

Issue 2, 2022

# my BlueCarePlus

A Health + Wellness Newsletter From BlueCare Plus Tennessee

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# Care Corner

## Live in Memphis or Nashville? You may have a Sanitas Medical Center in your area.

These centers are designed just for our members. That means:

- › Quality primary care services
- › More appointment times
- › Less waiting

Some locations also offer extended hours and urgent care services.

Ready to learn more? Give us a call at **1-800-332-5762**, TTY **711**. We can help find a center near you and set up your appointment with one of their Primary Care Providers. Need a ride? We can help with that too.



## Have a health question?

Talk with a registered nurse for free through our 24/7 Nurseline. Just call **1-888-747-8951** when:

- › You have a general health question
- › You're not sure if you need to go to the emergency room (ER)
- › You want to talk about non-emergency\* symptoms when your doctor's office is closed

The Nurseline is here for you 24 hours a day, seven days a week. **And it doesn't cost you anything.**

\*If you're having a medical emergency, please call 911 or go to the ER right away.

## A Member's Story: More Than a Diagnosis



BRITTANY

Brittany, a BlueCare Plus (HMO D-SNP)<sup>SM</sup> member, knows the importance of regular doctor visits.

Brittany has cerebral palsy. It's a condition that affects the brain and the ability to move. By staying on top of their regular doctor appointments, Brittany has been able to live life to the fullest.

Brittany has a bachelor's degree in professional studies and is currently working on a master's degree in social work. Brittany wants others to know you don't need to let a disability define you. You can still follow your dreams. You can still do the things you want to do.

WE WANT TO HEAR FROM YOU

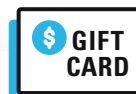
# The CAHPS Survey

Someone from the Centers for Medicare and Medicaid Services (CMS) may reach out to you soon with a CAHPS survey. CAHPS stands for Consumer Assessment of Healthcare Providers and Systems.

The survey asks a few questions about care you've gotten within the past six months. We use your answers to help us work better with your doctors to make sure you're getting the best care for you. Please take a few minutes to complete this important survey.

## How do I complete the survey?

- › You may get the survey in the mail. Or you may get a phone call.
- › If you get it in the mail, you'll just need to fill it out and mail it back in the envelope provided. You don't need to add a stamp.



## Have you completed your Health Needs Assessment?

This short survey comes from us. And you can earn a **\$25 gift card** each year just for completing it. Give us a call to complete the survey by phone or to ask us for a paper copy.



### Questions?

We're here to help.  
Just give us a call.

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

## CARE COORDINATION

# Sign Up for the CareTN App

You can connect with your care team from anywhere for free using the CareTN app.

### The app lets you:

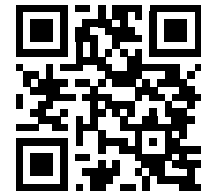


- ✓ Message a nurse or behavioral health specialist
- ✓ Get medication reminders
- ✓ Read articles and watch videos picked just for you
- ✓ Learn more about healthy eating and movement

### Ready to sign up?

You can download the app in the App Store and Google Play. Once you're in the app, follow these steps to register your account:

1. Tap the **SIGN UP** button
2. Enter your BlueCare Plus access code: **bcpelpwell**.
3. Answer a few questions about you and your plan information (like your Member ID). This helps us make sure it's you.
4. Update the details on your profile.
5. Create your login information. Your username should be your email address. Your password should be at least 8 characters long. And it should include at least one letter, one number and one special character (# ! \$ % & \* @ ?).
6. Accept the app's privacy policy.
7. Enjoy the app.



### Need help?

Scan this QR code  
(or visit **[vimeo.com/460684353](https://vimeo.com/460684353)**)  
to watch a quick video tutorial.  
The video is made by Wellframe,  
the company we work with  
to bring you the CareTN app.  
You can also call your care team  
directly at **1-877-715-9503**,  
TTY **711**.

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.

# Been to the Hospital Recently? Remember to See Your PCP.



Your Primary Care Provider (PCP) is your go-to doctor. They're in charge of taking care of your overall health — even when you get care from someone else. That's why it's important to see your PCP after a stay in the hospital or emergency room (ER).

## 1 When should I see my PCP?

- ☐ **Within seven days** of getting care from the ER
- ☐ **Within 30 days** of a hospital stay

## 2 What do I need to tell my PCP?

It's important to share these details with your PCP:

- ☐ Why you went to the ER or hospital
- ☐ When you were admitted
- ☐ When you were discharged
- ☐ Any medication changes that happened while you were in the ER or hospital
- ☐ Any medications or therapies (like oxygen) that were added to your plan of care while you were in the ER or hospital
- ☐ Any medications or therapies you were sent home with

## 3 Why is this important?

Sharing this info helps your PCP see how you're doing. It also gives them the chance to answer your questions about the care you received, review your medication changes and address any problems you're having now that you're back home.



### Need help scheduling your PCP visit?

Give us a call at  
**1-800-332-5762, TTY 711.**  
We'll help set it up for you.  
And we can schedule your ride there and back.



## DOCTOR'S NOTE

# Diabetes: Medication Management

Some people with diabetes can use healthy eating and exercise to manage it. But that's not enough for everyone. Your doctor may also prescribe you medicine.

It's important to take your medicine exactly the way your doctor says. Having a list of all the prescription and over-the-counter drugs you take can help you keep track of this information. Just make sure to include these details:

- |   |   |
|---|---|
| <input type="checkbox"/> Drug name                | <input type="checkbox"/> Prescriber                       |
| <input type="checkbox"/> Why you take it          | <input type="checkbox"/> Date started                     |
| <input type="checkbox"/> How and when you take it | <input type="checkbox"/> Date stopped and why you stopped |

— Dr. Linda Pate, BlueCare Plus Medical Director



### Download our blank medication list.

Just go to our **Documents & Forms** page at [bluecareplus.bcbst.com](https://bluecareplus.bcbst.com).

Then look under the **Pharmacies & Prescriptions** tab for your plan. You can also call us and ask us to send the list to you.



## Blood Sugar Testing

An A1c test tells you how much sugar is in your blood. It's one of the most common ways doctors test for prediabetes and diabetes. It also helps people with diabetes take better care of their health.

Never had one? The CDC recommends you get a baseline A1c test if you're over 45 years old or if you're under 45 with risk factors like high blood pressure and obesity. Your doctor can help you decide when to get an A1c test based on your health.

# Summer Self-Care

Summer can be a tough time of year. The kids are out of school. Our schedules are scrambled. And our calendars are full.

**Help protect your mental health this season with these self-care tips:**



## **Get some fresh air.**

The CDC says spending time outdoors can help you feel less stressed. It's a great way to get some exercise too. Walking can help reduce stress, anxiety and your risk of depression.



## **Practice healthy habits.**

Eat a well-balanced diet filled with fruits and veggies. Limit how much alcohol you drink. And try to get plenty of sleep.



## **Give yourself a break.**

Schedule some time to relax, read or do something else you enjoy. But remember to try and unplug. Turning off the news and logging out of social media can make it easier to unwind.



## **Get support.**

Connecting with friends and loved ones is important. But sometimes, it can be helpful to talk with a professional. That's why we work with a company called AbleTo.

AbleTo's emotional support programs are available to you at no extra cost. They let you work one-on-one with a licensed therapist or coach by phone or video chat. All sessions are private.



## **Ready to learn more?**

Give AbleTo a call.

**1-833-881-1470, TTY 711**

Monday to Friday, 9 a.m. to 8 p.m. ET



1 Cameron Hill Circle | Chattanooga, TN 37402

PRSRT STD  
US POSTAGE  
PAID  
BLUE CROSS  
BLUE SHIELD  
OF TENNESSEE

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 M–F from 8 a.m. to 9 p.m. ET. My BlueCare Plus: A Health + Wellness Newsletter is published as a service for BlueCross BlueShield of Tennessee's BlueCare Plus members. This newsletter is not meant to take the place of your health care provider's advice. 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. BlueCare Plus Tennessee does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-332-5762, TTY 711.

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](http://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.

