

TAKE CARE OF YOU



A publication for BlueCareSM and TennCareSelect members



**SURVEY:
HOW ARE
WE DOING?**
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**OPIOIDS:
PREGNANCY
ALERT...**Page 9

1 Cameron Hill Circle
Chattanooga, TN 37402-0001
bluecare.bcbst.com

How are we doing?

Dear Members:

Like many of you, we begin the new year hoping to improve in any area we can. Making sure you get the very best care and services is always our top goal, and it's helpful to know what you think about our efforts.

In February, many of you will receive a survey about your care. It's called "The Consumer Assessment of Healthcare Providers and Systems" (CAHPS). That's a long name – but it's simply your chance to give us feedback about the care you receive – from your health providers and from us.

Please be honest with your feedback. Your answers are completely private. You'll find more about the survey on pages 2 and 3.

Also in this issue, we're offering valuable info on topics like the opioid crisis, jumpstarting your diet for the New Year and the dangers of vaping for teens. As always, if you need to know more, give us a call in Customer Service.

Best of health in 2019!



Amber Cambron
President and CEO,
BlueCare Tennessee

Join us online!

Learn more about your benefits and get health and wellness tips.

Visit us at
bluecare.bcbst.com

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bluecaretn](https://facebook.com/bluecaretn)

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bluecaretn](https://instagram.com/bluecaretn)

TAKE CARE

O F Y O U

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

Take Care of You is posted on bluecare.bcbst.com/BlueCareTN-News in English and Spanish.



Coming Soon...2019 CAHPS Survey

You may receive a survey in the mail in February. Whether you only go to the doctor for checkups or you see several health care providers, this survey is your chance to tell us how you feel about your care.

- Fill out the survey.
- Return it in the envelope we provide – no postage is needed.

Thanks in advance for taking the time to give us your feedback. It can help us make changes that benefit all members.

What do we want to learn from your survey?



Are we helping you use your benefits?

Using your health care benefits to live your best life shouldn't be complicated. We're right here to help. Some questions we hear most often include:

- How do I find a doctor for my problems?
- I don't have a ride to the doctor. What do I do?
- I want to make changes to be healthier. Where do I start?

Whenever you need help, call Customer Service or check out bluecare.bcbst.com.

Are you getting the care you need?

There are some general rules that can help you find the right care at the right time.

- **Need some help soon** – or just a checkup? See your primary care provider (PCP). The name's on your Member ID card.
- **Need help fast** – like for a minor injury or the flu? Go to an urgent care center. And sometimes you can get a quick appointment with your PCP.
- **Have a serious problem** – like deep cuts, broken bones, chest pains? Head to the emergency room or call 911.

Is your PCP coordinating all of your care?

In addition to the ER or urgent care, you may see other doctors for conditions like asthma, ADHD, heart disease or diabetes.

But these other doctors don't have a complete picture of your health. Your PCP does, and they can help if you have to make big health decisions.

To help your PCP be your best partner:

- Tell any other doctors who your PCP is.
- Ask the other doctors to send their reports to your PCP.
- Tell your PCP about all visits to other doctors.



Treatment for Mental Illness: No Shame Allowed

Michael Phelps, the American swimmer who's the most decorated Olympian in history, has been speaking about the importance of getting help for mental illness.

Phelps has always been open about his battle with depression, and he's an example of how mental illness can affect anyone. A study by the National Institute for Mental Health found that 1 in 5 Americans experiences mental illness.

Many don't seek help because they fear what others will think. Some people still believe mental illness means you're weak and you can feel better if you just try harder.

Like Phelps, you can help change that way of thinking. And that can save lives.

Share Your Story. Stories like Phelps' inspire people to get help. If you have a story to share, you can have the same impact.

Be Open. You don't have to hide what you're going through. Asking for and accepting support can change attitudes about mental illness.

Watch Your Words. When talking about mental illness, avoid judgements. Don't blame yourself or apologize for needing help.

Be an Advocate. Is the media sending the wrong message? Can government do more to support treatment? Call and write them. Your voice matters.

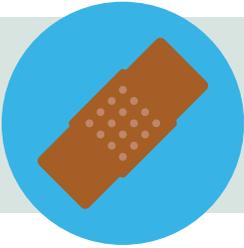
Whether or not you have a mental illness, you can make a big difference in the way society views it.

Your Benefits Include Mental Health Care

This includes inpatient and outpatient care and treatment for substance use disorders.

Flu Prevention 101

We're deep into flu season. What can you do now?



It's not too late for a flu shot. The CDC recommends flu shots for everyone six months and older. That includes you and your family.

Little ones need two flu shots, one month apart, by the time they're age 2. Is your baby up-to-date?



Wash hands often with warm water and soap for as long as it takes to sing "Happy Birthday" twice.

Cover your sneezes and coughs – in your elbow is best!



Stay home from work or school if you're sick. Why spread those germs?

Find more flu facts at: [cdc.gov/flu](https://www.cdc.gov/flu)

Your CHOICES Care Coordinator

If you're a CHOICES member, you may juggle a lot of health care services. That can include several doctors, home health services or help around your house. That's why you're assigned a care or support coordinator.

Together, you'll set up a support plan – a list of the services you need. Your coordinator will supply what's called care coordination – making sure all of your doctors and other health care providers work together.

Stay in touch with your coordinator – especially if you have an unexpected hospital stay. They'll help make sure you get the care and support you need when you come home.

Have you forgotten your care or support coordinator's name and number? Just give us a call in Customer Service.



Customer Service

BlueCare members – 1-800-268-9698

TennCare*Select* members – 1-800-263-5479

Your Employment and Community First CHOICES Support Plan

In Employment and Community First CHOICES, you must have a Person-Centered Support Plan (PCSP or “support plan” for short). This helps guide the services and supports you will receive. Your support plan tells the people who will support you:

- What is important to you – the things that really matter to you
- What is important for you – the supports you need to stay healthy and safe and achieve your goals
- How to support you to have those things in your life

We can only pay for covered services that are part of an approved support plan. If you'd like to talk about your plan with your support coordinator, give them a call or call the Customer Service phone number listed on this page.

LIVING WITH COPD: ANNA'S STORY



Anna* learned she has chronic obstructive pulmonary disease (COPD) last year. At first she didn't want to accept she had a long-term health condition. "I thought it would go away – like a cold," Anna said. "I would take the medicine, feel better and not take it again."

Then she ended up in the hospital fighting for every breath. "I finally realized taking the right medicine at the right time could save my life," she said. "I'm breathing so much easier – without so many symptoms."

What would she tell others with COPD? "Follow your doctor's advice about what medicines to take and when. Talk to your doctor before you stop taking them."

Medicines for COPD

Your doctor might give you these medicines if you have COPD:

- **Bronchodilator** – These medicines help you breathe more easily. Your doctor might give you long-acting or short-acting types.
- **Anti-inflammatory medicines** – These medicines reduce swelling in your airways.
- **Antibiotics** – These medicines can fight lung infections. People with COPD sometimes get them.

*Name changed for privacy

Source: American Lung Association (<http://www.lung.org/lung-health-and-diseases/lung-disease-lookup/copd/diagnosing-and-treating/managing-your-copd-medications.html>)

We Care About Your Diabetes Coverage

Your health plan covers certain diabetic care and services if they're medically needed. This includes:

- Diabetic testing equipment and supplies
- Training about how to manage your diabetes
- Outpatient education and medical counseling about a diabetic eating plan
- Visits to your doctor for diabetes care and testing

And many types of insulin and diabetes drugs don't even count against your monthly drug limit. You can see the list of those drugs at tn.gov/tenncare/mem-pharmacy.shtml. Click on the "Automatic Exemption List." You can also call TennCare Connect at 1-855-259-0701 to get the list.

Do you need help getting your diabetic services and care paid for? Please give us a call at the Customer Service number on your Member ID card.



PKU Testing for Newborns

After your baby is born, the hospital will make sure he or she is healthy and ready to go home. That includes a thorough exam and several important tests. One is for Phenylketonuria (PKU). PKU affects how the body uses protein. It's rare, but it requires a long-term low protein diet.

Your TennCare benefits cover the PKU test and licensed professional medical services. That includes special formulas.

Many newborn tests are required because early treatment of health problems can make a big difference in a child's life. We suggest you talk to your health care provider about what tests to expect. You'll find more helpful information on **babysfirsttest.org**.

Source: babysfirsttest.org

Healthy Choices Can Earn \$\$\$

We're Beside You on Your Pregnancy Journey

Get a \$50 buybuy BABY® gift card for having a prenatal visit in the first three months of pregnancy.

Get a \$50 buybuy BABY gift card for completing a new mom checkup after your baby is born.

See **bluecare.bcbst.com/healthypregnancy** for details.

Buy Buy Baby Inc. is an independent company that does not provide BlueCare Tennessee branded products or services. buybuy BABY® is a registered trademark of Buy Buy Baby, Inc. in the United States and/or other countries.



Pregnant and On Opioids: What's Next?



There's no hiding from some facts. If you're pregnant and misusing opioids, serious harm can come to you and your child.

What should you do?

- Don't stop the drug cold-turkey on your own. Tell your doctor NOW.
- Discuss the treatment options. They include:
 - Medication-assisted treatment - you're prescribed medications that can help you stay off the opioids
 - You quit using under medical supervision

In both methods, you'll need counseling and other support to get and stay off drugs even after your baby is born.

There's a lot of talk among doctors about which way is best for mom and baby. Some feel coming off all drugs while pregnant is better for the baby because of a condition called neonatal abstinence syndrome (NAS). That's when your baby is born dependent on the drugs and must withdraw – painfully. Doctors are learning more about the long-term effects of NAS.

Bottom line? If you're using opioids and pregnant or could become pregnant, get help now. Treatment is part of your benefits.

**Learn more about pregnancy and opioids:
bettertennessee.com/moms-babies-and-drugs/**



Reach Your Weight-Loss Goals in 2019

No matter how many pounds you want lose, losing weight doesn't need to be complicated. Getting started on the right foot and making a plan can help you make this resolution happen.

Start with One Question

"Why do I want to lose weight?" Being clear about your reason will get you started and can get you back on track later down the road.

Set Your Goal

Ask yourself if your weight-loss goal is realistic. Wanting to lose four to five pounds in a month is realistic. Wanting to lose 20 pounds in two weeks is not. Once you've set a goal, break it up into smaller ones. Little wins keep you energized and will add up.

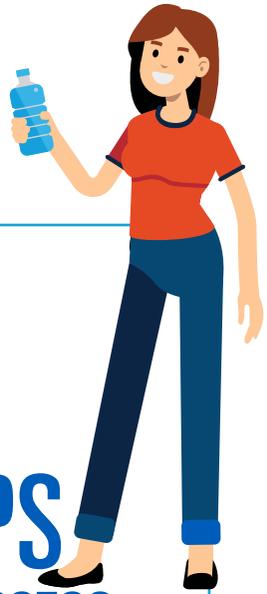
Make a Plan

You'll need to burn more calories than you consume. That means your diet and activity level are key to success.

You can either:

- Eat and drink fewer calories
- Exercise more
- Combine a low-calorie diet with exercise

Whatever you choose, make sure it's balanced. Simple, healthy changes in your diet – like eating an apple as a snack, checking your portion size or baking instead of frying – will cut calories. Adding 30 minutes of moderate exercise three days a week will make a difference.



5 TIPS FOR SUCCESS

- **Add Exercise:** Take the stairs, try squats while you wait for dinner to bake, do crunches during commercials.
- **Keep a Food Diary:** Write down every bite to keep track of what you've eaten throughout the day.
- **Drink More Water:** Slight dehydration feels like hunger. Have some water to see if it helps.
- **Treats Stay at the Store:** Saying no to temptation is easy when it's not there. If you really want it, you'll go out and get it.
- **Celebrate:** No matter how small a win, celebrate! Losing weight takes dedication, and celebrating along the way will motivate you to keep going.

THE TRUTH ABOUT VAPING

Matt's* mom saw him vaping several months ago, and she was very upset.

"I didn't understand why she was so worried," Matt says. "It wasn't a real cigarette. It didn't smell bad. I thought she was overreacting." Matt tried vaping the first time because his friends were doing it. "They said it tasted good – like cotton candy. I was curious."

Matt's mom took him to his doctor so they could talk about vaping together. He learned the flavored electronic cigarettes he liked were harmful and addictive. "My doctor told me that electronic cigarettes still have nicotine. That's how you get hooked," Matt says.

*Name changed for privacy

He decided to give up vaping, and it was tougher than he thought it would be to quit. "Vaping isn't really too different than smoking," Matt says. "Everyone needs to understand that."

Get the facts

Vaping – using electronic cigarettes – is on the rise among teenagers. A report from the National Academies of Science, Engineering and Medicine noted vaping is now more popular with teens than other tobacco products.

Get help

See the Tennessee Tobacco Quitline information on page 20. Or call 1-888-416-3025 for our one-on-one health support.

Teen Pregnancy Rates

In our country, the rate of teenage pregnancy has been going down for 25 years. That means more young women are waiting to have a child when planned.

But we still have more teenage births than other countries like us. There are many reasons why – most of them having to do with income and a stable home life.

One thing is certain – teens who are actively engaged in education and school activities are less likely to become pregnant. That's one more reason why school is so important.

Are you worried about pregnancy? Talk to your parents or guardians or your doctor. There are many birth control choices – and choosing to wait to have sex is 100% effective.



February is National Children's Dental Health Month

February is National Children's Dental Health Month. Parents can take this time to focus on oral health. Below are a few tips for positive oral health learning experiences.

- **Brush Together** - Brushing and flossing at the same time as your child can help start a healthy habit. Brushing and flossing with your child will allow you to help them. Make sure they are brushing and flossing the right way. Children who are younger than eight years old may need help brushing and flossing.
- **Healthy Snacks Together** - Snack time is a great time to talk about oral health. When making healthy snacks, talk about foods that are good for teeth like apples, nuts, celery, and carrots. You can also talk about what is not a healthy snack for teeth like chips, candy, soda, cookies or sticky foods.
- **First Dental Visit** - Your child's first dental visit can be a little scary. Talking about the visit ahead of time will help keep your child calm. Stay positive and let them know that their first visit will be great.

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

Sources: ada.org, askthedentist.com, mouthhealthy.org, stanfordchildrens.org



Planning for College

Do you have a child in high school or one starting soon? You may think you have lots of time to plan for college. But the truth is it is never too early to start.

Paying for college can be a challenge. Did you know that Tennessee has many great options for free or lower tuition? And remember, college doesn't have to be a four-year program. Tennessee also has several technical and community colleges.

College Planning Resources

Start planning early! You can go online to www.collegefortn.org for information on college planning as early as elementary school. Developing skills and interests early may turn into an education pathway later. A good grade point average (GPA) is very important. It will make applying for scholarships and grants easier in their junior and senior years.

Financial Aid Resources

A big question for parents and students is how to pay for college. The website www.tn.gov/collegepays.html has helpful information. Financial aid, scholarships, and grants may be available for your student. And don't forget about Tennessee Promise. Tennessee Promise is a scholarship program that helps students pay for college. It is also a mentoring program that helps them thrive as a college student.

Getting ready for college has many steps. Parents and students can feel overwhelmed by it all. Questions, applications, financial aid, and other documents can be confusing. The good news is you don't have to do it alone!



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 through age 20 get free checkups. These visits make sure they meet important milestones and get needed vaccines.

They're also covered for all medically-necessary care to treat problems found at checkups. This includes medical, dental, speech, hearing, vision and behavioral health.

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

Vision and Dental Care for Kids

Children from birth through age 20 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 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.

Prescription Coverage

All prescriptions and claims are managed by Magellan Health^{SM**} — an independent company. For more information, call Magellan at **1-888-816-1680**.

One-on-One Health Support — 1-888-416-3025, Monday – Friday, 8 a.m. to 6 p.m., ET

CareSmartSM Population Health Management Program

Want to learn how to manage a health condition or prevent disease? We 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.

CaringStart Maternity Program

Pregnant members can get important information and support from nurses before, during and after pregnancy. It's a free program.

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.

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**.

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.

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. You'll need to set it up at least three days in advance.

This program can also pay for gas if you or someone else drives to a health care visit. Or you may be able to get a bus pass.

Scheduling a ride online is easy at **member.southeastrans.com**. Or call the number for your region:

BlueCare East **1-866-473-7563**

BlueCare Middle **1-866-570-9445**

BlueCare West **1-866-473-7564**

TennCare*Select* **1-866-473-7565**
Statewide

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**.

BlueAccessSM on bluecare.bcbst.com

- Order a replacement for a lost Member ID card
- Print out a temporary card
- Request a change in your assigned primary care provider (PCP)
- Find a health care provider in your network
- Check details on your health plan

BlueAccess is your personal BlueCare Tennessee page, created just for you. It's private and secure. Visit bluecare.bcbst.com, and click on BlueAccess in the top right corner. Setting up your page is easy and fast.

Newsletter in Other Languages

A Spanish version of this newsletter is printed and posted on bluecare.bcbst.com. We offer translation and interpretation services for other languages. We can also provide help if you have hearing or vision loss. These services are free to members. BlueCare members call **1-800-468-9698**. TennCare*Select* members call **1-800-263-5479**. TTY call **711** and ask for **888-418-0008**.

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

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

Content for this newsletter is supplied by the Bureau of TennCare for distribution to BlueCare and TennCare*Select* members.

Para información acerca de TennCare in español, llame al **1-866-311-4290**.

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

BlueCare Tennessee is an Independent Licensee of the BlueCross BlueShield Association

Your Rights

We Protect Your Health Information

We have policies on how we protect your health information. They're based on laws. 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. These laws and policies apply to our entire company and how you or anyone else accesses or uses your information.

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. The phone number is on page 17.

Report Fraud or Abuse

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free **800-433-3982** or go online to <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free **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).

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 TennCare Connect for free at **1-855-259-0701**.

Find the Unfair Treatment Grievance form online at: <https://bluecare.bcbst.com/forms/Member-Handbooks/TennCare%20Discrimination%20Complaint%20Form.PDF>.

More Resources

Apply for TennCare

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

TennCare Information Line

Get more information about TennCare. Report changes in your address, income, family size and if you get other insurance. Call **1-800-342-3145** (TTY or TDD: **1-877-779-3103**) or tn.gov/tenncare.

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**



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

How Can We Help You?



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.

BlueCare Members –
1-800-468-9698

TennCareSelect Members –
1-800-263-5479

TTY: Dial **711**, ask for **888-418-0008**

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 (TRS: 711: 1-888-418-0008).

Kurdish: کوردی

ئەگەر بە کوردی سۆرانى قسە دەکەن، خزمەتگوزارییهکانى وەرگیران بەخۆرایى دەخزێتە بەر دەستتان. پەیوەندى بکەن بە ژمارە 1-800-468-9698 BlueCare (TRS: 711: 1-888-418-0008) 1-800-263-5479 TennCareSelect



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
(TRS: 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.

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 TennCare Connect al **1-855-259-0701**.

Encuentre el formulario de Queja por Trato Injusto en línea en:

<https://bluecare.bcbst.com/forms/Member-Handbooks/>

[TennCare%20Discrimination%20Complaint%20Form_Spanish.PDF](#)



BlueCare
Tennessee

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

1st Quarter 2019

Take Care of You

IN THIS EDITION

TREATMENT FOR MENTAL ILLNESS | FLU PREVENTION 101

LIVING WITH COPD | HEALTHY CHOICES CAN EARN \$\$\$

REACH YOUR WEIGHT LOSS GOAL

**Learn more about your benefits
and get health and wellness tips.**

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

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

