

BlueCare[®] way

Your guide on the road to health

Things to Know

Free help with taxes

Did your family earn less than \$40,000 in 2008? If so, you qualify for **FREE** tax preparation.

You may also qualify for Earned Income Tax Credit (EITC), which could be more than \$4,000 in some cases. EITC is a refundable credit for low-income taxpayers who work. To qualify for EITC, taxpayers must work full or part time and have earned income of at least \$1. The amount of the credit depends on income and family size.

To get help and see if you can claim EITC, starting in February, just dial **211** to be referred to the nearest free tax preparation site. This program is supported by local nonprofit organizations across Tennessee, the Tennessee Department of Human Services and the Internal Revenue Service.



From February through May, we will be randomly choosing some of our BlueCare and TennCareSelect members to get a survey. The survey is part of a national project by the National Committee for Quality Assurance.

The reason for the survey is to help us know how satisfied you are with:

- The care that you get from your doctors
- The service that you get from BlueCare or TennCareSelect.

Members of other health plans across the country will be filling out the same survey. The survey will come from MORPACE. It is an

independent research firm that is helping us with the survey.

The information that you give on the survey is very important. It helps us find areas to improve. We can then work to provide you with the quality health care that you deserve.

However, your decision to fill out or not fill out the survey will not change your TennCare benefits in any way.

If you get the survey, please take the time to fill it out. Send it back in the postage-paid envelope that will be provided. Thanks for your help.

Child's checklist

Here's a look at when your child needs checkups.

At each doctor visit, the doctor or nurse will check your child's growth. He or she will also check your child's heart, lungs, blood pressure, hearing and vision.

The doctor may give shots and order tests, too.

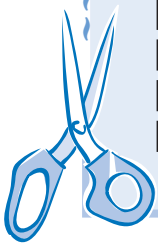
As your child gets older, the doctor can discuss the risks of drinking, taking drugs and having sex.

✓ Well-child visits

Name: _____

- | | |
|--------------------------------------|-----------------------------------|
| <input type="checkbox"/> Newborn | <input type="checkbox"/> 6 years |
| <input type="checkbox"/> 3 to 5 days | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 1 month | <input type="checkbox"/> 8 years |
| <input type="checkbox"/> 2 months | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 4 months | <input type="checkbox"/> 10 years |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 11 years |
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| <input type="checkbox"/> 4 years | <input type="checkbox"/> 19 years |
| <input type="checkbox"/> 5 years | <input type="checkbox"/> 20 years |
| | <input type="checkbox"/> 21 years |

Clip & Save



Kids need regular checkups

It seems like children have checkups all the time. The doctor's office gets to be a pretty familiar place when you have young kids.

And that's a good thing. These visits are a chance for the doctor to make sure your child is doing well and staying healthy.

It's also a good time to ask questions about your child's eating and sleeping habits and overall development.

At these visits, the doctor will likely:

- Measure your child's growth. This is done by checking the child's weight and height. Babies are usually also measured around the head.
- Check your child's ears and eyes. This will include a check inside the ears with a device called an otoscope. A bright object or



flashlight will be used to check your child's eye movements.

- Look in the mouth for signs of infection and normal teething.

Don't miss these visits. These checkups are a great way to help your child stay healthy.

- Listen to the heart and lungs with a stethoscope.
- Ask questions about what types of foods and how much of them your child eats.
- Give shots as needed.
- Order lab tests as needed.
- Answer your questions.

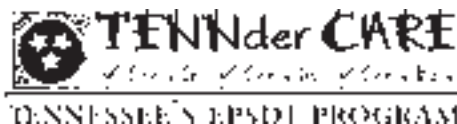
Don't miss these visits. These checkups are a great way to help your child stay healthy.

Free checkups

Well-child visits are covered for BlueCare members through TENnderCare.

This is yet another good reason to keep these regular

appointments to help your child stay healthy.





Breast cancer: Are you at risk?

In the U.S., white women have the highest incidence rate for breast cancer, according to the National Cancer Institute. But African-American (black) women are most likely to die from the disease because they do not go for checkups and early treatment.

If you have a mastectomy (surgical removal of a breast), the women's Health and Cancer Rights Act of 1998 says that you have rights to:

- Reconstruction of the breast on which the mastectomy was

performed.

- Surgery and rebuilding of the other breast for a balanced look. This surgery on the nondiseased breast must occur within five years of the date of reconstructive breast surgery on the diseased breast.

- Prostheses (such as breast implants).

- Benefits for physical complications at all stages of the mastectomy. This benefit includes services related to treating swollen lymph glands.

How to prepare for a mammogram

The American Cancer Society says that most women 40 and older should get a mammogram every year. This X-ray of your breasts can help find a lump that is too small to feel. It can help spot cancer early, when it's often easier to treat.

Ask your doctor about a screening schedule that is right for you. Now that you are going to have a mammogram, here are some things to do.

Schedule the test for the week after your period. Your breasts won't be as tender then.

On the day of your test:

- Wear a skirt or pants with a top that is easy to

take off.

- Don't wear lotion, perfume or deodorant. They can make the X-ray pictures unclear.

At your appointment:

- Tell the person doing the test about any breast problems you may have.

- Let the person know if you might be pregnant.

After the mammogram, ask when you will get the results. If you don't get them when expected, follow up.

As part of your well-woman care, TennCare pays for a mammogram every year.



Additional sources: Radiological Society of North America; U.S. Department of Health and Human Services

Just say it

When you now call the Health Information Library (HIL), you no longer have to know a code number to hear information on a health topic. You can just speak the name of the subject you wish to hear.

Here's how it works:

- Call the HIL at **1-800-999-1658**.
- The recording will ask you to either enter a four-digit code for your subject or just say the name of the subject. For instance, if you say, "heart attack," you will be given the choice of selecting several short informational recordings on different aspects of heart attacks.

The HIL is available 24 hours, seven days a week.

Don't want the flu? Get a shot

Nobody wants to get sick with influenza (the flu).

No one wants to spend a week or more: » Coughing » Having a sore throat » Feeling tired and achy » Having a high fever.

And those signs of flu aren't always the worst of it.

For some people, the flu can mean more asthma symptoms. It can make diabetes worse. It can lead to sinus infections and pneumonia.

Some people may also have to stay in the hospital.

If none of that sounds good to you, talk to your doctor about getting flu shots for your whole family.

A yearly flu shot is very important for:

- Kids 6 months to 18 years old
- Pregnant women
- People 50 and older
- People with asthma, diabetes or other chronic health problems
- People who live with someone who fits any of these descriptions.

Some people, such as those who are allergic to eggs, should not get the vaccine.

You also shouldn't get the vaccine while you are ill with a fever. In that case, you should wait until you feel better.

If you don't like the idea of getting a shot in the arm, you may

be able to get a nasal-spray vaccine. It is good for healthy people 2 to 49 years old but not pregnant women.

Your doctor can tell you more about protecting yourself from the flu.

A flu shot is a covered benefit for BlueCare members.

Source: Centers for Disease Control and Prevention



Wet, lather and rinse away those germs

Here's an easy way to help keep germs away: Wash your hands at least five times a day.

Germs are everywhere. They're in bathrooms, on stair railings and on doorknobs. They're at the store, on the bus and at home.

Touch things, and germs are on your



hands. Now you can spread the germs to whatever you touch.

Luckily, most germs are harmless. Others, however, can make people sick.

Washing your hands is the best way to protect yourself and your family.

Here's how:

- Wet your hands under

warm running water.

- Apply soap and build a lather.
- Scrub your palms, wrists and fingers for about 20 seconds.
- Rinse well and dry.

Make it fun for the kids with a song. Have them sing two choruses of "Row, Row, Row Your Boat" as they scrub.

Their hands will be clean by the time they're through.

Source: Centers for Disease Control and Prevention

Regular preventive exams are important for good health

Getting safe, quality care is important to your health. Each year Volunteer State Helath Plan's Quality Improvement Program (QIP) reviews the:

- Quality of care our members receive
- Suitability of care our members receive
- Ease of getting care.

The QIP also works to prevent or improve certain health conditions. Every year we measure how many of our members get preventive care. The three rates in the chart

below show that many BlueCare members are not getting the preventive care they need.

Getting your annual preventive exams is important for your health.

- Mammograms (X-ray of the breast) and Pap tests

These tests help find cancer. Finding cancer early can be the key to surviving it. That is why these screening tests are so important. They can spot cancer even before you feel sick.

- Diabetic eye exams.

A retinal eye test is covered for

members with diabetes. You should get one every year if you have diabetes. It can help find problems that could cause permanent blindness.

The good news:

- These screening tests are free. There is no copay.
- Help with scheduling your appointment is available, as well as a free ride to your appointment if needed.
- These tests are not painful. Mammograms often use new "soft-touch" technology to reduce discomfort.
- To help keep you healthy, you can get these free tests every year.

Talk to your PCP about these tests and other preventive health tests that you may need.

For more information about the Quality Improvement Program, call **1-423-535-6221**.

Preventive exam	Percent of members getting exam	Percent of members not getting exam
Mammogram	48.71%	51.29%
Pap test	69.21%	30.79%
Diabetic eye exam	39.17%	60.83%

Diabetes supplies coverage changes

Bayer Healthcare and Roche Diagnostics blood glucose meters and test strips are now on TennCare's Preferred Drug List for covered diabetic testing supplies. Meters and test strips by LifeScan, Abbot, AgaMatrix and Home Diagnostics are no longer on the preferred list.

Several types of insulin and oral

medicines for diabetes remain on the Exempt List. That means they do not count against your monthly five-prescription and two-brand limit.

To see the updated Preferred Drug List and the Exempt List, go to tennessee.gov/tenncare/pdlinfo.htm or call the Family Assistance Service Center to get this list. The number is **1-866-311-4287**.

Q. I don't have time to exercise. How can I improve my health?

A. There are many ways to fit exercise into your day.

Even small amounts of exercise are good for you. Walk for 10 minutes three times a day, for instance.

Just like that, you have exercised for a half-hour!



Source: American Heart Association



» **action**

take Have an eating disorder? Depressed? Addicted to alcohol? Remember, BlueCare members have benefits for behavioral and mental health, as well as alcohol and substance abuse.

You can get help to stop tobacco use

Quitting smoking is one of the most important things you can do to protect the health of your unborn baby. The Tennessee Tobacco QuitLine is available to help. Call **1-800-QUIT-NOW**, or **1-800-784-8669**.

The service is free to all Tennessee residents who want to stop smoking or using spit or chew tobacco.

Callers are assigned a coach who will give one-on-one help to make a plan to kick tobacco use for good

and provide tips to stay on track.

The QuitLine is available Monday through Friday from 8 a.m. to 11 p.m., Saturday from 9 a.m. to 6 p.m., and Sunday from 11 a.m. to 5 p.m., Eastern time.

Counseling is available in both Spanish and English. QuitLine services for the deaf and hard of hearing are available by calling **1-877-559-3816**.

For more information on quitting tobacco use and the Tennessee Tobacco QuitLine, visit the Web site at health.state.tn.us/tobaccoquitline.htm.

Protecting your health facts

BlueCare has policies about how we protect health information about you. Our staff has annual training about these rules.

These rules apply to all oral, written and electronic facts about your health.



For more information about these rules, see your BlueCare Member Handbook. Or call Customer Service to get a copy of the privacy notice.

When emotions make you eat

It doesn't do much good to tell your troubles to a bag full of cookies.

And eating all of them will only make things worse.

Many of us have turned to food for comfort after a bad day. Eating too much of a favorite treat might make us feel better for a little while.

It can also become a bad habit. Emotional eating won't solve your problems. And it may make new ones—such as weight gain or feeling bad about yourself.

Think about when you eat.

Do you eat only when you're hungry? Or do you eat when you're bored, lonely or sad?

Keep a diary. Write down how you feel every day and what you eat.

If you're bored or stressed, don't reach for a snack. Put on your shoes instead, and take the kids or the dog for a walk.

Talk to your doctor if you think you might need help to control your eating.



Sources: American Dietetic Association; American Psychological Association

How to make a dental appointment

Your child needs to see the dentist every six months for an exam and cleaning. Here are some tips for making a dental appointment.

First, call Doral Dental* Customer Service at **1-888-233-5935** for names of dentists who are close to your home, job or child's school. Some dentists will make evening and weekend appointments.

When you call the dentist, have your child's BlueCare card in front of you. Tell the age of your child and if your child is having any problems with his or her teeth. If the appointment time you are given is not good for you, it is OK to ask for another time.

On the day of the appointment, allow plenty of time to get to the dentist's office. Be sure that your child brushes his or her teeth

before going to the dentist. Try to get to the office a few minutes early. There may be forms for you to fill out, so take your BlueCare card with you.

If you can, try not to take other children with you. Many dentists ask that parents stay in the waiting room during the exam because children are usually more cooperative when their parents are not in the room.

Help keep your child's smile bright with dental exams.

After the exam, the dentist will tell you what needs to be done at the next visit. If you are given an appointment card, put it someplace where you can easily find it. You might want to use an appointment calendar or refrigerator magnet to hold the card.

If you need to change a dental



appointment, be polite and call the dentist more than 24 hours before the appointment. Someone else may be able to take your appointment time. If you can't call 24 hours in advance, call as soon as you know that the child cannot keep the appointment.

Your child deserves a beautiful smile. Help keep that smile with regular dental exams. Your dentist will appreciate you and your child if you follow these suggestions.

*An independent company serving BlueCare Members.



Law forbids unfair treatment

State and federal laws do not allow unfair treatment in TennCare. No one is treated in a different way because of race, beliefs, language, birthplace, disability, religion, sex, color or age.

You have the right to file a complaint if you think you are not

getting fair treatment.

By law, no one can get back at you for filing a complaint.

To complain about:

- Health care, call **1-800-468-9698**
- Mental health care, call **1-800-447-7242**
- Dental care, call **1-888-233-5935**.

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take

TALK TO A NURSE* anytime day or night. **1-800-262-2873**

BlueCare Customer Service

Call about your physical or mental health care; alcohol and drug abuse treatment; your health plan; help for free interpretation and translation services; or to ask for TENNderCare information in formats for members who are blind or deaf, cannot read, or do not speak English.

M – F, 8 a.m. to 6 p.m. Eastern time (ET). Calls received after normal business hours will be forwarded to voice mail. **1-800-468-9698**

TDD/TTY (*only for members with impaired hearing*): **1-800-226-1958**

Doral Dental Customer Service**

Call about dental (teeth) care for children under age 21.

M – F, 8 a.m. to 6 p.m. ET
1-888-233-5935

Note: This newsletter is not meant to take the place of your doctor's advice. This document is classified as public information.

*A service of an independent company serving BlueCare members.

**An independent company serving BlueCare members.

†A government agency.

Family Assistance Service Center† (TennCare hotline)

Call about:

- Applying for TennCare
- Appeals to get or keep TennCare
- TennCare premiums and copays
- Change of address or income
- Programs like food stamps or Families First.

M – F, 9 a.m. to 5:30 p.m. ET

English: **1-866-311-4287**

Nashville: **743-2000**

Spanish: **1-866-311-4290**

TDD/TTY (*only for members with impaired hearing*): **1-800-772-7647**

Report possible fraud

Call to report TennCare fraud or abuse.

TennCare: **1-800-433-3982**

Medicaid: **1-800-433-5454**

BlueCare: **1-800-496-9600**

Dental: **1-888-233-5935**

Transportation*

If you need a ride to see your doctor, to get medical care, to go home after a hospital discharge or to go to the pharmacy to get prescription medicine, call the number listed for your county. Schedule a ride at least three days in advance. If an urgent situation arises and you can't give a three-day notice, a ride can be arranged. In case of bad weather, a ride will



801 Pine St.
Chattanooga, TN 37402-2555
vshptn.com

Volunteer State Health Plan, Inc. (VSHP), BlueCross BlueShield of Tennessee, Inc. (BCBST), and BlueCare are independent licensees of the BlueCross BlueShield Association. VSHP is a licensed HMO affiliate of BCBST.

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**.

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be provided only if the place you are going is open.

If you need a ride to mental health or substance abuse care, call **1-800-447-7242**.

■ Call **1-866-473-7563** if you live in Anderson, Bledsoe, Blount, Bradley, Campbell, Carter, Claiborne, Cocke, Franklin, Grainger, Greene, Grundy, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Marion, McMinn, Meigs, Monroe, Morgan, Polk, Rhea, Roane, Scott, Sequatchie, Sevier, Sullivan, Unicoi, Union or Washington.

■ Call **1-866-473-7564** if you live in Benton, Carroll, Chester, Crockett, Decatur, Dyer, Fayette, Gibson, Hardeman, Hardin, Haywood, Henderson, Henry, Lake, Lauderdale, Madison, McNairy, Obion, Shelby, Tipton or Weakley.