

my BlueCare Plus

A Health & Wellness Newsletter From BlueCare Plus Tennessee

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BlueCare Plus
Tennessee

For you.
With you.



Changes to the Healthy Food Benefit in 2026

Eligible members can use the healthy food allowance.

New this year, members with certain long-term conditions may be able to get a healthy food benefit. It's a Special Supplemental Benefit for the Chronically Ill (SSBCI). If you qualify, you can use your monthly flex card allowance to pay for healthy food. But remember, all members can use their allowance on over-the-counter (OTC) items and transportation.

Not all members will qualify for the healthy food benefit. To see if you qualify, check your allowance information in the **MyTotal Benefits** app. If you don't have the app, you can download it for free in the App Store® or Google Play®. You'll use the same login info for both bcptncard.com and the app.

If you aren't getting this benefit but you think you should, ask your Primary Care Provider (PCP) to complete the attestation form during your next visit.

To complete the SSBCI form, follow these steps:

- › Go to bluecareplus.bcbst.com and click **See member tools and resources**.
- › Select **See documents & forms**.
- › Under Medicare with Medicaid (BlueCare PlusSM), click **Enrollment**.
- › Scroll down and find the form.
- › Print the form and provide your information.
- › Ask your PCP to complete their section and fax it to us.

Your PCP can fax the completed form to **1-855-876-1461**.

Update to your flex card benefit

We're excited to share some new ways you can use your flex card.

You can now use your flex card at Food City to buy OTC and healthy food items. And if you shop at Walgreens, you can use their delivery and curbside options when you place an order online with your flex card.

Questions about your plan or benefits? Call us at 1-800-332-5762, TTY 711.



PREVENTIVE HEALTH

Introducing Our New Glucose Monitors

Monitoring your blood sugar is important when you're managing diabetes.

It can help you keep track of how you're doing and if you need to make any changes. That's why we want you to know about a change to our covered diabetes testing supplies.

As of Jan. 1, 2026, we don't cover OneTouch blood glucose monitoring products anymore. If you're using these products, you'll need to switch to Contour products. Ask your PCP to update your prescription for your next refill. This can help you avoid paying out of pocket for glucose monitors. And when you go to a pharmacy in our network, you can get a Contour monitor and test strips at no extra cost. Just bring the coupon to your pharmacy. You can find it [here](#).



If you need to update your prescription, talk to your PCP.

If you have any questions, give us a call at **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.



YOUR CARE TEAM

Connect With Us Online

Have you signed up for your online member account? Your online account can help you get the most out of your plan. You can use your account to:

- › Find a provider
- › Chat with us
- › See your recent claim summaries
- › And more
- › Learn more about your benefits

You can even use your account to tell us how you'd like us to get in touch with you. That lets you get the info you need, the way you want it.

To update your communication preferences:

1. Go to bluecareplus.bcbst.com and log in to your account.
2. Then click **Account** at the top of the page and choose **Communication Settings**.



Need help setting up your account or setting your communication preferences? Give us a call at **1-800-332-5762**, TTY **711**.

- 2 Visit us at bluecareplus.bcbst.com

Earn Rewards by Taking Care of Your Health

Getting your preventive health screenings can help you and your doctor keep an eye on your health. And you may be able to earn rewards for getting some of the screenings your doctor says you need.

Start by signing up for myHealthy Rewards. **New this year:** Sign up first to start earning rewards. You'll even earn a \$10 gift card when you sign up online and log in to your account.

To sign up:

1. Go to myhealthyrrewards.healthmine.com.
2. Select **Register Now**.
3. Fill in your information and create a password.

Once you've signed up and gotten a confirmation email, you can start earning gift cards.



Your account includes a list of ways you can earn rewards, plus info on how to claim and use them.

You may be able to earn a reward for completing your Annual Wellness Visit. It's different from your yearly physical. It lets your PCP learn more about you and your health needs. We cover this visit at no cost to you.

You may also be able to earn rewards for completing your Health Needs Assessment (HNA). It's a short survey to help us learn about your health. Your answers help us learn how to better support you and your health needs. Your answers don't affect your benefits in any way. You can complete your HNA over the phone or through the myHealthy Rewards app.

Need help scheduling your Annual Wellness Visit? Want to take your HNA? Give us a call at **1-800-332-5762, TTY **711**.**

Gift card eligibility requirements and some restrictions may apply. One reward for in-home, virtual or primary care visit per year.

Everyday Habits for Stronger Balance

Learning how to prevent falls can help you stay healthy and independent. That's why we offer A Matter of Balance. This award-winning program doesn't cost you anything extra. And it can help you:

- › Increase your strength, balance and flexibility.
- › Set goals to be more active.
- › Make small changes to your home to make it safer.
- › Feel more confident in your daily life.

As you improve your balance, add exercise to your routine. Staying active is also good for your health. 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 about your fitness benefit, 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.

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.



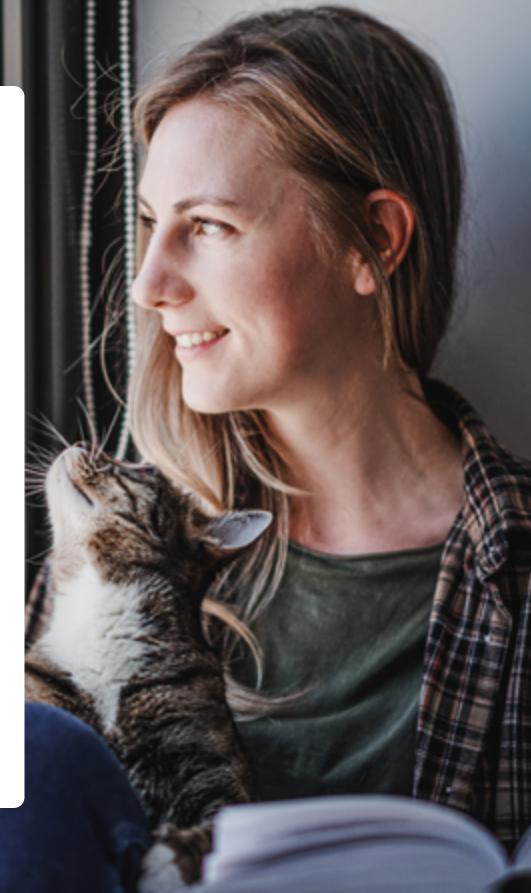
Join Our Member Advisory Group



We're inviting you to join our member advisory group.

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

Interested? Give us a call at **1-800-332-5762**, TTY **711**.



1 Cameron Hill Circle | Chattanooga, TN 37402

This newsletter is published as a service for BlueCare Plus Tennessee members. It's not meant to take the place of your provider's advice. We provide members with the myFlexCard to use for select plan benefits. Value of the flex card is preloaded with certain amounts, according to benefits. Value of card may be zero. Card may not be used at all merchants or providers. Merchants and providers must accept major credit cards. Purchases may be restricted to certain types of items and services. Benefit limits may apply. Check your plan's Evidence of Coverage for details. Or give us a call. 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. Total 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. Some restrictions may apply with reward use.

Healthmine, Inc. and Wellframe are independent companies that provide products and/or services for BlueCare Plus Tennessee. They do not provide BlueCare Plus Tennessee branded products and/or services. They are solely responsible for the products and/or services they provide. The healthy food benefit listed is a special supplemental benefit for members with certain chronic conditions. Qualifying chronic conditions include, but aren't limited to, cardiovascular disorders, diabetes mellitus, obesity, chronic lung disorders and chronic gastrointestinal disorders. Additional qualifying conditions exist. See plan materials for complete list. Not all members (even those with a qualifying condition) qualify. Eligibility is based on meeting the CMS definition of "chronically ill enrollee" and all applicable plan coverage criteria.

BlueCare Plus Tennessee complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex¹. ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-332-5762 (TTY: 711) or speak to your provider. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-332-5762 (TTY: 711) o hable con su proveedor.

نبه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجاناً. اتصل على الرقم 1-800-332-5762 (الهاتف النصي: 711) أو تحدث إلى مقدم الخدمة.

¹ Consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2)