

Welcome to the TennCare program administered by BlueCross BlueShield of Tennessee.

It's easy to get on the road to health. Just remember these three easy steps.

1. See Your Primary Care Practitioner.

Each TennCare member has a primary care practitioner (or PCP). Your PCP is the person you see for health care. He or she can be your doctor, nurse or physician assistant. Or, your PCP might be a health care professional at your local health department. The name of your PCP is on the front of your TennCare ID card.

Your PCP will give you most of the care you need to stay healthy. Or treat you when you are sick. If your PCP wants you to get specialized care, he or she will send you to a specialist. This is called a referral.

Your PCP will make the appointment for you to see the specialist.

Remember, if you go to another doctor or specialist without a referral from your PCP, TennCare may not pay the cost of the care, unless it is an emergency.

2. Get Your Checkups.

You should see your PCP for regular checkups, even if you feel OK. Regular checkups can find health problems early, before they get big. Your PCP can give you tests and vaccines to help keep you healthy.

Regular medical, mental and dental checkups are provided for covered children, up to age 21. And the checkups are free! Adults also have covered preventive services. See your member handbook for a list of covered services. You can also see the handbook on our Web site at www.bcbst.com.

3. Call the Health Information Library at 1-800-999-1658.

You can call this toll-free number and get health information 24 hours a day. Use a touch-tone telephone to choose from 1,200 different health topics. Then topics are listed on the Web site www.bcbst.com. They are also listed in the Health Information Library Index booklet. Call Customer Service if you need a booklet.

Three Steps to Health

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2. Get Your Checkups.
3. Call the Health Information Library.

**A Reminder:
Always Show Your
TennCare ID Card.**