



**Clarification on Routine Nursery Care**

HealthyTNBabies only covers routine nursery care for healthy, full-term newborns while you are still in the hospital. HealthyTNBabies does not cover services for sick newborns. Keep in mind that your baby will not be

automatically covered under health coverage once born. You will need to contact CoverKids to find out if your baby is eligible for CoverKids by calling CoverKids Customer Service toll-free at 1-866-620-8864 before your delivery.

CoverKids and TennCare offer rich benefits, including medical, vision, drug, and dental. In addition to covering the routine nursery care described above, HealthyTNBabies covers your pregnancy and complications of pregnancy through 60 days post partum.

**Moving? Let us Know!**

Have you moved? Has your phone number changed? Have you moved out of state? To update your information, call CoverKids Customer Service toll-free at 1-866-620-8864 and have your child's member ID card handy when you

make the call. CoverKids can serve you best and reach you with important information about your benefits, coverage and renewal when we have the most up-to-date information.

**Member Testimonial**

**CoverKids: Making a difference, one member at a time**  
 "This is a Godsend to have health insurance for the girls," said Veronica Hamilton\* of Cordova, Tenn., mother of members Aubreyanna and Travis. "I have

to say that we have had a great experience with CoverKids."

\*Although this is a true quote, the names of the mother and children have been changed to protect their privacy.

 of Tennessee  
 1 Cameron Hill Circle  
 Chattanooga, TN 37402

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 OF TENNESSEE, INC.

**How Can CoverKids and HealthyTNBabies Help You?**

**Most frequently dialed numbers**

**At BlueCross BlueShield of Tennessee**

Regular business hours at BlueCross are from 8 a.m. to 6 p.m. ET, Monday through Friday.	
Member Services (for benefits information)	1-888-325-8386
TDD/TTY (for the hearing impaired)	1-866-591-2908
Email	coverkids@bcbst.com
Website	bcbst.com
24/7 Nurseline*	1-866-904-7477
Health Information Library*	1-800-999-1658
Drug Benefits Appeal	1-888-343-4232 (fax number)
CaringStart Maternity Program	1-888-416-3025
Care Management	1-800-225-8698
CareSmart® Disease Management	1-888-416-3025

**At the State of Tennessee**

Regular business hours at the state are from 8 a.m. to 5 p.m. CT, Monday through Friday.	
Email	cover.tennessee@tn.gov
Website	coverkids.com
Customer Service (for eligibility, enrollment and renewal questions)	1-866-620-8864

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association  
 We do not allow unfair treatment in CoverKids and HealthyTNBabies. No one is treated in a different way because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call the Office of Non-Discrimination for free at 1-855-286-9085.  
 The information in this newsletter is not meant to take the place of your doctor's advice.  
 This information has been classified as public information.  
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**Your Child's Vision and Oral Health Matters**

Good vision and oral health for infants and young children starts early! Taking your child for regular vision and dental exams makes sure their eyes and teeth stay healthy, which, in turn, helps their overall health.

**Vision care**

Your child is covered for vision care through CoverKids, as described in your Member Handbook. Vision care benefits are administered by BlueCross BlueShield of Tennessee.

Your child can get vision care benefits from any eye doctor or other eye care professional. There are no network requirements for the vision benefit. Show your child's member ID card to the provider at the time of service. The ID number on the card is for both medical and vision services. Most doctors or eyeglass centers will file the

claim for you. Some of the services available to your child include:

- Eye exam – 1 per plan year
- New lenses – 1 per plan year
- Prescription contact lenses in lieu of eyeglasses
- Frames
- Replacement frames – 1 every 2 plan years

Some vision benefits have a maximum annual payment limit. Costs of those services above the limit must be paid by you. See your Member Handbook for more information.

**Reminder on wisdom teeth removal**

CoverKids covers wisdom teeth removal through DentaQuest. The removal of bony impacted wisdom teeth is covered through CoverKids.

**Take Your Child For a Flu Shot!**

The flu is nothing to sneeze at. This is especially the case for children. The rates of infection are highest among kids. Plus, signs of the flu can last a week or longer.

That's why it's important to take your child to their doctor to get a flu shot each year. It is recommended that everyone older than 6 months get one.

If your child hasn't gotten a flu shot yet, call the doctor to schedule one. It's not too late. With flu season often running well into spring, a flu shot in December, January, or even February may still be worthwhile. Flu shots are covered as a preventive service under CoverKids. The flu mist is also available at no cost with your child's health benefits. For more information about this service, call Member Services toll-free at 1-888-325-8386 or (TDD/TTY) 1-866-591-2908.



**Medical and Vision ID Card**

BlueCross BlueShield of Tennessee  
COVERKIDS  
A Cover Tennessee Program

Member ID: \_\_\_\_\_  
Group No. RXBIN RXGRP: 610415  
Copayments: \_\_\_\_\_

BLUE NETWORK

MATERNITY ONLY  
PPO

Your child's name: \_\_\_\_\_  
Your ID Number: \_\_\_\_\_  
Your Group Number: \_\_\_\_\_

**ID card tips**

- Always carry your child's member ID card with you
- Protect it from misuse as you would a credit card.
- Show the card whenever your child gets medical care and prescription medicine.
- To get a replacement, visit BlueAccess on our website, bcbst.com, or call Member Services at 1-888-325-8386. The TDD/TTY line for the hearing impaired is 1-866-591-2908.

**What Makes HIPAA So Important**

HIPAA protects the privacy of your child's medical history and Personal Health Information (PHI), something that has become increasingly important in today's digital age. HIPAA stands for the Health Insurance Privacy and Accountability Act. PHI stands for personal health information. The way your sensitive health information is handled and given out is tightly regulated within this federal law, and penalties are explained within it.

As a parent/guardian of a CoverKids member, it is important to confirm HIPAA when speaking with someone from CoverKids about your child. Because it helps protect your information, HIPAA is one of the most valuable legislative protections to affect the health insurance industry in recent years. To learn more, check out BlueCross BlueShield of Tennessee's Notice of Privacy Practices at bcbst.com. Or you may call the Privacy Office at 1-888-455-3824. A copy of the notice is included in your Member Handbook.



**Preventive Care: Your Questions Answered!**

**What is preventive care?**

Preventive care includes periodic physical exams, vision and hearing screenings, and immunizations. This care is based on the rules of the American Academy of Pediatrics.

**Does my child need preventive care?**

The American Academy of Pediatrics recommends preventive health exams (also called well-child visits) at these ages:

Birth	12 months (1 year old)
3 to 5 days old	15 months
By 1 month	18 months
2 months	24 months (2 years old)
4 months	30 months (2½ years old)
6 months	3 to 21 years old: at least one well-child visit per year

Source: American Academy of Pediatrics Periodicity Schedule, aap.org.

**Flu and Your Pregnancy Health**

During pregnancy, you're at high risk of having health problems from the flu. These problems can be serious and even deadly.

**Signs of the flu**

You may have the flu if you:

- Have a fever
- Have chills
- Have a cough
- Have a sore throat
- Have a runny or stuffy nose
- Have muscle or body aches
- Have headaches
- Feel very tired
- Have vomiting and diarrhea

If you have signs of the flu, call your doctor right away. Your doctor can give you medicines to help protect you and your baby from the flu.



**Flu shots**

Flu shots are safe at any time during pregnancy. Almost all women who are pregnant during flu season should get a flu shot. Don't use the nasal flu mist vaccine because it's not meant for pregnant women. It's best to get the flu shot. Talk with your doctor. Your doctor can tell you if there are any reasons why you shouldn't get the flu shot.

Source: marchofdimes.com

**Get Ready For Parenthood with CaringStart®**

Support, resources, and healthy babies and moms. That's what you can expect from the free CaringStart Maternity Program from BlueCross BlueShield of Tennessee. This program is offered to you through your HealthyTNBabies maternity benefits. It gives you added support during your pregnancy and after the birth of your baby. Whether this is your first child or you have other children, we want to give you the information you need to help you have a healthy pregnancy and baby.

**What you get!**

Your CaringStart nurse will give you personal attention. She will answer any questions you may have about your pregnancy to help you stay on the right track. Plus, your nurse will send you a book that tells you everything you need to know about pregnancy.

**Enroll early**

To get the best possible benefit from this program, we encourage you to sign up as soon as you



find out you are pregnant. To do so, call CaringStart toll-free at 1-888-416-3025.

**Online resources**

Visit these websites to learn more about pregnancy and babies:

- marchofdimes.com - The March of Dimes. This is a well-known source of information on pregnancy and babies.

- childbirth.org - This has a lot of facts about pregnancy and childbirth.
- aap.org - This includes child health data from the American Academy of Pediatrics.

Also, get FREE healthy pregnancy and baby information by text! Just text "Baby" to 511411 to get started. Or register online at text4baby.org.