

JUST FOR YOU

THE DANGERS OF DOING DRUGS

Doing drugs such as marijuana or opiates can lead to addiction. And although they may feel good at first, they can do a lot of harm to your:

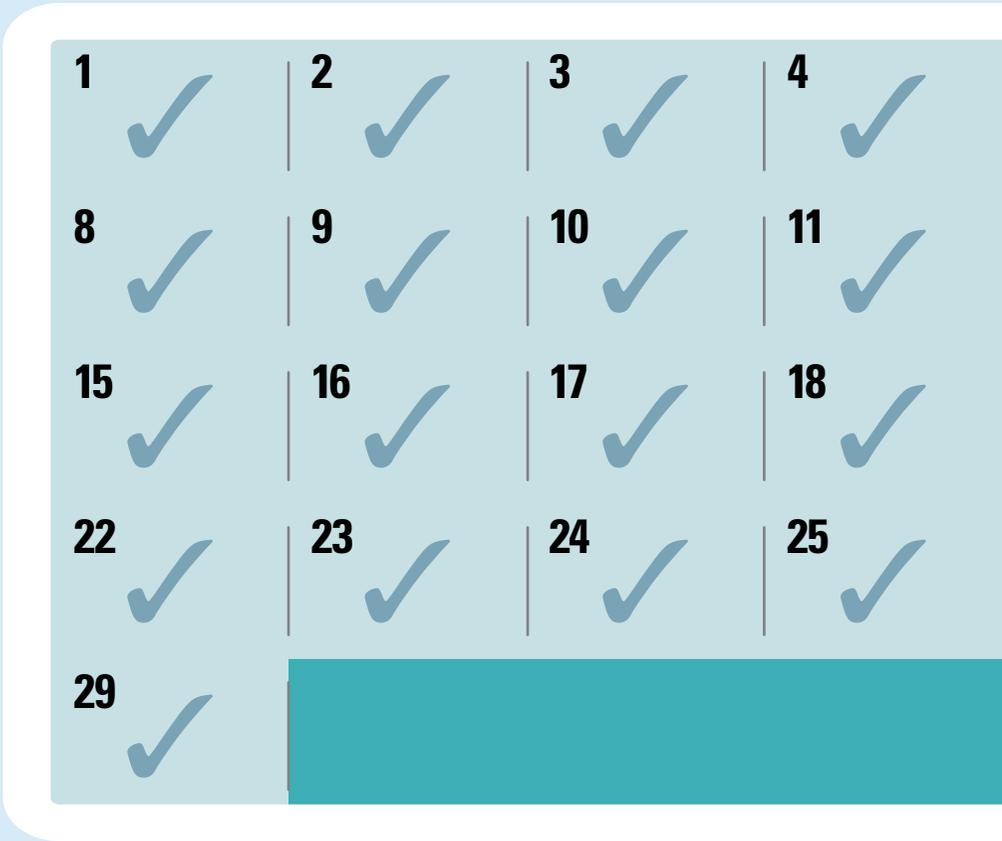
- Brain by slowing the growth of important sections, which can cause memory loss or an inability to pay attention.
- Heart by raising your blood pressure and heart rate, increasing your risk of heart attack or stroke.
- Lungs by causing shortness of breath and scarring of your lungs, which can lead to cancer.

If you want to quit and don't know how, reach out for support by talking with your family and friends. You can also call the Substance Abuse and Mental Health Services Administration's National Helpline at **1-800-662-HELP (4357)** 24 hours a day, 7 days a week.

Source: drugabuse.gov/drugs-abuse



A publication for BlueCareSM and TennCareSelect members under age 21



MEDICINE TO

MANAGE YOUR MOOD

When you have a condition, like bipolar disorder, that affects your mood, the medicine you take to manage the condition works best if you take it the way your provider prescribed.

People don't take their medicine for many reasons, including simply forgetting. The good news is there are things you can do to remember to take it.

Put a check beside the below steps you're willing to try. I will:

- Use a pill box labeled with the days of the week and put the medicine for each day in the box.
- Mark dates and times to take the medicine on a calendar.
- Have a caregiver or family member remind me to take it.
- Set my watch or phone alarm for the time each day I need to take my medicine.

Remember to talk with your provider before changing or stopping your medicine. Changing or stopping your treatment can cause your symptoms to start again or other health problems.



Preventing HPV Is As Easy As 1, 2, 3

Human papillomavirus, or HPV, is a group of viruses that causes genital warts and other cancers such as cancer of the cervix, penis, anus, mouth and throat. It's passed from person to person during sexual contact and is very common.

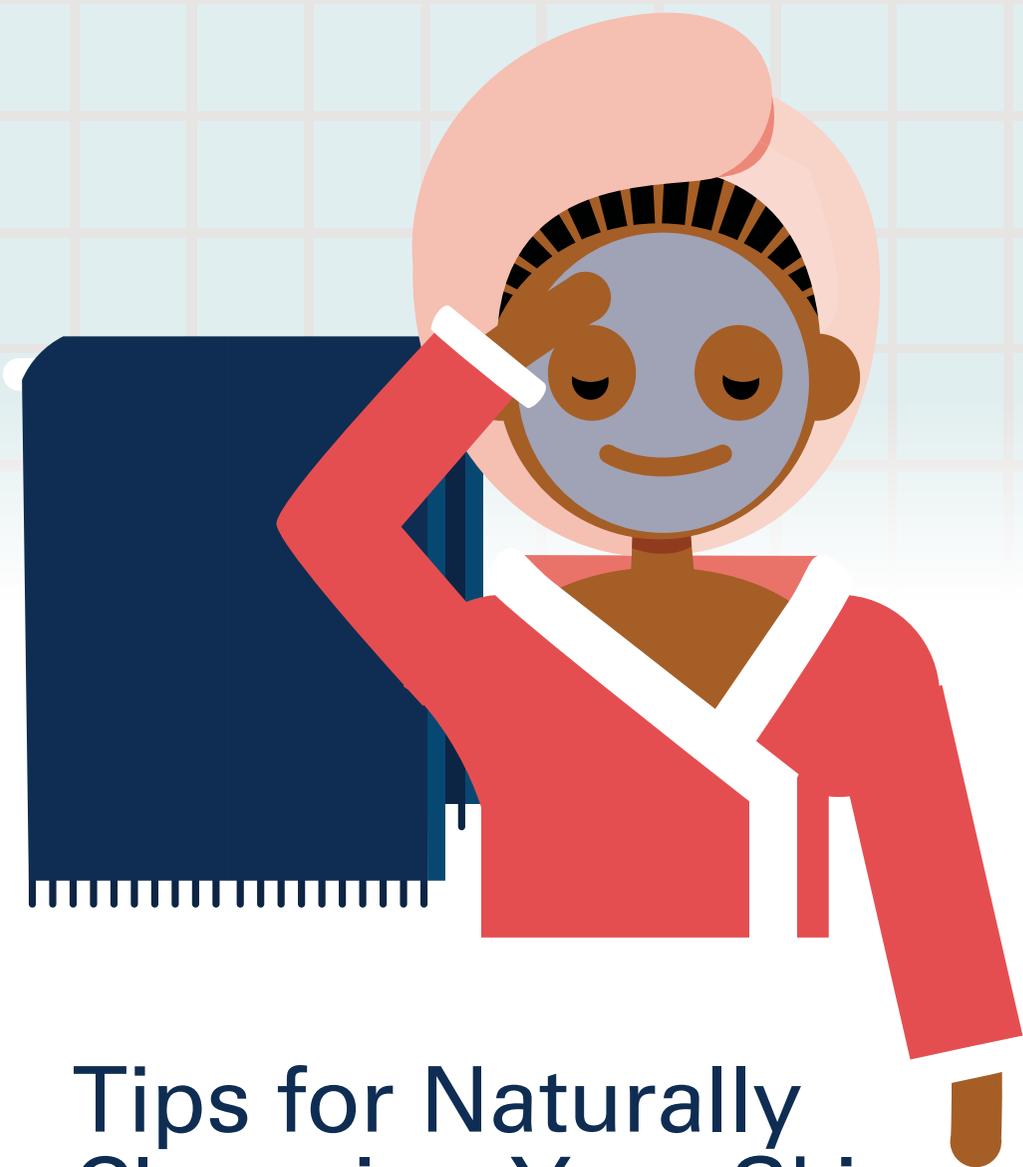
Because there aren't screening tests for these cancers, they're often caught at a later stage when they're harder to treat.

The good news is an HPV vaccine can help prevent many of the cancers caused by an HPV infection. It's given as a series, recommended for boys and girls at ages 11 or 12 but can be started as early as age 9. Boys should be finished with the shots before they turn 13. When the shots are given at these ages, only two doses, six to 12 months apart, are needed.

Catch-up vaccines are recommended for males through age 21 and for females through age 26, if they didn't get vaccinated when they were younger.

Call your or your child's primary care provider (PCP) today to ask whether the HPV vaccine is right for you or your child.

If you need help making an appointment, just give us a call in Customer Service. BlueCare members call **1-800-468-9698**. TennCare*Select* members call **1-800-263-5479**.



Tips for Naturally Cleansing Your Skin

Cleansing, toning, moisturizing and exfoliating consistently are key when it comes to healthy, glowing skin. If you're ready to try alternative products with ingredients you can actually pronounce, below are a few tips.



CLEANSING

A natural oil, like olive or coconut, or raw honey can help break up built-up oil in your pores. Try massaging your face with a small amount (the size of a quarter) for about 30 seconds. Then use a warm towel to open your pores. Wait another 15-30 seconds to pat dry with a washcloth

TONING

A toner can help remove residue your cleanser might have missed. Try mixing apple cider vinegar with water as an astringent to maintain your skin's natural balance.

 **For sensitive skin:** 1 part apple cider vinegar with 4 parts water

 **For normal skin:** 1 part apple cider vinegar with 2 parts water

 **For oily skin:** 1 part apple cider vinegar with 1 part water

MOISTURIZING

You can give your skin a protective layer and lock in hydration by using a plant-based moisturizer. Applying small amounts of shea, avocado or cocoa butters not only protects your skin but also helps cleanse it as well.

EXFOLIATING

Exfoliating two to three times a week helps remove dead skin and keep your pores clean.

Oatmeal, sugar, baking soda, salt and coffee grounds are just a few natural alternatives you can mix with essential oils, honey or yogurt to improve your skin's circulation and complexion.



Tennessee's Opioid Crisis: How You Can Help

Opioid addiction is becoming more common – and so are deaths caused from overdose. 1,631 Tennesseans died from prescription drug overdose in 2016.

WHAT ARE OPIOIDS CALLED?

You may know prescription opioids by names like fentanyl, hydrocodone, morphine or oxycodone. There are also illegal opioids, like heroin. Any opioid sold without a prescription is illegal.

Drugs like fentanyl are strong medicines used to treat serious pain. That can be good when you need relief from pain. But opioids are highly addictive. That means there's a high risk of harm – even death – if you misuse them.

HOW TO TALK ABOUT DRUG ABUSE

It's not easy to talk about hard things. But it starts with building openness and trust. The Tennessee Department of Mental Health and Substance Abuse Services has some tips to help:

- Be honest with your family. Opioid abuse, addiction and overdose are serious and deadly. Be sure to let them know you want to talk and that you have questions.
- Be present. Do things together as a family often, like eating dinner together. You'll find it easier to have the tough conversations when you have a strong relationship.

- Include religious and spiritual practices in your family life.
- It is not OK to give medicine to someone else. And it's not OK to take drugs prescribed for others.

HOW TO MAKE YOUR HOME SAFER

- Keep all your medicine – especially prescriptions – locked up in a safe place.
- Get rid of leftover medicine quickly and safely. Most hospitals, doctor's offices and pharmacies will take it. Or go online to **countitlockitdropit.org** and find a place to drop them off.
- Talk to your doctor about other options for pain relief. Over-the-counter medicine may do the trick when your pain is not too bad. And they have less risks.

Are you having a mental health or substance abuse crisis? Call Tennessee's free crisis hotline any time at **855-CRISIS-1** or **855-274-7471**.

Do you have questions about substance abuse or recovery? Call the Tennessee REDLINE any time to get free, private information and referrals at **800-889-9789**.

Tooth Friendly Snacks for HEALTHY TEETH

Sipping a caramel latte and eating a candy bar may taste great, but what is happening to your teeth?

Bacteria changes sugar into acid and the acid eats away at tooth enamel. And that's what causes tooth decay and cavities. You've been told since you were a kid to cut down on sweets to avoid cavities. That's why. Eating and drinking these sweet treats throughout the day means you are producing the acid almost constantly which increases your chance of getting a cavity.

It's hard to resist snacking but you can snack smart by choosing popcorn, yogurt, nuts and fruits instead of sugary snacks. If you can't resist your sweet treats, there are some things that you can do to protect your teeth.

Follow these tips, brush your teeth and visit your dentist for a checkup to keep your smile bright and healthy. If you need help finding a dentist call DentaQuest at **1-855-418-1622**.

Sources:

National Center for Biotechnology Information - ncbi.nlm.nih.gov/pmc/articles/PMC4717883

Mouthhealthy.org

Prevention.com

American Academy of Pediatric Dentistry - aapd.org

Here are some suggestions.

Drink, don't sip.

Use a straw to minimize the amount of sugar that comes into contact with your teeth

Rinse your mouth with water after eating or drinking sugary foods

Brush your teeth after eating or drinking sugary foods

Substitute with sugar free

Limit the amount of sweet foods and sweet drinks

Chew sugar-free gum

Choose water





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 Health^{SM**} – 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® Population Health 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.

* 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 Division 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 **1-800-433-3982** 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 **1-800-433-5454**.

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](https://kidcentraltn.com)

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

healthier tennessee
StartNow

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



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 bluecare.bcbst.com

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IN THIS EDITION

THE DANGERS OF DOING DRUGS | MEDICINE TO

MANAGE YOUR MOOD | PREVENTING HPV | NATURAL

SKIN CLEANSING | TENNESSEE'S OPIOID

CRISIS | TOOTH FRIENDLY SNACKS

**Learn more about your benefits
 and get health and wellness tips.**

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

Message and data rates may apply. Not required to purchase goods and services from BlueCross BlueShield of Tennessee. Text HELP for help or STOP to stop

Text
"BlueCareTN"
 to 73529 or call
1-888-710-1519
 to receive the
 latest updates
 about your
 health care.