



IS IT TIME FOR YOUR CHILD OR TEEN'S FREE CHECKUP?

Helping your children stay healthy can start with one easy step – regular visits with their health care provider. Your health plan includes TennCareSM Kids, a program providing free checkups until age 21.

Checkups are available from your child's primary care provider (PCP) or your local health department. Your child's assigned PCP is listed on their Member ID card.

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).

Set up your child or teen's checkup today. Call their PCP or we can schedule the visit for you. Give us a call at **1-800-468-9698**. Need a ride to the appointment? See more information about free rides on page 7. Or visit the Members section of **bluecare.bcbst.com**.

Sign Up for Texts from Us

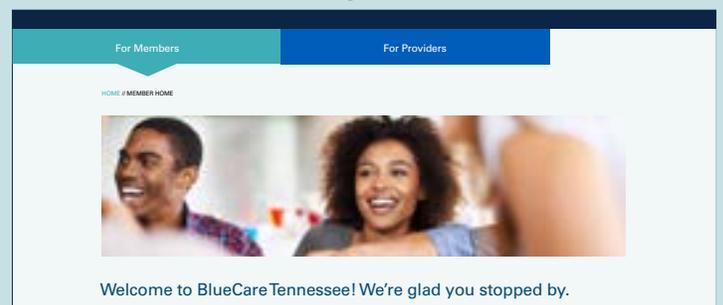
Want to receive texts about your health care? We'll notify you quickly about:

- Account changes
- Benefit updates and offers
- Health reminders

Our text service is simple, safe and secure.



Our New and Improved Website



Visit the new **bluecare.bcbst.com** at home or on the go – on your phone, tablet or computer. Find the information you need about your health plan and staying well.

Preterm Birth

"You look like you could deliver any minute."

"Surely you can't go much longer."

You may hear a lot of this during the last weeks of pregnancy. You can start to think, "Is my baby ever coming?" Just keep in mind how important it is to carry your child to term. A baby born at less than 37 weeks is called "preterm" and could have some health issues.

WHAT CAUSES PRETERM BIRTH?

Health issues during pregnancy, like high blood pressure and diabetes, can raise the risk of preterm birth. You're more likely to have your baby early if you've had a preterm delivery in the past or you're carrying more than one child.

Age and race may also play a role. Moms younger than 17 or older than 35 are more likely to deliver early. African American, Hispanic and Native American mothers also have preterm babies more often. Medical

Source: Marchofdimes.org

experts don't know exactly why race is a risk factor.

Here's our advice: control the risks you can. Protect your baby with regular prenatal visits, healthy eating, exercise and avoiding alcohol, drugs and smoking.

Talk to your health care provider about your risk for preterm delivery. And call on us – the CaringStart® maternity program can help you throughout your pregnancy and beyond. Find more about CaringStart on page 7.



Nine out of ten babies in the U.S. arrive right on time around 40 weeks.



TAKE A STAND TO CHANGE YOUR DAILY ROUTINE

According to the American Medical Association, it's time to stand up for better health. On average, we sit for nearly eight hours each day. Getting up from our desks or our couches can lower our risks for heart disease.

There are some small, easy changes you can make to keep from sitting in one place too long.

- 1 Take a break every 30 minutes when watching TV or sitting at a computer screen.
- 2 Set a timer on your computer, watch or phone. Just get up and walk around for a couple of minutes.
- 3 Hit pause on your binge watching to be active for a few minutes - take out the trash, put away the dishes or fold some laundry.
- 4 If you have to sit all day at work, but you get morning and afternoon breaks – walk for at least a couple of minutes.
- 5 Take a longer route to the bathroom or climb a floor or two of stairs.
- 6 Stand up when you talk on the phone.
- 7 Ask if your employer offers standing desks that can be raised and lowered.

How long do you sit every day?

Find out at juststand.org. Standing can increase your heart rate and burn up to 50 calories more an hour.

Sources:
A New Leaf, a program we offer about lifestyle changes
juststand.org/tabid/816/default.aspx
bbc.com/news/magazine-24532996

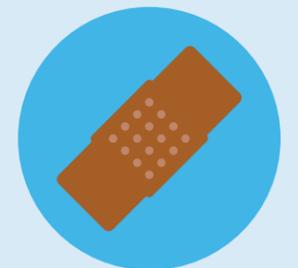
Flu Season Is Coming – Get Free Protection Now

Flu shots are free for our members. They're the best protection you can get against the flu.

According to the Centers for Disease Control and Prevention (CDC), all adults and children older than six months should get a flu shot every year. Children should have two flu shots before they're 2 years old.

Flu shots are especially important for people with higher risk for complications from the flu. This includes children under 5, adults over 65 and pregnant women.

Call your health care provider and schedule an appointment for your flu shot. That's also a good time to ask if you or family members should get the pneumonia vaccine.



FACT: YOU CAN'T GET THE FLU FROM A FLU SHOT.

Source: Centers for Disease Control and Prevention cdc.gov/flu/index.htm and cdc.gov/pneumonia/index.html

UPDATE: The Zika Virus Is Still a Concern for Unborn Babies

Many countries in Latin America and the Caribbean are continuing to see outbreaks of the Zika virus.

The Centers for Disease Control and Prevention (CDC) advises pregnant women against travel to these areas. While the virus has only mild symptoms, it can cause serious birth defects in an unborn child.

The virus is spread through mosquito bites and sexual contact. If you or your partner have traveled to these areas, use condoms or don't have sex. This applies not

only to couples expecting a child, but to those who could become pregnant. The virus can live in the body for some time, so the CDC recommends protected sex for up to six months.

The CDC tracks the areas where the Zika virus is active. Check the map online at wwwnc.cdc.gov/travel/page/world-map-areas-with-zika

See your health care provider right away if you think you may have been exposed to the Zika virus.

Sources: <https://www.cdc.gov/zika/about/index.html>

Let's Talk About Your Health Needs

We want to provide you and your child with the best possible care. You can help us by taking a minute to fill out a mini health appraisal. It's a short survey about your health needs, and we'll keep all of your answers private.



There are several ways to complete the survey. We'll call you. Or you can find the mini health appraisal on bluecare.bcbst.com in the Member Info section. Or we can put it in the mail if you give us a call at **1-800-468-9698**.

The survey is part of our Population Health program – a free service for all members. We can help you lose weight, quit smoking, manage stress or a chronic illness and much more. Call us at the number above. Or get the details on bluecare.bcbst.com in the Your Health section. Thanks for your help.

Delivering Quality Health Care

Thank you for trusting us with your health care coverage. There's nothing we take more seriously than making sure the care you receive is safe, effective and timely.

Each year, our Quality Improvement Program (QIP) reviews our data to make sure:

- You get high-quality care and services
- You get the right care
- That it's easy for you to get care

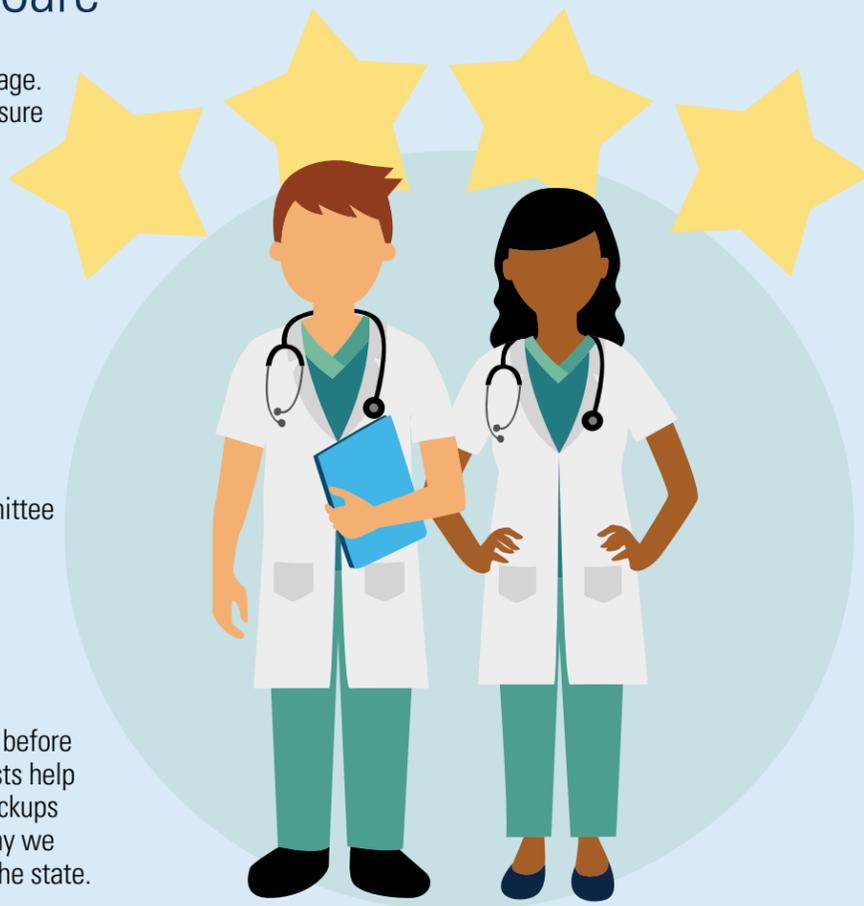
How does our quality rank with other health plans?

The BlueCare East Region was awarded a 4-Star Quality Rating for 2016-2017 from National Committee for Quality Assurance (NCQA). That's the highest rating for a Medicaid health plan in Tennessee.

We're particularly interested in helping you prevent health problems or live well despite an issue.

If caught early, many health problems can be treated before they affect your long-term health. Screenings and tests help make this possible. That's why we remind you of checkups and screenings by phone, mail and email. It's also why we host health fairs, screenings and events throughout the state.

Want to learn more? Visit bluecare.bcbst.com and look for the Quality Improvement link at the bottom of every page. Or give us a call at **1-888-433-8221**.



THIS INFORMATION SUPPLIED BY DENTAQUEST.

DentaQuest

Update Your Address & Phone Number

Anytime you move or get a new phone number you should tell DentaQuest. You don't want to miss out on updates about your dental benefits from us. DentaQuest will not know if you move or change your phone number. Sometimes the dentists' office will try to remind you of an appointment. Also, there are times when the dentist wants to talk about your dental care with you. Whatever the case may be your updated address and phone number is important, so you can be reached.

THE FOLLOWING CHANGES SHOULD BE REPORTED:

- Your address changes
- Your phone number changes
- Your family size changes
- You get a job, lost a job or change jobs
- You or a family member has other dental insurance

It's easy to update your address and phone number, call the Tennessee Health Connection at **1-855-259-0701**.

For dental benefits questions or to order a replacement dental card call DentaQuest 1-888-291-3766.



THE RIGHT DOSE MATTERS

Your daily routine may include taking medicines for health conditions or for a short-term illness. Following the directions can make a big difference in how those medicines work. It can also protect you from harm.

The most common mistake is taking the wrong dose – too much, too little or not at all.

Here are some tips for staying on track:

- Make a daily schedule of how and when to take your medicines. Put it where you can see it.
- Get a pillbox that holds a week's supply. Keep at least one pill in the original bottle so that you can easily identify each pill.
- Know what to do about mistakes. Talk to your health care provider about what to do if you miss a dose or take too much.
- Leave reminders for yourself – notes on the bathroom mirror, alarm clocks or alerts on your phone and computer.
- Take your medicine when you do another daily task, such as brushing your teeth or making morning coffee.

One last thing – stopping your medicines without talking to your health care provider may be unsafe. Give your provider a call if you're having side effects or you don't think the medicine is working.

Source: bluecare.bcbst.com/healthwise



Your Child's Healthy Start

What's the secret to health and happiness? Medical experts like the American Academy of Pediatricians believe answers may lie in the first three years of life. You can do a lot to help your child during these years.

Our brains grow fastest from birth to age 3. That means babies and toddlers soak up everything that happens around them – the good, the bad and the in-between.

As a parent, you want to make sure the good outweighs everything else. Your touch, words and actions should let your child know they're safe. You catch them when they fall. You come back when you say you will. You give them the confidence to cope with stress.

Not all stress is bad. It can be short-lived, like when your baby gets a vaccine at the provider's office. That's positive stress, as the pain goes away.

Some stress is more intense, like the first few times you leave them at daycare. It's tolerable stress, as they're cared for and you come back.

Unfortunately, stress can also be toxic, caused by abuse and neglect. Persistent, toxic stress can change the brain and lead to physical and mental health issues.

How do you give your child the very best start?

- Connect with them – play, cuddle, read and laugh.
- Protect them from people, places or things that can harm them.
- Ask for help. We can connect you with resources in your community. Call us at the Customer Service number on your Member ID card.

Find out more about the lasting effects of early childhood experiences.
Visit [cdc.gov/violenceprevention/cestudy/index.html](https://www.cdc.gov/violenceprevention/cestudy/index.html).

Sources:
[urbanchildinstitute.org/why-0-3/baby-and-brain](https://www.urbanchildinstitute.org/why-0-3/baby-and-brain)
[urbanchildinstitute.org/articles/features/positive-early-experiences-pay-off-for-lifetime](https://www.urbanchildinstitute.org/articles/features/positive-early-experiences-pay-off-for-lifetime)
[developingchild.harvard.edu/science/key-concepts/toxic-stress](https://www.developingchild.harvard.edu/science/key-concepts/toxic-stress)



Free Benefits for Our Members

As your TennCare health plan provider, we think it's important you know what services are available to you. We've listed some of them here, but please see your Member Handbook for complete information.

Well-Care Visits

As part of TennCare Kids, children from birth to age 21 get free checkups. These visits make sure your child meets important milestones and gets needed vaccines.

Adults also get free well-care visits each year. These include important screenings to prevent disease.

24/7 Nurseline

Call and talk with a trained nurse about any health questions or concerns. Nurses are available all day, every day at **1-800-262-2873**.

Vision and Dental Care for Kids

Children from birth to age 21 get free vision and dental services.

Vision services include eye exams – plus frames, lenses and contacts (when medically necessary). Find a provider on [bluecare.bcbst.com](https://www.bluecare.bcbst.com) at Find a Doctor. Or call Customer Service at **1-800-468-9698**.

Dental services include regular checkups and cleanings. Children can also get braces and other services (when medically necessary). For more information, call DentaQuest at **1-855-418-1622** or visit [dentaquest.com](https://www.dentaquest.com).

Prescription Coverage

All prescriptions and claims are managed by Magellan HealthSM – an independent company. For more information, call Magellan at **1-888-816-1680**.

FREE Help for Moms-To-Be

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

One-on-One Health Support

Want to learn how to manage a health condition or prevent disease? Our CareSmart[®] Population Health Program can provide you with information and advice from health advisors and coaches. It's free for all members, whether you are well or have health issues. You can join or cancel at any time. To learn more, call **1-888-416-3025**. Or you can email us at DMScreeners_gm2@bcbst.com.

Behavioral Health Care

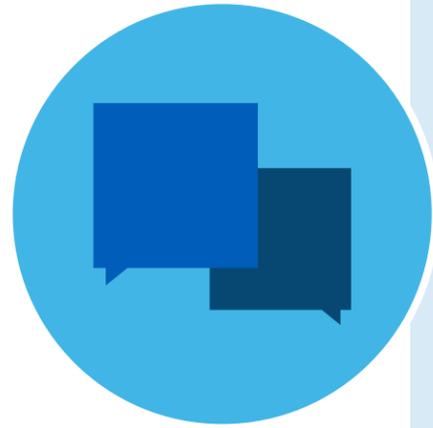
If you have mental health issues or problems with alcohol or drugs, we can help. You do not need a referral from your PCP. Simply call us at **1-888-416-3025**.

Free Rides to Health Care Appointments

Need a ride to your health care provider or to get a prescription? Contact Southeastrans for a free non-emergency ride.

To schedule, visit [member.southeastrans.com](https://www.member.southeastrans.com) or call the number for your region. Numbers are listed in the chart on page 8. You must schedule your ride at least three days before your appointment.

(continued)



Contact Information

BlueCare Customer Service

8 a.m. to 6 p.m. ET
For questions about using your health plan, vision care, changing your Primary Care Provider or to get help in another language.
1-800-468-9698
TTY: Dial 711, ask for 888-418-0008

24/7 Nurseline* 1-800-262-2873

Magellan Health** (pharmacy services) 1-888-816-1680

DentaQuest** (dental services for kids up to 21)
1-855-418-1622 | Dentaquest.com

CaringStart Maternity Program 1-888-416-3025

CareSmart Population Health Program 1-888-416-3025

Behavioral Health Care 1-888-416-3025

BlueCare Tennessee CHOICES 1-888-747-8955

Southeastrans** (free rides to TennCare visits)
– BlueCare East 1-866-473-7563
– BlueCare Middle 1-866-570-9445
– BlueCare West 1-866-473-7564
– member.southeastrans.com

TennCare Information Line
– 1-800-342-3145
– TTY or TDD: 1-877-779-3103
– tn.gov/tenncare

Tennessee Health Connection
– 1-855-259-0701
– TTY: 1-800-848-0298

* 24/7 Nurseline offers health advice and support provided by Carewise Health, Inc., an independent company that does not provide BlueCare Tennessee branded products and services.

** Magellan Health, DentaQuest and Southeastrans are independent companies serving BlueCare Tennessee. They do not provide BlueCare Tennessee branded products and services.

Long-Term Services and Supports for Aging or Disabled Members

Through TennCare’s CHOICES program, members get caring support and help with everyday activities. Call your CHOICES Care Coordinator for help:

- Before or after you’re admitted or discharged from the hospital
- When you need a ride to or from the hospital, a health care provider or drugstore

For more information, call BlueCare Customer Service or BlueCare Tennessee CHOICES at **1-888-747-8955**.

Nursing Care at Home

TennCare benefits include home health and private duty nursing (when medically necessary). You may be able to get the services you need for less at a facility, so be sure you know what’s covered. To learn more, call BlueCare Customer Service or visit tn.gov/tenncare.

Help for Members with Intellectual and Developmental Differences

Many of our members need help finding a job and taking care of themselves. The Employment and Community First CHOICES program is here for these members. For more information call BlueCare Customer Service or visit tn.gov/tenncare.

More Resources

Tennessee Tobacco QuitLine

Free to all Tennessee residents - one-on-one counseling in English or Spanish.

- tnquitline.org
- 1-800-QUIT-NOW or 1-800-784-8669
- 1-877-559-3816 for deaf or hard-of-hearing



kidcentraltn

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



Healthier Tennessee Healthiertn.com

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

Mental Health Crisis Help

Tennessee Statewide 24/7 Hotline – 1-855-274-7471
Tennessee Suicide Prevention Network – tspn.org

YOUR RIGHTS

Apply for TennCare

Use the Health Insurance Marketplace at healthcare.gov. Or call toll-free at 1-800-318-2596

We Protect Your Health Information

We have policies on how we protect your health information. They’re based on laws, and we keep them up to date. To make sure we’re getting it right, we train our staff every year. We protect all facts about your health, no matter how they are shared or stored – verbally, in writing or in electronic form.

You can read more about this in your member handbook. You’ll also find a Privacy Notice on bluecare.bcbst.com, or you can call Customer Service to get a copy.

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: <https://bluecare.bcbst.com/forms/Member-Handbooks/TennCare%20Discrimination%20Complaint%20Form.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: https://bluecare.bcbst.com/forms/Member-Handbooks/TennCare%20Discrimination%20Complaint%20Form_Spanish.PDF

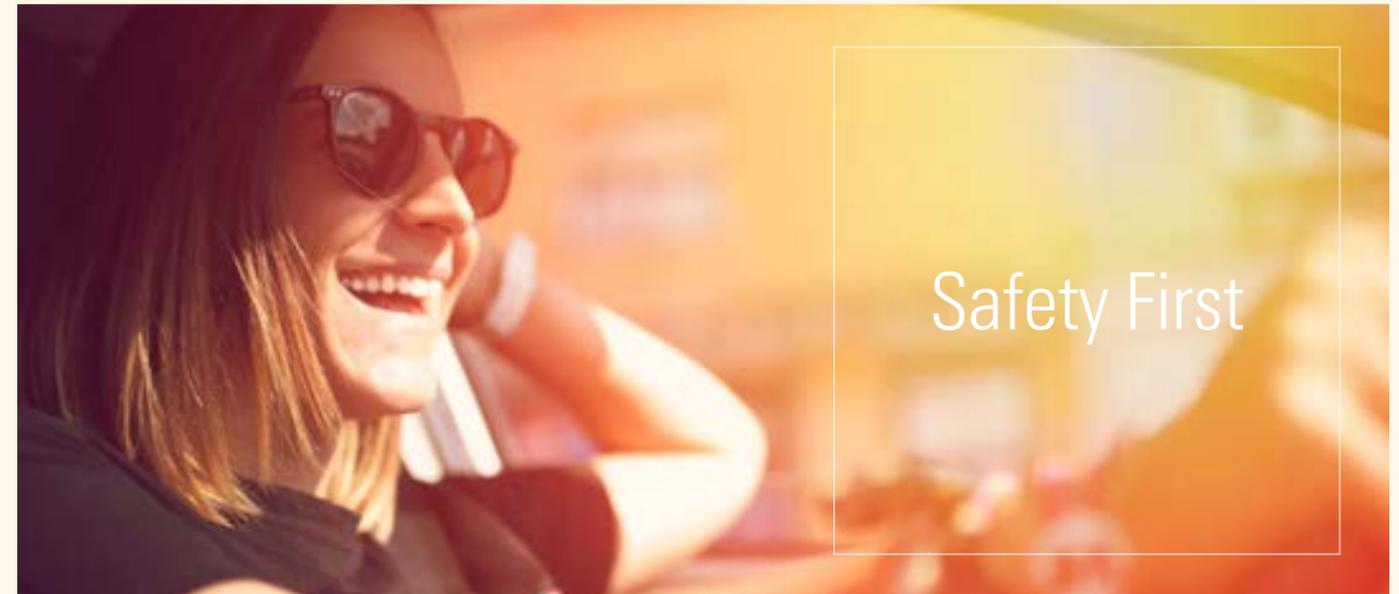
Effective January 1, 2018, member complaint rights will be referred to as member grievance rights. You will also receive a grievance acknowledgement letter and a grievance resolution letter for each grievance you file. Your rights to file a grievance (complaint) will not change.

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.

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 to Friday, 8 a.m. to 4:30 p.m., Central Time).



BEHIND THE WHEEL

Children grow into pre-teens and then teenagers. And as they do, parents and caregivers want to keep them safe. Talking to your pre-teen or teen about Driving Safety is one way to do just that. It's never too early or too late.

Here are a few of the Driving Safety tips you should talk about:

- What a driver should and shouldn't do while they are driving
- What a passenger or pedestrian should or shouldn't do while someone else is driving. And how drivers can help keep passengers and pedestrians safe
- What can happen when a driver drinks or takes drugs and then drives
- What can happen when a driver uses a cellphone—especially texting—while driving
- How seat belts can save lives—of drivers and passengers

Driving is a privilege. Teens should first show that they can drive safely before they're allowed to drive.

Getting to drive a car can be a big deal in a teenager's life. Keeping them safe is a big deal, too. But the dangers of driving are not the only thing kids will face as they grow up. Here are some of the other things parents and caregivers should talk about.

OTHER SAFETY CONCERNS

SPORTS SAFETY

Sports equipment and protective gear or clothing only work when they're used the right way. Help your kids and teens to know more about the gear they have, how it works and how to use it the right way. They should always know the rules of the game and how to play it safely. Injuries like concussions—a hit or jolt to the head that may cause them to pass out—can have side effects that last a long time.

ALCOHOL AND DRUGS

Kids need to know that using drugs or alcohol—even just once—can end in death. Starting with something small or having just a little can lead to more and more and more. Trying drugs and alcohol can lead to abusing them, or even becoming addicted to them.

PEER PRESSURE

Pressure from family, school, social groups, peers, and friends is sometimes too much for pre-teens and teens to handle. Their need to be accepted can be strong. And the feelings they have when they're not accepted can weigh them down. It can lead to depression, self-harm or suicide. Are you concerned about your child's behavior? Talk with your doctor or a mental health professional.

Are you concerned about your child's behavior right now? Do you feel unsafe? Do you think they could hurt themselves or someone else? If yes, call the statewide crisis line right away at 855-CRISIS-1(855-274-7471).

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: ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاری یارمەتی زمان، بەخۆرای، بۆ تۆ بەردەستە. پەیوەندی بە 1-800-263-5479 TennCareSelect 1-800-468-9698 BlueCare (711: 888-418-0008) TTY بکە.



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.

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

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PRSR STD
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OF TENNESSEE, INC.

The latest
edition of
BlueCare Way
is here.

Join the BlueCare Tennessee Community!

Visit us at
bluecare.bcbst.com.

Like us on Facebook®
at [facebook.com/
bluecaretn](https://facebook.com/bluecaretn).

Follow us on Instagram
at [instagram.com/
bluecaretn](https://instagram.com/bluecaretn).

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IS IT TIME

FOR YOUR CHILD OR TEEN'S FREE CHECKUP?

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A newsletter for BlueCare members

Way

BlueCare

4th Quarter 2017

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