

Issue 2, 2021

my BlueCarePlus

A Health + Wellness Newsletter From BlueCare Plus Tennessee

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For you.
With you.





Care Corner

Free Advice From A Registered Nurse

Call Nurseline when:

- You want to ask general health questions.
- You're not sure if you need to go to the Emergency Room.
- You want to talk about non-emergency symptoms when your doctor's office is closed.

Nurseline and **NurseChat** are here for you 24 hours a day, 7 days a week at

1-888-747-8951

Getting Help With Your Health

If you have more than one health condition and take more than one medicine, it can be hard to keep up with your medications, appointments and treatment plans.

Did you know we have care managers who can help?

If you need some extra support with your health, just give us a call at **1-800-332-5762**, TTY **711** and ask about care management.

Care managers can help you:

- Make and keep up with doctor's appointments
- Give you tips to manage your health
- Connect you to resources in your community

Care Management: A Feel Good Moment



NIKKI WILLIS

Nikki Willis, a care manager with BlueCare Plus, heard from a member who needed a heart transplant. This member had lots of medications and doctors, home medical equipment and fear of facing heart surgery.

Nikki worked with the member's doctors to make things easier. When it was finally time for heart surgery, Nikki worked with

the doctors and the hospital. She helped the member get home safely with all the help they needed to heal. After that, Nikki called the member every week to check in.

"This member is an example of why I love to work in care management," Nikki said. "This is a 'feel good' moment when you feel doing your job helped someone else for the better."

Heads Up: **Survey Coming Soon**

Someone from the Centers for Medicare & Medicaid Services may reach out to you soon with a survey.

If you see it in the mail or get a phone call about it, we hope you'll take it. We use your feedback to help serve you better.



If you need help getting a doctor's appointment, give us a call at **1-800-332-5762**, TTY **711**. **We can help.**

No News Isn't Good News

If you've been to the doctor and had tests done, do you know your results?

Some offices will only call you about your test results if they see a problem. But it's still helpful to know what the tests said.

If you haven't heard your results after several weeks:

- Call the office and ask to hear your results. Be sure to write them down.
- Ask the office if they have a way for you to see your results online in the future.



Talk to Your Doctor:

Urinary Health

If you have trouble urinating, you're not alone. Many older adults, especially women, have trouble with urinary health.

Trouble going to the bathroom can be caused by many things, like:

- Parkinson's disease
- Weak bladder or pelvic floor muscles
- Arthritis
- Nerve problems
- Menopause (for women)
- An enlarged prostate (for men)

Don't be embarrassed. Talk with your doctor.

If you have urine leaks or trouble urinating, your doctor can help figure out what's causing your problem and a plan to help.

They may suggest:

- Pelvic floor exercises
- Changing your drinking habits
- Medicine
- Changing how often you use the bathroom

Source: <https://www.nia.nih.gov/health/urinary-incontinence-older-adults>

Avoiding Falls

Falling can happen to anyone. Even if you have good mobility, you can take steps to avoid falling and hurting yourself.



Use this checklist to check your home for things that might make you fall.

Floors & Steps

- ☐ Make sure you don't have any loose floorboards or handrails.
- ☐ Run cords away from your walking path and tape them down to the floor.

Kitchen

- ☐ Try to keep everything you use at waist level.
- ☐ Get a step stool for things out of reach.

Bathroom

- ☐ Get a non-slip mat or self-stick strips for your tub and shower.
- ☐ Get some grab bars and have them put next to your toilet and shower or tub.

Bedroom

- ☐ Put a lamp near your bed, and make sure it's easy to reach.
- ☐ Get a nightlight for the path from your bedroom to your bathroom.

Everywhere

- ☐ Make sure you have good lighting and replace burned out bulbs.
- ☐ Keep clutter off the floor.



It's important to talk with your doctor if you ever feel drowsy or if you can't see well.



Get Moving with Spring Cleaning

You don't have to hit the gym to add a little movement to your day. In fact, if you're ready to do some spring cleaning, you can get some activity in right at home. Be sure to check with your doctor about activities that are right for you.



Try these ideas to kick off your spring cleaning.

Inside your home:

- ☐ Cooking and doing dishes
- ☐ Scrubbing bathrooms
- ☐ Organizing and packing things away
- ☐ Folding and putting away laundry

In the yard:

- ☐ Pulling weeds
- ☐ Trimming bushes
- ☐ Washing the car
- ☐ Planting and gardening

Helpful Tip




Play some upbeat music while you do chores. It can motivate you!

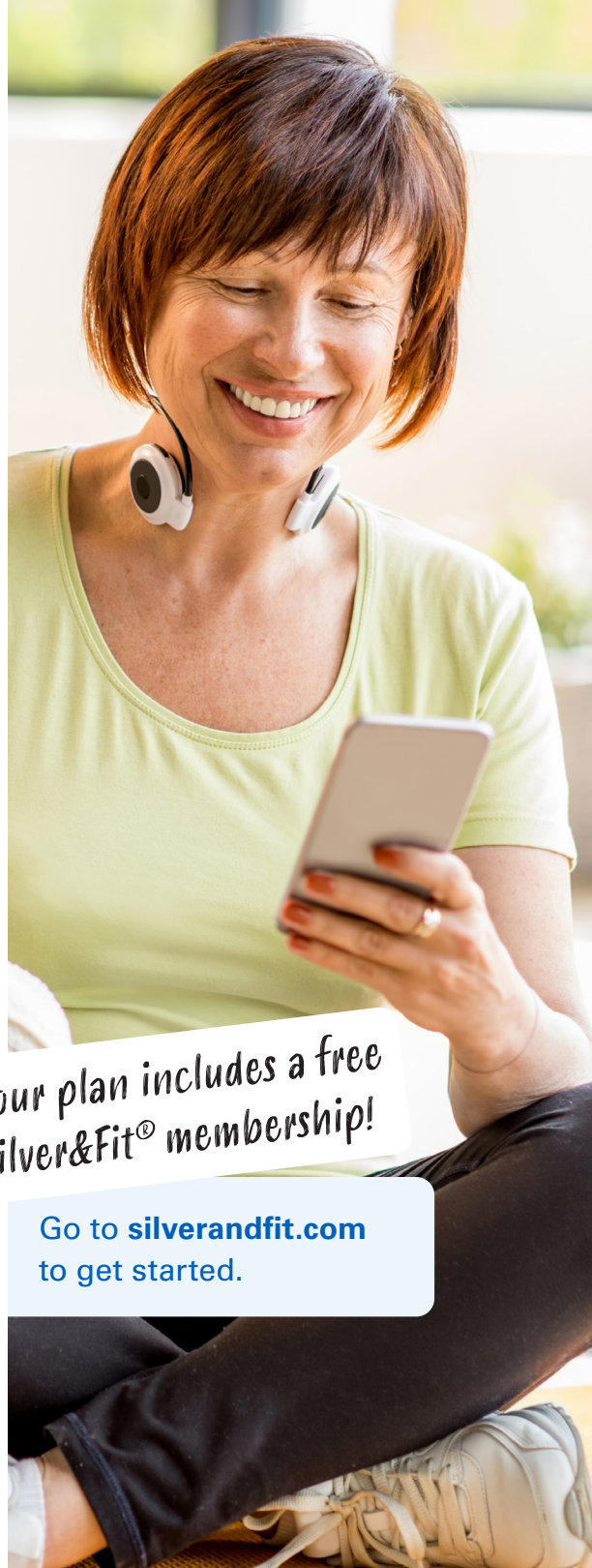


Community Connection at Home

If you spend a lot of time at home, you may feel alone. But you're still part of a community. 2020 showed us creative ways to connect to your community from home.

Try these ideas:

- **Write a letter to your local emergency responders** or hospital and thank them for their service.
- **Take a socially distanced walk** with a friend or family member.
- **Look for a virtual book club** or other hobby group.
- **Try a virtual fitness class.** 
- **Have a virtual dinner with someone.** You can even cook together on a video call.
- **Explore a museum virtually.** Some museums have tours online for free.
- **Look for virtual volunteer opportunities near you.** You might be surprised how much you can help your community right from home.



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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 M–F from 8 a.m. to 9 p.m. ET.

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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.

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Questions? Please call us.

1-800-332-5762, TTY 711



bluecareplus.bcbst.com



Getting Info:

COVID-19 Vaccines

Do you know where to get one in your community?

Check out these sources:

- Tennessee COVID-19 Information Hub: covid19.tn.gov
- BlueCross BlueShield of Tennessee Vaccine FAQs: bcbstupdates.com/vaccine