call Customer Service at **1-800-468-9698**. We're happy to help.

Stay on Track During the Holidays

The holiday season is full of delicious dishes and treats—and all too often, extra calories and added pounds. If you continue to eat a healthy and nutritious diet, you will feel better and have more energy to celebrate the season.

- 1 Prepare for gatherings.** Have a healthy snack to curb your appetite, such as an apple or a handful of almonds. Bring your own healthy dish.
- 2 Map it out.** Avoid loading up on foods that are fried, buttered or have a lot of cheese and cream. Look for fruit, veggies and dip, whole-grain crackers, and baked or grilled items.
- 3 Eat until you are satisfied, not stuffed.** Eat small portions of your favorites. Sit down and get comfortable.
- 4 Choose treats wisely.** Instead of wasting calories on foods you can have at any time of the year, pick items that are special and unique to the season.
- 5 Use the buddy system.** Split a dessert with someone, cut the calories and fat and avoid being wasteful.



Make Sure Your Kids Have Well-Child Checkups

- 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**.

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.

Traditions made healthy

- Sweeten cider with spices and fruit, like cinnamon, cloves and cranberries instead of sugar.
- Cut calories with white meat turkey with skin removed.
- Substitute low-fat or skim milk for whole milk or heavy cream.

Source: www.heart.org/holidayhealthyeatingguide

Tips to beat the Winter Blues

You may feel blue around the winter holidays—especially if you’ve recently lost a loved one or had a big life change. Winter’s shorter, darker days can also bring you down. There are things you can do to feel better.

- Spend time with family and friends. Get support from people who care about you.
- Try not to fit too many activities into too little time. You will avoid feeling rushed and overwhelmed.
- Do something you enjoy each day. Taking a few minutes for fun can fight sadness and boost your mood.
- Enjoy a few holiday treats, but stay in balance. Eating too much and not exercising can bring on the blahs.
- Get plenty of rest. Stick with a regular sleep schedule even on weekends.

If your winter blues get worse, talk to a mental health provider.



Help to Stop Tobacco Use

If you smoke, quitting is the most important step you can take to protect your health. It’s tough, but there are treatments and resources to help.

Smoking cessation medicines are available to members. These include approved, over-the-counter and prescription products. Ask your doctor about different medicines covered by your health plan.

Succeed with support. Using medicines and counseling together is more successful than using either one alone. A health coach or nurse is available to share advice and encouragement. Call us at **1-888-416-3025**. We’re here to help you live smoke-free, Monday-Friday, 8 a.m.-6 p.m. (Eastern).

Sources: newsinhealth.nih.gov/issue/Jan2013/Feature1; mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress/art-20047544

You can also find help from the Tennessee Tobacco QuitLine. It’s free to all Tennessee residents who want to stop smoking or using smokeless tobacco. Callers are assigned a coach who will give one-on-one help to kick tobacco use for good.

Call the 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: **tnquitline.com**

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.)

Get the Most Out of Your Asthma Medication

Asthma medications do not cure you or your child's asthma, but they can help improve symptoms. **Most important:** take your medications exactly as your doctor has prescribed.

Take controller medications regularly, even when feeling well.

Controller medications work over time to reduce airway inflammation (swelling) and help prevent asthma symptoms.

- When taken the right way, they can prevent asthma flare-ups or make symptoms less severe.
- When you are not taking medicine correctly, the lungs slowly get more irritated. This puts you at higher risk of an asthma flare-up.

If you seem to be doing better or worse, ask your doctor if changes are needed. You may go a long time without having any asthma attacks. You can ask about decreasing or stopping medication. Talk with your doctor about side effects. He or she may be able to adjust the dosage or prescribe a different medication.



Controller medicines will not help you feel better right away when you have an asthma flare-up. So it's important to have quick-relief medication available, like an inhaler.

Sources: kidshealth.org/parent/asthma_center/meds_monitoring/no_asthma_medication.html;
lung.org/lung-disease/asthma/taking-control-of-asthma/

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.

CHOICES Members: Help Us Help You

Call your BlueCare CHOICES Care Coordinator to schedule your 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
- A visit to your doctor
- To the drugstore

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

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

TennCare will pay 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 pay for the amount above what TennCare covers



Recovery Services for BlueCare Members

Prescription drugs are usually safe when taken as prescribed. But they can be abused. This means taken in different amounts or for a different reason than as prescribed—like to get high, relieve pain or stay awake.

The abuse of prescription drugs is one of the most serious issues for Tennesseans today.

When prescription drugs are abused, they can be as addictive and dangerous as illegal drugs. Prescription drug abuse can increase the risk of overdose (especially when taken with other drugs or alcohol).

People from all backgrounds and all ages can become addicted to prescription drugs. Asking for help is the first important step. Treatment can work, and people recover from addiction every day.

If you can't stop taking a drug, or if the urge to use drugs is too strong to control, recovery and support services are available.

BlueCare members can call **1-800-468-9698**. All services and treatment are confidential. You do not need a referral from your PCP to get these services.

Sources:
drugabuse.gov/related-topics/treatment-research/how-to-find-help-drug-abuse-problem;
tn.gov/behavioral-health/topic/prescription-for-success

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**.

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**.



Dental Care for Children with Special Needs

Dental care is one of the leading unmet needs of children with special needs. A special needs child has many requirements. Dental health is a very important one. Dental care for special needs children should be started early and followed carefully. If it is, every child can enjoy a healthy smile.

Special needs children have unique issues with oral health. These could be due to their health condition, medications that contain sugar, or trouble with eating and diet.

Special needs children can benefit from:

- A dental visit before age 1
- Regular 6-month dental checkups
- Good brushing and flossing habits
- Healthy snacks
- Fluoride treatments
- Sealants

Pediatric dentists are trained to care for special needs children. This often makes them the best choice for such care. Many of their dental offices have special needs access. They can discuss every aspect of treatment with the parents or caregivers.

TennCare Kids is a full program of health services for children from birth to age 21. The goal is a good health for all kids, including oral health. Children in the TennCare program are automatically enrolled in TennCare Kids. TennCare Kids services make sure babies, children, teens and young adults receive the health care they need.

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 **dentaquest.com**.

Sources: tn.gov/tenncare; cshcn.org/childcare-schools-community/oral-health-and-children-specialneed

The DentaQuest^{**} Quality Improvement Program

Because DentaQuest wants to provide you with the very best services always, we have a Quality Improvement Program that measures how well we are doing. We use it to look closely at all of the dentists to make sure that they provide the best dental care for your needs. DentaQuest looks at the Quality Improvement Program every year and makes changes in how we provide services to keep making them better. For a copy of our Annual Quality Improvement Program, call DentaQuest at **1-855-418-1622**.

2014 Member Satisfaction Survey Results.

Each year DentaQuest calls TennCare members to ask how happy they are with their dental care and dental plan. We will continue working with members and dentists to improve satisfaction. The results from the 2014 survey among those having a dental visit in the last 12 months are:

Overall, how happy are you with your dentist?
87% — Very Satisfied

Overall, how satisfied are you with the dental care that you received in the past 12 months?
90% — Very Satisfied

In general, how would you rate the overall condition of your teeth and gums today?
89% — Very Good or Good

Have you seen an improvement in your teeth and gums over the last 12 months?
73% — Yes

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)	1-800-758-1638
Bosanski (Bosnian)	1-800-758-1638
كوردی - بادینانی (Kurdish-Badinani)	1-800-758-16388
كوردی - سورانی (Kurdish-Sorani)	1-800-758-1638
Soomaali (Somali)	1-800-758-1638
Español (Spanish)	1-800-758-1638
Người Việt (Vietnamese)	1-800-758-1638

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.

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.

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 (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.



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.

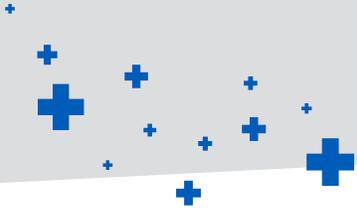
***Transportation is provided by Southeastern, an independent company that does not provide BlueCross BlueShield branded products and services.

+A government agency.



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bluecare.bcbst.com

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



Like us on Facebook®!

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

Make sure your mail follows you!

Does TennCareSM 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**.

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Visit our website, bluecare.bcbst.com

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



A newsletter for
BlueCare members
4th Quarter 2015

BlueCare WAY