

Issue 1, 2022

my BlueCarePlus

A Health + Wellness Newsletter From BlueCare Plus Tennessee

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For You, With You: A Member's Story



Toya, a member resources coordinator, got a call from a member who couldn't get to their annual wellness visit. The member's car wasn't working, so they had to cancel their visit. Toya called the doctor's office to reschedule the appointment. She also told the member how they could get a ride to their appointment

from Southeastrans. When Toya checked in with the member, she found out they'd completed their annual wellness visit. They also said all their labs were good, and they had lost more than 20 pounds by changing their eating habits.

We're more than just health insurance. We're here to support you on your health journey. And if we can't help, we can help find someone in your community who can.

2022 Benefits

New Year, New Benefits

Starting this year, you may be able to use your over-the-counter (OTC) benefit on healthy food. Members who qualify can use their OTC funds to pay for healthy food at participating retail locations. We've sent you more information if you qualify.

Even if you don't qualify for the healthy food benefit, you'll still have **\$100** each month to use on OTC wellness items like:

- Vitamins
- Cough and cold medicine
- Sunscreen
- Bandages
- Pain relievers

You can order wellness items online, over the phone or by mail through the catalog we'll send you. Then, your items will be shipped to your home. Or you can shop at participating retail locations. **Remember, your monthly funds won't roll over at the end of the month.** So be sure to use the full amount each month.

If you have questions about your OTC benefit or want to see if you qualify for the healthy food benefit, give us a call at **1-855-243-1186**. We're happy to help.





Get Rewarded for Taking Care of Your Health

Preventive screenings are an important part of your overall health. But did you know you may earn gift cards just for getting screenings you already need? Here are a few of the screenings included in our rewards and incentives program.

Overall Wellness

- ☐ **\$50** - Annual Wellness Visit
- ☐ **\$25** - Health needs assessment



Preventive Screenings Men and women age 50-75

- ☐ **\$50** colonoscopy (every 10 years) or flexible sigmoidoscopy (every 5 years)
OR
- ☐ **\$15** in-home kit, FIT DNA or CT colonography (every year)

Up to \$50 for colorectal screenings

Women age 50-74

- ☐ **\$25** - breast cancer screening (every 2 years)
- ☐ **\$25** - bone density screening for women age 67-85 who have suffered a fracture

Up to \$25 for breast cancer screenings

Not everyone needs all of these screenings. You'll only get gift cards if you're eligible and your doctor says you need the screening. You can get one gift card per screening per plan year.

Your Health

Protect Your Health



Have you had your flu shot yet?

It's not too late to get one. Plus, your plan covers it at no cost to you. You might need other shots, too. Staying up to date on the right shots for your age can help keep you healthy. Your doctor may recommend a pneumonia or shingles vaccine.

You can also get a COVID-19 vaccine at no cost to you. It's the best way to help protect yourself against getting very sick from COVID-19. And if you've already had your vaccine, check [cdc.gov](https://www.cdc.gov) to see when you qualify for a booster. The next time you see your doctor, ask them about the COVID-19 vaccine and any other shots you might need. Your plan covers many at no cost to you.



If you have any questions, just give us a call at

1-800-332-5762.

We can help you set up an appointment or get a ride, too.

Your Health

Connect With Your Care Team



CareTN is available in the App Store and Google Play. Once you download it, use access code **bcpelpwell** to get started. Or, give us a call at **1-877-715-9503**.

Did you know you can connect with your care team from anywhere for free? CareTN can help you take care of your health. With CareTN, you can:

- Message a nurse or behavioral health specialist.
- Get medication reminders.
- Read articles and watch videos picked just for you.
- Learn more about healthy eating and movement.

Use of apps is voluntary. If you choose to use one of our apps, you're responsible for the cost of any technology (e.g., cell phone, tablet, computer, etc.), internet access and/or upgrades needed to use an app. They're not covered benefits. It's your responsibility to keep your phone, tablet or computer and access to the app secure.

BCBSTN App

Stay Connected on the Go

The BCBSTNSM app helps you get information about your plan, when you need it.

Our fresh design gives you:

- **Live Online Chat:** Get live help from your care team.
- **All Your Details in One Place:** Find your benefits and costs right on the home page.
- **Digital ID Card:** See and share your Member ID card.
- **Find Care and Costs:** Find providers near you and see how much you might pay for care.
- **Easy Telehealth Access:** Make virtual doctor appointments right from the app.



Doctor's Note:

Cholesterol Medication

Everyone has some cholesterol. It's a fatty substance your liver makes. It's also found in food. But too much cholesterol can lead to a heart attack or stroke.

You can manage your cholesterol by eating a healthy diet and getting exercise. Your doctor might also prescribe a drug called a statin to help lower your cholesterol levels. If your doctor says a statin might help you, it's important to take it exactly as your doctor says. But if it's causing you to feel achy or have muscle pain, you might have other options. Talk with your doctor about other drugs that might work to lower your cholesterol levels without causing you pain.

Dr. Linda Pate, BlueCare Plus Medical Director

Source: <https://www.cdc.gov/cholesterol/docs/Statins-English.pdf>



Nurseline

Have a Health Question?

Talk with a registered nurse for free, whenever you need to. Call the Nurseline when:

- You have a general health question.
- You can't reach your PCP and need help deciding where to get care.
- You want to talk about non-emergency symptoms when your doctor's office is closed.



Nurseline is here for you 24 hours a day, 7 days a week at

1-888-747-8951



Your Health Care for

Your Mental Health

The past couple of years have been stressful for many people. Uncertainty about the future can be a source of stress, too. Your plan covers emotional support programs that can help with managing stress.

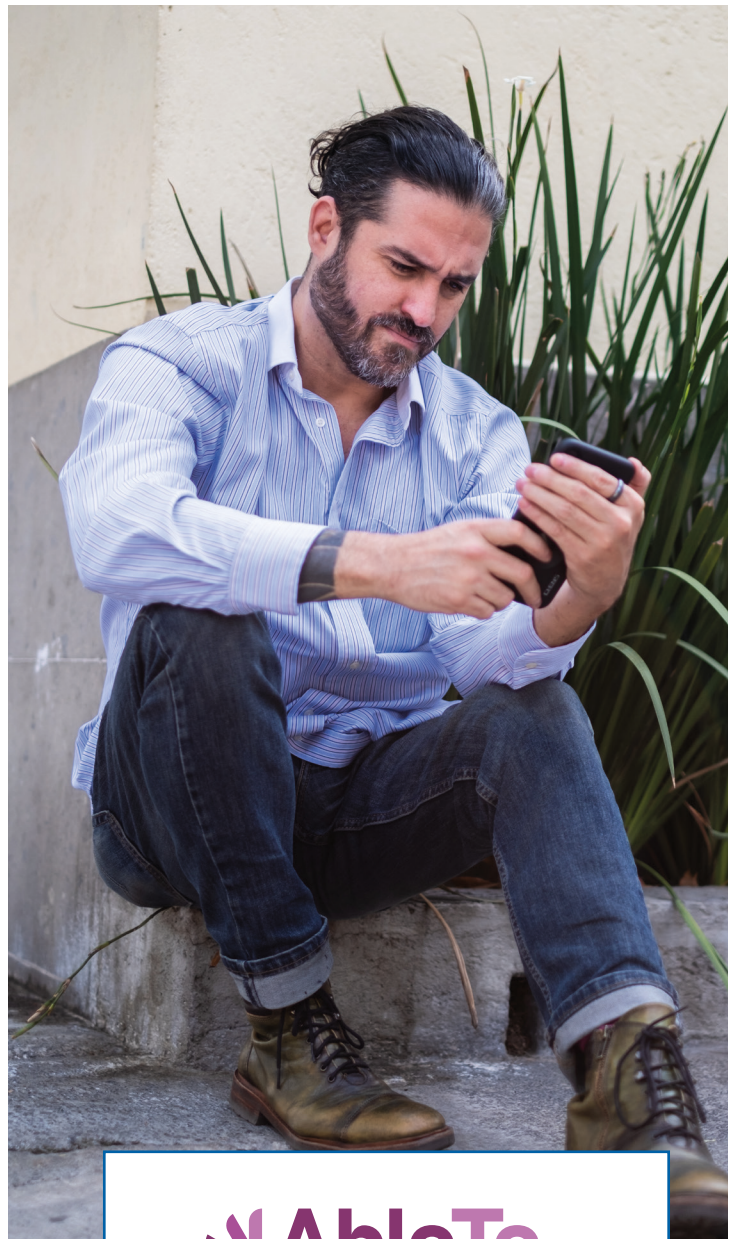
We work with a company called AbleTo to give you no-cost support for your emotional wellbeing. They'll help you find a program based on your personal needs. You'll work with a licensed therapist or coach by phone or video chat. You can get one-on-one sessions to help you learn to manage stress levels, reduce anxiety, improve your mood and more. Your program can help you learn how to make each day a little easier.

Ready to get started?

Give us a call to learn more.

1-833-881-1470, TTY 711

Monday - Friday 9 a.m. - 8 p.m. ET.



 **AbleTo**



1 Cameron Hill Circle | Chattanooga, TN 37402

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OF TENNESSEE

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ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-800-332-5762، TTY 711.

BlueCare Plus Tennessee, an Independent Licensee of the Blue Cross Blue Shield Association

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Questions? Please call us.
1-800-332-5762, TTY 711



bluecareplus.bcbst.com

Connect With Us

Did you know we can text you updates? We'll let you know things like:

- **Changes to your account**
- **Reminders about your health**
- **Benefit updates**
- **Special offers**

Ready to get started? Give us a call at **1-844-274-5818** to sign up for texts.

