



Personal Health and Wellness History



TennCareSelect



ALL ABOUT ME

NAME _____

DATE OF BIRTH _____

This notebook is for recording information about my health. Some helpful tips about my health plan and other resources are included.

You can store other records in the plastic sleeves at the back or in the notebook's pockets. Taking this notebook to doctor's appointments can save time and make sure I get the care I need. This notebook should go with me when or if I move to another foster family.





Things that I am good at:

Things you should know about me:

My goals are:

My Medical and Behavioral Health Conditions and Allergies



Getting the right care for my special health needs can help me be healthy now and in the future.

Medical conditions: (includes asthma, diabetes, heart conditions and other conditions)

Behavioral health conditions: (includes ADHD, depression, anxiety, alcohol or drug use and more)

Allergies: (includes allergies to medicine, foods and more)



My Health and Wellness

There's room to keep up with my health history in this section. The records that are most important include:

- › My Medical and Behavioral Health Conditions and Allergies
- › My Checkups and Immunizations
- › My Doctors and Other Health Care Providers
- › My Record of Health Care Visits, Tests and Assessments
- › My Medicines
- › My Growth Record

There's more storage in the plastic sleeves and in the front and back notebook pockets.


SelectKids

My Checkups and Immunizations



I need to see the doctor at each of these ages. Sometimes, I'll get vaccines at these visits.

AGE	IMMUNIZATIONS NEEDED	DATE OF VISIT	DOCTOR'S NAME
birth	HepB		
3-5 days	none needed unless directed by doctor		
1 month old	HepB		
2 months old	RV, DTap, Hib, PCV, IPV		
4 months old	RV, DTap, Hib, PCV, IPV		
6 months old	HepB, RV2, DTap, Hib, PCV, IPV, Influenza (yearly)		
9 months old	none needed unless directed by doctor		
12 months old	Hib, PCV, MMR, Varicella, HepA (2 doses between 12 & 23 months)		
15 months old	DTap		
18 months old	none needed unless directed by doctor		
24 months old	Influenza (yearly)		
30 months old	none needed unless directed by doctor		
3 years old	Influenza (yearly)		
4 years old	DTap, IPV, MMR, Varicella, Influenza (yearly)		
5 years old	Influenza (yearly)		

Adapted from Centers for Disease Control and Prevention recommendations. See www.cdc.gov for the latest recommendations and catch-up schedules.

My Checkups and Immunizations

(continued)



AGE	IMMUNIZATIONS NEEDED	DATE OF VISIT	DOCTOR'S NAME
6 years old	Influenza (yearly)		
7 years old	Influenza (yearly)		
8 years old	Influenza (yearly)		
9 years old	Influenza (yearly)		
10 years old	Influenza (yearly)		
11 years old	Tdap, HPV (2-3 doses), MCV, Influenza (yearly)		
12 years old	Influenza (yearly)		
13 years old	Influenza (yearly)		
14 years old	Influenza (yearly)		
15 years old	Influenza (yearly)		
16 years old	Influenza (yearly), MCV		
17 years old	Influenza (yearly)		
18 years old	Influenza (yearly)		
19 years old	Influenza (yearly)		
20 years old	Influenza (yearly)		

My Doctors and Other Health Care Providers



An updated list of my doctors and other health care providers makes it easy to make appointments or follow up on tests and medicines. Take a list of my medicines and my immunization records to every appointment. (See the sections for immunizations and health care visits.)

TYPE OF DOCTOR OR OTHER PROVIDER	NAME OR PRACTICE NAME	PHONE #	EMAIL
My Primary Care Provider (PCP) or pediatrician (the one who sees me when I'm well and when I'm sick)			
My regular nurse at the PCP or pediatrician (could be a nurse practitioner or doctor's assistant)			
My counselor			
My psychiatrist or psychologist			
My dentist			

Here's space to list other health care providers like specialists, therapists and more. If the doctors listed above change, you can update them below.

TYPE OF DOCTOR OR OTHER PROVIDER	NAME OR PRACTICE NAME	PHONE #	EMAIL

Some Things to Think About Before Taking Me to the Doctor

- What are my symptoms and why am I seeing the doctor?
- How long has my problem been going on?
- What treatments have you tried so far?
- What makes it better?
- What makes it worse?
- What made you decide to take me to the doctor now?
- What do you hope will happen at the visit?

Some Questions to Ask the Doctor

- What is my main problem?
- What do I need to do?
(tests, treatments, medicines, changes to diet or exercise)
- Why is it important for me to do this?
- Where can we get more information?
- When do I need to see the doctor again?



Are you wondering if I need to see the doctor?

TennCare*Select* 24/7 Nurseline can help you decide. Call and talk with a trained nurse about any health questions or concerns. Nurses are available 24 hours a day, every day at **1-800-262-2873**



My Health Plan

We're Tennessee's only health plan for children in foster care, and it's a privilege to help you and your foster family.



My Health Plan

Call on Us for Answers to Health Care Questions

WE CAN HELP YOU

- Order your child's Member ID card
- Change a Primary Care Provider (PCP)
- Understand what's covered by your child's health plan
- Find a health care provider
- Schedule appointments



JUST GIVE US A CALL

SelectKids Foster Parent Line
1-888-422-2963

Monday – Friday 8 a.m. to 6 p.m., ET

SelectKids_GM@bcbst.com
bluecare.bcbst.com

Department of Children's Services (DCS)
Resource Parent Helpline
1-877-DCS-KIDS

OTHER HELPFUL RESOURCES

24/7 Nurseline*

Call to ask a nurse health questions any time of night or day. **1-800-262-2873**

TennCare Connect

Apply for TennCare, appeals to get or keep TennCare, programs like Food Stamps, ask about premiums and copays and more.
tenncareconnect.tn.gov

TennCare Solutions Unit

Call for filing an appeal for medical or behavioral health care. **1-800-878-3192**

TennCareSelect Member Handbook

Find it online at **bluecare.bcbst.com/members/member-info/member-handbooks.html**

Health Care Providers

Your provider network includes doctors, other health care providers and facilities that work with us. They're called in-network providers. It's important to make sure you only get care from doctors and other providers in your network. Otherwise, TennCare won't pay for your care. There are a few exceptions for emergency care or specialists. You'll find the TennCareSelect provider directory online. Just visit **bluecare.bcbst.com**.

Free Benefits for Our Members

Well-Care Visits

As part of TennCare Kids, children from birth through age 20 get free checkups. These visits make sure they meet important milestones and get needed vaccines. You'll need to see the primary care provider (PCP) listed on your Member ID card or your local health department for checkups. If you go to another doctor, TennCare won't pay for the visit.

You're also covered for all medically-necessary care to treat problems found at checkups. This includes medical, dental, speech, hearing, vision and behavioral health.

Vision and Dental Care for Kids

Children from birth through age 20 get free vision and dental services.

Vision services include eye exams – plus frames, lenses and contacts (when medically necessary). Find a provider on bluecare.bcbst.com. Or call Customer Service at **1-888-422-2963**.

Dental services include regular checkups and cleanings. Children can also get braces and other services (when medically necessary). For more information, call DentaQuest** at **1-855-418-1622** or visit dentaquest.com

Prescription Coverage

Prescription drug coverage and claims are managed by your pharmacy benefits manager – an independent company that specializes in these services. You can reach them at **1-888-816-1680**.

One-on-One Health Support

1-888-422-2963, Monday – Friday, 8 a.m. to 6 p.m., ET

› Member Health Team

Our team can give you information and advice about your health. It's free for all members, whether you have a health issue or you'd like some help staying well. You can join or cancel at any time.

› Help for Expectant Moms

Pregnant members can get important information and support before, during and after pregnancy. You'll work with nurses and other trained staff.

› Behavioral Health Care

If you have mental health conditions or problems with alcohol or drugs, we can help. You do not need a referral from your PCP.



Like us on Facebook® at facebook.com/bluecaretn



Follow us on Instagram at instagram.com/bluecaretn

* 24/7 Nurseline offers health advice and support provided by Infomedica Group, Inc. d/b/a Carenet Healthcare Services, Inc., an independent company that does not provide BlueCare Tennessee branded products or services.

**DentaQuest is an independent company serving BlueCare Tennessee. They do not provide BlueCare Tennessee branded products and services.

Frequently Asked Questions

Who should I call to request an ID Card?

All ID cards are mailed to the **DCS Health Advocate Representative** address. Your **Family Service Worker** will be able to provide you with a copy of the card.

Who should I call to request a PCP change?

Call the *SelectKids* Foster Parent Line to request the change. Once the change has been completed, a new Member ID card will be mailed to the **Health Advocate Representative**.

Who should I call for non-emergency transportation?

All non-emergency transportation services are provided through DCS.

Who should I call if I have trouble getting dental care or a prescription filled?

Your **Family Service Worker** will help you with getting the dental care you need or assist in getting a prescription filled.

Who should I call if I need a list of doctors?

Visit bluecare.bcbst.com or you can give us a call on the *SelectKids* Resource Parent Line at **1-888-422-2963**.

Who should I call if the doctor's office needs an eligibility fax before seeing me?

We're happy to help. Call the *SelectKids* Resource Parent Line at **1-888-422-2963**.



Tips and Resources

Find answers to many common questions and additional help.



Tips and Resources

More Resources and Information

TennCare Connect

TennCare Connect is an online tool for Tennesseans to apply for TennCare, CoverKids, and Medicare Savings Programs. After you're approved, you can also use TennCare Connect to manage your coverage. Visit tenncareconnect.tn.gov.

TennCare Information Line

Get more information about TennCare. Report changes in your address, income, family size and if you get other insurance. Call **1-800-342-3145** (TRS: **1-877-779-3103**) or tn.gov/tenncare.

Tennessee Tobacco QuitLine

Free to all Tennessee residents — one-on-one counseling in English or Spanish.

- › tnquitline.org
- › **1-800-QUIT-NOW** (1-800-784-8669)
- › **1-800-969-1393** for deaf or hard-of-hearing

kidcentraltn.com

Help for Tennessee families includes links to state services, information and more.

healthiertn.com

Let's work together toward a healthier you and a healthier Tennessee.

Mental Health Crisis Help

Tennessee Statewide 24/7 Hotline **1-855-274-7471**

Tennessee Suicide Prevention Network

tspn.org

TennCare Parent's Advocacy Line

1-800-758-1638

The Domestic Hotline

1-800-799-7233

The Childhelp National Child Abuse Hotline

1-800-4-A-CHILD (1-800-422-4453)

Aging Out of Foster Care?

Did you age out of foster care In Tennessee, or are about to?

If so, you may qualify for insurance through the Affordable Care Act. Youth who aged out of foster care, might be able to receive TennCare coverage until they are 26-years-old.

Who's eligible for continued coverage?

If you aged out, or are about to age out, of foster care, as long as you continue to live in Tennessee, you can apply for TennCare insurance in the Former Foster Care category. After applying, you may be contacted by TennCare for verifications. If you have moved from Tennessee, and returned, you will need to reapply through **healthcare.gov**.

If you aged out of foster care before Jan. 1, 2014, and are receiving Extension of Foster Care Services you should contact your DCS case manager or TennCare to verify your status.

If you aged out of foster care prior to Jan. 1, 2014 and were not receiving Extension of Foster Care Services, did not reapply for TennCare, or were denied, you need to apply through the health insurance marketplace, **healthcare.gov**.

If you left state custody as an adult who was not enrolled in TennCare, such as youth who were in a Youth Development Center, you need to apply for health insurance through the marketplace, **healthcare.gov**. If you do not have a computer or internet access, go to a local DHS office and apply at a kiosk.

How do I learn more?

You can call your Regional DCS office and talk to the Health Care Advocacy Representative. If you already have TennCare coverage, TennCare Connect can help. Visit them at **tenncareconnect.tn.gov**.

You can also check with DCS at:

- › **tn.gov/dcs** click on "For Youth in Transition"
- › **ei_DCS_independent_living_referral@tn.gov**

You could be eligible for full insurance benefits if you're approved, including:

- › Screening, prevention and early intervention services
- › Diagnostic services and treatment for physical and mental health conditions

Notes and More Records

Use the following pages to keep notes on your health care. Use the plastic sleeves to keep:

- › Immunization (shot) records
- › Shared health information
- › Well-being history
- › Test results
- › Individualized Education Plan (IEP)
- › Developmental screening records (autism, developmental milestones, etc.)





Do you need help with your health care, talking with us, or reading what we send you? If so, call us for free at:

BlueCare **1-800-468-9698** or
TennCare *Select* **1-800-263-5479**
(TRS: **711** and ask for **888-418-0008**).



1 Cameron Hill Circle | Chattanooga, TN 37402 | bluecare.bcbst.com

BlueCare Tennessee is an Independent Licensee of the Blue Cross Blue Shield Association. We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call BlueCare Tennessee **1-800-468-9698**, TennCare *Select* **1-800-263-5479** or TennCare **1-855-857-1673** (TRS **711**) for free.

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare **1-800-468-9698**. Llame al TennCare *Select* **1-800-263-5479** (TRS: **711: 1-888-418-0008**).

یەدروک :Kurdish

ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دەخرێتە بەردەستتان. پەیوەندی بکەن بە ژمارە
(TRS: **711: 1-888-418-0008**) **1-800-263-5479** TennCare *Select* **1-800-468-9698** BlueCare