

# my BlueCarePlus

A Health & Wellness Newsletter From BlueCare Plus Tennessee

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**For you.  
With you.**

## CARE CORNER

# The Right Care at the Right Time



When you're feeling sick, it can be hard to know where to get the care you need.

If it's an emergency or your life is in danger, go to the nearest ER or call 911. But if it's not an emergency, the ER isn't the best place to go. For non-emergency care, start with your Primary Care Provider (PCP). They know your health history and can help you get the right care.

But what if you can't see your PCP? You have other options to get care fast. Teladoc™ Health lets you talk with a doctor from the comfort of your own home. You can talk on the phone or over video call for help with non-emergency conditions. And it doesn't cost you anything extra. Use Teladoc Health for things like allergies, colds, mental health support and more.

**There are three ways to get started:**

1. Register for Teladoc Health with the BCBSTN<sup>SM</sup> app.
2. Go to [bcbst.com/Teladoc](https://bcbst.com/Teladoc) and choose Get Started With Teladoc Health.

Call **1-800-TELADOC (1-800-835-2362)** (TTY: **1-855-636-1578**), available 24/7



Have questions about Teladoc Health or setting up your account? Just give us a call at **1-800-332-5762**, TTY **711**. We can help.

Teladoc is an independent company that provides telehealth services for BlueCare Plus Tennessee, Inc. by allowing consumers to select and interact with independent physicians and other health care providers. Teladoc does not provide BlueCare Plus Tennessee, Inc. branded products and/or services. Teladoc is solely responsible for the products and/or services they provide. Other providers are available in our network.

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# Get Your Screenings Close to Home

Getting your preventive health screenings is a great way to keep an eye on your health. These screenings can help find problems earlier, when they may be easier to treat. And your plan covers most preventive screenings at no extra cost to you.

We want to make it easy for you to get the screenings you need. That's why we partner with local providers to host wellness events and mobile mammography screenings. And you may even earn a gift card you can use on qualifying items through MyHealthy Rewards just for getting screenings. You can learn more about earning rewards on page 4.

We may call you to tell you about events happening near you. We can let you know what screenings will be offered and which ones you may need. Have questions about your screenings or a wellness event? Give us a call at **1-800-332-5762**, TTY **711**. We're here to help.



# We Want To Get in Touch

Let us know what works best for you.

**Did you know you can choose how we get in touch with you?** That lets you get the info you need, the way you want it.

Now's a great time to make sure we have the right information for you. We may call you or send you mail sometimes. So it's important to be sure you keep us updated if your information changes.

Just update your contact information and preferences in your online account.

1. Go to [bluecareplus.bcbst.com](https://bluecareplus.bcbst.com) and log in to your account.
2. Then click Account at the top of the page and choose Communication Settings.

Or, we can help you update your info and choose your preferences over the phone. Give us a call at **1-800-332-5762**, TTY **711**.

## Keep in Touch With TennCare

TennCare renewals happen every year. That means TennCare will check to be sure you're still eligible for your Medicaid benefits. When you get a renewal packet, fill it out and send it back as soon as possible. If you don't fill out your packet, TennCare may end your benefits. You have to have TennCare to keep your BlueCare Plus Tennessee plan, too.

It's important for TennCare to have your correct contact info on file. That way they can get in touch with you about your benefit renewal. You can update your info:

- › Online at [tenncareconnect.tn.gov](https://tenncareconnect.tn.gov) or
- › By phone at **1-855-259-0701** (TTY **1-877-779-3103**)



And don't forget to sign up for your TennCare Connect account online. You can manage your benefits, renew your coverage and choose how TennCare gets in touch with you.



## SCREENINGS

# Taking Care of Your Eyes



Taking care of your eyes is an important part of your health. Regular eye exams can help your doctor spot problems earlier, when they may be easier to treat. Plus, your doctor can check your vision and let you know if you need glasses or contacts to see better.

You get a combined allowance each year to help cover your supplemental vision expenses. BlueCare Plus (HMO D-SNP)<sup>SM</sup> and BlueCare Plus Choice (HMO D-SNP)<sup>SM</sup> members can use **\$800** of the allowance on supplemental vision care, like glasses or contact lenses.

If you have diabetes, a retinal eye exam can help find issues with your eyes caused by diabetes. Your medical benefits cover this exam. That means you don't have to use your vision allowance on your flex card to pay for it.

Have questions about your vision allowance and what it covers? Give us a call. We're here to help answer questions you have.

# Earn Rewards for Taking Care of Your Health

Did you know you may be able to earn gift cards for taking care of your health? Just sign up for MyHealthy Rewards and get the screenings your provider says you need. You can earn gift cards for some of them. And you'll know what's going on with your health.

## Sign up to start earning rewards:

1. Visit [myhealthyrewards.healthmine.com](https://myhealthyrewards.healthmine.com).



2. Tell us a little about yourself.
3. Choose your preferences.
4. Create your password.
5. Start earning rewards.

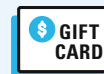
You can also sign up by calling **1-866-267-3367**, TTY **711**, from 9 a.m. to 6 p.m. ET, Monday through Friday.

## Once you join MyHealthy Rewards, you may earn rewards for these things:



- › Health Needs Assessment completion
- › Annual Wellness Visit\*
- › Colorectal cancer screening
- › Breast cancer screening
- › Diabetic eye exam

\*One reward for in-home, virtual or primary care visit per year.



**You can choose what gift card you get for your rewards.** You can choose from retailers including:

- › Walmart
- › Shell
- › Lowe's
- › and more

Want to learn more about MyHealthy Rewards? Give us a call. We can tell you about the program, which screenings you're eligible for and what limits apply.

# Growing Your Own Food

Spring is here, and that means warmer weather, more sunshine and lots of fresh produce. Fruits and veggies are an important part of a healthy diet. They provide vitamins and minerals that can help you stay healthy.

If you've ever thought about growing your own veggies, now's a great time to get started. You can start planting warm weather crops in mid- to late spring after the last frost of the season. These crops include peppers, squash and tomatoes.

You don't need lots of space to have your own garden. You can plant veggies in containers in your backyard or on your porch. Choose a container that's food-safe and has good drainage. Place them in an area where your plants can get plenty of sun. And be sure to water them regularly.



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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](http://bluecareplus.bcbst.com)**

## 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 we're doing well and what we can do better.

Interested? You can join in one of two ways:

- › Online at **[bcptn.enrolleevoice.com/apply](http://bcptn.enrolleevoice.com/apply)**
- › By phone at **1-800-332-5762, TTY 711**

Learn more at **[bcptn.enrolleevoice.com](http://bcptn.enrolleevoice.com)**.

