



BlueCare[®] WAY

YOUR GUIDE ON THE ROAD TO HEALTH

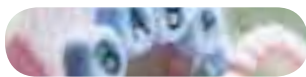
Fourth Quarter 2007

Did you know?

TennCare will pay for:

- An emergency ambulance ride to the emergency room. (See page 5.)
- A nonemergency ambulance ride when your doctor, caseworker or social worker schedules the ride.
- Testing for sexually transmitted diseases, including chlamydia. (See page 4.) You do not pay any copay.
- Preventive care.

Preventive care helps keep you well and catches health problems early. This care includes health education about birth control. You do not pay any copay.



Are you pregnant?

Let us know if you are a mother-to-be. Call **1-800-333-3819**. We will send you a free gift and other educational materials. We also have case managers who can help coordinate care for women with high-risk pregnancies.



TENNCARE AND WEIGHT WATCHERS[®]

Teaming up to benefit you

If you have a body mass index (BMI) of 30 or more, or have a doctor's referral, you may be eligible for a free 12-week Weight Watchers class.

How do you determine your BMI? It's a math formula that measures the ratio of weight to height. A BMI of 30 or more is considered obese. Ask your primary care provider what your BMI is.

Many medical problems can result from obesity. Some of these problems include heart disease, type 2 diabetes, asthma and depression.

TennCare has joined with Weight Watchers to help you make wise choices about eating and exercising. TennCare will even provide a free ride to the class if you need one.

Call your local Weight Watchers for details about the class. The program is not open to pregnant women or people diagnosed with eating disorders. A doctor's referral is required for anyone between the ages of 10 and 17.

Weight Watchers is an independent company serving BlueCare and TennCareSelect members.

Inside

5 Know when to go to the ER

7 Dental care for special kids

TAKE A LOOK!

When you see **#HIL** at the end of a story, just call **1-800-999-1658**. Then, enter the four-digit code to hear recorded health messages from our Health Information Library.



your child safe from more than a dozen diseases. And many of these diseases are deadly.

They include:

- Whooping cough, which can make it hard for your child to breathe.
- Measles, which can cause brain swelling.
- Hepatitis B, an infection of the liver that can lead to cancer.

So check with your child's doctor to see if your child's shots are up to date.

If your child has missed some shots, don't worry. It's not too late to catch up. Ask your child's doctor.

Remember, vaccines and checkups are free for TennCare children under age 21 through the TENNderCare program.

Source: American Academy of Family Physicians

#HIL 4663

Teen Web site exploding with news

Do you know any teens whom you would like to steer to a health Web site?

Tell them about our site, newly named *TeenHealthExplosion.com*.

It's exploding with health-related topics of special interest to teens.

Why kids need shots

There's no getting around it. Your child will wind up with sniffles and sore throats.

But there are many dangerous diseases you can help your child avoid. All you need to do is be sure your child gets vaccinated.

Today's vaccines help keep

Antibiotics: To give or not to give

When your child is sick, you want to help him or her feel better right away. Many parents think that antibiotics can cure a sore throat, runny nose and cough. But most of the time, antibiotics will not help a child with these symptoms.

Children who have upper respiratory infections (URI) or

pharyngitis (sore throat) usually don't need antibiotics. Antibiotics only help infections from bacteria. But viruses, not bacteria, cause most cases of URI and pharyngitis.

HANDLING VIRUSES

Viruses are passed from one person to another by sneezing, coughing or personal contact.

Your child may start having symptoms one to three days after coming in contact with a cold virus. Symptoms usually last one to two weeks.

You can treat the symptoms with over-the-counter medicine

and other self-care items. These items include pain relievers, decongestants, cough drops and nose sprays.

It is very important to follow the dosage listed on the package. Talk to your doctor to see if over-the-counter medicine is right for your child.

ANTIBIOTICS TO THE RESCUE

Antibiotics may be needed if your child has a bacterial infection, such as strep throat. Your doctor can tell you if the illness is bacterial.

#HIL 4252, 8488, 9398

Antibiotics will not help a viral infection. They will only kill bacteria that cause bacterial infections.



Flu shot important for kids and seniors

The flu season is upon us. Flu strikes during the late fall and winter seasons, usually peaking in February.

Flu, or influenza, viruses can cause disease among people in any age group, but rates of serious illness and death are highest among:

- Children younger than 5 years
- People ages 65 or older
- People of any age who have medical conditions that place them at increased risk for complications from the flu.

The U.S. Centers for Disease Control and Prevention says that children 6 to 59 months should get the flu vaccine every year.

What about babies younger than 6 months?

Children less than 6 months of age are most at risk for having complications from the flu. However, they are too young to get the flu vaccine. To protect all infants 0 to 59 months, it is very important that their household members and out-of-home caregivers be vaccinated for the flu.

Since the flu vaccine takes only about two weeks to provide protection, you still have time to get the flu shot for you and for your child.

The shot is free for TennCare members.

Urgent toy recall

BEWARE LEAD PAINT IN POPULAR TOYS

Sesame Street and Dora the Explorer toys are among the millions of toys being recalled by Mattel and Fisher-Price because they contain lead paint.

To see if your child has any toy that has been recalled, check the Web site of the U.S. Consumer Product Safety Commission at cpsc.gov or mattel.com/safety/us.

THE DANGER OF LEAD

If your child's toys have lead paint in them, it can cause high levels of lead in his or her blood. Lead is very dangerous

for children and can cause:

- Damage to the brain and nervous system
- Behavioral and learning problems, such as hyperactivity
- Slowed growth
- Hearing problems
- Headaches.

BE AWARE

Lead poisoning can be mistaken for other illnesses. Even children who seem healthy can have dangerous levels of lead in their bodies.

It is important to get rid of all recalled toys at once and have your child tested for lead. You



Make sure your child is safe from lead. Lead tests are free for TennCare children.

can get your child tested at the health department or at his or her doctor's office.



Breast surgery benefits

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.



Protect yourself from getting HPV

Did you know there's a sexually transmitted disease that can cause cancer?

It's called human papillomavirus (HPV). At least half of all people who have sex will get some form of HPV.

Some types of HPV don't cause problems. Others do. One of these problems is cervical cancer. Pap tests can find warning signs of cervical cancer.

Now a vaccine can protect women and girls from four types of HPV that cause cancer.

The vaccine works best when given prior to any HPV exposure. That's why many health experts advise giving it to preteen girls before they become sexually active.

Ask your doctor about its risks and benefits.

Source: U.S. Food and Drug Administration

QUIT SMOKING Free help for moms-to-be

A free quitline is available for pregnant women who smoke. The Smoking Quitline of the National Cancer Institute links pregnant women who call with counselors who understand the special needs of pregnant smokers.

Call 1-877-44U-QUIT (1-877-448-7848) between 9 a.m. and 4:30 p.m., Monday through Friday.

Help is available in both English and Spanish.

#HIL 5282

Get screened for STDs

Are you a sexually active female younger than 26? You may have a disease and not even know it. You should be tested each year.

Chlamydia is one kind of sexually transmitted disease (STD) that can be very serious. It may have mild signs or none at all. If not treated, chlamydia can make it hard for you to have a baby. To learn more, talk to your doctor.





When to go to the ER

A visit to the emergency room (ER) could save your life someday. But sometimes it's hard to know when the ER is the right place to go for your health problem.

Emergency rooms are meant to save lives, not to treat everyday problems. That means they treat the worst cases first. So if you go to the ER with a minor illness or injury, like a cold or a strained muscle, you could face a long wait. More and more people visit the ER every year, but the number of ERs is going down.

Emergency rooms are meant to save lives, not to treat everyday problems.

IS IT AN EMERGENCY?

Of course, the ER is the best place for some serious situations. Stroke, heart attack, severe bleeding and head injury are some examples. In those cases, you should head straight to the nearest ER. You don't want to take a chance with anything life-threatening.

These symptoms usually mean you have an emergency:

- Unconsciousness
- A serious injury (such as a severe blow to the abdomen or a large, bleeding wound)
- Symptoms of a heart attack (chest pain or pressure; pain or discomfort in your arms, neck, upper back, jaw or shoulders; shortness of breath; or unexplained nausea or sweating)
- Symptoms of shock (pale or clammy skin; rapid heart rate; weakness, restlessness or feeling faint; or sudden confusion, disorientation or anxiety)
- Possible injury to the head, neck or spine
- Fainting or sudden dizziness or weakness
- Severe breathing problems
- Sudden changes in eyesight
- Severe or sudden pain
- Vomiting or diarrhea that is severe or won't stop
- Coughing or vomiting blood
- Trouble speaking
- Unusual abdominal pain.

Some people who need to go to the ER may also need an ambulance. Call 911 if:

- The person's life may be in danger (for example, if he or she is having a heart attack or is suddenly unconscious)
- Moving the person could make an injury worse
- The person needs medical help right away.

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When in doubt, call Nurseline

If you're not sure if it's an emergency, call Nurseline.

A Nurseline nurse can help you decide how to take care of your health problem. For example, if self-care at home is appropriate, the nurse will explain how you can do that. If you need to see a doctor, the nurse will tell you if you should call right away or wait a few days.

When you choose the right kind of care for your injury or illness, you can save time and money – and worry.

You can reach Nurseline nurses anytime of the day or night. Just call toll-free **1-800-262-2873**.

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Quality report

WE'RE COMMITTED TO YOUR HEALTH CARE

The safety and quality of care and service that you get as a BlueCare member is important to you - and to us. That's why we have a Quality Improvement Program (QIP).

Every year we evaluate the:

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

The QIP targets certain chronic conditions by providing member education to improve rates of:

- Breast and cervical cancer exams
- Well-child checkups
- Immunizations
- Care before and after giving birth
- Diabetes management.

Our QIP is approved by well-known outside quality groups such as the:

- National Committee for Quality Assurance (NCQA)
- URAC
- External Quality Review

SURVEY GROUP	RESULTS
NCQA	Excellent
URAC	Accredited for health utilization management
URAC	Accredited for case management
URAC	Accredited for provider credentialing
URAC	In process for HIPAA privacy
URAC	In process for HIPAA security
URAC	Accredited for health Web site
EQRO network adequacy	100 percent
EQRO quality process standards	100 percent
EQRO quality performance measures	97 percent

Organization (EQRO) for the Bureau of TennCare.


For more news about our QIP, call **1-423-535-6705**.



Health clinic doctor must be in network

Community health clinics are a convenient way to get care. Your primary care provider (PCP) may work at a clinic. Even if your PCP does not work at a clinic, you may use a clinic for some medically necessary services. This includes well-woman exams.

The clinic doctor must be in the BlueCare network. You can call Customer Service to check if a doctor is in the BlueCare network. The phone number is on the back of your BlueCare member ID card.

 **BCBST.COM** Find a PCP online, too. Click on "Find a Doctor." Be sure to select your network for your search.

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**.

Did you know?

In Tennessee, African-Americans are the minority group with the highest death rate for most diseases. Protect yourself by knowing your health risks, staying active and watching your weight.



TOOTH DECAY

Baby bottles to blame

Baby bottle tooth decay, or early childhood cavities, is caused by allowing infants to drink from a bottle of juice or milk for long periods of time. It causes pain and infection. The disease begins between 1 and 3 years of age.

PROTECT YOUR BABY'S TEETH

Tooth decay caused by baby bottles is preventable.

To help prevent baby bottle tooth decay, remember:

- Never put your baby to bed with a bottle.
- If a bottle is your baby's pacifier, use only water in the bottle.
- Babies who drink bottles lying down may have more ear infections.
- Only give your baby a bottle during meals.
- Teach your child to drink from a cup as soon as possible or by age 1.
- Keep your baby's mouth clean by using gauze or a baby toothbrush after feedings.
- Use water and a soft children's toothbrush for daily cleaning once your child has teeth.
- Take your child to the dentist. The first visit should be by your child's first birthday.

Dental care for special children

A child with special needs requires patience, attention and love. The child's dental health is one more important need.

A healthy mouth is an important part of total health. If dental care is started early, every child can enjoy a healthy smile.

Your child will benefit from:

- A first dental visit by his or her first birthday
- Regular six-month dental checkups
- Good brushing
- Flossing

- Healthy snacks
- Fluoride treatments
- Sealants.

CHOOSING A DENTIST

When you are choosing a dentist for your child, remember:

- A pediatric dentist is prepared to care for children with special needs.
- A pediatric dentist's education includes care for children with special needs.
- Many pediatric dental offices are designed for patients with special needs.

We can help with tiny teeth

Children on TennCare have TENNderCare dental services until they reach the age of 21. These services include regular six-month checkups, fluoride treatments and sealants.

Call Doral Customer Service at **1-888-233-5935** or visit the Web site, doralusa.com, for:

- Help finding a dentist for your child with special needs
- Questions about your TennCare dental benefits
- Help with interpretation and translation
- Help with a ride to the dentist.



Numbers to know



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

BLUECARE CUSTOMER SERVICE

Call about your physical health care; your health plan; help for free interpretation and translation services; or to ask for EPSDT 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

TENNESSEE BEHAVIORAL HEALTH**

Call about your mental health care or alcohol and drug abuse treatment. **1-800-447-7242**

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

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 help with a ride to a doctor visit, call the number listed for your county below:

- *Anderson, Blount, Grainger, Jefferson, Knox, Loudon, Roane, Sevier, Union*: **1-865-218-4260**
- *Bledsoe, Franklin, Grundy, McMinn, Polk*: **1-800-522-6033**
- *Bradley, Hamilton, Marion, Meigs, Rhea, Sequatchie*: **893-2130**

- *Campbell, Claiborne, Cocke, Hamblen, Monroe, Morgan, Scott*: **1-800-671-4018**
- *Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi*: **1-800-775-8726**
- *Washington*: **1-423-952-6006**

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.

BlueCare® WAY

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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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