

Issue 4, 2025

my BlueCarePlus

A Health & Wellness Newsletter From BlueCare Plus Tennessee

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For you.
With you.

Dear Member,

Welcome to our fall newsletter. In this issue, we're sharing tips to help you stay healthy and safe as the seasons change. You'll find:

- › Ways to help improve your balance and prevent falls
- › How to manage stress during the holidays
- › Important vaccines to help protect your health
- › How to earn rewards for taking care of your health
- › Your health plan checklist

We're grateful to have you as a member. And we're here to support you every step of the way.

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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Wellframe is an independent company that provides and maintains a care management app for BlueCare Plus Tennessee. Wellframe does not provide BlueCare Plus Tennessee branded products and/or services. Wellframe is solely responsible for the products and/or services they provide.

Thank You for Being a Member

Thank you for being a BlueCare Plus Tennessee member. We're here for you. And we want to continue to support you on your health journey.

Your 2026 plan

It's important to check out your plan materials for 2026. They'll let you know what your benefits are and what's changing.

One of the best ways to review these plan materials is through your online member account. It gives you the most up-to-date info and materials you may need.



How to get your materials online

Go to bluecareplus.bcbst.com/yourmaterials. Then create or log in to your online member account.

Once you're signed in, you can:

- › See what doctors, hospitals and pharmacies are in our 2026 network — available Oct. 15, 2025.
- › See if your prescriptions are on our 2026 covered drug list (formulary) — available Oct. 15, 2025.
- › View a copy of your plan's 2026 Evidence of Coverage — available Oct. 15, 2025.



You can also use your online member account to sign up to get texts and emails from us. Click [here](#) to get started. Once you're logged in, this link will take you directly to our **Communication Settings** page. You can also find this webpage in your account by selecting **Account > Communication Settings**.



A MATTER OF BALANCE

Learn How To Help Improve Your Balance

Learning how to prevent falls can help you stay healthy and independent.

That's why we offer **A Matter of Balance**. This award-winning program doesn't cost you anything extra. And it can help you:

- › Increase your strength, balance and flexibility.
- › Set goals to be more active.
- › Make small changes to your home to make it safer.
- › Feel more confident in your daily life.



**Ready to sign up or
learn more?**

Call our outreach team
at **1-877-715-9503**,
TTY **711**.

We're here Monday
through Friday,
8 a.m. to 6 p.m. ET.

More Ways To Protect Your Health

Already signed up for A Matter of Balance? You're off to a great start! Here are some more ways to help you stay on top of your health.



Schedule your Annual Wellness Visit

It's important to have this visit, even if you're feeling fine. It can help your Primary Care Provider get to know you and your health needs. And it can give you a chance to complete any preventive screenings and vaccines you may need.

We cover your Annual Wellness Visit at no extra cost to you. And you might just earn a reward for having it.*



Stay up to date on your vaccines

The **flu shot** can help lower your risk of getting the flu. And if you do get sick, the vaccine can help you feel better faster. 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.



The CDC says adults age 50 and older should also 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.

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.

*See [page 5](#) to learn about MyHealthy Rewards, your plan's rewards program. Certain restrictions may apply with reward use.

Managing Holiday Stress

The holidays can be wonderful. But they can also be hard.

You may be feeling stressed about money, a big to-do list or the pressure to make the holidays special for your family.

In this season of giving back, it's important to remember to take care of yourself, too. Here are some ways to care for your mental health.

- › **Take time for you.** Go for a 10-minute walk. Play your favorite song. Or write down some of your thoughts so you're not carrying them all in your head. Not able to get away? You can practice mindfulness right where you are. Breathe in through your nose for four seconds. Hold for one second. Then breathe out through your mouth for five seconds. Repeat as needed.
- › **Connect with your community.** Missing your loved ones? Spending time with your community can help lighten those feelings of loss. Check out faith communities, support groups, volunteer organizations or activity clubs in your area. And find one that feels right for you.
- › **Get support.** It can be helpful to share your feelings with a friend or family member. And sometimes, it can be helpful to talk with a professional. The good news is your plan includes mental health benefits.



For more info on your mental health benefits, see your plan's Evidence of Coverage. Scroll to [page 1](#) for more info on how to review your 2026 benefits.

It Pays to Care for Your Health



Did you know you can get rewarded for caring for your health? It's all part of our rewards program.

But before you can start earning rewards in 2026, you'll need to make sure you're signed up for a MyHealthy Rewards account. Here's how to log in or create a new account:

1. Visit myhealthyrewards.healthmine.com.
2. Log in with your username and password. Or select "**Register Now!**" if you don't have an account.
3. If you're creating a new account, it'll ask you a few questions. Then you'll choose your preferences and create a password.

Ways to earn rewards

Once you're signed up, you can earn gift cards* for getting certain screenings your provider says you need. You can also earn one gift card in 2026 for each of these activities:

- › Log in to your online account for the first time in 2026. **(\$10 gift card)**
- › Have your Annual Wellness Visit. **(\$50 gift card)**
- › Complete your Health Needs Assessment, a short survey that helps us get to know your health needs better. You can find this survey online in your MyHealthy Rewards account. **(\$25 gift card)**



Have questions? Need help signing up?

Call MyHealthy Rewards at **1-866-267-3367**, TTY **711**.

They're open Monday through Friday, 9 a.m. to 6 p.m. ET.

*Starting in 2026, you'll need to be signed up for MyHealthy Rewards to earn rewards offered through the program. Some restrictions may apply with reward use. 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. One reward for in-home, virtual or primary care visit per year.

Healthmine, Inc. is an independent company that provides member rewards programs for BlueCare Plus Tennessee. Healthmine does not provide BlueCare Plus Tennessee branded products and/or services. Healthmine is solely responsible for product and/or services they provide.



Your Health Plan Checklist

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

- ☐ **Review your 2026 plan materials.** On Oct. 15, 2025, all your important 2026 plan materials will be available in your [online member account](#). For more details, go to [page 1](#) of this newsletter.
- ☐ **Go digital.** You can use your online member account to sign up to get texts and emails from us. Go to [page 1](#) to see how.
- ☐ **Sign up for A Matter of Balance.** See [page 2](#) for more info.
- ☐ **Schedule your Annual Wellness Visit.** And ask your provider about the flu shot, pneumonia vaccine and other vaccines you may need. See [page 3](#) for more info.
- ☐ **Create or log in to your [MyHealthy Rewards account](#).** See how on [page 5](#).



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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.

BlueCare Plus Tennessee complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex¹. ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-332-5762 (TTY: 711) or speak to your provider. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-332-5762 (TTY: 711) o hable con su proveedor.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-800-332-5762 (الهاتف النصي: 711) أو تحدث إلى مقدم الخدمة.

¹ Consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2)