

Take Charge

Live Smart. Live Better. Take Control.

For BlueCare and TennCareSelect Members

CareSmart[®]

Population Health CareSmart Programs are FREE for TennCare members. Population Health services are provided whether you are well, have an ongoing health problem, or a serious health episode. Call 1-888-416-3025 for more information.

Make sure your mail follows you



Make sure TennCare has your correct mailing address. If you don't, you could miss important mail about your health plan and benefits. **If you're going to move or if you've moved, call the Family Assistance Service Center at 1-866-311-4287.**

Events for Teens

BlueCare Tennessee holds many events for teens. To find events in your area, call **1-800-771-0217**. It is a free call.



Like us on Facebook[®]! We're new on Facebook for BlueCare and TennCareSelect members. Learn more about your benefits and get health and wellness tips. Connect with us today by visiting www.Facebook.com/bluecaretn.

Follow us on Twitter[®] at twitter.com/BCBSTennessee

The information in this newsletter is not meant to take the place of your health care provider's advice.



Take steps to keep seasonal hay fever from triggering asthma

Millions of children and adults suffer from seasonal allergies. In the summer, allergic rhinitis, also called hay fever, can make you miserable when outdoor activities are calling.

Hay fever causes symptoms that affect the nose. It usually involves an allergic reaction to pollen or mold spores.

Light, dry pollen is spread by wind. Outdoor mold spores float in the air. Both increase in spring and summer due to warmer temperatures. Trees, grass, and ragweed are common sources of pollen.

Weather affects the amount of pollen in the air. Hot, dry, or windy days can cause more pollen in the air.

Asthma is often linked with allergies. For someone with asthma, hay fever can trigger asthma symptoms.

Avoiding areas with high pollen counts is the best defense. Most trees produce

pollen in spring. Grasses produce pollen in late spring and summer. Local weather forecasts can tell you pollen counts in your area.

There are ways to reduce exposure to things that trigger hay fever. Keep windows closed at night and stay in air conditioned areas when possible. Avoid mowing lawns or raking which stir up pollen and mold. Don't hang bedding or clothing outside to dry. Keep car windows closed when traveling.

There are many ways to treat hay fever symptoms. For those with asthma, a doctor can suggest allergy medicines to ease symptoms and prevent an attack.

If you can't avoid certain allergens, a doctor may suggest allergy shots. These reduce reactions to things that cause allergy symptoms.

Sources: American Academy of Allergy, Asthma & Immunology - www.aaaai.org;
U.S National Library of Medicine - www.ncbi.nlm.nih.gov

Helpful Numbers

Customer Service:

**BlueCare members call
1-800-468-9698.**

**TennCareSelect members call
1-800-263-5479.**

**CareSmart®
1-888-416-3025**

Call if you have any questions about Population Health CareSmart Services. Also call if you need to talk to your CareSmart nurse about your disease.

**Nurseline*
1-800-262-2873**

Have a health question? Registered nurses are available to talk to you any time, day or night.

Health Information Library
1-800-999-1658**

This audio library has more than 1,200 recorded messages on a variety of health topics. Call the number at any time, day or night. Some treatments or services mentioned in the library may not be covered by your health plan.

Transportation services

BlueCare and TennCareSelect members can get free transportation to a health care provider's office. To find out more, BlueCare members call 1-800-468-9698.

TennCareSelect members call
1-800-263-5479.

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

***Health Information Library provides information on health topics and is provided by McKesson, an independent company that does not provide BlueCross BlueShield of Tennessee branded products and services.*



Special exams can diagnose diabetic eye disease before there is vision loss

Diabetes affects many parts of the body including the eyes. Diabetic eye disease can cause vision loss and blindness. Yearly eye exams are needed to diagnose it. Then, it can often be treated before there is vision loss.

There are several types of diabetic eye disease. Diabetic retinopathy is the leading cause of blindness in the U.S. It damages blood vessels in the retina. Cataract is clouding of the lens of the eye. Glaucoma is increased fluid pressure in the eye and damages the optic nerve.

With diabetic retinopathy, there may be no early symptoms. Vision changes may not happen until it is advanced.

Between 40 and 45 percent of diabetics have some degree of diabetic retinopathy. Those with diabetes should have a yearly comprehensive

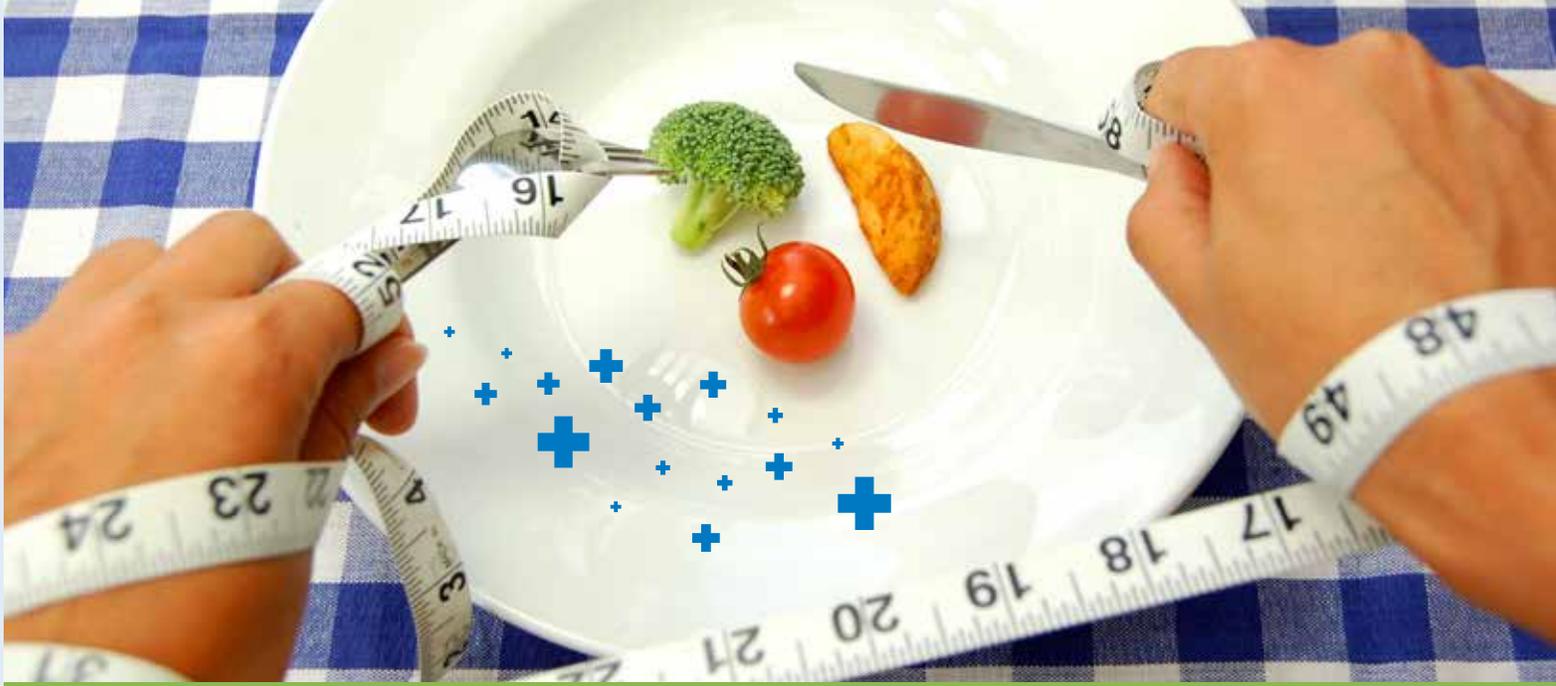
dilated eye exam. This is different from a regular eye exam that checks for common vision problems.

During the exam, drops are placed in the eyes and enlarge the pupil. This gives a clear view of the retina and optic nerve. Your doctor will also do a test for glaucoma and check your vision at many distances.

If signs of eye disease are found, all three diseases can be treated to prevent further vision loss. This can include surgery, laser surgery, or medicine.

Those with diabetes should have this eye exam once a year. Managing blood sugar levels is also important in slowing eye disease. Good blood sugar control makes it less likely that you'll need surgery if you have diabetic eye disease.

Source: National Eye Institute - www.nei.nih.gov



Fad diets are not a healthy choice for weight loss

No matter where you look, someone is advertising a quick weight loss plan. Some include “super foods” that offer nutrition benefits while burning fat and calories quickly.

Many “fad” diets can actually be harmful to your health. They can cause changes in digestion and can give false hopes when weight is regained.

Quick weight loss diets usually push one food or food group over all others. They may claim special fat-burning properties. The foods themselves may not be harmful. But eating a diet with

just one food group doesn't provide all the nutrients needed daily.

Because quick weight loss plans require drastic changes to regular eating habits, most people don't stick to them for long. They will not change eating patterns that have led to weight gain. Fad diets may work for short periods, but they don't often keep weight off.

A healthy diet that brings about long term weight loss includes a variety of foods. No matter what fad diets claim, there is only one healthy way to lose and keep weight off.

You need the right amount of the right foods along with physical activity. A diet that includes fresh fruits and vegetables, whole grain, and low-fat dairy foods along with regular activity can help most people get to a healthy weight. This can improve self-esteem and also reduce risk factors for many health problems.

A health care provider can help you create a healthy eating plan. This will help you maintain a healthy weight and improve overall health.

Source: American Heart Association - www.heart.org



Small steps to fight obesity

We can all eat smarter, move more and keep our families healthier. Reaching those goals is easier if you make a plan with simple steps. Start with:

1. Having fruit on hand for snacks. Fresh is best, but canned or frozen without added sugar or syrup will do.
2. Following a family physical activity schedule. Suggestions include:
 - a. A 30 minute walk together.
 - b. A 30 minute workout with an active video game.
 - c. Riding bikes.
 - d. Playing ball, tag or other active games.

- e. Go online to **www.letsmove.gov/make-physical-activity-part-your-familys-routine** for ideas about being active as a family.

3. Making a shopping list from a planned menu. You're less likely to pick up extras that may not be as healthy.
4. Eating at least one meal a day as a family without television, cell phones or computers. You'll probably eat slower and eat less.

Source: Letsmove.gov - <http://www.letsmove.gov/make-physical-activity-part-your-familys-routine>; <http://www.letsmove.gov/parents>



ACE inhibitors can help those with heart disease and heart failure

There are many medicines a doctor can prescribe for heart disease and heart failure. Many patients with heart failure or heart disease take ACE inhibitors.

These are used to treat a number of heart-related conditions. This includes high blood pressure, heart failure, and heart attack. They also prevent kidney damage that can result from high blood pressure and diabetes.

ACE inhibitors stop the body from making a substance that narrows blood vessels. They also stop the body from releasing hormones that raise blood pressure.

There are many types of ACE inhibitors to treat high blood pressure. A doctor will select one based on a patient's age and medical condition. A few of these include Capoten®, Vasotec®, and Prinivil®.

ACE inhibitors for heart disease or heart failure must be taken regularly. A doctor will recommend blood pressure checks and blood tests. This will show if the medicine is working properly or if it needs to be changed.

In addition to medicines, lifestyle changes can help someone live better with heart failure or heart disease. Risk factors such as high blood pressure can be managed by staying at a healthy weight, getting the right amount of activity, and healthy eating. You should get help to quit if you smoke.

Sources: Mayo Clinic – www.mayoclinic.com
National Library of Medicine - www.nlm.nih.gov

Getting to Know You

Denise Lambert, RN, CCM, and Beverly Childers, RN, CCM BlueCare Tennessee Case Managers

Beverly Childers (right in photo) and Denise Lambert are always ready to help members with health care challenges. The two use their nursing and case management backgrounds on a variety of projects. But they specialize in helping those with complex health needs.

Beverly is the transplant case manager. She assists members and families by making the transplant process as smooth as possible. She educates them and helps them find support services. Beverly does research on transplants and trial programs. She even arranges rides and lodging when members travel for treatment.



Denise manages BlueCare Tennessee's catastrophic cases. Many of her members have more than one health condition. Others have both a health concern and a social issue that affects care. She finds resources for members and educates them so they can manage and improve their health. Denise feels she serves members by being an advocate, investigator, and mentor.

In these roles, they use every skill they have as nurses and case managers to

improve member health. Beverly and Denise also serve as the back-up on each other's cases.

Both are actively involved in the community. Beverly teaches Sunday school at her church. She also helps with a program for inner city youth. Denise works in a youth program at her church. She volunteers with Girl Scouts, Community Kitchen, and programs that promote health and wellness.



If you have COPD, plan ahead to beat the summer heat

With chronic obstructive pulmonary disease (COPD), breathing can be difficult anytime. Summer heat can make symptoms worse. By planning ahead, those with COPD can breathe easier in warm weather.

COPD is a group of lung diseases that block airflow and make breathing difficult. Emphysema and chronic bronchitis are the two most common conditions that make up COPD.

Damage to the lungs from COPD can't be reversed. Treatment can help control symptoms and minimize further damage. Avoiding certain things, like extreme heat, can ease symptoms.

Becoming overheated can cause symptoms to flare-up. During hot or humid weather, remain in a cool environment to keep symptoms from getting worse.

Here are a few ways to handle the heat and humidity with COPD:

- + Plan outings for the coolest part of the day or postpone if temperatures are very high
- + Check air quality index reports and weather stations for local pollution alerts
- + Drink plenty of fluids and avoid drinks with caffeine that can dehydrate
- + Being in an air conditioned home

is best. Go where there is air conditioning if you don't have it at home

- + Light colored, loose clothing will keep you cooler
- + Exercise indoors
- + If living alone, ask someone to check on you often

Source: University of Rochester Medical Center - www.urmc.rochester.edu

FREE Help to Quit Smoking

Call the Tennessee Tobacco QuitLine at 1-800-QUIT-NOW or 1-800-784-8669.

Hearing impaired Tennesseans call 1-877-559-3816.

Hours (Eastern Time):

- + Monday through Friday, 8 a.m. to 11 p.m.
- + Saturday, 9 a.m. to 6 p.m.
- + Sunday, 11 a.m. to 5 p.m.

Counseling is available in English or Spanish.

Find out more at: www.health.state.tn.us/tobaccoquitline.htm

You can also call the Customer Service phone number on your ID card. Ask about your benefits for medicines that may help you stop smoking.



Know how to help kids and teens when they've been bullied

Most children and teens are teased at some point. It's not usually harmful when done playfully. Bullying is different than teasing. It is hurtful, threatening, and constant. It can leave emotional damage if not dealt with effectively.

Bullying can be physical violence. It can also be threats, mocking, stealing, or isolation. Some bullies use email, social networks, and texting to target their victims.

Unless a child or teen says he's been bullied or has injuries, you may not know that it's happening. But there are warning signs. Some of these are:

- + Acting differently or anxious
- + Change in sleep and eating habits

- + Lack of interest in activities usually enjoyed
- + Overly moody and more easily upset
- + Avoids riding the bus or going to school

If you suspect bullying, take it seriously. Parents should reassure their child that they will help them figure it out.

For younger children, the best approach is usually to contact a teacher or school counselor first. For teens, the approach depends on the bullying situation.

A teen may worry that bullying will get worse if it's reported. Adults in authority can often resolve the issue without the bully knowing how they found out about it.

If safety or violence is an issue, it is always right to report bullying. Parents and teachers can also contact legal authorities.

Parents can take steps to prevent bullying. Talk to your child about what goes on at school and with peers. Teach children and teens to stand tall and stay calm in difficult situations.

Children who are loners are more likely to get bullied. Encourage them to participate in a sport, music group or social club where they will interact with others and build self-esteem.

Sources: Nemours - <http://kidshealth.org>
American Academy of Pediatrics - www.healthychildren.org

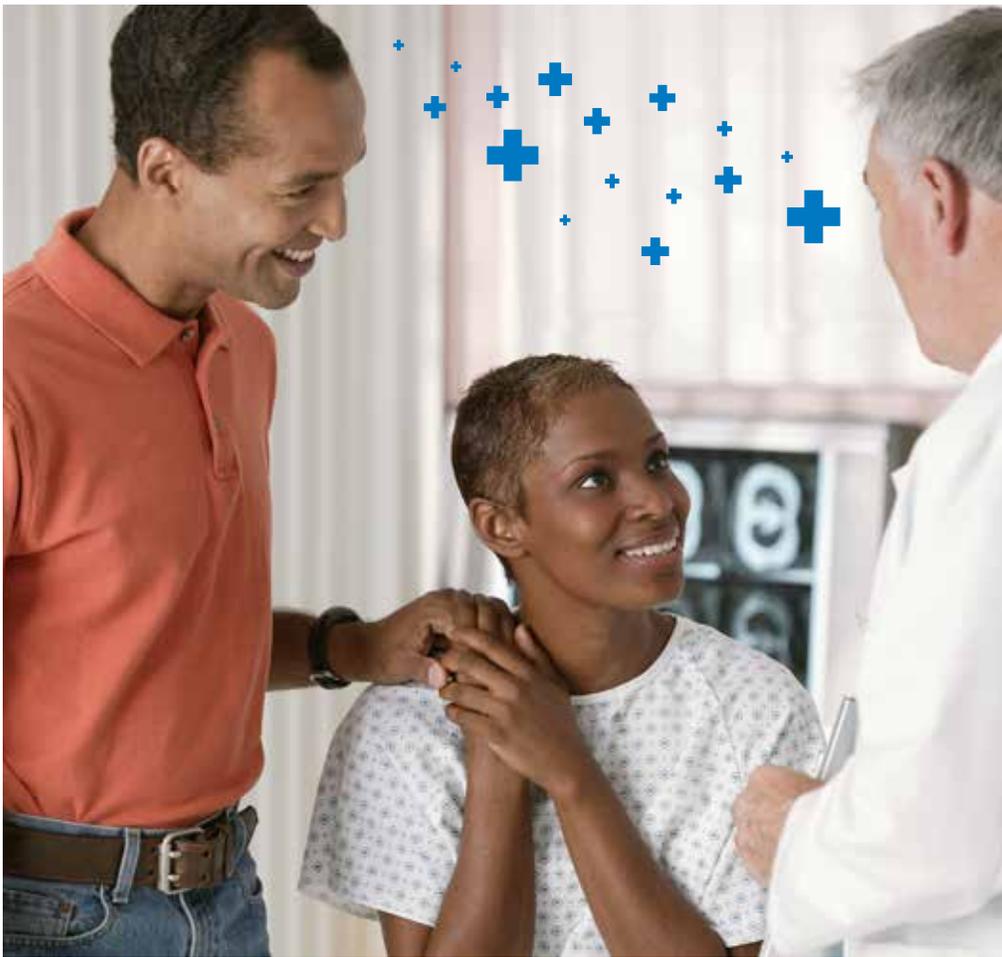
FREE and FOR YOU



- + CaringStart Maternity program for pregnant members:
 - Support from obstetric nurses
 - Information about before, during and after pregnancy
 - Coordination of services
- + Educational materials
Call CaringStart at 1-888-416-3025, toll free, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time.
- + Text4baby:

Are you pregnant or have a new baby? Do you have a cell phone? Do you send and receive text messages? Get **FREE healthy pregnancy** and **healthy baby** information by text every week. Just **text the word "BABY"** (or "BEBE" for Spanish) **to the number "511411"** to get started. Or register online at **text4baby.org**.

Text4baby is an educational program of the National Healthy Mothers, Healthy Babies Coalition, provided by the Voxiva Corporation. Voxiva Corporation is an independent company that does not provide BlueCare Tennessee branded products and services.



Do you need help with this information? Is it because you have a health, mental health, or learning problem or a disability? Or, do you need help in another language? If so, you have a right to get help, and we can help you. Call Customer Service. BlueCare members call 1-800-468-9698.

TennCareSelect members call 1-800-263-5479.

Do you have a mental illness and need help with this information? The TennCare Advocacy Program can help you. Call them for free at 1-800-758-1638.

If you have a hearing or speech problem you can call us on a TTY/TDD machine. Our TTY/TDD numbers are: BlueCare – 1-800-226-1958; TennCareSelect – 1-800-226-1958.

We do not allow unfair 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 unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call the Family Assistance Service Center for free at **1-866-311-4287**. In Nashville, call **743-2000**.

Need help in another language? You can call for language assistance in any language.

BlueCare members call **1-800-468-9698** or the numbers below. **TennCareSelect** members call **1-800-263-5479** or the numbers below. Interpretation and translation services are free to TennCare members.

Foreign Language Lines

Call if you need help and need to speak with someone in one of these languages:

العربية (Arabic)	1-800-758-1638
Bosanski (Bosnian)	1-800-758-1638
کوردی - بادینانی (Kurdish-Badinani)	1-800-758-1638
کوردی - سۆزانی (Kurdish-Sorani)	1-800-758-1638
Soomaali (Somali)	1-800-758-1638
Español (Spanish)	1-800-758-1638
Người Việt (Vietnamese)	1-800-758-1638

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free 1-800-433-3982 or go online to www.state.tn.us/tenncare and click on 'Report Fraud'. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free 1-800-433-5454.

BlueCare Tennessee and BlueCare, Independent Licensees of BlueCross BlueShield Association.

Whooping cough vaccine during pregnancy can protect newborns

Every mom wants to protect her baby. Did you know that before birth and right after birth, you can keep your baby safe from a very serious illness?

Pertussis, called whooping cough, is a serious illness in babies and young children. In infants less than 1 year old, it can cause many problems. It can even be life-threatening.

Pertussis causes violent coughing and makes it hard to breathe deeply. This causes a "whooping" sound. More than half of babies who get the disease before age 1 will be hospitalized.

Infants and children should have a DTaP vaccine which protects against pertussis (whooping cough), diphtheria, and tetanus. The booster shot for the DTaP vaccine is called Tdap. It is made for preteens, teens, and adults. But it can safely be given to expectant moms.

The Centers for Disease Control and Prevention (CDC) recommends having a Tdap vaccine during each pregnancy between 27-36 weeks. This makes the most of the protection passed from mothers to unborn babies. The vaccine will likely protect babies in their first months before they get a DTaP vaccine.

You can also protect a new baby by asking those who will often be around an infant to have a Tdap vaccine. This can be given in place of a regular 10-year tetanus booster shot.

Ask your doctor about a Tdap vaccine during pregnancy. Talk to family members about this vaccine to protect your baby in the first few months of life.

Source: Centers for Disease Control and Prevention - www.cdc.gov

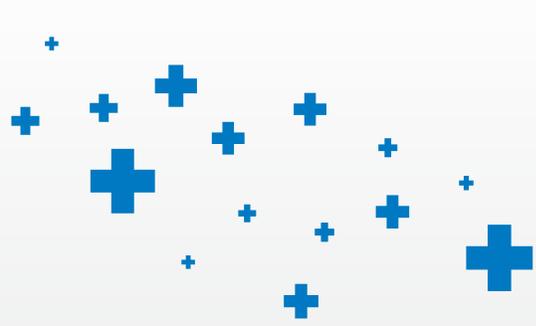
13ALM645 (6/13)



1 Cameron Hill Circle
Chattanooga, Tennessee 37402

bluecare.bcbst.com

PRSR STD
U.S. POSTAGE
PAID
BLUECROSS
BLUESHIELD
OF TENNESSEE, INC.



Like us on Facebook®!

We're new on Facebook for BlueCare and TennCareSelect members. Learn more about your benefits and get health and wellness tips. Connect with us today by visiting www.facebook.com/bluecaretn.

THE LATEST EDITION OF **Take Charge** IS HERE!

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al BlueCare 1-800-468-9698. Llámenos gratis al TennCareSelect 1-800-263-5479.

Visit our new website, bluecare.bcbst.com

- + Helping a child who's been bullied
- + Diagnose eye disease
- + Diabetics need special exams to
- + weight loss
- + Fad diets are not a healthy choice for

In This Edition: **Take Charge** A newsletter for BlueCare and TennCareSelect members

2nd Quarter 2013



bluecare.bcbst.com