

# JUST FOR

# YOU

## VISION CARE FOR TENNCARE MEMBERS



Once per year, you should have a vision screening during your TennCare Kids checkup. But if you're having trouble seeing or if your eyes have been hurting or bothering you, tell a parent. You can have your eyes examined by an eye specialist. TennCare will cover the following if needed for medical reasons only:

- ☐ Eyeglass lenses
- ☐ Contacts
- ☐ Frames
- ☐ Other vision care

Your BlueCare or TennCareSelect eye care provider will show you which frames you can choose from. If you get contact lenses, follow your provider's instruction on cleaning them, how many hours you can safely wear them, and when you should replace them.

You do not have to see your Primary Care Provider (PCP) before seeing your eye care provider. But the eye care provider must still be in the BlueCare or TennCareSelect network.

*Para información acerca de TennCare<sup>SM</sup> in español, llame al 1-866-311-4290.*

2nd Quarter 2016

For BlueCare and TennCareSelect members under age 21

## Find An Eye Care Provider

Visit [bluecare.bcbst.com](http://bluecare.bcbst.com) and click Find A Doctor. You can also call BlueCare Customer Service at **1-800-468-9698** or TennCareSelect Customer Service at **1-800-263-5479** to request a hard copy provider directory or to ask if a provider is in your network. We're happy to help you schedule your appointment or coordinate a free ride.



## VIEW YOUR MEMBER ID CARD FROM YOUR MOBILE PHONE



### DOWNLOAD THE FREE MOBILE APP

The myBlue TN<sup>SM</sup> app brings your health information to you through your iPhone or Android-powered smart phone. Our app provides easy access to things you need on-the-go like your ID card.



## Your Sun-Safety Strategy

The sun's rays feel good, but they're no friend to your skin. Though you won't see it right away, they give you wrinkles and age spots. And they're the top cause of skin cancer. But with a few simple precautions, you can enjoy the sun without risking your skin's health.

- ☐ Use sunscreen with sun protective factor (SPF) 15 or higher and both UVA and UVB protection, even on cloudy days. This information can be found on the bottle; check it before you buy. As much as 80 percent of sun exposure is incidental — the type you get from walking your dog or eating lunch outside.
- ☐ Sunscreen wears off. Put it on again if you stay out in the sun for more than two hours and after you swim or do things that make you sweat.
- ☐ The sun's rays are strongest between 10 a.m. and 4 p.m. During those hours, take breaks to cool off indoors or in the shade for a while before heading out again.
- ☐ Wear a hat with a brim and sunglasses that provide almost 100 percent protection against UV rays.
- ☐ Be extra careful around surfaces that reflect the sun's rays, like snow, sand, water and concrete.



## The Truth about STDs

Sexually transmitted diseases (STDs) are common, especially among young people. STDs are passed from one person to another through sexual contact. Many STDs don't cause any symptoms that you would notice. Some STDs only show up on a test.

### Preventing and treating STDs

The only way to completely prevent STDs is to abstain from all types of sexual contact. If someone is going to have sex, the best way to reduce the chance of getting an STD is by using a condom every time.

Don't let embarrassment at the thought of having an STD keep you from seeking medical attention. If you think you may have an STD, or if you have had a partner who may have an STD, you should see a health care provider right away.

### What happens if I don't treat an STD?

STDs are more than just an embarrassment. They're a serious health problem. If untreated, some STDs, like chlamydia, can cause permanent damage, such as infertility (the inability to have a baby). Most health care providers recommend an annual chlamydia screening for sexually active women younger than 25 years.

Talk honestly with your Primary Care Provider (PCP). Ask which STD tests and vaccines they recommend for you.

## Like us on Facebook!

Learn more about your benefits and get health and wellness tips. Connect with us today by visiting

[www.facebook.com/blucaretn](http://www.facebook.com/blucaretn).



# Eating Disorders: About More than Food

Eating disorders can develop at any age. But males and females are most at risk in their late teens/early twenties. It's more than just going on a diet to lose weight or trying to exercise every day. Eating disorders involve extremes in eating behavior and ways of thinking about eating. The most common eating disorders are anorexia nervosa, bulimia nervosa and binge-eating disorder.

## Some red flags that might suggest an eating disorder include:

- ⊗ skipping meals, making excuses for not eating or eating in secret.
- ⊗ too much focus on food and healthy eating.
- ⊗ extreme exercise.
- ⊗ constant worry or complaining about being fat.
- ⊗ taking laxatives or diet pills.
- ⊗ going to the bathroom right after eating.
- ⊗ eating much more food in a meal or snack than is considered normal.
- ⊗ expressing disgust, shame or guilt about eating habits.

You may notice the warning signs of an eating disorder in a friend or family member or yourself. Start with talking to a parent, counselor, school nurse or other trusted adult.

**Eating disorders can be caused by complicated emotions. Your TennCare benefits cover treatment for mental and emotional problems. Your Primary Care Provider (PCP) can:**

- ⊗ answer your questions.
- ⊗ screen for problems.
- ⊗ refer you to a specialist to get the right care.



# EATING DISORDERS AND ORAL HEALTH



Eating disorders like anorexia and bulimia are very dangerous for many reasons. But did you know they can also harm the health of your mouth and teeth?

## These disorders can cause:

- ☐ Tooth loss
- ☐ Erosion of the tooth enamel
- ☐ Bone loss in the jaw
- ☐ Jagged edges on the teeth
- ☐ Altered bite
- ☐ Bleeding gums and burning tongue
- ☐ Dry mouth
- ☐ Swollen glands
- ☐ Soreness in the teeth, mouth, throat, tongue and gums

For someone with anorexia, the body is starving. The lack of good nutrition can lead to osteoporosis, which makes the bones weak. If your jawbone weakens, it can lead to tooth loss.

A bulimic person binge eats and then vomits, often many times a day. Stomach acid in vomit can eat away at the teeth, which leads to cavities and tooth loss.

Oral health reflects overall health. This means that a dentist may be the first person to detect an eating disorder. Eating disorders are dangerous, even deadly. If you think you might have an eating disorder, please seek help.

## Need help finding a dentist or scheduling 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).



## Need a ride to your checkup?

BlueCare members call **1-800-468-9698**.  
TennCare *Select* members call **1-800-263-5479**.  
This service is free to all members younger than 21. If you are younger than 18, you can have a parent or guardian ride with you. Your parent or guardian needs to schedule the ride.

## Take Care of Your Pearly Whites!

Beginning at age 1, members should get a dental checkup once every six months. These checkups are free. Please visit a DentaQuest\* dentist. Do you need to find a dentist? Please call **1-855-418-1622** TTY/TDD **1-800-466-7566**. Or go to their website at <http://www.dentaquest.com>.

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

## Stay Connected!

If you're going to move or if you have moved, call the Tennessee Health Connection for free at **1-855-259-0701**. Make sure it has your current address. You need to call even if BlueCare or TennCare *Select* already have your new address.

Save [bluecare.bcbst.com](http://bluecare.bcbst.com) as one of your favorite links. This useful website gives you lots of good information about your health.

## 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**.
- ☐ TennCare *Select* 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**.

**¿Habla español y necesita ayuda con esta carta?** Los miembros de BlueCare pueden llamar al **1-800-468-9698**. Los miembros de TennCare *Select*, pueden llamar al **1-800-263-5479**.

**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**.

## Need help in another language?

You can call for language assistance. BlueCare members call **1-800-468-9698** or the numbers below. TennCare *Select* 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)	<b>1-800-758-1638</b>
Bosanski (Bosnian)	<b>1-800-758-1638</b>
كوردی – بادینانی (Kurdish-Badinani)	<b>1-800-758-1638</b>
کوردی – سۆزانی (Kurdish-Sorani)	<b>1-800-758-1638</b>
Soomaali (Somali)	<b>1-800-758-1638</b>
Español (Spanish)	<b>1-800-758-1638</b>
Ngươi Việt (Vietnamese)	<b>1-800-758-1638</b>

If you have a hearing or speech problem you can call us on a TTY/TDD machine. Our TTY/TDD is 711 and ask for **888-418-0008**.



1 Cameron Hill Circle  
Chattanooga, Tennessee 37402-0001

BlueCare Tennessee and BlueCare, Independent Licensees  
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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).

### Report Fraud or Abuse

You can report fraud or abuse to the Office of Inspector General (OIG) or you can call toll-free **1-800-433-3982** or go online to [www.state.tn.us/tenncare](http://www.state.tn.us/tenncare) and click '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**.

### Free Services

As a BlueCare or TennCare *Select* member, you can get the following free services:

- ☐ Information on FREE interpretation and translation services
- ☐ TennCare Kids information in an audio or Braille format, if needed
- ☐ A ride (if you need one) to your health care provider or health department
- ☐ Just call: **1-800-468-9698** if you are a BlueCare member; **1-800-263-5479** if you are a TennCare *Select* member.