

JUST FOR

YOU

4th Quarter 2016

For BlueCare and TennCareSelect members under age 21



Manage Asthma Flare-Ups at School

If you have asthma, you probably don't like having flare-ups while you're at school.

Having a written step-by-step plan is one of the best ways to help keep asthma under control. You and your primary care provider (PCP) can create an asthma action plan to help you avoid flare-ups and deal with the ones you can't avoid.

Your action plan will tell you:

- ☐ How and when to take your medicines
- ☐ Your asthma triggers
- ☐ Signs of a flare-up
- ☐ When to call your PCP or go to the emergency room

You can keep a copy of your asthma action plan with you at all times or memorize key parts. Make sure your school has a copy.

Following your action plan will help you know when you're about to have a flare-up. It will also let you know when you may need to be excused to use your peak-flow meter or inhaler.

Never ignore symptoms and hope they'll go away. Let people like teachers and coaches know what's going on when you have symptoms.



A SOUND INVESTMENT

There's nothing like cranking up the volume on your favorite songs. Afterward you may have heard a ringing or buzzing sound in your ears. This is called tinnitus and usually lasts until your ears adjust to normal sound levels.

But did you know too much noise can lead to hearing loss?

How loud is too loud?

- ☐ If you have to raise your voice to be understood
- ☐ The noise hurts your ears
- ☐ You have buzzing or ringing in your ears
- ☐ You still don't hear as well several hours later. If this happens, call your PCP immediately.

What can you do?

- ☐ Turn down the volume.
- ☐ Wear ear plugs or muffs when you're in a noisy environment or when using power tools, loud equipment and riding motorcycles.
- ☐ Call your PCP right away if you're having trouble hearing.



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Are you sleepy during the day? Do you have trouble going to sleep or staying asleep? If so, it could be a sign of a sleep disorder. A lack of good sleep can lead to accidents, injuries and behavior and learning problems.

Put a check beside the following signs you are experiencing.

- Snoring
- Breathing pauses during sleep
- Restless sleep or unusual events during sleep, such as nightmares
- Trouble staying awake during the day
- Daytime tiredness, mood swings or attention problems

If you put a check beside any of the above signs, call your PCP.

Want to sleep better?

- ☐ Set a time for bed at night and a time to wake up each morning.
- ☐ Create a bedtime routine, such as taking a shower or reading.
- ☐ Avoid caffeine and large meals before bedtime.
- ☐ Make sure your bedroom is cool, dark, quiet and comfortable.
- ☐ Try not to fall asleep watching TV or listening to music.

TAKING CARE OF TEENAGE TEETH



When you're a kid, your parents make you go to the dentist. When you're an adult, you go because you know you should. But when you're a teenager, you feel kind of invincible. We've all been there. And well, we hate to break it to you, but you're not.

This is especially true when it comes to your oral health. Bacteria don't care how old you are. Dental decay can happen at any age. In fact, it's the most common chronic disease in people under 19, according to the Centers for Disease Control and Prevention (CDC).

Here are some tips for taking care of those teeth so you don't look like an extra from "The Walking Dead" by the time you're 25.

- ⊗ **Watch what you drink.** Soft drinks and energy drinks are loaded with sugar and acids. That's bad.
- ⊗ **Avoid tobacco.** Tobacco is horrible for your teeth – and just about everything else, too.
- ⊗ **Wear a mouth guard for contact sports.** Over 200,000 mouth injuries occur every year. Wearing a mouth guard can help prevent them.
- ⊗ **See the dentist.** Go twice a year for a cleaning and checkup.
- ⊗ **Brush and floss.** Brush twice a day and floss once. That alone can keep many oral health problems at bay.

Take care of your teeth now, and you'll look great and avoid many more serious, expensive and painful problems down the road.

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.

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



JUST WANT TO HAVE FUN WITH YOUR FRIENDS?



Have you thought of taking pills, doing drugs or drinking alcohol? Using pills, drugs or alcohol to fit in with your friends or to have fun may be riskier than you think. It can lead to increasing use, which can damage many parts of your life, including:

- ◻ Grades
- ◻ Friendships
- ◻ Future jobs
- ◻ Others' trust in you
- ◻ Self-confidence

Prevention starts with you in your HOME:

- ◻ **Hear** the trusted adults in your life.
- ◻ **Observe** directions carefully and only take medications prescribed to you. All medications can have side effects.
- ◻ **Monitor** for changes in your emotions when using prescribed or recreational drugs or drinking alcohol.
- ◻ **Encourage** communication with your family.

Help is nearby.

If you or someone you know has problems with using pills, drugs or alcohol, talk to an adult you trust. You can also call your PCP or the phone number on the back of your Member ID card for mental health or substance abuse 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 as one of your favorite links. This useful website gives you lots of good information about your health.

Additional resources

- ◻ National Institute on Drug Abuse for Teens: teens.drugabuse.gov
- ◻ National Institute on Drug Abuse: drugabuse.gov
- ◻ National Suicide Prevention Lifeline: 1-800-273-TALK (1-800-273-8255; TTY 1-800-799-4TTY [1-800-799-4889])

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**.

¿Habra 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)	1-800-758-1638
Bosanski (Bosnian)	1-800-758-1638
كوردی – 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
Ngươi Việt (Vietnamese)	1-800-758-1638

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**.



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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.

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 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.