

Issue 3, 2025

my BlueCarePlus

A Health & Wellness Newsletter From BlueCare Plus Tennessee

Summer Sun Safety

page 1

The Importance of Diabetic Eye Exams

page 3

Sticking With a Medication Routine

page 5



For you.
With you.

Dear Member,

Welcome to our summer newsletter.
In this issue, we discuss:

- › Staying safe in hot weather
- › Seeing your Primary Care Provider after a trip to the hospital or ER
- › The importance of diabetic eye exams
- › Some vaccines you may need soon
- › Tips to help you stick with your medication routine
- › Your health plan checklist

We hope you have a healthy summer!

And remember, we're here for you. Visit us online anytime at bluecareplus.bcbst.com. Or give us a call at **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.

Best of Health,

Your Member Care Team



Stay in touch with your care team with the CareTN app

The **CareTN** app lets you connect digitally with your care team. And it includes special programs for people with certain health conditions.

You can download the app for free on your smart device. [Click here](#) to get it from the App Store® or Google Play®. Use the access code **bcpbluewell** to get started.

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.



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SUMMER SUN SAFETY

Play It Cool This Summer

Summer can mean more time outside. Help protect yourself from the heat with these steps:

- › **Stay hydrated.** Make sure you're drinking enough water — even if you don't feel thirsty. You can ask your provider how much water is right for you.
- › **Combine safety with style.** Wear loose, lightweight and light-colored clothes. Wear sunglasses with protection against UVA and UVB rays. This can help keep your eyes safe and reduce the risk of cataracts. And wear a hat with a wide brim to give your face an extra layer of protection.
- › **Take a breather.** Take regular breaks inside air-conditioned places. If you can't go inside, take breaks in the shade.
- › **Check the clock.** Try to avoid being outdoors midday when the sun is hottest.
- › **Protect your skin.** Use a broad-spectrum sunscreen with SPF 30 or higher. And be sure to reapply it often.
- › **Stay in the know.** Check your local news for any health and safety updates.

See Your PCP After a Trip to the Hospital or ER



Your Primary Care Provider (PCP) is your partner in health.

They know your health history. They make sure your medications and treatments work well together. And they keep an eye on your overall health.

That's why it's important to let your PCP know about care you've gotten from other providers. And it's extra important to make an appointment with your PCP after a trip to the hospital or ER.

You should see your PCP:

- › Within **seven days** of getting home from the **ER**
- › Within **30 days** of getting home from a **hospital stay**

Your PCP will need to know:

- › When you were at the ER or hospital
- › Why you went
- › Any new prescriptions or changes to your current drugs
- › Therapies (like oxygen) that were added or changed

Your PCP can help you understand and stick with your treatment plan. And they can help adjust your plan if something's not working for you.



We can help set up your PCP visit.

And we can schedule your transportation there and back. Just give us a call at **1-800-332-5762**.

Protect Your Vision With a Diabetic Eye Exam

A diabetic eye exam can help find eye damage — even if you don't have symptoms.

Conditions like diabetes can damage the tiny blood vessels in your eyes. That's why people with diabetes should get their eyes checked regularly.

A yearly diabetes eye exam can help protect your vision. And if you're eligible, you could earn a reward just for taking this healthy step.

You could earn a \$15 gift card for having an exam:

- › At your PCP's office
- › At one of our wellness events
- › Or with our in-home test kit

Or you could get a \$50 gift card for an exam by an eye doctor. This is an exam by an ophthalmologist or optometrist.

See the [last page](#) of this newsletter for more details on how to join our rewards program.



Vaccines You May Need Soon

Flu and virus season is just around the corner.

Many viruses, like flu and pneumonia, peak in the fall and winter months. But you can help protect yourself and others with vaccines.

The flu shot

The flu shot can help lower your risk of getting the flu. And if you do get sick, the vaccine can help keep your symptoms from being as bad.

The CDC says most people 6 months of age and older should get a flu shot every flu season. But it's extra important if you're over 65 or have a health condition that can make you more likely to get sick.

Pneumonia vaccine

The CDC says adults age 50 and older should get the pneumococcal vaccine (or pneumonia vaccine). Adults ages 19 to 49 who smoke cigarettes or have certain health problems, like diabetes, may also need this vaccine.

Next steps

Make an appointment this September (or early this fall) with your PCP or pharmacist. Talk to them about the flu shot and pneumonia vaccine. And ask about other vaccines you may need.

We can help set up your appointment and schedule your ride. Just give us a call at **1-800-332-5762**.



**We cover the flu shot
at no extra cost to
you when you go to a
provider or pharmacy
in our network.**

Are you eligible for the
pneumonia vaccine?
We cover that, too.



PHARMACY

Sticking With a Medication Routine

It's important to take medicine the way your provider tells you to.

That means taking the right dose at the right time. Here are some tips that can help:

- › Remember to take your medicine at the same time each day by pairing it with another part of your routine. For example, take it before you brush your teeth or with your breakfast (if your provider says it's OK to take the drug with food).
- › Set an alarm on your phone as a reminder.
- › Use a pill box with days of the week labeled. Make filling your pill box part of your routine, too.

It's also important to keep taking a drug until your provider says it's OK to stop — even if you're feeling better. Quitting a medication too early can be bad for your health and/or treatment. Depending on the drug and what it's for, quitting too early may cause the problem to come back. Or it may cause side effects or withdrawal symptoms.

If you have any side effects from your medicine that become serious or don't go away, tell your provider. They may be able to prescribe you another drug that works better for you.



Sticking to your regular medication schedule is even more important if you have diabetes. Taking your drugs as your provider says helps improve your blood sugar control. That keeps you healthier. And it lowers your risk of having more serious health problems.



Your Health Plan Checklist

Use this checklist to help you get the most out of your benefits.

- ☐ **Go digital.** We're offering more digital resources than ever before. Get the most out of your plan with your online member account. You can create or log in to your account at bcbstmedicare.com. Or click [here](#) to get started.
Once you're logged in, you can sign up to get texts and emails from us. Just select **Account** at the top of the page. Then choose **Communication Settings**. From there, you can choose how we get in touch with you.
- ☐ **Be on the lookout.** We'll send you some important plan materials during the last few months of the year. Make sure to open any mail or emails you get from us.
- ☐ **Sign up for MyHealthy Rewards at myhealthyrewards.healthmine.com.** Our rewards program gives you the chance to earn rewards for getting certain screenings and for taking your **Health Needs Assessment (HNA)**. Your HNA is a short survey that helps us get to know you and your health needs better. And you can earn a \$25 gift card for completing it once every plan year.
- ☐ **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. You can apply to join online at bcptn.enrolleevoice.com/apply. Or you can give us a call at **1-800-332-5762**.



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This newsletter is published as a service for BlueCare Plus Tennessee members. It's not meant to take the place of your provider's advice.

Total 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. Some restrictions may apply with reward use.

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