

Issue 1, 2025

my BlueCarePlus

A Health & Wellness Newsletter From BlueCare Plus Tennessee

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**For you.
With you.**

Your Information, Your Way

We want to help you get the info you need, the way you want it.

Happy New Year! Now's a good time to update your contact info and preferences. This helps us reach you when we have important updates. And it lets us know how you'd like to stay in touch.

You can update your info and preferences online. Here's how:

1. Create or log in to your account at bluecareplus.bcbst.com.
2. Click **Account** at the top of the page.
3. Choose **Communication Settings**.
4. Update your info and choose how we get in touch with you.

We can also update your info and preferences over the phone. Just give us a call at **1-800-332-5762**, TTY **711**.



Stay in touch with your care team wherever you are

The CareTN app lets you connect digitally with your care team, including your care managers and health coaches. And it includes special programs for people living with diabetes, prediabetes and some other health conditions.

You can download the CareTN app to your smartphone or tablet for free. [Click here](#) to get it from the App Store® or Google Play®. Once you've downloaded the app, use the access code **bcphelpwell** to get started.



Wellframe is an independent company that provides and maintains a care management app for BlueCare Plus Tennessee. Wellframe does not provide BlueCare Plus branded products and/or services. Wellframe is solely responsible for the products and/or services they provide. 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.

MENTAL HEALTH

Get Extra Support With AbleTo

Your mental health is just as important as your physical health. And lots of things can affect it.



You may have anxiety or stress related to your job, family or other life challenges. You may be grieving the loss of a loved one or relationship. Or you may feel sad, depressed or tired and not know why.

Everyone's circumstances are different. And your mental health can change over time. The important thing to know is you deserve support. That's why we work with **AbleTo**.

With AbleTo, you don't have to face these feelings on your own. You can meet with a caring therapist or coach, by phone or video chat at no extra cost to you. They'll work with you on developing skills to help you feel better.

With AbleTo, you'll get:

- › Mental health support that fits your schedule.
- › Tools and activities to help build coping skills.
- › Content to help you cope with life's challenges.
- › 24/7 access to tools like meditations and mood trackers.



**Have questions?
Ready to get started?**

Give AbleTo a call at **1-833-881-1470**, TTY **711**, Monday through Friday, from 9 a.m. to 8 p.m. ET. Or visit ableto.com/bcbst.

AbleTo is an independent company that provides mental health products and/or services for BlueCare Plus Tennessee. AbleTo does not provide BlueCare Plus branded products and/or services. AbleTo is solely responsible for the product and/or services they provide.

Fighting Food Insecurity

Many families across our state are food insecure.

That means they can't get the food they need to live an active, healthy life. Food banks can help. But in rural areas, they can be hard to get to.

That's why we work with the state's five major food banks. Between 2023 and 2024, we gave \$630,000 to rural mobile food sites and senior home delivery programs. This helped programs across the state give food to those in need.

Our partner food banks are:

- › Mid-South Food Bank
- › Second Harvest Food Bank of Middle Tennessee
- › Second Harvest Food Bank of Northeast Tennessee
- › Second Harvest Food Bank of East Tennessee
- › Chattanooga Area Food Bank

Each box includes non-perishable or canned goods, meat and fresh produce.



**Would you like to know more?
Need to find a site near you?**

Just give us a call.

**1-800-332-5762,
TTY 711**





PREVENTIVE HEALTH

Start 2025 Strong

Kickstart your year with your Annual Wellness Visit.

It's important to see your Primary Care Provider (PCP) for an Annual Wellness Visit each year — even if you're feeling fine.

Your Annual Wellness Visit:

- › Lets you and your PCP check in on your health and discuss any care you've gotten from other doctors.
- › Gives you a chance to get preventive screenings and vaccines you may need.
- › Cost you nothing. We cover this visit at no extra cost to you when you see a provider in our network.

Need another reason to schedule your **checkup?** As part of our MyHealthy Rewards program, you could earn a \$50 gift card just for having a wellness visit¹ in 2025.



Sign up to start earning rewards

Enrolling is simple. Visit myhealthyrewards.healthmine.com.

Tell us a little about yourself. Choose your preferences. Create your password. Then start earning rewards for health activities, like getting a wellness visit or filling out your Health Needs Assessment.²

You can also sign up by calling **1-866-267-3367, TTY 711**, from 9 a.m. to 6 p.m. ET, Monday through Friday.

¹One reward for in-home, virtual or primary care visit per year. ²Total rewards and health actions are dependent on eligibility for specific activities, which will vary by individual. Members may not qualify for all health activities. One reward per healthy activity per year. Dates of service must be in the current plan year. Rewards will be administered once the claim is processed, which can take up to 90 days. Activities that earn rewards are subject to change.



PREVENTIVE HEALTH

More Ways To Protect Your Health

Already scheduled your Annual Wellness Visit? You're off to a great start! Here are some more ways to help you stay on top of your health.

Improve your balance

Learning how to avoid falls can help you stay healthy and independent. That's why we offer **A Matter of Balance**. This award-winning program can help you avoid falls and increase your strength and confidence. It doesn't cost you anything extra.

Ready to sign up or learn more? Give us a call at **1-877-715-9503**, TTY **711**, Monday through Friday, from 8 a.m. to 6 p.m. ET.

Get your flu shot

If you haven't already, now's a good time to get your flu shot. The flu shot is a proven way to help protect you against the flu. And we cover it at no extra cost to you when you get it from a provider in our network.

Add exercise to your routine

Staying active is also good for your health. And your benefits include a **Silver&Fit** fitness membership at no extra cost to you. With it, you get access to workout plans, on-demand workout videos, a well-being club and a national network of fitness centers.

To learn more, visit SilverandFit.com. Or call **1-888-797-8091**, TTY **711**, Monday through Friday, from 8 a.m. to 9 p.m. ET.

The Silver&Fit program is provided by ASH Fitness, a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. Silver&Fit, Silver&Fit Connected! and the Silver&Fit logo are trademarks of ASH. Other names and logos may be trademarks of their respective owners. Fitness center participation may vary by location and is subject to change. Please talk with your doctor before starting or changing your exercise routine. ASH Fitness is an independent company that provides the Silver&Fit Healthy Aging and Exercise program for BlueCare Plus Tennessee. ASH Fitness does not provide BlueCare Plus Tennessee branded products and/or services. ASH Fitness is solely responsible for the products and/or services they provide.

MAKE YOUR VOICE HEARD

Join Our Member Experience Panel



We're inviting you to join our Member Experience Panel. It's made up of members like you. And it gives you a chance to tell us what we're doing well and what you think we can do better.

But you don't just take our word for it. Here's what members have to say about their experience in the group:



"My time is valuable. Motivation is about being heard and something being done about it. It's BlueCare Plus finding out where you're at, understanding what's good for their [members] and showing they're interested in what their [members] have to say."



"The economy we live in has made things very expensive. Survivability is what we are talking about. In a world where you have to pick and choose, we appreciate everything [BlueCare Plus Tennessee] is doing for us."

Interested?

You can join the Member Experience Panel in one of two ways:

- › Online at bcptn.enrolleevoice.com/apply
- › By phone at **1-800-332-5762**, TTY **711**

Learn more at bcptn.enrolleevoice.com.

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تيوغللاددعاسملا تامدخ نإف، ءيبرعلا ءغللا شدحتت تنك اذا: فظوحلم.
مقرب لصتا. ناجملاب كل رفوتت. TTY 711, 1-800-332-5762

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

From **Oct. 1 to March 31**, you can call us seven days a week from 8 a.m. to 9 p.m. ET. From **April 1 to Sept. 30**, you can call us Monday through Friday from 8 a.m. to 9 p.m. ET.



bluecareplus.bcbst.com

Share Your Thoughts



We care about you and your health.
And we want to make sure you're
happy with your health care.

If you haven't already, you might get a survey in the mail or by phone soon. You'll be able to say how you feel about us and your doctors.

If you get this survey, please take it. If you don't return the survey, you may get a phone call to help you with it. We'll use your answers to see how we can better work with providers to make sure you get the best care.

