

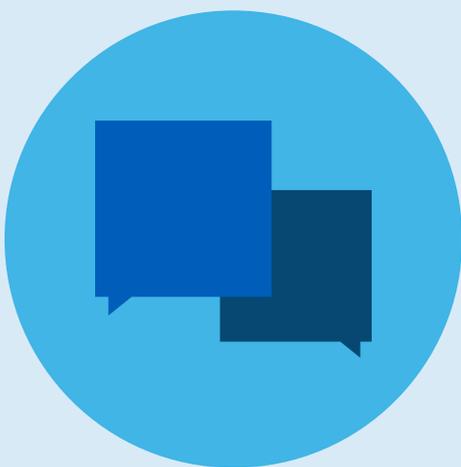


Schedule Your Well-Child Visits Before School Starts

It may be hard to believe, but school's just around the corner. While it's probably too early to shop for school supplies, it's the perfect time to schedule well-child visits. You'll be able to beat the fall rush, and your kids will have their shots taken care of ahead of time.

Often, parents think their child's shots are up-to-date. But the only way to know for sure is to ask their health care provider. The Centers for Disease Control (CDC) updates shot recommendations from time to time, so it's important that your child makes every well-child checkup. When you're there, be sure to ask for an updated shot record you can keep at home. This way, you'll always have the latest information on hand.

If you'd like to see the current list of recommended immunizations, visit the CDC's website at <https://www.cdc.gov/vaccines/index.html>.



Keep Your PCP in the Loop

Your Primary Care Provider (PCP) has an important job – to manage your health. That's why it's important to tell your provider if you see anyone else for care. Whether you go to a hospital, clinic, urgent care center or specialist, your PCP needs to know about any changes in your health.

Here's why it's important:

- Your PCP will make sure you're doing what's best for your overall health.
- They can change treatments or medications to meet your needs.
- They'll update your records for future visits.

It isn't hard to keep your PCP in the loop. Ask other providers to send records, or call your PCP to make sure they have your latest information.

It's always a good idea to talk to your provider before seeing a specialist. They can refer you to a specialist in your network and share important health records.

For more information, see your Member Handbook or call BlueCare Customer Service at **1-800-468-9698**.

The Importance of Limiting Screen Time for Kids

In today's world, children, teens and young adults are growing up in front of screens like smartphones, laptops, tablets and TVs.

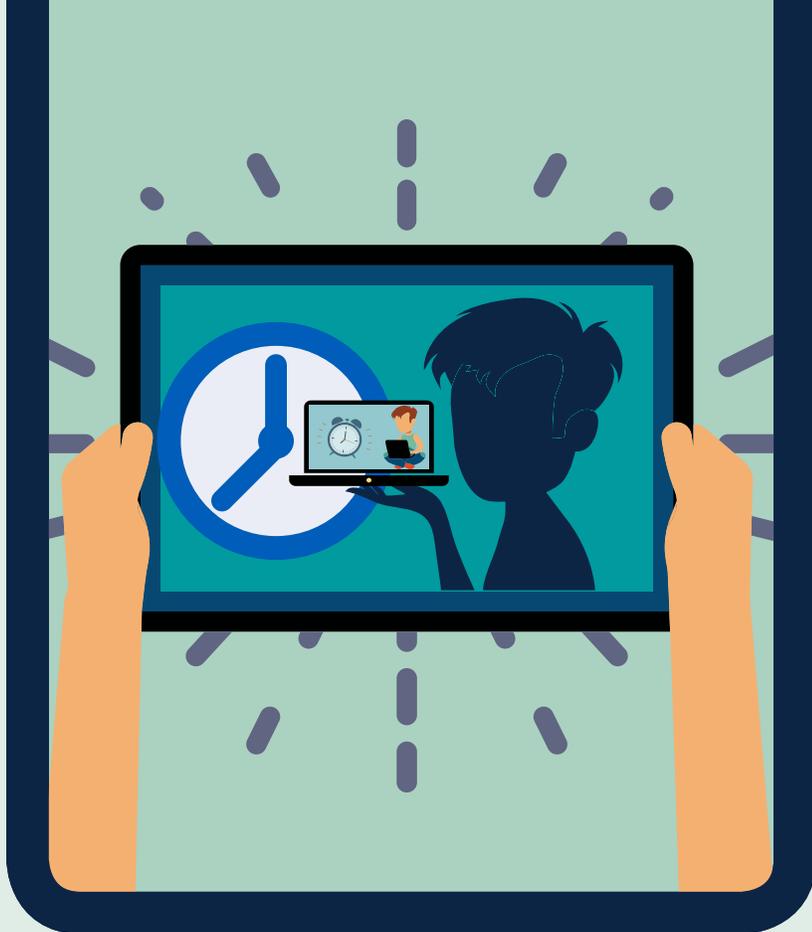
There are some positives to all this screen time. The internet, social media and smartphone apps offer many learning and creative opportunities. They also help with developing skills needed later in life. But studies show that screen time can also affect kids' health and education. A study by the American Academy of Pediatrics (AAP) says children are spending about seven hours per day on entertainment media.

So How Much is Too Much?

This is the question many parents and caregivers may ask. Well, it all depends on the age of the child and how the technology is being used. The AAP says children under two should have no screen time. For children over the age of two, the AAP says screen time should be no more than two hours per day.

Other studies say using too much technology can lead to:

- Attention problems
- Sleep and eating disorders
- Being overweight



There are several ways you can limit your child's use of technology:

1. Set up rules.
2. Create time limits.
3. Limit what your child sees.
4. Keep televisions, tablets and computers out of your child's room.
5. Be a good role model.
6. Set an example by staying active with physical and outdoor activities.

Source: AAP.org

Find or Change Your PCP on BlueAccessSM

Did you know you can find or change your Primary Care Physician (PCP) anytime online? Simply go to bluecare.bcbst.com and click "Log in/Register to BlueAccess" on the top of the page.

If you're not sure who your PCP is, you may want start with your Member ID card. We print your provider's name right on the front.

If you're having problems using BlueAccess or wish to speak to someone in person, give us a call. You can reach us at **1-800-468-9698**, Monday through Friday, from 8 a.m. to 6 p.m., ET.





Childhood Obesity: How Are We Doing?

There's good news about American children. Rates of obesity aren't climbing like they were. More healthy eating and staying active are showing results.

But we still have work to do. Too many of our children and teens are still obese. The rates are higher for some groups. Culture and genetics play a role in every child's weight.

Where kids live is also important. Lower-income communities often have less access to affordable, healthy food or safe places to play. But communities are working on solutions – building playgrounds and encouraging new grocery stores to open in these areas.

We've slowed the rates of childhood obesity. It's because we all want what's best for our children. By helping them keep at a healthy weight, they're more likely to avoid illnesses like diabetes and heart disease. For more information, visit bluecare.bcbst.com/healthwise or talk with your primary care provider (PCP).

Obesity by the Numbers

American children considered obese, ages 2-19

All Races – 17%

White – 14.3%

Black – 20.2%

Latino – 22.4%

Source: stateofobesity.org/disparities

How is Obesity Measured?

Obesity is determined by body mass index (BMI), a measure based on height and weight. For children and teens, BMI is age- and sex-specific and is often referred to as BMI-for-age. The Centers for Disease Control and Prevention (CDC) considers a child obese when his or her BMI is in the top 5% compared to other children of the same age and sex. The CDC website has an easy-to-use BMI calculator: nccd.cdc.gov/dnpabmi/Calculator.aspx.

Source: cdc.gov/obesity/childhood



Teen Newsletter Available on bluecare.bcbst.com

Just For You includes guidance to help teens become healthy adults. You may be used to receiving this separate teen newsletter in the mail. Now you can find it on our website at <http://bluecare.bcbst.com/Members/Newsletters.html>. We encourage you to like the BlueCare Tennessee Facebook page to find helpful tips for teens. Use the page for any questions, concerns, and/or suggestions you may have. We look forward to hearing from you!

Be Assured of Fair Decisions About Care

BlueCare Tennessee works hard to earn and keep your trust. And we are open about how we make decisions. For prior authorizations and other health care decisions, we look at two factors:

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

Denying care, service or coverage is not rewarded in any way to anyone. This includes employees, vendors or contracted providers.

BlueCare Tennessee does not encourage decisions that keep members from using benefits.

Make Sure Your Child Has Regular Well-Child Checkups

Does your child:

- Only see a health care provider when he or she is sick or has an urgent health care need?
- Have special health needs?
- Have a health condition, like asthma or diabetes?

Regular well-child checkups with their primary care provider (PCP) are important. They keep your child healthy by:

- Finding problems before they become serious
- Making sure your child gets the right immunizations (shots) to prevent illness

TennCare Kids checkups are free for members under age 21. To learn more about TennCare Kids visits or to schedule a ride to the provider's office, call Customer Service at **1-800-468-9698**.

Count It! Lock It! Drop It!

Help Stop Opioid Addiction.

Did you know drug overdose is one of the top causes of death in Tennessee? In 2015, it claimed 1,451 lives across the state – a nearly 15% increase from 2014.

Many people who misuse opioid pain medicines don't know they're in danger. They may have received the drugs from a friend or family member. And while no harm is intended, it's illegal to share these drugs. Only a health care provider should decide who needs any prescription drug.

Pain medicines are highly addictive. Someone who is addicted may try to buy these drugs on the street or steal them from a medicine cabinet. You may not realize pills are missing or that a bottle has disappeared, but it happens every day.

Here's how you can help manage your pain medication:

- **COUNT IT!** Count your pain medicine every two weeks. This will prevent theft and help make sure that all medications are taken properly.
- **LOCK IT!** Lock up your medicines and store them in a place where others would not think to look.
- **DROP IT!** Drop off unused/expired medicines for proper disposal.

Most counties in Tennessee offer a drop box where you can deposit old medicines. To find one near you, visit countitlockitdropit.org.

Sources: <https://www.tn.gov/health/news/46773>
drugabuse.gov

What are some common opioid pain medications?

- Oxycodone (Oxycontin®)
- Hydrocodone (Vicodin®)
- Codeine
- Morphine
- Fentanyl

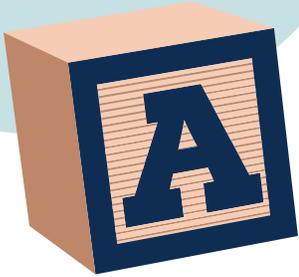
Even though prescription opioids come from pharmacies, they can be just as deadly as another common opioid – heroin. In fact, people who abuse opioid pain medications often start using heroin later. So do your part to keep your medicine from getting into the wrong hands.

Source: <https://www.drugabuse.gov/drugs-abuse/opioids>

Four Ways to **BUILD YOUR BABY'S BRAIN**

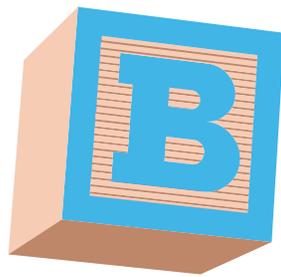
As a parent, you want to do what's best for your baby. Parenting is a skill, and it can be difficult to know what to do to help your child develop. The good news is that babies thrive when parents do simple things to build a connection every day.

Here are four ways you can give your child the best head start in life:



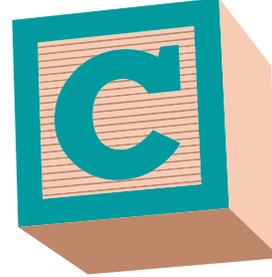
TOUCH

Hold and cuddle your baby to make them feel safe and loved. Touching, kissing, smiling and making regular eye contact helps your baby know you're there for them.



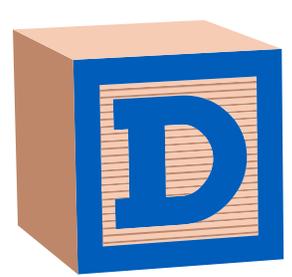
TALK

Your baby learns sounds and words from you. Sing songs, speak softly and repeat words and phrases. Also, tell your baby what you're doing, so they can learn simple actions.



READ

Reading is the best way to prepare your child for kindergarten. Read favorite stories to them at the same time every day, pointing out pictures. Watch them light up when you give them books to explore.



PLAY

Play helps your baby solve problems, build creativity and focus. Some easy games include peek-a-boo, dancing and chasing each other. Children also love making noise with ordinary things like pots and pans.

The first five years of life are important for your baby's brain development. Make time to touch, talk, read and play, and help prepare your child for the years ahead.

Source: urbanchildinstitute.org; aap.org

Expecting a Baby? You May Not Have to Change Providers.

If your provider leaves the BlueCare Tennessee Provider Network, you usually have to find a new one. This isn't the case for many pregnant members. If you're more than three months pregnant, you may be able to keep your pregnancy care provider if they approve the amount TennCareSM pays. Call the Customer Service number on the back of your ID card to make sure it's OK. If it's safe to change, we may ask you to switch to a network provider.

To find a pregnancy care provider, visit bluecare.bcbst.com. Or call the Customer Service number on the back of your ID card.

Introducing Text Messaging for BlueCare Tennessee Members

A Simple, Secure Way to Stay Informed

Want to receive the latest updates about your health care? Our new messaging service will quickly notify you about:

- Account changes
- Benefit updates and offers
- Health reminders, like when it's time for an annual visit

If you'd like to sign up for this convenient service, text "BlueCareTN" to 73529 or call 1-888-710-1519.

Message and data rates may apply. Not required to purchase goods and services from BlueCross BlueShield of Tennessee. Text HELP for help or STOP to stop.





Primary/Secondary Insurance 101

Some people have two insurance companies to cover them. The insurance that pays first is called primary. The one that pays next is secondary. You can have insurance under more than one plan. In fact, you are able to have a plan with more than one company.

What are the differences between primary and secondary insurance? Your plans do not provide double the benefits. They work one at a time. Your primary insurance is the first to receive a claim. You may not have coverage for all treatments. This is when your secondary insurance will help to pay for the rest of the costs.

It's important to know which coverage is primary and secondary. If you have BlueCare and another type of insurance, the other insurance would be primary. BlueCare would be secondary. When you go to the dentist, please bring all of your insurance cards. Providers are required by law to file with your primary insurance. You are required as a member to present all of your dental insurance cards at the dentist's office. Please let DentaQuest know if your insurance changes.

If you need help finding a dentist, call DentaQuest at **1-855-418-1622**.

Stop Drug and Alcohol Use for a Healthy Pregnancy

Are you pregnant or planning to become pregnant? If so, you should start healthy habits now. If you use drugs or alcohol, they can cause serious problems for your baby.

Drugs and alcohol can:

- Change your baby's growth
- Change how your baby's heart, lungs and brain work
- Cause lifelong learning, emotional, and physical problems for your child

You should talk to your provider about all of the medicines you take. This includes over-the-counter drugs, vitamins and herbs. If drugs and alcohol are a problem for you, your provider can also suggest places to get help.

Other Sources for Help and Support

There are many groups that can help you stop using alcohol and drugs (see list below). You can also call our Population Health team at 1-800-468-9698 for help close to home.

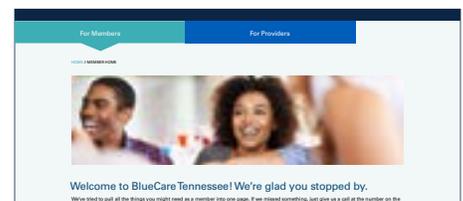
National Council on Alcoholism and Drug Dependence (NCADD)
www.ncadd.org
1-800-622-2255

Alcoholics Anonymous (AA)
Call a local AA office,
or visit www.aa.org.

Narcotics Anonymous (NA)
www.na.org
1-818-773-9999

Dual Recovery Anonymous (DRA)
www.draonline.org

Source: <https://www.healthwise.net/bluecaretennessee/Content/StdDocument.aspx?DOCHWID=ae1198>



Look for Our New and Improved Website

At home or on the go – the new BlueCare Tennessee website has been redesigned for use on your phone, tablet or computer. Look for it soon at **bluecare.bcbst.com**.

Protect Yourself from Chlamydia

Chlamydia is a sexually transmitted disease (STD) that can be very serious. It often doesn't have symptoms. But if it isn't treated, it can make it hard for you to have a baby. The CDC recommends sexually active women under age 25 and older women with risk factors get tested every year.

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

- A new partner
- More than one partner
- Someone who has other partners
- Someone without using a latex condom correctly
- Someone who has not tested negative for STDs

Ask about a chlamydia test when you get your yearly well-woman checkup. You can get it at the same time as your Pap test. And BlueCare will pay for the test if your doctor recommends you get it.

Source: <https://www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm>

Learn More About Nursing Care at Home

Did you know your TennCare benefits include home health and private duty nursing? For your plan to cover them, the services must be medically necessary. They also need to be:

- Ordered by a health care provider
- Safe and effective
- Not experimental
- From a nurse who's 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 the cost for home health care, TennCare will cover the lower amount. You can still get care at home, but you will need to pay for any extra charges.

For more information, please call BlueCare Customer Service at **1-800-468-9698**.



Hospital Tips for CHOICES Members:

To help us schedule your care, call your CHOICES Care Coordinator or BlueCare Tennessee CHOICES at **1-888-747-8955**.

Please call before or when you're admitted to the hospital and when you know you're coming home.

Nursing Facility Care for CHOICES Members

Nursing facility care is a covered benefit for CHOICES Group 1 members.

Home and Community Based Services CHOICES Group 2 and Group 3 and Employment and Community First CHOICES Group 4, 5 and 6 members receive home care. They may only receive a short-term stay in a nursing facility:

- When medically necessary, and
- For up to 90 days per admission.

CHOICES and Employment and Community First CHOICES members, your Care Coordinator or Support Coordinator and Primary Care Provider (PCP) will work with you if your care needs will exceed 90 days.

If you have questions about your CHOICES benefits, call your Care Coordinator. If you do not know how to reach your Care Coordinator, call the Customer Service number on the back of your Member ID.

Lower Your Risk for Diabetes

Diabetes is a common disease, but many don't know what it is. It's when the body can't break down sugar (glucose) in the blood. You might think the body can deal with a little extra sugar. But unfortunately, diabetes leads to other diseases and conditions that damage the heart, blood vessels, nerves and eyesight.

There are two types of diabetes, 1 and 2. While type 1 diabetes can't be prevented, type 2 can – mainly through healthy diet and exercise.

If you're worried about diabetes, you can lower your risk by doing three things:

- 1) Eat less sugar. If you eat too much sugar, your body may not be able to keep your blood sugar at normal levels.
- 2) Lose extra weight. When you carry extra pounds, you can develop high blood glucose. This also makes it hard for the body to manage normal sugar levels.
- 3) Exercise. Not only does physical activity burn calories, it also lowers your blood glucose. It isn't hard to work exercise into your day. Find something you enjoy and do it for 15 or 30 minutes at a time. Not only will it reduce your risk for diabetes, it will improve your mood, too.

<http://www.diabetes.org>



Is It Time for Your Mammogram?



Mammograms check for early signs of breast cancer. They provide an X-ray picture of the breast and often find lumps before they you can feel them. Women are encouraged to get mammograms because treatment is often easier when cancer is found early.

BlueCareSM covers mammograms:

- At least one time for women ages 35 to 40
- Every two years for women ages 40 to 49 (or more often if your provider says it's needed)
- Each year for women who are age 50 and older

Mammograms are free for members, and there's no copay. So talk to your primary care provider to find out when you should schedule your screening. You can also call Customer Service at **1-800-468-9698** to schedule your appointment and get transportation.

Get Free Help to Stop Tobacco Use

The Tennessee Tobacco QuitLine is 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.org.

Report Fraud or 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 <http://www.tn.gov/tenncare/fraud.shtml>. 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**.

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., ET.



A Free Ride Is a Phone Call Away

Call 24 hours a day, 365 days a year to schedule a free ride to:

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

BlueCare East members call Southeastrans toll-free at **1-866-473-7563**.



BlueCare Middle members call Southeastrans toll-free at **1-866-570-9445**.

BlueCare West members call Southeastrans toll-free at **1-866-473-7564**.

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.

For visits more than 90 miles away:

All trips over 90 miles, one way, must be approved by BlueCare Tennessee before you set up transportation. Call Customer Service at **1-800-468-9698**.

Call at least three days before your health care visit to guarantee your ride.

We Do Not Allow Different 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 differently?
- Do you have more questions or need more help?
- If you think you've been treated differently, call the Tennessee Health Connection for free at **1-855-259-0701**.

Find the Unfair Treatment Complaint form online at: <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: <http://bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-Spanish.PDF>.

How Can We Help You?

BlueCare Customer Service

- 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 **1-800-468-9698** Monday through Friday, 8 a.m. to 6 p.m. ET. If you call after normal business hours, you can leave a voicemail.

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 health care provider, go to the Emergency Room (ER) or treat the problem yourself. Call **1-800-262-2873**.

Apply for TennCare

- Use 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** (Monday through Friday, 8 a.m. to 4:30 p.m., Central Time)

- **Do you need help talking with us or reading what we send you?**
- **Do you have a disability and need help getting care or taking part in one of our programs or services?**
- **Or do you have more questions about your health care?**

Call the Tennessee Health Connection for free at 1-855-259-0701. They can connect you with the free help or service you need. (For TTY call: 1-800-848-0298)



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.

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

BlueCare Tennessee, an Independent Licensee of the BlueCross BlueShield Association

24/7 Nurseline offers health advice and is provided by Infomedia Group, Inc., d/b/a Carenet Healthcare Services, an independent company that does not provide BlueCare Tennessee branded products and services.

DentaQuest is an independent company serving BlueCare members. DentaQuest's number and website address are listed for your convenience. DentaQuest does not provide BlueCross BlueShield products or services.

Southeastrans is an independent company that provides transportation services to BlueCare members. It does not provide BlueCross BlueShield branded products and services.

* A government agency

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare 1-800-468-9698. Llame al TennCareSelect 1-800-263-5479 (TTY: 711: 888-418-0008).

Kurdish: کوردی ناگاداری: ئهگهر به زمانی کوردی قهسه دهکبهیت، خزمهتگوزار بهکانی یار مهتی زمان، بهخواری، بو تو بهردهسته پهیهندی به 1-800-263-5479 TennCareSelect 1-800-468-9698 BlueCare (711: 888-418-0008) TTY بکه.



Do you need help with your health care, talking with us, or reading what we send you? Call us for free at: BlueCare 1-800-468-9698 or TennCareSelect 1-800-263-5479 (TTY: 711 and ask for 888-418-0008).

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call BlueCare 1-800-468-9698, TennCareSelect 1-800-263-5479 or TennCare 1-855-857-1673 (TRS 711) for free.

BlueCare Tennessee
1 Cameron Hill Circle | Chattanooga, TN 37402

bluecare.bcbst.com

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The latest edition of BlueCare Way is here.

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

Like us on Facebook!

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