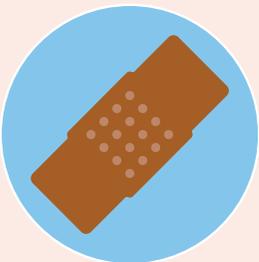


# TAKE CARE OF YOU



*A publication for BlueCare<sup>SM</sup> and TennCareSelect members*



**FLU SHOTS...**  
Page 3



**\$ REWARDS  
FOR MOMS...**  
Page 4

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

## We're Right Here – During This Busy Time of Year

Can you believe we're headed into the holidays already? During this busy time of year it's not always easy to make health a priority. We're here to help – with the benefits, care and advice you need.

One of your benefits is a free flu shot. It's recommended for everyone six months and older. It's also the best way to keep the flu bug from spoiling holiday fun.

Watch your mail, email and text messages for reminders from us about health screenings you or your child may need by the end of the year. It may be a well-child checkup, a mammogram, a new mom exam or other test. We're committed to helping you stay healthy through preventive care.

You may also find yourself needing health advice in a hurry. Our 24/7 Nurseline can save you a lot of time and worry. Just give us a call at 1-800-262-2873.

Have a healthy and happy holiday season.  
We look forward to serving you in 2019!

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](http://bluecare.bcbst.com)

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

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

# TAKE CARE

O F Y O U

## Table of Contents

<b>Using Antibiotics</b>	<b>2</b>
<b>Flu Shots</b>	<b>3</b>
<b>\$ Rewards for Moms</b>	<b>4</b>
<b>Maybe Baby? Painkillers and Pregnancy</b>	<b>5</b>
<b>BlueAccess<sup>SM</sup> – Your Home on bluecare.bcbst.com</b>	<b>5</b>
<b>Medicine Assisted Therapy for Opiod Users</b>	<b>6</b>
<b>Obesity and Income</b>	<b>7</b>
<b>Snack Alert</b>	<b>7</b>
<b>Employment and Community First CHOICES</b>	<b>8</b>
<b>CHOICES Members Hospitalization Help</b>	<b>8</b>
<b>Planning for End of Life</b>	<b>9</b>
<b>Colorectal Screenings</b>	<b>9</b>
<b>Quality Improvement Program</b>	<b>10</b>
<b>Teen Corner: Is It Time for an Adult Doctor?</b>	<b>11</b>
<b>Teen Corner: Preventing Suicide</b>	<b>11</b>
<b>A Message from DentaQuest</b>	<b>12</b>
<b>Should You Take a Statin Drug?</b>	<b>12</b>
<b>A Message from TennCare<sup>SM</sup></b>	<b>13</b>
<b>Free Benefits for Our Members</b>	<b>14</b>
<b>Your Rights</b>	<b>16</b>
<b>More Resources</b>	<b>16</b>
<b>How Can We Help You?</b>	<b>17</b>

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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/members/member-info](http://bluecare.bcbst.com/members/member-info) in English and Spanish.

# Why Won't Your Doctor Prescribe Antibiotics for the Flu?

*By Lisa Staton, M.D.,  
Medical Director, BlueCare Tennessee*

Doctors hear this question a lot during flu season - "Can't you just give me a Z-Pack?"

The answer is probably going to be no. A Z-Pack is an antibiotic that fights bacteria. But many common illnesses are caused by viruses, not bacteria. Antibiotics won't work for a cold, flu, runny noses, most sore throats, most bronchitis and most sinus infections.



Worse, taking antibiotics when they aren't needed can mean they don't work very well when they are. They can be life-saving medicines when they work, so this is very important.

## **Cold and Flu Treatment Tips**

- Talk to your doctor. Only they can test for the flu. You may have strep throat or another illness an antibiotic can help.
- Take only medicines prescribed for you, not the leftover drugs in your medicine cabinet.
- Try over-the-counter medicines – ask your doctor or pharmacist what's right for you or your child.
- Stay home and rest. It's not easy to miss work or school, but not spreading the flu is the best treatment of all.
- Drink warm liquids and stay away from smoke.

To learn more about antibiotics, please check our website at <http://bluecare.bcbst.com/members/your-health/> under "Find a Health Topic."

## Where you live, work, and play matters – especially when it comes to your health.

Do you have needs in your life that are not being met? Are they keeping you from good health? We want to know, and we want to help.

Tell us about your life. Starting September 21, take the CARE survey at <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>

Your answers will not have your name on them and will be combined with information from other community members.

By taking the survey, you'll give us the information we need to understand what you need to get and stay healthy. Our goal is helping you and others:

**C** = Connect with community resources (like food pantries, housing help)

**A** = Act for better health by learning about your care needs

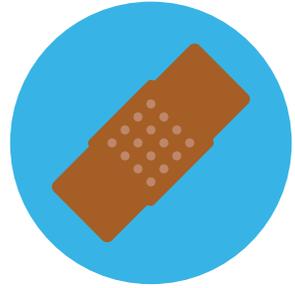
**R** = Reduce the stigma (shame or blame) often felt by those who are in need of help

**E** = Empower yourselves to take the steps needed for better health

Thank you for caring about your health and the health of your community.

## FLU AND PNEUMONIA SHOTS

The Centers for Disease Control and Prevention says all adults and children six months and older should get a flu shot every year. Ask your doctor about whether you or your family members need pneumonia shots, too.



### Flu Shots for Children Under 2

It's scary to think about your baby being sick with flu or pneumonia. You can protect them. Before your toddler turns 2, they need two doses of flu vaccine and four doses of the pneumonia vaccine. Talk with your doctor to decide what's right for your child.

Source: [cdc.gov/flu](https://www.cdc.gov/flu)

# \$ Rewards for Moms



## In Your First Three Months of Pregnancy

\$50

Did you just find out you're expecting? It's time to set up regular prenatal visits. They're one of the most important things you can do for you and your baby.

See your OB/GYN (Obstetrician/Gynecologist) in the first trimester of your pregnancy or within 42 days of enrollment. We'll send you a \$50 gift card to buybuy BABY. You can buy things your baby needs in their stores or online.

## After Your Baby is Born

\$50

Your precious little one needs a healthy, happy mom. Schedule your new mom checkup three to eight weeks (21-56 days) after you have your baby. This important checkup is FREE. Once it's completed, we'll send you a buybuy BABY \$50 gift card.

### *Please note:*

You'll need to get your doctor's signature on a form so that you can get the gift card. You may receive the form in a packet we'll mail. You can also find the form at [bluecare.bcbst.com/healthypregnancy](http://bluecare.bcbst.com/healthypregnancy). Print it out and take it with you to the appointment. If you can't print it, give us a call at the Customer Service number on the back of your Member ID card.

You must be eligible on the date you complete your screenings to receive gift cards. You must be a BlueCare Tennessee member when the gift card is issued. Medicaid (TennCare<sup>SM</sup>) must be your primary insurance. We must also have received a claim from your doctor.

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

# Maybe Baby?

Are you thinking about having a baby? You can prepare for a healthy pregnancy now. A good starting point is to talk with your doctor about your health. Discussing the drugs you take is especially important.

Certain drugs – even prescriptions – can be harmful to your child during pregnancy. But did you know taking some drugs just before you get pregnant can also be dangerous? This includes opioids – painkillers like oxycodone, hydrocodone, morphine or fentanyl.

It's easy to become addicted and misuse them. Even if you're taking them as prescribed, stopping use of opioids can be hard on your body. They can also remain in your system for a while.

For these reasons, getting pregnant while taking opioids isn't a good choice. The result can be serious – including losing your baby, premature birth and birth defects.

If you're taking painkillers and want to have a baby, talk it over with your doctor. There may be other options for treating your pain.

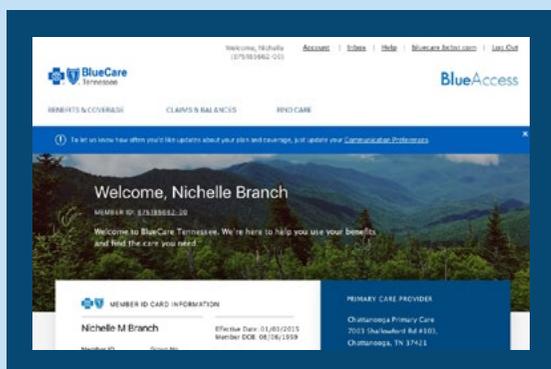
Not sure you want a child right now? Your doctor can also help you make decisions about family planning methods.

Source: cdc.gov

## Your member home on bluecare.bcbst.com – BlueAccess<sup>SM</sup>



As a member, you have a personal link to information on our website. It's called BlueAccess, and it's now easier to use. You can find a doctor, replace a lost ID card, request a PCP change and more.



Just go to **bluecare.bcbst.com**. Just click on BlueAccess at the top right. It's a quick and simple way to get help for common questions and needs.

# HELP WITH SUBSTANCE USE DISORDERS — MEDICATION ASSISTED THERAPIES



Denise\* was prescribed oxycodone for pain after a car accident. She began to depend on the drug. Though she tried several times to stop, she always slipped back into using.

Then a doctor prescribed a drug called naltrexone.

“Instead of being sick all the time and craving oxy, I felt strong,” Denise says. “I was able to focus on working a recovery program.”

Several medications have been approved to treat opioid addiction. This is called Medication Assisted Therapy (MAT). While some people say this is just swapping one drug addiction for another, that’s not really true. If medicines used in MAT are provided and taken in the right dose, the person remains able to function well – mentally and physically.

“But it’s not all about the new drug,” Denise points out. “I am working with my counselor and peer support group to get right in my head. There were reasons besides pain that I became addicted.”

Denise urges anyone struggling with opioid addiction to talk with their doctor about MAT. “While I have to take the new medicine, I feel like I’m free. I’m living my life again.”

\*Name changed for privacy  
Source: samsha.gov

## Would MAT Work for You?

Only a doctor can prescribe medicines to help with addiction to opioids. Talk with your primary care provider (PCP). You can also see a behavioral health care provider without a referral.

Look for a provider on [bluecare.bcbst.com](https://bluecare.bcbst.com) or we’re happy to help you find a doctor in our network. Just give us a call at the Customer Service phone number listed on your Member ID card.

# Obesity and Income

Many people think being overweight is only from eating too much. That's not the whole story. Studies show that how much money we make plays a role in our weight. Children and adults from lower income families have higher rates of obesity.

The problem often begins with where families live. Many lower-income neighborhood grocery stores don't have a lot of healthy, fresh food choices. If they do, the prices may be high. The choices may come down to higher-calorie, processed foods.



**You can eat healthier on a budget.**

**Preparing your own meals is a good start.**

- Buy items like chicken and hamburger meat when they're on sale. Freeze them for later use.
- Look for sales on canned items like green beans and tomatoes that can help you complete healthier meals.
- Dried beans are less expensive and one bag can stretch for a couple of meals.
- Fruits like apples and bananas are always an affordable option.
- Plan your meals and snacks for a week, make a list and shop once – it saves time and money!

Sources: [choosemyplate.gov](http://choosemyplate.gov), [cdc.gov](http://cdc.gov)

## SNACK ALERT

Some doctors in Tennessee are seeing severe stomach pain in kids who eat a lot of very spicy chips. They think the cause is high levels of monosodium glutamate (MSG). Too much can bring on nausea, headaches and other problems in addition to stomach pain. So check the labels for the typical serving size, and put a clip on too many of these chips.

Source: [Bright Pediatrics](http://BrightPediatrics.com), [fda.gov](http://fda.gov)





## EMPLOYMENT AND COMMUNITY FIRST CHOICES Members –

### Make Connections and Learn New Skills

Do you want to meet more people and learn new things?  
There's so much you can do. And we can help you:

- **Find out what you really like to do.** Maybe you like to cook, ride a bike, go shopping or plant a garden. Our services will help you decide what you love the most.
- **Learn some new skills.** You may want to know more about computers, money, reading or getting exercise. There's no limit on what you may want to learn and do. You can get the training you need.
- **Connect with people and groups.** You can look for clubs and individuals who enjoy the same things you do.

Call your support coordinator and get started. If you don't know your support coordinator's number, call 1-800-468-9698 for help.

**Employment and Community First CHOICES:**  
Support for TennCare<sup>SM</sup> members with intellectual  
and developmental disabilities who want to find jobs and  
be more independent

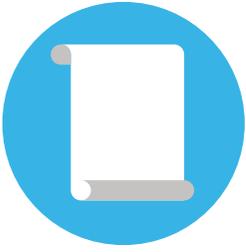
## CHOICES Members –

### Help us coordinate your care

Your CHOICES care coordinator is here to help your health care stay on track. A trip to the hospital is sometimes unexpected. The rest of your scheduled care may need to be adjusted.

So please let your coordinator know if you go to the hospital. Call them again when you're ready to go home. We want to make sure you receive all the care you need – including any new or special services.

If you don't have your care coordinator's phone number handy when you go to the hospital, call the Customer Service phone number on your Member ID card.



## Advance Care Planning

It may be scary and uncomfortable to talk about the end of life. If you needed special treatment to keep you alive, but weren't able to speak for yourself, who would make that decision for you? One of the kindest things you can do for loved ones is make sure they know exactly how you want to be treated.

Advance Directive forms will tell doctors what kind of health treatments you want or don't want - to keep you alive longer. These documents can include a "Living Will," "Advance Care Plan," "Medical Power of Attorney" or "Appointment of Health Care Agent."

There's also a form called a "Declaration for Mental Health Treatment." It says what you want to happen in case of a mental health crisis. You can write down mental health treatments and medicines that you would or would not want.

More information and these forms can be found at:

[tn.gov/health/health-program-areas/health-professional-boards/hcf-board/hcf-board/advance-directives.html](https://tn.gov/health/health-program-areas/health-professional-boards/hcf-board/hcf-board/advance-directives.html)



## Finding colon or rectal cancer early could save your life.

If you're age 50 or older, it's time for a colorectal cancer screening. The most thorough screening allows the doctor to look directly at your colon. You may have heard of these tests as a colonoscopy or a sigmoidoscopy. They can find cancer before you have symptoms.

Early treatment raises your chance of successful treatment. Sometimes small growths (polyps) are found during the test and removed before they become cancer.

Talk to your doctor about the kind of test you need and when you need it.

Source: [bluecare.bcbst.com](https://bluecare.bcbst.com), Find a Health Topic: Colorectal Cancer Screening



## 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 National Committee for Quality Assurance (NCQA) rates health insurance plans based on quality of clinical care, member satisfaction and overall survey results. Ratings focus on the results of care that people receive and what they say about their care. The highest possible NCQA score is 5 Stars.

In 2017, BlueCare Tennessee was awarded these overall results from NCQA :

BlueCare East 3.5 of 5 Stars

BlueCare Middle 3.5 of 5 Stars

BlueCare West 3.0 of 5 Stars

TennCareSelect 3.5 of 5 Stars

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](http://bluecare.bcbst.com)

and look for the Quality Improvement link at the bottom of every page. Or give us a call at **1-800-468-9698**.



## Is it time for an adult doctor?

A pediatrician is specially trained to care for kids. As you get closer to being an adult, your health needs change. It might be time to talk to your doctor and ask about making the switch to a family doctor – or another primary care provider who treats adults.

Talking this over with your parents or guardians is a good idea. But you can be part of this decision. Taking charge of your own health is part of becoming more mature – like learning to manage your money or apply for a job.

We'd be happy to help you find a new doctor and even make the appointment. Just give us a call. BlueCare members can call **1-800-468-9698**. TennCareSelect members call **1-800-263-5479**.



## Preventing Suicide

If you believe a friend or family member may be thinking about suicide, there's a lot you can do:

- Ask them if they are thinking about killing themselves. (This will not put the idea into their head or make it more likely that they will attempt suicide.)
- Listen without judging and show you care. Ask your parents or another trusted adult for help.
- Stay with the person (or make sure the person is in a private, secure place with another caring person) until you can get further help.
- Remove any objects that could be used in a suicide attempt.
- Call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** and follow their guidance.
- If you feel this is an emergency, call **911**.

Source: samhsa.gov

## Opioids Versus Over-the-Counter Pain Relief

Over-the-counter pain pills are safer after a visit to the dentist. They work better than prescribed opioids used for pain. Over-the-counter pills are less likely to cause problems like:



- Sleepiness
- Breathing problems
- Feeling sick
- Vomiting
- Constipation
- Death

Based on the National Institute of Health, more than 115 people die daily of opioid misuse.

These problems happen in both adults and children. Using prescribed opioids should be the last resort to care for pain, not the first choice.

Adults and children can take Motrin® or Tylenol® as an alternative instead of medicines that contain opioids. The amount for children is based on their weight.

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

Sources: webmd.com, eurekaalert.org, nytimes.com  
Motrin® and Tylenol® are registered trademarks of Johnson & Johnson Consumer Inc. in the United States and/or other countries.



## Should you take a statin?

Statin medicines can lower your bad cholesterol and prevent heart attack and stroke. There are two kinds of cholesterol – good and bad – in your blood. Too much bad cholesterol starts to build up in your arteries. That’s where statins can help. They work over time. So think of each daily pill as an investment in your future. Talk to your doctor about what you need.

Source: bluecare.bcbst.com, Find a Health Topic: statins

# Keeping Kids Active

Experts say kids spend too much time using technology and not enough time getting exercise. How much time do kids 8-18 spend each day in front of a screen for entertainment? A national study says an average of 7.5 hours. That's 114 days each year watching a screen.

Kids should spend more time being physically active. They should spend less time watching TV, playing video games or online. The Centers for Disease Control and Prevention (CDC) suggest kids get at least one hour of physical activity each day.

## How can you help your child?

- Limit total screen time to 1-2 hours per day.
- Remove TV sets and other electronics from your child's bedroom.
- Encourage other types of fun that include both physical and social activities, like joining a sports team or a club.
- Make sure kids have one hour of physical activity each day.
- Set rules. Limit what they can use, what they look at and for how long. This is called content restrictions. You can set rules for television and the Internet by using parental block options.
- Keep tablets, computers, TVs, and other electronic devices out of your child's room. This makes it easier to keep track of their screen time.
- Be a good role model. Limit your own time in front of a computer or TV screen, or on your smartphone. Be active with physical activities and get out of doors.

How can you know just how much time your child is spending using technology? And how can you limit that screen time. The good news is there are many ways you can limit the amount of time your child uses technology – no matter how young or old they are:

## Create a Family Media Plan

When technology is used the right way—and with limits—it can be a positive part of daily life. But when it's not used the right way, it can replace important things like family time, fitness activities and enough sleep.

What is a Family Media Plan? This is a plan you create that sets rules and goals in line with your family values. The American Academy of Pediatrics (AAP) has a website to help you. Go to **healthychildren.org**. This website has tools to help you figure out the amount of time your family spends on technology. Then it will help you create your plan. And this web site: **kidcentraltn.com** has information about different activities your family can do to avoid too much screen time.



# 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](http://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](http://dentaquest.com).

## Prescription Coverage

All prescriptions and claims are managed by Magellan Health<sup>SM\*\*</sup> — 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

## CareSmart<sup>SM</sup> 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](http://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**.

## BlueAccess<sup>SM</sup> 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](http://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](http://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](https://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](https://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](https://tn.gov/tenncare).

## Tennessee Tobacco QuitLine

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

- [tnquitline.org](https://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](https://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 دمخړننه بهرهستتان. پهیومندی 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](https://bluecare.bcbst.com/forms/Member-Handbooks/TennCare%20Discrimination%20Complaint%20Form_Spanish.PDF).



**BlueCare**  
Tennessee

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Chattanooga, Tennessee 37402  
bluecare.bcbst.com

4th Quarter 2018

## Take Care of You

IN THIS EDITION

FLU AND PNEUMONIA PROTECTION | SUICIDE

PREVENTION | OBESITY AND INCOME

PAINKILLERS AND PREGNANCY



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