

Issue 3, 2022

# my BlueCarePlus

A Health + Wellness Newsletter From BlueCare Plus Tennessee

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## CARE CORNER

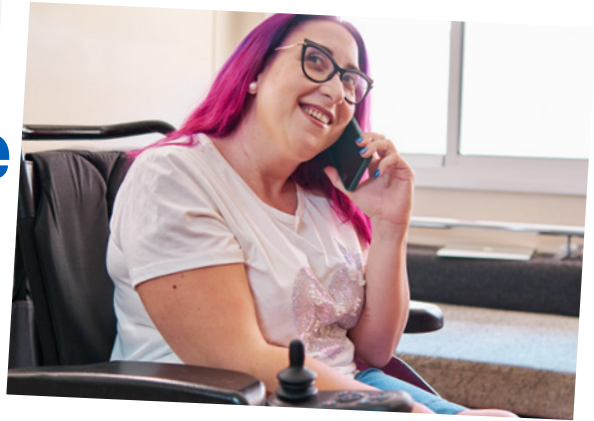
# Get the care you need, on your schedule

You can get in-network care at Sanitas Medical Centers.

## Here are a few things Sanitas offers:

- › Primary care, including checkups and vaccinations
- › Same-day appointments, plus night and weekend hours, at select locations
- › Telehealth appointments

We have locations in West or Middle Tennessee. 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. Other providers are available in network.



## Need a ride?

We can help with that too. Call us at **1-800-332-5762**, TTY **711**. We can even schedule your ride there and back.



## 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.



# Your Annual Wellness Visit

Your benefits include two yearly checkups with your Primary Care Provider (PCP).

Your yearly physical exam includes bloodwork and other tests. Your Annual Wellness Visit is a little different but just as important.

Your Annual Wellness Visit helps your PCP understand all your health care needs and make a preventive action plan. The goal is to protect your health now and in the future.

## During this visit, your provider will:

- › Measure your height, weight and blood pressure
- › Update your medical and family histories
- › Review your prescriptions and provider visits
- › Check for any mental changes or confusion
- › Discuss screenings and tests you may need



**Let us help you  
get scheduled.**

Call us at  
**1-800-332-5762**, TTY **711**.  
We can even schedule your  
ride there and back.



# See Your PCP After a Trip to the ER

Your Primary Care Provider (PCP) keeps an eye on your overall health.

They make sure all your treatment and medications work well together. That's why a PCP follow-up visit is needed within seven days after an ER visit.



## Schedule your PCP visit.

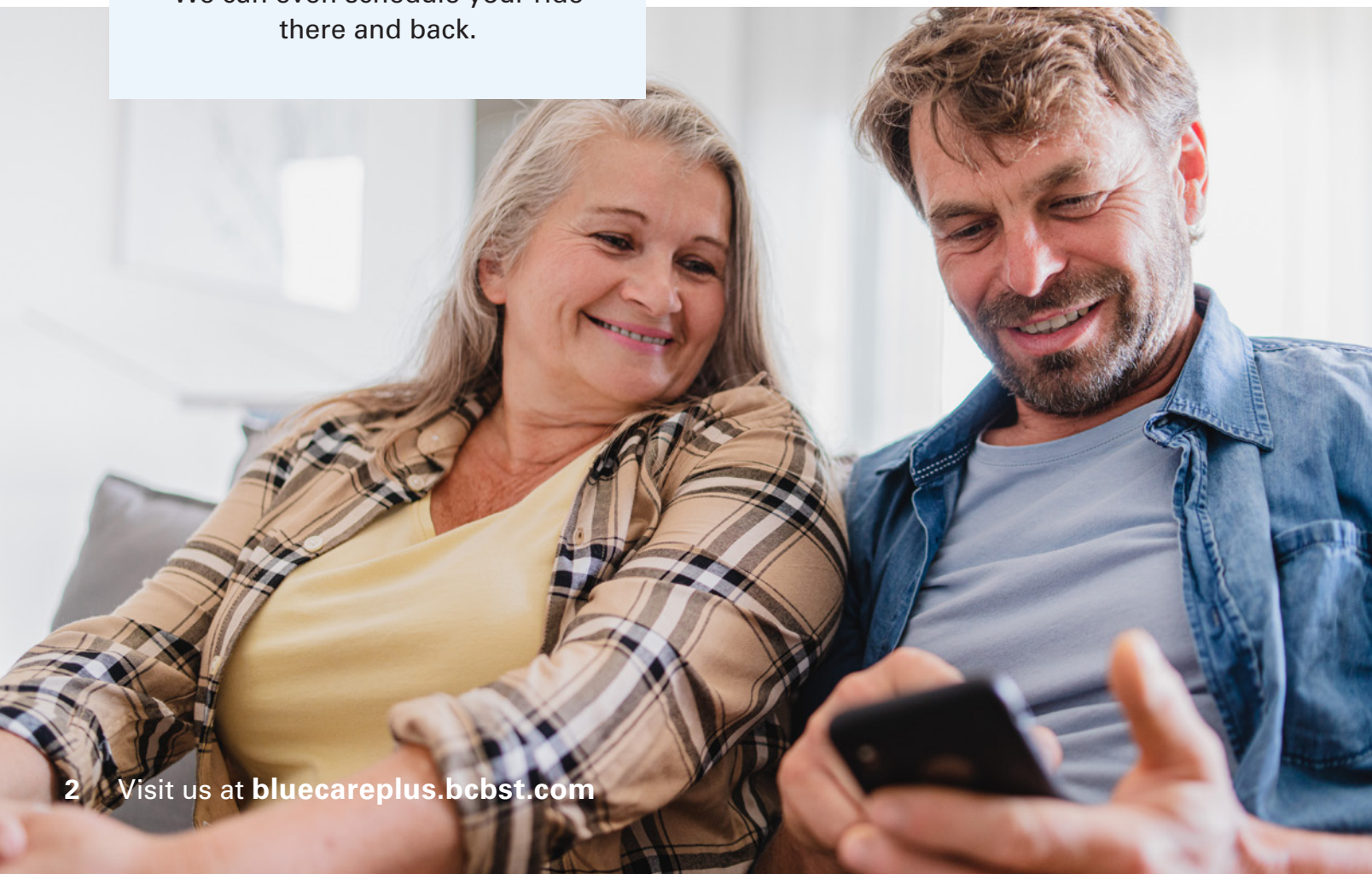
Give us a call at  
**1-800-332-5762, TTY 711.**

We can even schedule your ride there and back.

## Here's what your provider needs to know:

- › The date(s) you were at the ER
- › Why you went
- › Any new or changed drugs prescribed there
- › Therapies (like oxygen) added or changed

Sharing this info helps your PCP address all of your health care needs.





## BENEFIT INCREASE

# New \$150 Monthly Allowance for OTC Items and Healthy Food



Good news! Your allowance for over-the-counter (OTC) items and healthy food has gone up.

You now get \$150 per month to pay for certain OTC products like sunscreen, vitamins and cold medicine. If you're eligible, you can also use it to buy healthy food like fruit, veggies and canned goods.

There's no need to do anything. We add these funds to your allowance card at the start of each month. You can use your card to shop at participating stores. Or you can order through our OTC Catalog.

But don't forget to use it! Your monthly balance doesn't roll over. It resets at the start of each month.



**Questions about your OTC/healthy food benefit?**  
Give us a call at **1-800-332-5762**, TTY **711**.

The allowance for healthy food is part of a special supplemental program for people living with chronic health conditions. Not all members qualify.

Call us at **1-800-332-5762**, TTY **711** **3**

# Understanding Bladder Control

Urinary incontinence is when you leak urine and can't control it.

You may notice urine leaks after you cough or sneeze. Or you may have trouble making it to the toilet in time to urinate. It can be common for older adults, especially women. And nothing to feel bad about.



## Here are some things you can do to help:

- › Quit smoking or using smokeless tobacco
- › Keep a healthy weight by eating well and exercising
- › Drink less alcohol and caffeine
- › Do pelvic floor exercises that your doctor recommends

As always, talk to your doctor about your healthcare needs or concerns. They can help you understand your body's unique needs.





# Exercise Your Way

Exercising isn't just for bodybuilders or marathoners. It's for everyone and everybody.

And you don't even need equipment. Try a couple of these activities to move your body and boost your mood.

1

## **Yard work/gardening**

Something as simple as mowing the yard or planting flowers can get you moving.

2

## **Exercise videos**

Check out an exercise video on YouTube to dance or do yoga to get the blood pumping.

3

## **Chair exercises**

Sit in a chair with your back straight. Then try marching in place, lifting your arms above your head or raising your heels.



Be sure to check with your doctor before starting any new physical activities or exercise programs.



1 Cameron Hill Circle | Chattanooga, TN 37402

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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 Monday through Friday from 8 a.m. to 9 p.m. ET. If you call us outside these hours or on a holiday, our automated system will answer your call. You can leave a message for us, and we will call you back the next business day. This newsletter is published as a service for BlueCare Plus Tennessee members. It's not meant to take the place of your health care provider's advice. 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.

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**Questions? Please call us.**  
**1-800-332-5762, TTY 711**



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

## TOOLS AND TIPS

# Bring Care With You

As a member, you have care managers and health coaches.

They can help you get the most out of your care and answer your questions. You can connect with them anywhere with the CareTN mobile app. Use it on your smartphone or tablet.

It's a great tool to use between doctor visits or after a hospital stay. You can also use the app to set alerts when it's time to take medications or go to the doctor.



CareTN is available in the App Store® and Google Play®. After you've downloaded it, use the access code "medhelpwell" to get started. 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.