

Issue 2, 2025

my BlueCarePlus

A Health & Wellness Newsletter From BlueCare Plus Tennessee

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For you.
With you.

Have You Set Up Your Online Account?

We've recently launched a new online member account experience.

Your online account is a good way to get important details about your plan. And we've recently updated the experience to make it easier to find the info you need and do your most important tasks.

Here's how to sign up for your online account:

1. Go to bcbstmedicare.com.
2. Click **register an account**.
3. Follow the setup instructions.

Already signed up? Use your account to learn more about your benefits, view plan materials, and get a digital copy of your Member ID card to use at the doctor or pharmacy.

Update your contact preferences

You can also use your online account to choose how we get in touch with you. Once you're logged in, select **Account** at the top of the page. Then choose **Communication Settings**. From there, you can sign up to get emails and texts from us.



Stay in touch with your care team wherever you are

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

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



Powered by

Wellframe

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.



SPRING GARDENING

Growing Your Own Food

Fruits and veggies are an important part of a healthy diet. They provide vitamins and minerals that can help you stay healthy.

Growing your own garden can help you save money and eat more fruits and veggies. Plus, it can be a fun way to get some exercise.

Ready to grow your own garden? Now's a good time to get started. You can begin 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 fruits and

veggies in containers in your backyard or on your porch. Or you can grow them indoors on a windowsill.

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.

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.

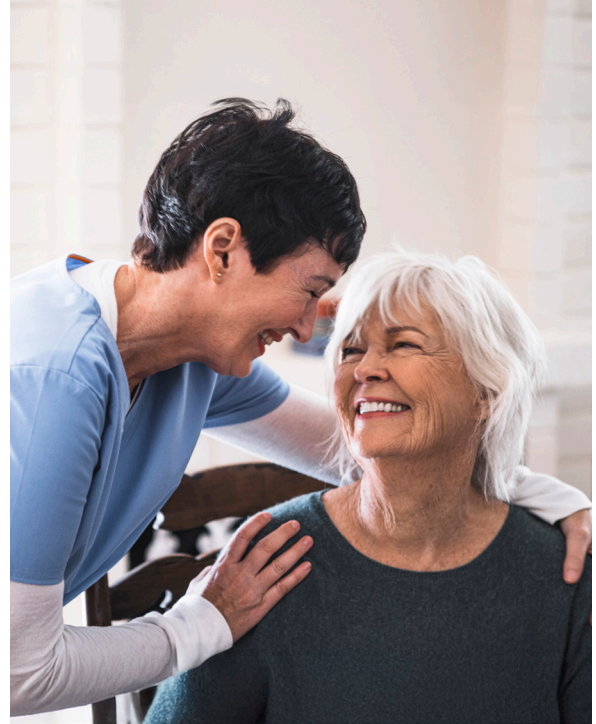
If it's an emergency or your life is in danger, go to the nearest ER or call **911**.

If it's not an emergency, the ER isn't the best place to go for care. 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 another option to get care fast.

Care from the comfort of home

Teladoc Health® lets you talk with a doctor 24/7 by phone or video call. You can use them for help with non-emergency conditions like allergies, colds and mental health support. And it doesn't cost you anything extra.



There are three ways to get started:

- › [Click here](#) to create or log into your online account. Once you're logged in, you'll be taken to the Teladoc Health homepage.
- › Download the **Teladoc Health app** from the App Store® or Google Play®.
- › Call **Teladoc Health** at **1-800-835-2362**, TTY **1-855-636-1578**.

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

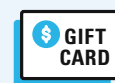
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It Pays to Care for Your Health

Did you know you may be able to earn rewards just for putting your health first? Sign up for MyHealthy Rewards to begin. Here's how:

1. Go to 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 phone. Just call **1-866-267-3367**, TTY **711**, Monday through Friday from 9 a.m. to 6 p.m. ET.



Ways to earn rewards

Once you join MyHealthy Rewards, you can earn a **\$25 gift card**¹ by taking your Health Needs Assessment (HNA). Your HNA is a short survey that helps us get to know you and your health needs better.

You can also earn a **\$50 gift card**¹ for having your Annual Wellness Visit once each year². And you may be able to earn even more rewards for completing eligible screenings your provider says you need³.

Want to learn more about our rewards program? Go to myhealthyrewards.healthmine.com.

¹Some restrictions may apply with reward use.

²One reward for in-home, virtual or primary care visit per year.

³Total 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.



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, make sure to fill it out and send it back as soon as possible. This is important to help you keep your TennCare benefits and your coverage with us.

It's also important for TennCare to have your correct contact info on file. This helps them get in touch with you about your benefit renewal. You can update your info in one of two ways:

- › Online at tenncareconnect.tn.gov
- › By phone at **1-855-259-0701**, TTY **1-877-779-3103**



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



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.

The panel meets every quarter in areas across the state. People can also join in online.

Agendas cover a wide array of topics, including:

- › Benefits
- › Customer service
- › Access to health care

Members, caregivers and community leaders can all serve on the panel.

Interested?

Apply to 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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OF TENNESSEE

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تويوغللاندعاسملتامدخناف،تويبرعلاةغللاندحتتتك اذا:فظولم.
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

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 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 extra.

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

