

JUST FOR

YOU

1st Quarter 2018

bluecare.bcbst.com

For BlueCare and TennCareSelect
members under age 21

IS IT TIME FOR YOUR YEARLY CHECKUP?

All teens need an annual TennCareSM Kids checkup each year. If you just got your annual checkup, great job! If you haven't had your checkup, it's never too late!

You might think "if it's not broke, don't fix it" but TennCare Kids exams monitor your general health. That means going to see your primary care provider (PCP) even if you're not sick. These checkups are free but if you don't go, it can cost you your health.

HERE ARE JUST A FEW REASONS TO GET YOUR CHECKUP EACH YEAR.

1. You can find red flags that might indicate illness.
2. You can start treatment early if problems are found.
3. Your general health information will stay up to date.
4. You can ask questions and calm your fears if something concerns you.
5. You can prevent health issues by getting vaccines, lab tests and screenings.
6. You can address invisible problems that can be found only through lab tests.
7. You can set goals such as a diet or exercise plan.



While it might be tempting to only go to the PCP when you're sick, remember your age, health and family history, and lifestyle choices all impact your well-being. Call today for an appointment. If you don't have a PCP, we can help you find one.

Sources:

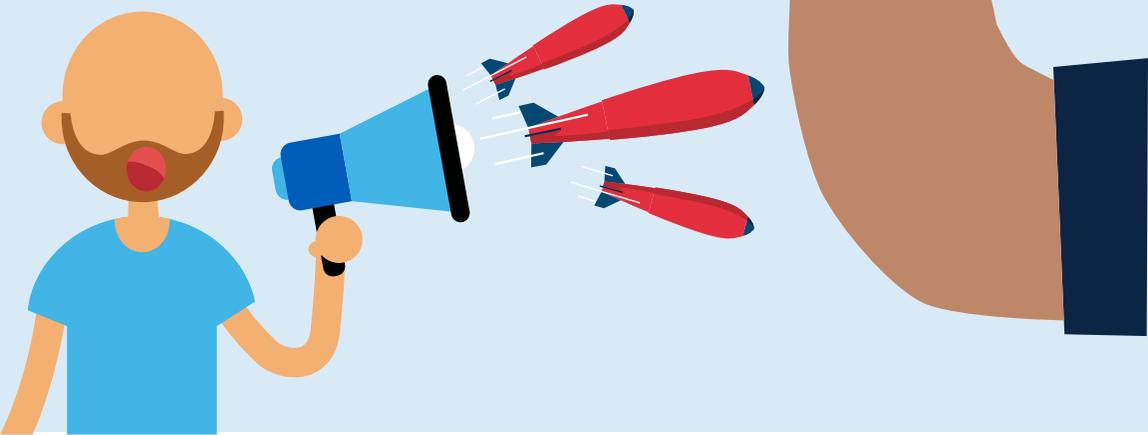
Kidshealth.org - <http://kidshealth.org/en/teens/your-body/?WT.ac=t-nav#cattake-care>

Intermountainhealthcare.com <https://intermountainhealthcare.org/blogs/2015/06/how-important-is-an-annual-physical-exam-to-your-health>

Yourcenter.uvacancercenter.com <http://yourcenter.uvacancercenter.com/importance-doctors-ten-reasons-get-checkup>

RESOLVING CONFLICTS:

KEEP IT POSITIVE



Everybody will have a difference of opinion on occasion, and that's perfectly normal. You and a friend may not see eye to eye on something, but that doesn't mean you can't listen to each other and respect the other's viewpoint.

Of course agreeing with others is always easier, but you can learn more by listening to your friend's perspective.

Sometimes you may want to just avoid the conversation completely, other times you might want to lose your temper. But there are ways to help keep the conversation positive.

KEEP THESE THINGS IN MIND:

1. If you get mad, keep in mind that you are not upset with the person. Instead you are upset with the idea being discussed.
2. Always use respectful language. Never put someone else down for their different ideas.
3. Keep your cool. By yelling or using sarcasm, it will most likely only lead to defensiveness.
4. Listen. Try not to interrupt while they are talking, and when it's your turn to talk, calmly discuss why you disagree.

Respect goes a long way. Following these tips will help others see you are considerate of their feelings, and you'll have a better chance at being "heard" by your friend.

Source: Kidshealth.org <http://kidshealth.org/en/teens/tips-disagree.html?WT.ac=ctg#catproblems>

O B S E S S I V E



C O M P U L S I V E

D I S O R D E R

Teens have lots of thoughts. Some of those thoughts may be about getting sick, dying or other bad things happening. Some teens may have thoughts about hurting someone or other thoughts that are scary.

These thoughts can cause feelings of worry, guilt or shame. Some teens think about these things so much they have a hard time doing everyday things. These unwanted ideas, intrusive thoughts or images may be obsessions.

Some teens may also have things they do over and over. Washing, cleaning, counting, touching, ordering and checking are some of those actions.

These teens may feel they have to repeat these behaviors until they feel better. They become so important they make everyday life difficult. These behaviors are called compulsions.

People with “obsessions” and “compulsions” may have Obsessive Compulsive Disorder (OCD).

If you or someone you know may have OCD, encourage them to get help. Talk to your Primary Care Provider (PCP). Talk to a mental health professional. Be well informed.

OCD is difficult and stressful for teens and their families. Getting help is the most important thing you can do.

METABOLIC SYNDROME



Oftentimes teens live in the moment. Tonight there is a dance. Tomorrow night is the big football game. You may not think about how the things you do today can affect your long-term health. Metabolic Syndrome in teens is one of those conditions that can affect your future health if you have several risk factors.

METABOLIC SYNDROME CONSISTS OF HAVING 3 OF THE FOLLOWING RISK FACTORS WHICH CAN LEAD TO DIABETES AND HEART DISEASE.

Excessive belly fat
High blood pressure

Abnormal levels of fat in your blood
High blood sugar

While it seems like these risk factors are usually an adult condition, teens can have them, too.

BUT THERE ARE WAYS TO HELP PREVENT METABOLIC SYNDROME AND MANY TIMES IT'S JUST A LIFESTYLE CHANGE THAT'S NEEDED. YOUR PRIMARY CARE PROVIDER (PCP) MAY RECOMMEND:

Losing weight
Becoming more physically active
Eating healthier

Increasing your fiber intake
Not smoking

Source: kidshealth.org/en/parents/metabolic-syndrome.html

LIC ME



So remember you have the power to positively change the course of your health! Make good choices. Staying physically fit and eating the right foods can help ensure a healthy future.



BEHIND THE WHEEL

As you grow from your pre-teen years into a teenager, it's important to think about ways to keep yourself safe. Driving Safety is one way to do just that. Here are a few of the Driving Safety tips you should think and know about:

- What a driver should and shouldn't do while they are driving
- What a passenger or pedestrian should or shouldn't do while someone else is driving. And how drivers can help keep passengers and pedestrians safe
- What can happen when a driver drinks or takes drugs and then drives
- What can happen when a driver uses a cellphone – especially texting – while driving
- How seat belts can save lives – of drivers and passengers

Driving is a privilege. Teens should first show that they can drive safely before they're allowed to drive.

Getting to drive a car can be a big deal in a teenager's life. But, the dangers of driving are not the only thing teenagers will face as they grow up. Here are some of the other things you should think about.

OTHER SAFETY CONCERNS

Teens need to know that using drugs or alcohol – even just once – can end in death. Starting with something small or having just a little can lead to more and more and more. Trying drugs and alcohol can lead to abusing them, or even becoming addicted to them.

Pressure from family, school, social groups, peers, and friends is sometimes too much for pre-teens and teens to handle. The need to be accepted can be strong. And the feelings you have when you're not accepted can weigh you down. It can lead to depression, self-harm or suicide. If you have these feelings or concerns talk with your primary care physician (PCP) or a mental health professional.

WHAT ABOUT ORAL PIERCINGS?

During your teen years, body piercing is often used as a way of expressing yourself. All types of piercings can have an effect on overall health.

Source: Colgate.com
colgate.com/en/us/oc/oral-health/basics/threats-to-dental-health/article/oral-piercings

Oral piercings most often involve the tongue (most common), lips and cheeks. Oral piercings can be especially dangerous. Regardless of how you feel about how great they look, some of the risks are:

- Chipped teeth
- Swelling
- Infection
- Allergic reactions
- Pain and discomfort
- Drooling
- Loss of taste
- Nerve damage

As you can see, there are many risks involved. Your safest bet is say no to oral piercings. If you choose to get an oral piercing, please see your dentist at the first sign of pain or problems in addition to your regular checkups.

Be cautious about oral piercings and visit your dentist every six months for a checkup, so your teeth will stay healthy and your smile bright!

If you need help finding a dentist, call DentaQuest at 1-855-418-1622.





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 to age 21 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 to age 21 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 <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**.

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

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

How Can We Help You?



CUSTOMER SERVICE

8 a.m. to 6 p.m. ET

For questions about using your health plan, vision care, changing your Primary Care Provider or to get help in another language.

BlueCare Members –
1-800-468-9698

TennCareSelect Members –
1-800-263-5479

TTY: Dial **711**, ask for **888-418-0008**

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: ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆرای، بۆ تۆ بەردەستە. پەیوەندی بە 1-800-468-9698 BlueCare یان 1-800-263-5479 TennCareSelect (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.

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**.

Encuentre el formulario de Queja por Trato Injusto en línea en:
https://bluecare.bcbst.com/forms/Member-Handbooks/TennCare%20Discrimination%20Complaint%20Form_Spanish.PDF



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 Chattanooga, Tennessee 37402
 bluecare.bcbst.com

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IN THIS EDITION

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RESOLVING

CONFLICTS: KEEP IT POSITIVE

OBSESSIVE COMPULSIVE

DISORDER

METABOLIC SYNDROME

PRSRST STD
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 and get health and wellness tips.**

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