



## Prevent Falls in the Home

Did you know falling is one of the top causes of home accidents? It's also the third leading cause of accidental injury-related deaths among all age groups.

### Here are some steps you can take to reduce your risk for falling:

- ☐ Know the side effects of your current medicines. Some side effects can cause dizziness, which can contribute to falls.
- ☐ Make sure your rugs have non-slip backing or secure them with double-sided tape.
- ☐ Remove clutter like newspapers, clothes, shoes, cords and boxes from pathways.
- ☐ Use nightlights in common areas like the bathroom.
- ☐ Be sure your bed is low enough so you can get in and out of it easily.
- ☐ Check for slippery tubs or floors.
- ☐ Use assistive devices like canes or walkers to help provide balance when walking.

**Even if you're careful, accidents can occur. So be prepared. Know your local emergency numbers. And if you live alone, use a personal emergency response safety device.**

For more tips on how you can protect your family's health and well-being in the home, visit [www.nsc.org](http://www.nsc.org).



## How Statins Treat **DIABETES AND CARDIOVASCULAR DISEASE**

Do you have diabetes or cardiovascular disease? If so, your health care provider may have prescribed a “statin” to help manage your health.

Statins lower blood cholesterol. They work in the liver to prevent cholesterol and are most effective on LDL cholesterol, the bad type of cholesterol.

Diabetics may not realize why having a low LDL reading is important. It's because diabetes is often linked to cardiovascular disease. By reducing LDL, you lower your risk of having a heart attack or stroke.

### **Statins are effective on cardiovascular disease, because they help:**

- ☐ Blood vessels work better
- ☐ Reduce cell damage and inflammation
- ☐ Lower the risk of blood clots

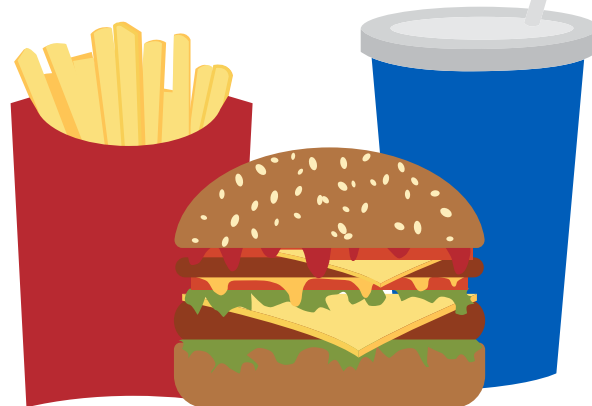
Your provider can help you decide if statins should be a part of your treatment. They are known to raise blood sugar in some cases, so it's important to know all of your risk factors.

#### Sources:

<http://www.mayoclinic.org/diseases-conditions/high-blood-cholesterol/in-depth/statin-side-effects/art-20046013>

<http://my.clevelandclinic.org/health/articles/statin-medications-heart-disease-heart-health>

[http://care.diabetesjournals.org/content/32/suppl\\_2/S384](http://care.diabetesjournals.org/content/32/suppl_2/S384)



## You Can Control Your Diet

Most of us struggle with our weight from time to time. Being organized can help you keep a healthy diet. Here are some simple steps you can take each day to control bad eating habits.

### **Plan ahead:**

- ☐ Put fruit on your desk, not candy.
- ☐ If you crave doughnuts when you walk past the store, change your route.
- ☐ Plan meals and shop at the beginning of the week so you're less tempted to eat out.
- ☐ Shop from a list so you don't buy foods you don't need.
- ☐ Stock your kitchen with healthy foods, and keep healthy snacks in your car or purse.
- ☐ Have ingredients for quick meals on hand so that you can eat well even when you don't have a lot of time to cook.
- ☐ Make your lunch the night before.

### **Measure portions:**

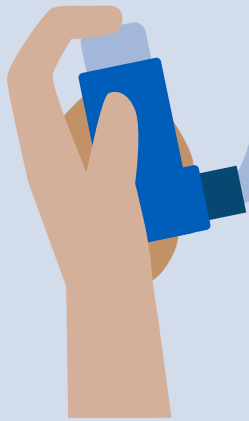
- ☐ Put snack foods into small, single-serving plastic bags.
- ☐ Measure grains like brown rice and whole wheat pasta with measuring cups.
- ☐ Don't go for seconds – serve your plate from the stove so you won't be tempted to reach for more.

### **Eat in the kitchen or dining room:**

- ☐ Eat only when you're hungry, not out of habit.
- ☐ Don't eat in front of the TV!

### **One final tip: Eat out less often.**

- ☐ This will help you save extra pounds and money, too. When you do eat out, choose vegetables, drink water and avoid food that's fried or covered in heavy sauces.



# ASTHMA RISKS

for Hispanic  
Children

Many people see asthma as a minor childhood problem. But it's serious and sometimes fatal. This is especially true for Hispanic-American children. **They're:**

- ☐ Sixty percent more likely to visit the emergency room (ER) with asthma than non-Hispanic white children.
- ☐ Twice as likely to die from asthma as non-Hispanic whites.

No one knows all of the reasons. But it may be harder for Hispanic families to understand how to care for children with asthma if their ability to speak English is limited.

If your child has asthma, seasonal allergies can make their conditions worse. Take these steps to ensure your child is prepared.

### Have a current asthma action plan.

Children sometimes forget how to use their inhaler when they're having an attack. An asthma action plan can help others know what to do if your child can't breathe.

- ☐ It should be written by your child's health care provider.
- ☐ It should describe the signs of asthma, how to treat it and when to seek medical help.

### Make sure your child has important medicine.

Younger children are forgetful and older children often think they can leave their rescue inhaler at home. Make sure your child knows the importance of always having their medicine with them.

If you have questions about treating your child's asthma, call *TennCare Select* for help at **1-800-263-5479**.

Sources:

- <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=4&lvlid=60>
- <https://www.edf.org/blog/2014/04/22/why-latinos-are-disproportionately-affected-asthma-and-what-we-can-do>
- <http://bluecare.bcbst.com/healthwise/redirect/index.shtml?hwid=uf4629>
- <http://kidshealth.org/en/parents/school-asthma.html>



## Healthwise Information is Now Online

Do you have questions about health conditions, treatments or ways to stay well? We're here to help. The Healthwise Knowledgebase® features tools, videos and articles you can access anytime from your computer or smartphone. Simply visit **bluecare.bcbst.com/healthwise** for more information.

Your health care provider is still your best source for advice. But, by gathering information first, you'll know which questions to ask.

## 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 Tennessee Health Connection for free at 1-855-259-0701.

Find the Unfair Treatment Complaint form online at: <http://bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-English.PDF>.

## TennCare No Permite el Trato Injusto

Nadie recibe un trato diferente debido a su raza, color de la piel, lugar de nacimiento, religión, idioma, sexo, edad o discapacidad.

- ☐ ¿Cree que lo han tratado injustamente?
- ☐ ¿Tiene más preguntas o necesita más ayuda?
- ☐ Si piensa que lo han tratado injustamente, llame gratis a Tennessee Health Connection al at 1-855-259-0701.

Puede encontrar el formulario de Queja por Trato Injusto en línea al: <http://bluecare.bcbst.com/forms/Member-Handbooks/Authorization-Release-Information-Spanish.PDF>.

# Is Your Medicine MAKING YOU GAIN WEIGHT?



Are you taking medicine to treat depression or a mental health need? These medicines often help people feel better, but can also cause weight gain.

It's important to keep a healthy weight. People who are overweight are more likely to develop chronic conditions including arthritis, high blood pressure, diabetes, heart disease and cancer.

If you feel your medicine is making you gain weight, talk to your health care provider. They may be able to change your treatment – or help you find ways to live a healthier lifestyle. You should always remember to take your medicine as your provider prescribes, because it can be dangerous to stop taking something your body is used to.

## Helpful Resources for TennCareSelect Members

We offer many tools to help you make the best choices for you and your family.

- Go to **bluecare.bcbst.com** and visit “Manage your Family’s Health” for a range of health and wellness articles for adults and children.
- Visit our Healthwise Knowledgebase® for information about medicines and the illnesses they treat. This can be found at **bluecare.bcbst.com/healthwise**.
- Call customer service at **1-800-263-5479** anytime you have questions. We’re available Monday through Friday, from 8 a.m. to 6 p.m. ET.
- Call the 24/7 Nurseline\* at **1-800-262-2873** if you have questions or concerns and can’t reach your health care provider.
- If you feel you need immediate help with a mental emergency, call the Tennessee Crisis Hotline at **1-855-274-7471**.\*\*



## Get Free Help to Stop Tobacco Use

The Tennessee Tobacco QuitLine is free to all Tennessee residents who want to stop smoking or using smokeless tobacco. Callers are assigned a coach who will give one-on-one help to kick tobacco use for good.

Call the Tennessee Tobacco QuitLine at **1-800-QUIT-NOW** or **1-800-784-8669**. For the deaf or hard of hearing: **1-877-559-3816**.

### Hours (Eastern Time):

- Monday – Friday, 8 a.m. – 11 p.m.
- Saturday, 9 a.m. – 6 p.m.
- Sunday, 11 a.m. – 5 p.m.



Counseling is available  
in English or Spanish.

Find out more online  
at **tnquitline.org**.

## REPORT FRAUD OR ABUSE

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free **1-800-433-3982** or go online to <http://www.tn.gov/tenncare/fraud.shtml>. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation’s Medicaid Fraud Control Unit (MFCU), call toll-free **1-800-433-5454**.





## You Don't Need a Referral to Get Women's Services

TennCare covers some health care services that are special for women. These services include pregnancy care and "well-woman" checkups (such as PAP smears and mammograms).

You can get these services from your Primary Care Provider (PCP), or from a specialist called an Obstetrician /Gynecologist. This kind of specialist is sometimes called an OB/GYN.

You do not have to see your PCP first to go to an OB/GYN. But the OB/GYN provider must still be in the BlueCare Provider Network so that TennCare will pay for the services.

### To find a PCP or an OB/GYN in your network, go online at [bluecare.bcbst.com](http://bluecare.bcbst.com):

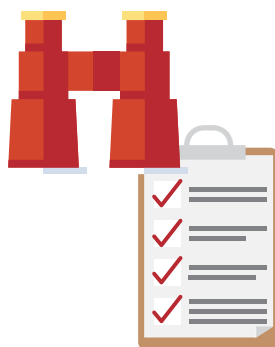
- 📍 Click on Find a Doctor and follow the directions.
- 📍 Or login to your BlueAccess<sup>SM</sup> account for more detailed information, like patient reviews and quality scores.

If you do not have web access, call Customer Service at **1-800-263-5479**.

## How to Get a Second Opinion

Most of us want to know as much as we can about our health. Sometimes that means getting a new point of view. If you'd like a second opinion, we'll help you get one from an in-network provider. Or we can arrange for the second opinion outside the network. Second opinions from providers outside the network are the same cost as in-network providers.

Need help with a second opinion? Call the Customer Service number on your Member ID card.



## CAHPS Survey

Be on the lookout for a CAHPS Survey (Consumer Assessment of Healthcare Providers and Systems) in your mailbox. This survey gives you an opportunity to evaluate your overall experience with your health care. Your feedback is very important to us!

## The Importance of Keeping Your

# DENTIST APPOINTMENT

You plan on making it to your child's dentist appointment. Then something happens. Maybe you can't find a ride, you get sick, or you just forgot.

We can help you get a ride to your dental appointment. Call us at **1-855-418-1622** or TTY/TDD **1-800-466-7566** two days before your appointment to arrange a ride. Make sure you keep your appointment whenever possible.

### Here are some tips to help:

- 📅 Mark your appointment on a calendar and in your cell phone calendar.
- 📅 If you need to take time off work, make sure to work it out ahead of time.
- 📅 If you need a babysitter, or a ride to the dentist, schedule one early so you don't have to scramble at the last minute.
- 📅 If you can't make it for any reason, let the dentist know as soon as you know.
- 📅 Have the dentist's phone number handy on the day of the appointment. If you're going to be late, call to let them know. They may be able to still fit you in.

**Remember, only enrollees under the age of 21 are eligible for the TennCare dental benefit.**

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 **[www.dentaquest.com](http://www.dentaquest.com)**.



## Nursing Facility Care for CHOICES Members

Nursing facility care is a covered benefit for CHOICES Group 1 members.

Home and Community Based Services CHOICES Group 2 and Group 3 and Employment and Community First CHOICES Group 4, 5 and 6 members receive home care. They may only receive a short term stay in a nursing facility:

- 📍 When medically necessary, and
- 📍 For up to 90 days per admission.

CHOICES and Employment and Community First CHOICES members, your Care Coordinator or Support Coordinator and Primary Care Provider (PCP) will work with you if your care needs will exceed 90 days.

If you have questions about your CHOICES benefits, call your Care Coordinator. If you do not know how to reach your Care Coordinator, call the Customer Service number on the back of your Member ID.

## Member Rights & Responsibilities

As a BlueCare and TennCare member, you have rights. Many laws and rules are in place to make sure you receive health care fairly and equally. You also have responsibilities – what you must do in order to get your health care benefits.

Your Member Rights & Responsibilities can be found in Part 7 of the TennCare *Select* Member Handbook. If you do not have the printed copy of the handbook, find it online.

- 1 Go to [bluecare.bcbst.com](http://bluecare.bcbst.com)
- 2 Click on Members
- 3 Choose Member Assistance
- 4 Click on Member Handbooks and choose the handbook for your plan

The direct link is: [bluecare.bcbst.com/Members/Member-Assistance/Member-Handbooks.html](http://bluecare.bcbst.com/Members/Member-Assistance/Member-Handbooks.html)

If you do not have Internet access, call the Customer Service number on your Member ID card.

## About Inpatient Rehabilitation Hospital Services

We look for ways to provide you the best rehabilitation care for your condition. This may be at a clinic, rehab center or provider's office (outpatient care). If medically necessary, you may need to stay in a hospital. We work with your provider to make sure your care is right for you and cost effective.



# Make Sure Your Child Has Regular **WELL-CHILD CHECKUPS**

## Does your child:

- ☐ Only see a health care provider when sick or has an urgent health care need?
- ☐ Have special health needs?
- ☐ Have a health condition, like asthma or diabetes?

## Regular well-child checkups with their primary care provider (PCP) are important, too. They keep your child healthy by:

- ☐ Finding problems before they become serious
- ☐ Making sure your child gets the right immunizations (shots) to prevent illness

## TennCare Kids checkups are free for members under age 21.

To learn more about TennCare Kids visits or to schedule a ride to the provider's office, call Customer Service at **1-800-263-5479**.



## FREE Help for Moms-To-Be

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



## Teen Newsletter Available on [bluecare.bcbst.com](http://bluecare.bcbst.com)

*Just For You* includes guidance to help teens become healthy adults. You may be used to receiving this separate teen newsletter in the mail. Now you can find it on our website at <http://bluecare.bcbst.com/Members/Newsletters.html>.

We encourage you to **like** the BlueCare Tennessee Facebook page to find helpful tips for teens. Use the page for any questions, concerns, and/or suggestions you may have. We look forward to hearing from you!

## Mental Health Crisis Hotline – **1-855-274-7471**

If you or someone in your family has a mental health crisis, you can call the Tennessee Statewide 24/7 Crisis Line for help, toll-free. You can also visit the Tennessee Suicide Prevention Network website at [tspn.org](http://tspn.org).

## A FREE RIDE IS A PHONE CALL AWAY

### Call 24 hours a day, 365 days a year to schedule a free ride to:

- ☐ See your provider
- ☐ Go home after a hospital stay
- ☐ Get medical or behavioral health care
- ☐ Pick up medicine at the pharmacy



**TennCare Select** members call Southeastrans toll-free at **1-866-473-7565**.

### For visits more than 90 miles away:

- ☐ All trips over 90 miles, one way, must be approved by BlueCare Tennessee before you set up transportation. Call Customer Service at **1-800-263-5479**.
- ☐ Call at least three days before your health care visit to guarantee your ride.

# A New Program for Individuals With Disabilities



Employment and Community First CHOICES is a new TennCare program for people with intellectual and other developmental disabilities who are not currently receiving services. It's designed to provide the support you need in your own home or in the community.

Employment and Community First CHOICES will help you plan for and get a job, and live as independently as possible. They will help you build relationships and reach your goals. If you live at home with your family, they will also help your family support you.

We will help you get the services you need in Employment and Community First CHOICES. We will also help you with your physical or behavioral health care (mental health, alcohol and drug abuse services).



Please call TennCare *Select* Customer Service at 1-800-263-5479 for more information.

## Know the Rules About Nursing Care at Home

TennCare benefits include home health and private duty nursing. The care must be medically necessary. **To ensure the care is covered by your plan, the service must be:**

- ☐ Ordered by a health care provider
- ☐ Safe and effective
- ☐ Not experimental
- ☐ From a nurse who is 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 a private nurse at home, that's the amount TennCare will cover. **You will have a choice to:**

- ☐ Receive care at the facility or;
- ☐ Get care at home and then pay for what's not covered by TennCare.

## CHOICES Members: Help Us Help You

Call your BlueCare Tennessee CHOICES Care Coordinator to schedule your care:

- ☐ Before or when you are admitted to the hospital, and;
- ☐ When you know you're coming home.

### Need a Ride?

- ☐ Home from the hospital
- ☐ To the drugstore
- ☐ To visit your health care provider

We can help and it's FREE! Call Customer Service at **1-800-263-5479**.

## Hospital Tips for CHOICES Members:

To help us schedule your care, call your CHOICES Care Coordinator or BlueCare Tennessee CHOICES at **1-888-747-8955**.

Please call before or when you're admitted to the hospital and when you know you're coming home.



# Protect Your Child From Contact with Tobacco

## A message from the Governor's Children's Cabinet

Smoking leads to premature deaths across the country and in Tennessee every year. Studies show that more than 100,000 Tennesseans under the age of 18 might die from smoking if habits don't change. It's important that you take steps to protect yourself and your child from the dangers of contact with tobacco. This includes secondhand and thirdhand smoke.

Secondhand smoke comes from burning tobacco products or smoke breathed out when someone is smoking. Millions of children breathe in secondhand smoke in their own homes and communities every day. Doing so can damage your child's health because their lungs are still developing.

Thirdhand smoke refers to the chemicals from cigarette smoke. These chemicals are still around even after the smoke is gone. They stay on things like carpet, clothing and toys. You can't see them, but you and your child could be touching the same dangerous chemicals found in tobacco smoke that might cause cancer.

### **Here are things you can do to stay safe from secondhand and thirdhand smoke:**

- ☑ Do not allow anyone to smoke near you or your child. This includes in your home or car.
- ☑ Go to smoke-free restaurants and other public places.
- ☑ If you have family or friends that smoke, talk to them about quitting.
- ☑ If you are a smoker and want to quit, call your health care provider. They can help you.



## Join Dolly Parton's Imagination Library

We know that children who grow up around books do better in school and in life. But not all children have access to libraries and bookstores.

Dolly Parton's Imagination Library program helps children in the United States and around the world.

### **For children enrolled in the program, it:**

- ☑ Sends a new book each month mailed right to their home
- ☑ Sends books to children from birth to age 5
- ☑ Sends each child a total of 60 books
- ☑ Does all of this at no cost to the family

Dolly Parton's Imagination Library program is in all 95 counties across Tennessee. More than 24 million books have been sent to Tennessee children since October 2004.

To learn more about this program and how to sign up your child, look for the Imagination Library brochures at your local public library, health department, health care provider's office or childcare center. You may also register a child online by visiting <https://imaginationlibrary.com> or by calling **1-877-992-6657**.

# How Can We Help You?



## TennCareSelect Customer Service

- ☐ Help with your health plan
- ☐ Free help in another language
- ☐ TennCare Kids information in formats for members who are deaf or blind
- ☐ Help getting treatment for mental health and substance abuse problems
- ☐ Information about CHOICES

Call **1-800-263-5479** Monday through Friday, 8 a.m. to 6 p.m. EST. If you call after normal business hours, you can leave a voicemail.

## Other FREE Help 24/7 Nurseline

Nurses are on call to answer your health questions 24 hours a day, seven days a week. They can also help you figure out if you should call your health care provider, go to the Emergency Room (ER) or treat the problem yourself. Call **1-800-262-2873**.

## Apply for TennCare

- ☐ The Health Insurance Marketplace at [healthcare.gov](http://healthcare.gov) (Find a computer to use to apply at your local DHS office)
- ☐ Or call toll-free at **1-800-318-2596**

## 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 through Friday, 8 a.m. to 4:30 p.m., CT.)

- **Do you need help talking with us or reading what we send you?**
- **Do you have a disability and need help getting care or taking part in one of our programs or services?**
- **Or do you have more questions about your health care?**

**Call the Tennessee Health Connection for free at 1-855-259-0701. They can connect you with the free help or service you need. (For TTY call: 1-800-848-0298)**



Your membership includes our FREE Population Health CareSmart Program. The program provides important health information and support to you at no cost. Population Health services are provided whether you are well, have an ongoing health problem or have a serious health episode. Please call **1-888-416-3025** for more information. Or see our website at [bluecare.bcbst.com/Health-Programs/Population-Health/index.html](http://bluecare.bcbst.com/Health-Programs/Population-Health/index.html).



**Kidcentraltn.com**

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



**Healthiertn.com**

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

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

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

DentaQuest is an independent company serving BlueCare members. DentaQuest's number and website address are listed for your convenience. DentaQuest does not provide BlueCross BlueShield products or services.

Transportation is provided by Southeastrans, an independent company that does not provide BlueCross BlueShield branded products and services.

\*\* A government agency

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



**Do you need help with your health care, talking with us, or reading what we send you? Call us for free at: BlueCare 1-800-468-9698 or TennCareSelect 1-800-263-5479 (TTY: 711 and ask for 888-418-0008).**

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call BlueCare 1-800-468-9698, TennCareSelect 1-800-263-5479 or TennCare 1-855-857-1673 (TRS 711) for free.

BlueCare Tennessee  
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[bluecare.bcbst.com](http://bluecare.bcbst.com)

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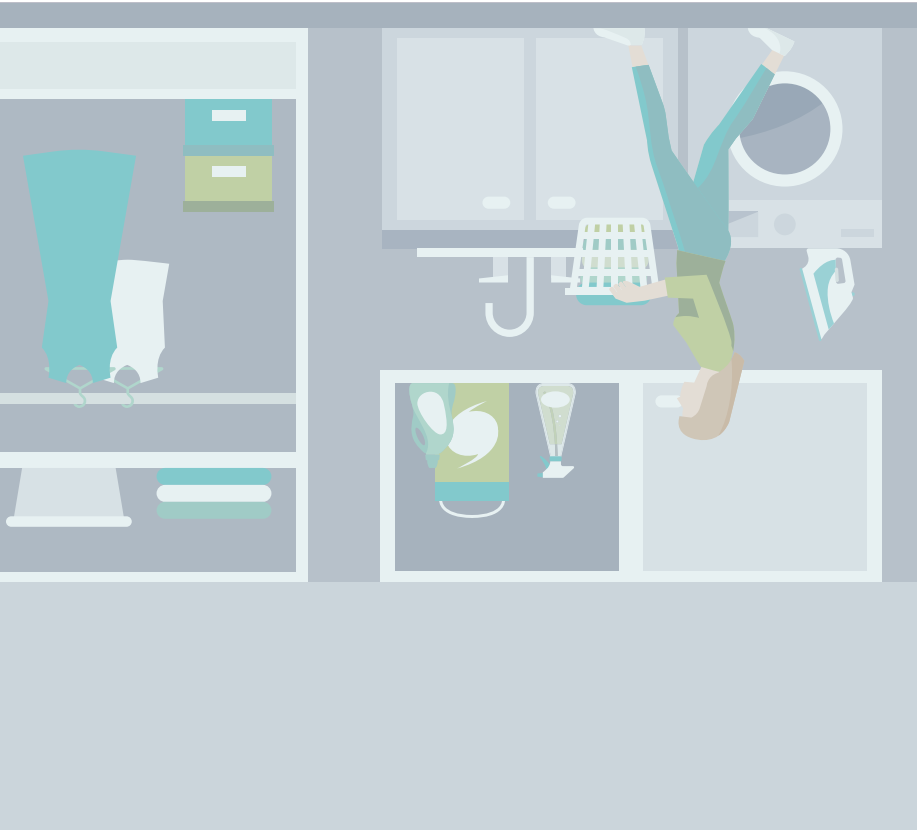
PRSR STD  
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BLUESHIELD  
OF TENNESSEE, INC.

The latest edition of  
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Learn more about your benefits and get health and wellness tips.  
Connect with us today by visiting [facebook.com/BlueCareTN](https://facebook.com/BlueCareTN).

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A newsletter for TennCareSelect members

*TennCareSelect*  
**Source**

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