

Success Story

Pregnancy is a journey nearly all mothers must travel. But it is a journey that is easier if you do not have to travel alone. Just ask Jade, a TennCare member who knew she would need extra support when she became pregnant.



The 36-year-old mother of two was facing a third pregnancy with no family or friends able to help her. With all of the symptoms of pregnancy to deal with, she experienced mood swings and irritability. To make matters worse, she developed gestational diabetes.

"I was so emotional. My hormones were raging. One minute I'd be laughing and playing with my kids. And the next minute I'd look down and see my ankles swollen. Then I would start crying. Every little thing bothered me and made me cry," recalled Jade. "My husband didn't understand what I was going through. And I didn't have anybody else I could turn to for help. I was basically by myself."

Then Jade turned to the CaringStart maternity program for support. In a short period of time, she developed a lasting and trusting relationship with her CaringStart nurse. And she received the counseling, hope and guidance she needed to overcome her obstacles.

"The CaringStart nurse was patient, understanding and had plenty of kind words of support. She was very knowledgeable and helpful. I looked forward to her calls. She

(continued on back)

renewed my spirit. And she put my mind at ease in every phone call. Her passion for me to have a healthy pregnancy really inspired me. She believed I could do it, and I did! I would definitely recommend this program to any pregnant woman."

With the support and help of her CaringStart nurse, Jade delivered a healthy, 8-pound baby girl. Just like Jade, you can get the extra help you need, too, at a time when you need it the most. ■



**BlueCross BlueShield
of Tennessee**

801 Pine Street
Chattanooga, TN 37402

www.bcbst.com

No one is treated in a different way because of race, color, birthplace, language, sex, age, religion or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help? You can make a free call to the Family Assistance Service Center at 1-866-311-4287. In Nashville, call 743-2000.

Para información acerca de TennCare en español llame al 1-866-311-4290. For more information about interpretation and translation services, which are free to the enrollee, BlueCare members call 1-800-468-9698. TennCareSelect members call 1-800-263-5479.

Benefits are administered by Volunteer State Health Plan, Inc., a licensed HMO affiliate of BlueCross BlueShield of Tennessee, Inc. BlueCross BlueShield of Tennessee, Inc., and BlueCare are Independent Licensees of the BlueCross BlueShield Association. ®Registered marks of the BlueCross BlueShield Association, an Association of Independent BlueCross BlueShield Plans. This document has been classified as public information.

TCBC-258 (10/06)

BlueCare®
TennCareSelect


For Moms-To-Be

Helping take care of you and your baby.



Did You Know?

The No. 1 health risk for babies born in America is prematurity. Tennessee has one of the highest premature birth rates in the country.



Premature babies are babies that are born more than three weeks before their due date. Babies who are born too early or too small have to stay in the hospital until they grow big enough and are healthy enough to go home.

CaringStart

Having a baby is a very important part of life. Take care of your health. That is important for you and your unborn baby. Most women do not have problems during pregnancy. But sometimes complications can still develop no matter what you do. If you have problems, you might feel scared and need support.

At BlueCare and TennCare*Select*, we want to offer support to you during your pregnancy. Our CaringStart maternity program can help. It is voluntary and does not take the place of your doctor's care. We work with your doctor to make sure you get the quality care you need. At the same time, BlueCare and TennCare*Select* give you valuable resources to help you make healthy choices during your pregnancy and after the birth of your baby.

Our goal with CaringStart is to help give your baby the very best start in life.

What Are the Services?

CaringStart will give you:

- Important pregnancy-related health care information.
- A health screening that can identify health risks early in your pregnancy.
- Easy phone access to nurses.

The nurse will:

- Work with you and your doctor to create a plan of care for you.
- Track your progress throughout your pregnancy.
- Link you with community agencies that can help with transportation and other services.
- Coordinate services to make sure you get the right care at the right time.
- Provide education and support.

Who Can Be in the Program?

As a BlueCare or TennCare*Select* member, you are automatically in the program if you are pregnant. But it is your choice. You can stop being in the program at any time. Just call 1-888-416-3025. It is a free call.

Visit your doctor as soon as you think you are pregnant. In fact, the sooner we know you are pregnant and enroll you in the program, the more you can gain. Once you are enrolled, a nurse with CaringStart will call you to talk to you about your health and your pregnancy.

Who Provides Services?

CaringStart has registered nurses with obstetrics experience. They will provide educational information and answer your questions. The nurses will also help you decide when you should see your doctor.



Do You Have Questions?

Our team of nurses is available to answer any questions you may have. You can contact them daily, Monday to Friday, from 8 a.m. to 6 p.m. (ET). Just call the toll-free number

1-888-416-3025

We look forward to working with you and helping you and your baby be as healthy as possible!

**Take steps now
to help give your baby
the very best start in life!**