

TAKING CARE OF YOU — IT'S WHAT WE DO



FREE Services Make Healthy Choices Simple

- ☐ FREE preventative care such as well-care visits, mammograms, and flu shots
- ☐ FREE help setting up an appointment with a provider
- ☐ FREE rides so you can get to your appointments
- ☐ FREE Population Health Services provided whether you are well, have an ongoing health problem or a serious health episode

EASY Access to Information

Online – BlueAccessSM is the members-only section of bluecare.bcbst.com. Your information is safe, secure and available anytime – day or night.

- ☐ Find a provider
- ☐ Check your claims
- ☐ View and/or change the primary care provider assigned to you
- ☐ Print a temporary member ID card

On your mobile device – myBlueTNSM mobile app for viewing your member ID card.

On the phone – See Customer Service phone numbers to the right.

On Facebook – Like us at facebook.com/bluecaretn for news and health tips.



Tell us how we're doing.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey will be coming to you in the mail. Your feedback is important to us.

- ☐ Please complete the survey and return by mail.



Customer Service.
Give us a call, it's free.

Monday-Friday, 8 a.m. until 6 p.m., Eastern Time.

- ☐ BlueCareSM
1-800-468-9698
- ☐ TennCare^{Select}
1-800-263-5479

We look forward to helping you.

Frequently Asked Questions



HOW LONG SHOULD IT TAKE TO GET A HEALTH CARE PROVIDER APPOINTMENT?

- Primary Care Providers may not be able to see you for several weeks during busy times.
- If the matter can't wait, you can visit an urgent care center for faster care.
- Need help deciding if you need immediate care? Call our 24/7 Nurseline at **1-800-262-2873**.

HOW DO I FIND A PROVIDER?

- Use the Find a Doctor tool at bluecare.bcbst.com.
- Call Customer Service.

CAN I CHANGE PROVIDERS?

- Yes. The BlueCare Tennessee network has nearly 34,000 providers. We'll help you find one you like near you. Call Customer Service.

WHERE CAN TENNCARE MEMBERS OVER 21 GET DENTAL AND VISION CARE?

Some vision providers and dentists offer free or discounted services to adults. The best way to find them is online. Get started at:

- tn.gov/helpforfamilies
- 211search.org
- lionsclub.org/EN/our-work/index.php
- bluecare.bcbst.com

IS THERE A LIMIT TO HOW MANY PRESCRIPTIONS I CAN GET EACH MONTH?

The TennCareSM Pharmacy Program will only pay for five prescriptions a month for adults. But there are exceptions:

- In certain high-risk situations, you may be able to go over the limit. Talk to your provider about the medicines you need. Ask your provider to call Magellan at **1-866-434-5524** to discuss the exception process.
- More than 600 medicines do NOT count toward the limit. You can see the list here: tenncare.magellanhealth.com/static/docs/Program_Information/TennCare_AutoExempt_List.pdf

Need help in another language? You can call **BlueCare** for assistance in any language at **1-800-468-9698**. Call **TennCare Select** for assistance in any language at **1-800-263-5479**. 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 – سۆرانی (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

