

TAKE CARE OF YOU



A publication for BlueCareSM and TennCareSelect members



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ADDICTION...**
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**TEEN
CHECKUPS...**
Page 14

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

We're Right Here – Connect with Us on Social Media

We like to stay in touch with you so you know we're right here to help with your health needs. That's why we send you this newsletter and other notices by mail and text. But we know social media is how many of you like to get information.

We can connect with you through Facebook and Instagram about using your benefits and staying well. Please share your comments and photos on our pages.

Social media is also a way to find members with your same interests or health challenges. If you share your efforts to eat healthier, quit smoking or raise your children, you may be inspired and motivate others.

We even run some fun contests and challenges on Facebook and Instagram. So don't miss out. Become part of our social media family.

Best of health,



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

Like us on Facebook®
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TAKE CARE

O F Y O U

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Take Care of You is published quarterly by BlueCare Tennessee, an Independent Licensee of the BlueCross BlueShield Association.

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/members/member-info in English and Spanish.



What you need to know about opioids

*by Cheryl McClatchey, Vice President,
Behavioral Health Program, BlueCare Tennessee*

When you're in pain, you want to feel better fast. Your doctor might prescribe you a type of pain medicine called opioids.

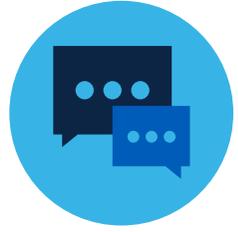
You may know opioids by names like fentanyl, hydrocodone, morphine or oxycodone. They're strong medicines. That can be good for pain relief. But it also means there's a high risk of harm – even death – if you misuse them.

Some people have a higher risk of getting addicted to opioids, such as:

- Anyone with a history of substance use disorder
- Teenagers
- Older adults
- People who suffer from depression
- People with sleep apnea
- People taking certain medicines that are dangerous when combined with opioids

How do you protect yourself – and others?

- Ask your doctor if you should try over-the-counter medicine first. Tylenol (acetaminophen) or Advil (ibuprofen) may do the trick when your pain is not too bad.
- Talk with your doctor about when to stop taking the medicine when you're feeling better. You might switch to over-the-counter medicine until your pain is completely gone.
- Never take pain medicine that wasn't prescribed to you by a doctor. Taking medicine prescribed to others can make you sick. You also shouldn't share your medicine with anyone else.
- Get rid of leftover medicine quickly and safely. Saving a few pills "just in case" you need them puts you and others at risk. Find a drop box or take-back event near you at **countitlockitdropit.org**.
- Make sure your doctor knows all the facts about you, including if you have one of the high risk factors.



Your health plan benefits include mental health and treatment for substance use disorder. You don't need a referral from your primary care provider to get help. Look for a doctor at **bluecare.bcbst.com** and select "Find a Doctor."



Fighting Addiction Statewide

Each day in our state, at least three people die from an opioid-related overdose. That's more than deaths from traffic accidents.

TN Together is an effort led by Governor Haslam. The goals are prevention, treatment and stopping the unlawful sale of pain medicines. What can you do to help? Read more about it at

tn.gov/governor/2018-legislative-priorities/tn-together.



ADDICTION CAN START QUICKLY

After hurting her back, Carol* found some relief from physical therapy and pain medicine. But as her pain continued, she was soon taking more pills than her doctor prescribed.

One day, she found herself going through her grandmother's medicine cabinet looking for leftover painkillers. She realized all she thought about was getting more pills. How did this happen to her in a matter of weeks?

Carol was able to get help, but she isn't alone in how quickly she became hooked. A Centers for Disease Control and Prevention study found that after only five days of using opioids, you are 10 percent more likely to use the drugs long term. That's how fast addiction can begin.

*Name changed for privacy
Source: [cdc.gov/vitalsigns/opioids](https://www.cdc.gov/vitalsigns/opioids)

For Addiction Recovery – It’s Who You Know



This is a story about John* and Mary* and their paths on the road to a life without drugs.

They became friends in an addiction recovery program. Not only were they both trying to break free of opioids, they also shared a background that included child abuse. They both struggled with depression.

At the end of the program, they felt strong and in control. “I knew we’d make it,” Mary says.

Sadly John slid back into his old life while Mary is still drug free today. What was the difference?

“I got rid of the negative influences in my life,” Mary says. “John went back to people who reminded him of his bad choices. They seemed to want him to fail.”

Mary remained in an outpatient program, found peer support and made new friends who were drug-free.

“I wish John were here with me,” she says. “I’d love to help him the way others have helped me.”

Studies have shown that child abuse is linked to mental illnesses and substance use disorders. Alcohol and drugs may make you feel better for a time, but they don’t solve the real problems.

But having the right people in your life goes a long way in making a real recovery.

We’re Here for You

If you’re ready to begin recovery from addiction problems, treatment is covered by your health plan. Our Behavioral Health program can link you to the support you need. Free transportation can help you get to appointments. (See page 19). Call us today at **1-888-416-3025**.



With support from us, we hope you can be like Mary – in the right place to make choices about surrounding yourself with those who want you to succeed.

*Names changed to protect privacy.

Sources: samhsa.gov, elementsbehavioralhealth.com, drugabuse.gov



4 Tips for Staying Steady on Your Feet

CHOICES members, are you taking care to avoid falls?

There are easy steps you can take to improve your balance – and lower your fall risk.

1. Keep your floor clear of tripping and slipping hazards like rugs or electrical cords.
2. Be sure your eyes and ears are healthy. Talk to your doctor at your next checkup about exams you might need.
3. Start moving to improve your balance. Walking could be good places to start. Talk to your doctor before you start any exercise plan.
4. Talk to your doctor about any past falls or any new prescriptions or over-the-counter medicines you're taking. When taken together, some medicines can affect your balance.

Find more fall prevention tips at **[mayoclinic.org](https://www.mayoclinic.org)**.



Employment and Community First CHOICES Members:

Are You Ready for a Job?

Employment and Community First CHOICES is for people of all ages who have an intellectual or developmental disability (I/DD).

A job can help you learn new skills, meet new people and play an important role in your community. And you'll earn money – always a good thing. Do you think a job is right for you? We're here to help.

Your first step will be reaching out to your support coordinator. They'll help you:

- **Decide what you like to do** – like collecting coins or watching movies. A job that includes those things could be fun.
- **Find out what you're really good at** – like following directions or working long hours.
- **Work on things you need to do to keep a job** – like talk with people or be neater. You can work on these things for a year before you start looking for a job.
- **Look for a job** – talk with local companies, fill out applications and get to interviews. We'll be there for you every step of the way – even after you get the job.

Are you interested in a job? Call your support coordinator to talk it over. If you don't know their number, call **1-800-468-9698**.



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 CareSmartSM Population Health Management 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.

To help us stay up to date on your health needs, we ask you to complete the mini health appraisal every year. Thanks!



Talk to Your Doctor about a Chlamydia Test

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. Sexually active women under age 29 and older women with risk factors should get a test 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: Tennessee Code Annotated - codes.findlaw.com/tn/title-56-insurance/tn-code-sect-56-7-2606.html



IS IT TIME FOR YOUR MAMMOGRAM?

By Jeanne James, M.D., Vice President & Chief Medical Officer, BlueCare Tennessee

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

BlueCare 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.

Check for more information about screenings every woman needs at bluecare.bcbst.com/Members/Your-Health.

Continuing Care for Pregnant Members



We want you to get the care you need while you're pregnant. That includes making it easy to stay with the doctor you want. Usually, if one of your doctors leaves the BlueCare or TennCareSelect networks, you have to move to someone who is in the network. This isn't the case for many pregnant members.

If you're four or more months pregnant, you can stay with the same doctor even if he or she leaves our network. You can see that same provider for up to six weeks after your baby is born for what's called "postpartum care."

Give us a call in Customer Service if you have any questions or need to find a pregnancy provider. You can look for a provider online at **bluecare.bcbst.com** under Find A Doctor. Check for obstetricians/gynecologists (OB/GYN).

A Special Message about Pain Medicines and Pregnancy

You've probably seen a lot in the news about the spread of addiction to pain medicines called opioids. How does that affect you if you're pregnant?

The Centers for Disease Control and Prevention says the use of drugs like hydrocodone and codeine are linked to birth defects. Even using these painkillers in the months before pregnancy can cause harm.

Tell your doctor now if you're using these drugs. You can get help for your addiction and protect your child as you go through the rest of your pregnancy.

Talk honestly with your doctor about everything. This includes all the medicines you take, both over-the-counter and prescription.

Source: webmd.com

Tips for Watching Your Weight This Summer



We hope you're having a fun summer. This time of year it's tempting to let things like diet and exercise slide. But sometimes just a few different choices can change your summer.

How do you cut calories?

Calories are units of energy, and they're in everything you eat. Over time, eating a few extra calories every day can add up to extra pounds. Cutting out some calories can be good for your weight. But don't worry – you don't have to give up burgers and ice cream completely. Making some healthier choices can make a difference.

Take a look what you'll save by swapping out some foods.

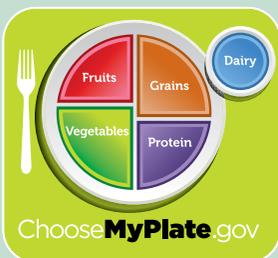
What you might eat	Calories*	Choices that would save calories	Calories*
Fast food hamburger (medium)	520	Fast food grilled chicken sandwich	350
Vanilla ice cream (1 cup)	273	Low-fat vanilla yogurt (6 ounces)	150
Candy bar with peanuts (1.9 ounces)	250	Apple	95
		Banana	48
Potato Chips (small bag)	160	Popcorn (1 cup)	59
		Pretzels (1 ounce)	110
Caramel latte (12 ounces)	255	Water	0
Regular cola (20 ounces)	233		

*Calories based on averages

Remember, if you're trying to lose weight, it's wise to talk it over with your doctor.

Source: calorieking.com/foods/

Track Your Food and Fitness



MyPlate.gov

Use the online SuperTracker to start a healthy eating group with friends and family. Give each other the support you need to hit your goals! Get the free app – MyPlate Calorie Tracker.



Living Well With Diabetes: Protect Your Vision

If you have diabetes, you probably know that you could have problems with your vision. It's a condition called diabetic retinopathy. That's why it's so important to have a dilated retinal eye exam* (DRE) every year. Problems found early may be treated and your vision saved.

What happens during the test?

Your doctor will use eyedrops to widen (dilate) your pupils and see the back of your eyes. It takes about 15-20 minutes. Tell your doctor if you or anyone in your family has glaucoma and if you're allergic to any type of eyedrops. Your doctor may also use eyedrops to numb the surface of your eyes.

When your pupils are dilated, your doctor will shine a bright light into your eyes and examine them.

What happens after the test?

Your vision will be blurry for several hours. But you'll probably be able to go home or back to your usual activities right away. Wear sunglasses. Don't drive for several hours after your eyes have been dilated, unless your doctor says it's okay.



Use Your Benefits

You'll need to see an eye doctor (ophthalmologist or optometrist) for a DRE.

It's covered for members with diabetes as a medical benefit – not a vision benefit.

Source: bluecare.bcbst.com/members/your-health "Find A Health Topic"



A Link Between Race and Asthma

Different races have different risks for diseases. For example, African American children are twice as likely to have asthma as other children. They're also four times more likely to go to the hospital for asthma.

The reasons for this may be genetic – something inside the cells of our bodies. Scientists are trying to find out. Until then, the best care for any child with asthma includes:

- Seeing the doctor regularly
- Making an asthma action plan for their medicines and activities
- Educating all caregivers and the child on how to react to a breathing emergency
- Avoiding as many asthma triggers as possible – such as dust, pollen, mold and smoke

Sources: Centers for Disease Control and Prevention - cdc.gov
U.S. Department of Health and Human Services, Office of Minority Health - minorityhealth.hhs.gov
Asthma and Allergy Foundation of America – aafa.org



ADHD Medicines

If your child is diagnosed with Attention Deficit Hyperactivity Disorder (ADHD), you're eager to find answers. Their doctor may prescribe medicines that can help.

Like all prescription drugs, these medicines need to be taken in the right dose and at the right time. Stopping a medicine without talking to the doctor could cause serious problems.

If your child starts a new ADHD medicine, see the doctor within 30 days. See them again at least twice in the next 90 days. You'll want your child or teen to see the doctor regularly to make sure the medicine remains safe and effective.

Keep ADHD medicines secure – they can be misused.

Report side effects right away to your child's doctor.

Source: Children and Adults with Attention Deficit/Hyperactivity Disorder - CHADD.org

Do you need a sports physical?



Have a complete well-care checkup instead

Whatever your sport is, you'll need a physical to make sure you don't have medical problems that could hold you back. But an even better choice may be a full well-care checkup.

How is a well-care checkup different?

During a sports physical, your health care provider will check your overall health. They're specifically looking for anything that might keep you from playing your sport.

A well-care checkup goes further. It includes an unclothed exam. You'll have your vision, teeth and hearing screened, and lab tests and vaccines as needed.

This is also a time to talk about your feelings – like being down or hyper all the time. You can ask about your changing body and any problems with alcohol or drugs. Your provider will give you solid advice to make sure you get the care you need.

Most teens are very healthy, but sometimes small problems are caught early when they can be cleared up. All of us – kids, teens and adults – need regular checkups for that reason.

Source: Kidshealth.org - <http://kidshealth.org/en/teens/sports-physicals.html>

TennCare Kids checkups are free through age 20.

Medically necessary follow-up care is also covered.

See the primary care provider (PCP) listed on your Member ID card or your local health department.



Keep Your Energy Up – Without Caffeine

As a country, we're addicted to caffeine. In the morning, a quick hit of coffee. At lunch, a big soft drink. After school, an energy drink. It's all good – until you crash. Then you're sluggish, grouchy and anxious, and you need more and more caffeine. There's a better way.

- 1. Eat a balanced diet.** It's old advice but so true. You get the most energy from eating proteins, whole grains, green vegetables as well as the right amounts of fats, sugars and carbohydrates.
- 2. Drink lots of water.** Water keeps you alert and focused. Drink enough that your pee is barely yellow.
- 3. Fuel your body up with energy foods:**
 - Half a cup of trail mix
 - A banana with a spoonful of peanut butter
 - A cup of whole-grain cereal with low-fat milk
 - 12 almonds

This doesn't mean you can never have caffeine. Just practice some restraint. Aim for no more than 100 milligrams of caffeine a day. That's about how much you'd get in:

- Two 12-ounce sodas
- One 8-ounce cup of brewed coffee
- One shot of espresso (It's in coffee drinks like lattes and cappuccinos.)

Want to learn more about eating healthy? Visit **[choosemyplate.gov](https://www.choosemyplate.gov)** for the best tips and advice.

Sources: Webmd.com; Choosemyplate.gov

What is Silver Diamine Fluoride?

Silver Diamine Fluoride. It is a minimally invasive, low-cost treatment commonly used to prevent tooth decay without drilling. It is painted on the teeth.

How does Silver Diamine Fluoride work?

Silver Diamine Fluoride is made of two main ingredients: silver and fluoride. Silver acts to kill bacteria or stop them from growing. It also strengthens the underlying protective layer of teeth called dentin. Fluoride stops tooth decay and helps prevent additional decay from appearing.

During your child's dental visit, their teeth are brushed without paste, and rinsed, to prepare for the treatment. Then teeth are dried and plaque removed. The dentist puts Silver Diamine Fluoride on the affected teeth with a small brush. The solution sits on the tooth for two minutes to dry. Once finished, dentist advise patients not to eat or drink for at least an hour.

Early prevention is the key to good oral health care. It also helps your child to have a good dental experience.

Call **1-855-418-1622** to locate a Dentist.

Sources:

kidscaresdental.com/blog/silver-diamine-fluoride/

astdd.org/www/docs/sdf-fact-sheet-09-07-2017.pdf

ada.org/en/publications/ada-news/2017-archive/october/

aapd-issues-first-evidencebased-guideline-on-silver-diamine-fluoride-use



Member Notices

Learn More About Nursing Care at Home

Did you know your 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 Registered Nurse (RN) or Licensed Practical Nurse (LPN) 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**.

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.



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 HealthSM — 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, 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.

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 the Tennessee Health Connection 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**
- **1-800-969-1393** 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

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 (TTY: 711: 888-418-0008).

Kurdish: کوردی به کوردی سۆرانی قسه دهکهن، خزمهتگوزارییهکانی وهرگیران ه بهخۆرابی دمخرنێته بهرهدهستتان. پهیوهندی بکهن به ژماره TennCareSelect 1-800-263-5479, BlueCare 1-800-468-9698 (TRS: 711: 1-888-418-0008).

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.

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 at **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.



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