



BlueCross BlueShield
of New Mexico

Blue FOR YOUR Health SM

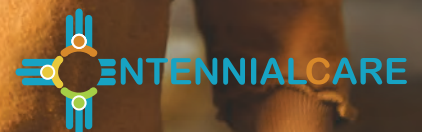
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Stay on top of your care in 2023



Winter 2023

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call **866-689-1523** (TTY/TDD: **711**).

Blue Cross and Blue Shield of New Mexico complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **855-710-6984** (TTY: **711**).

Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'anída'áwo'deé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih **855-710-6984** (TTY: **711**).

Blue for Your Health is published for members of Blue Cross and Blue Shield of New Mexico's Blue Cross Community Centennial health plan.

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Blue Cross and Blue Shield of New Mexico is a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

Website: bcbsnm.com/community-centennial

All providers referenced in this document are not employed by and are independent from BCBSNM. Information in *Blue for Your Health* is not meant to be taken as medical advice. If you have any concerns or questions about content that may affect your health, talk to your health care provider.

Models may be used in photos and drawings.

Programs offered by Blue Cross and Blue Shield of New Mexico, such as the 24/7 Nurseline and Special Beginnings, do not replace your doctor's care. Always talk to your doctor about any health questions or concerns.

Benefit information provided is a brief summary, not a complete description of benefits. Limitations, copayments, and restrictions may apply. For more information, review your *Member Handbook* or contact Blue Cross Community Centennial Member Services at **866-689-1523**. If you are speech- or hearing-impaired, call **711** for TTY service.

Benefits, formulary, pharmacy network, provider network, and/or copayments are subject to change.

ModivCare is an independent company that administers transportation services for Blue Cross Community Centennial.

Prime Therapeutics, LLC, is a separate company and is the Pharmacy Benefit Manager for Blue Cross Community Centennial.

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BCBSNM Medicaid Winter 2023



Join our virtual Advisory Board meetings

We want to hear from you! Do you have questions about your Blue Cross Community Centennial (BCCC) health plan? We want to hear about your experience with the services you receive. You can also share your ideas of ways we can improve. The easiest way to be heard is to attend a Member Advisory Board (MAB) meeting. The MAB meets six times a year. We cover topics such as mileage reimbursement, recovery support services, virtual visits, Centennial Rewards, and many more. All BCCC members are welcome.

The Native American Advisory Board (NAAB) meets like the MAB. The NAAB provides feedback to the BCCC plan on issues related to Native Americans. These can include issues with the health plan or the services you receive. The NAAB may include appointed tribal representatives as well as Native American plan members.

We know your time is valuable. Members (18 years and older) who participate in a MAB or NAAB meeting are eligible to receive a \$20 gift card.



How to participate:

- Members can call in or participate from their computer or electronic device.
- To learn more, call Christine at **505-816-4316**.
- To view a meeting schedule, visit bcbsnm.com/community-centennial.
- If you are speech- or hearing-impaired, call **711** for TTY service.

BCBSNM Drug List updates

BCBSNM and the Prime Therapeutics Pharmacy and Therapeutics Committee have made changes to the BCBSNM Drug List. To see a complete summary of the changes, go to bcbsnm.com/community-centennial. Click on *Plan Details*. Choose *Drug Coverage*, and click on *Drug List Updates*. While there, you can view the entire Drug List and learn more about your drug benefits. You can also call Member Services at **866-689-1523** (TTY: **711**) to get this information.



Care Coordination for Blue Cross Community Centennial™ members


BCBSNM offers Care Coordination to help you better manage your health condition(s). Care Coordination is voluntary and available to you at no extra cost.

Care Coordinators can help identify your medical and behavioral health needs and arrange for services to meet those needs. The Care Coordination program can then assist you with understanding your health conditions and your treatment plans. With this program, you can learn about the plan benefits available to you and find the right health care services, like transportation or community benefits. You will get help to identify providers who will work

with you on your health care needs. For those who qualify, disease management programs are also available.

Care Coordination can help you by:

- Assigning a staff person at BCBSNM as a single point of contact to coordinate your medical, behavioral, and long-term care services
- Identifying providers who practice in the areas of your special needs
- Involving the complex case and disease management programs when needed

 To learn more about Care Coordination, please call BCBSNM at **877-232-5518** (if



you have speech or hearing impairment, call **711** for TTY service).



clip and save!

Keep these Blue Cross Community Centennial phone numbers handy

Member Services: 866-689-1523 (TTY: 711)

Hours: Monday through Friday, 8 a.m. to 5 p.m. MT

Weekends and holidays: Closed

If you call after hours, please leave a message. Your call will be returned the next business day.

Care Coordination: 877-232-5518 (press **3** and then press **2**) (TTY: **711**)

The role of the Care Coordinator is to help members with special health care needs, whether at home, in a skilled nursing facility, or in the hospital. If you believe you or your child has special physical, behavioral, and/or long-term health care needs, please call the number listed above.

24/7 Nurseline/Audio Health Library: 877-213-2567 (TTY: 711)

Need to know if an injury should be checked? Worried about your child's fever? Get answers to your health questions 24 hours a day, 7 days a week by calling the 24/7 Nurseline and talking with a registered nurse. The nurse can help you decide what to do.

There is also a phone library of more than 300 health topics available through the 24/7 Nurseline. Many of the topics are offered in Spanish.

For medical emergencies, dial 911. For urgent care, you can go to an urgent care provider. See the Blue Cross Community Centennial provider directory for a list. Or call Member Services at **866-689-1523 (TTY: 711)**.

ModivCare®: 866-913-4342 (TTY: 866-288-3133)

Hours: Monday through Friday, 8 a.m. to 5 p.m. MT

Call for non-emergency medical transportation.

Do you need after-hours transportation or a ride home from your appointment? Call Ride Assist at **866-418-9829 (TTY: 866-288-3133)**. Ride Assist is available 24 hours a day, 7 days a week.

Ombudsman Specialist: 888-243-1134 (TTY: 711)

The ombudsman specialist explores unresolved problems and deals with them fairly. The ombudsman advocates for your rights. This is done by using Medicaid guidelines and BCBSNM resources to help you. The ombudsman is independent from BCBSNM management.

988 Suicide & Crisis Lifeline: Dial **988**, text the word **TALK**, or visit **988lifeline.org/chat** to chat, available 24 hours a day, 7 days a week.



Reap the rewards

Value-added services and Centennial Rewards for pregnant members

If you are pregnant, you can receive a car seat or portable crib for your infant. Limit:

- 1 car seat per newborn
- 1 portable crib per newborn

To get the **CRIB:**

- Participate in the Special Beginnings maternity program; there is no charge to participate in this program.
- Visit your obstetrics (OB) provider during the first 12 weeks of pregnancy or within 42 days of enrollment in Blue Cross Community Centennial.
- Call BCBSNM at **888-421-7781** (TTY: **711**) to learn more about the Safe Sleep Program.

To get the **CAR SEAT:**

- Participate in the Special Beginnings maternity program; there is no charge to participate.
- See your OB provider for eight prenatal visits.

CENTENNIAL REWARDS Program

To receive \$100 in reward points:

- Participate in BCBSNM's Special Beginnings program.
- Register for Centennial Rewards by calling **877-806-8964** (TTY: **844-488-9722**)—or go to **centennialrewards.com** and choose your reward!

Infant car seat and crib at no cost to you



Special Beginnings® for healthier moms and babies

Your Blue Cross Community Centennial health plan offers a Special Beginnings program for pregnant members. The program includes:

- A 24-hour, toll-free telephone hotline where you can talk with maternity nurses and ask questions
- Educational materials about

your pregnancy, such as good nutrition and how babies grow

- Extra help for moms with special problems during pregnancy
- Personal phone calls from a trained nurse to talk to you about how you and your baby are doing

To participate or to get more information about this program, call toll-free **888-421-7781** (TTY: **711**). You can also email **NMCNTLSpecialBeginnings@bcbsnm.com**. Participating in Special Beginnings is encouraged for pregnant Blue Cross Community Centennial members.

Cervical cancer: 5 questions to ask

Getting tested is one of the best things women can do to protect against cervical cancer. Screening tests help doctors find and treat changes in the cervix before they become cancerous.

That's why it's a good idea to start a conversation with your doctor about cervical cancer screening. Here are five good questions to ask:

1 What are my testing options? The Pap test looks for abnormal cervical cells. The human papillomavirus (HPV) test checks for the virus that causes most cervical cancers. The tests can be used alone or together. Which one is right for you depends on your age and other risk factors.

2 When should I start or stop screening? Screening usually starts at 21. Some people can stop having screenings after 65, depending on their health history. But you should discuss what's best for you.

3 How should I prepare for a test? Some things—such as douching, sex, and certain medicines—can affect the test's accuracy.

4 When will I get my test results? Ask when to call if you don't hear back.

5 What can I do to avoid getting HPV? Get the HPV vaccine if you never got one as a child. Ask your provider about other steps you can take to lower the risk of getting HPV from a partner.



Sources: American College of Obstetricians and Gynecologists; American Society of Clinical Oncology; U.S. Preventive Services Task Force

Protecting your information

As a Blue Cross Community Centennial member, you will receive a privacy notice. This notice tells you how your protected health information (PHI) can be used and shared.

PHI includes medical information. It also includes information about your Centennial Care benefits. PHI can be communicated by spoken word, in writing, or electronically.

BCBSNM participates in a contract with the New Mexico Human Services Department (HSD) to provide the Blue Cross Community Centennial health plan. If you are a Blue Cross Community Centennial member, BCBSNM has access to your PHI in all its forms.

How we use or share PHI. BCBSNM uses your PHI to operate the health plan and help you get services from your health care providers. BCBSNM shares your PHI with your providers and other appropriate organizations,

like the HSD. We also share your PHI to help with:

- Public health
- Safety issues
- Other legal or law enforcement activities

Please know that BCBSNM only shares your PHI when allowed by law.

How we protect PHI. BCBSNM has policies, procedures, and strong security controls in place. BCBSNM protects your PHI, whether it is spoken, written, or maintained electronically. Employees at BCBSNM take privacy and security training at least once a year. Employees also must comply with all privacy and security policies and procedures.

For more information about this privacy notice or your rights, please call Member Services at **866-689-1523** (TTY: **711**). You can also visit **bcbsnm.com/community-centennial/legal-and-privacy/privacy**.

Are you getting the care you need, when you need it?

Every spring, BCBSNM collects information to see if you got the care you needed, when you needed it. BCBSNM looked at last year's results and compared them to this year's results. BCBSNM wanted to see improvements with your care. Compared to last year's results, BCBSNM did improve in some areas, while other areas didn't improve.

Annual dental exam

It is important to have a yearly dental checkup. BCBSNM looked to see if children ages 2 to 20 had a dental visit in 2021. BCBSNM saw a decrease in dental visits for members ages 2 to 20 years old.

	2021 (measuring 2020 visits)	2022 (measuring 2021 visits)
Getting yearly dental visit	56.07%	53.51%

Care of members with asthma

Asthma and its symptoms can be hard to manage or control. If you have asthma, it is important to make sure you see your provider on a regular basis. Your provider can make sure you are taking the right medication to control your asthma symptoms. BCBSNM has a pediatric asthma disease management program that can help children learn how to take care of their asthma: bcbsnm.com/community-centennial/pdf/cc-disease-mgt-nm.pdf.

	2021 (measuring 2020 visits)	2022 (measuring 2021 visits)
Refilling asthma medication	64.46%	75.28%

Diabetes care

If you have diabetes, it is important to make sure you are getting the right tests, when you need them. Diabetes can affect different parts of your body. If your blood sugar is high for a long time, it could affect how you see and how your kidneys work. BCBSNM has a disease management program that can help you learn ways to manage your

diabetes: bcbsnm.com/community-centennial/pdf/cc-disease-mgt-nm.pdf. Please remember to regularly get your blood sugar tested, get a diabetic eye exam every year, and get a blood test that checks how your kidneys are working.

	2021 (measuring 2020 visits)	2022 (measuring 2021 visits)
A1C testing	78.83%	80.05%
Retinal or dilated eye exam	48.91%	42.34%

Controlling blood pressure

If you have high blood pressure, work with your provider so you can get it under control. Getting your blood pressure checked regularly by your provider can help. If you take medication, remember to always take your blood pressure medication. Controlling your blood pressure is an important step in preventing heart attacks, strokes, and kidney disease.

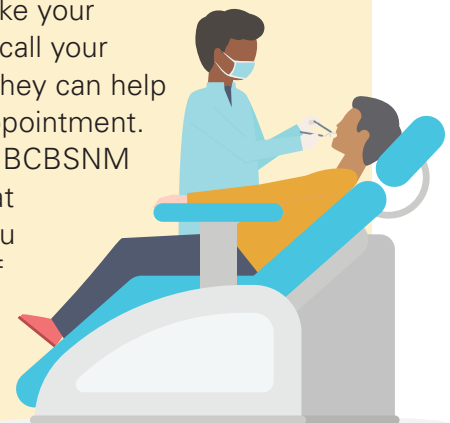
	2021 (measuring 2020 visits)	2022 (measuring 2021 visits)
Controlling your blood pressure	51.09%	46.47%

Your dental visits

Keeping your dentist visits is very important. Regular checkups mean a healthy smile for you and your child.

If you cannot make your dental visit, please call your dentist's office so they can help you make a new appointment.

You can also call BCBSNM Member Services at **866-689-1523** if you have questions or if you need help calling your dentist's office.





Pregnancy care

If you're pregnant, it is important to be seen by a primary care provider or obstetrician-gynecologist as soon as you find out you're pregnant. This should be done early in the first three months of pregnancy. Going to all appointments will help keep you and your baby healthy. One to 12 weeks after your baby is born is a good time to see your provider again. Please talk with your provider and let them know if you're feeling sad or depressed after your baby is born. Your postpartum visit with your provider is important. Your provider can help you understand how to manage being a new mother.

	2021 (measuring 2020 visits)	2022 (measuring 2021 visits)
Going to prenatal visit	79.32%	82.00%
Going to postpartum visit	67.40%	69.10%

Breast cancer screening

If you're a woman over the age of 40, talk with your provider about staying healthy, including getting a mammogram. Mammograms are tests that could find abnormalities in your breast tissue. These are the recommendations:

- **Women 40 to 49:** Talk to your provider about when to start having routine mammograms.
- **Women 50 to 74:** Talk to your provider about having a mammogram every year or two.
- **Women 75 and older:** Talk to your provider about continuing with mammograms.

	2021 (measuring 2020 visits)	2022 (measuring 2021 visits)
Getting a mammogram	40.82%	40.98%

Other health care topics

	2021 (measuring 2020 visits)	2022 (measuring 2021 visits)
Getting immunizations by second birthday	70.56%	69.59%
Getting tested for a sore throat	72.90% (ages 3 to 17)	66.24% (ages 3 to 17)
Getting the right treatment for upper respiratory infection	88.04% (ages 3 to 17)	83.38% (ages 3 to 17)
Avoiding antibiotics for acute bronchitis treatment in adults	37.74%	48.64%
Taking depression medication regularly for 84 days	56.48%	59.41%
Taking depression medication regularly for 6 months	39.81%	40.63%
Seeing a doctor within 7 days after being in the hospital for a mental health issue	32.90%	36.40%
Checking weight—body mass index (BMI) for adults	Not reported	66.67%
Talking about nutrition (ages 3 to 17)	53.53%	57.42%
Talking about exercise (ages 3 to 17)	50.36%	55.72%

Source: Healthcare Effectiveness Data and Information Set

Medicaid member satisfaction

You may have gotten a satisfaction survey this past spring. BCBSNM wanted to find out how happy you are with BCBSNM and your providers. BCBSNM would like to thank you for doing the survey by answering survey questions over the phone, through the internet, or by mail.

The survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

The results of the adult survey show that BCBSNM improved in five areas: Getting Care Quickly, Customer Service, Rating of Health Plan, Rating of Personal Doctor, and Rating of Specialist Seen Most Often.

Adults—percent who said they were “always” or “usually” satisfied with:	2021	2022
Getting care quickly	79.0%	79.7%
Getting needed care	81.1%	76.9%
Customer service	90.4%	94.4%
Rating of health plan	60.0%	72.2%
Rating of all health care	58.1%	56.6%
Rating of personal doctor	63.1%	68.7%
Rating of specialist seen most often	59.5%	75.3%

The results of the child survey show that BCBSNM improved in five areas: Getting Care Quickly, Customer Service, Rating of Health Plan, Rating of Personal Doctor, and Rating of Specialist Seen Most Often.

Children and Children with Chronic Conditions—percent who said they were “always” or “usually” satisfied with:	2021	2022
Getting care quickly	86.8%	83.2%
Getting needed care	77.8%	80.0%
Customer service	83.2%	87.1%
Rating of health plan	75.3%	68.3%
Rating of all health care	71.3%	60.0%
Rating of personal doctor	68.7%	77.3%
Rating of specialist seen most often	61.3%	73.9%

BCBSNM continuously works to keep you satisfied. The team is made up of BCBSNM leaders and staff who help take care of your needs. BCBSNM wants you to get the care you need, when you need it.

You may be picked to complete a satisfaction survey. This happens in the springtime. Your feedback helps BCBSNM get better! BCBSNM hopes you have the time to answer the satisfaction survey.

You can call BCBSNM at any time about your satisfaction or experience. The phone number for the Quality Improvement department is **800-205-9926**. You can also call Blue Cross Community Centennial Member Services at **866-689-1523** (TTY: **711**) with any concerns.

Source: Consumer Assessment of Healthcare Providers and Systems

Questions about your care? *Call our Health Services department*

You can talk to BCBSNM Health Services staff members about our utilization management (UM) process. UM means we look at medical records, claims, and prior authorization requests to make sure services are medically necessary, provided in the right setting, and consistent with the condition reported.



Language assistance is available for members to discuss UM issues.

You can call us Monday through Friday at

877-232-5518 (TTY: **711**). These are toll-free numbers.

Our hours are 8 a.m. to 5 p.m. MT. You can also call us after hours and leave a message. We will return your call the next business day. If your call is received after midnight, we will return your call on the same business day. Health Services staff will always identify themselves as BCBSNM employees. They will also give you their name and title.



Diabetes and you in 2023

If you have diabetes, you know how difficult it can be to manage the different tasks, tests, and appointments. But you are not alone—in the United States, over 130 million adults are living with diabetes or prediabetes. The good news is when you are working closely with your health care provider, you gain the support you need to manage diabetes more easily.

First things first!

See your health care provider regularly to work on your diabetes health care plan. A health care plan is a road map to better care for yourself. It helps create routines for medication administration, blood glucose checks, and scheduled tests to monitor the effects of diabetes on your health.

Your health care provider is your first step in successfully managing your diabetes. You may also be referred to diabetes educators, nutritionists, pharmacists, and endocrinologists. Together, they form your diabetes care team, and you are the most important part of it.

Each visit with your health care provider is your time to talk about what is working for you in your diabetes care plan and what is not. If something isn't working, you have questions regarding your plan of care, or you have diabetes-related needs that aren't being met, be sure to talk this through during your visit.

Also ask about scheduling needed exams and tests. The following prompts will help:

- 1 What was my last A1C test result? When am I due for another A1C test?
- 2 How are my kidneys being affected by diabetes? When am I due for another kidney health exam?
- 3 Every year, I need my eyes checked for diabetic retinopathy. Can you refer me to an optometrist or ophthalmologist?
- 4 What are my cholesterol and triglyceride levels? Should I be on a statin medication for better cholesterol control?

Source: Centers for Disease Control and Prevention

Suicide: Help is on the line

If you or someone you know is thinking about suicide, there's now a simple way to get help: Call, text, or chat via **988**.

Dialing **988** will reach the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) from anywhere in the U.S.

The Lifeline connects people to trained counselors 24 hours a day, 7 days a week. There's no cost for this service, and it's confidential.

The Lifeline's previous number, **800-273-8255**, will continue to be available. And you can chat online at **988lifeline.org/chat**.

Call for yourself—or a friend

Help lines connect you with a live, caring person. When you call **988**, you'll talk to a trained crisis counselor near your area code.

Counselors will listen and ask questions. They won't judge. Instead, they will offer advice and ways to keep you safe. They can also help you get immediate assistance if needed.

The Lifeline is also for people who worry that a family member or friend is thinking about taking their own life. According to the National Institute of Mental Health, family and friends are often the first to notice the signs that someone is thinking about suicide.

Reach out

If you are feeling depressed or thinking about taking your life, remember that you are not alone—and help is available. The Lifeline is available 24/7 at **988**. You can also call **911** or visit a hospital emergency department.

Source: 988 Suicide & Crisis Lifeline



Please renew your information

*We want you
to stay covered*

During the public health emergency, you may have been covered on Medicaid for more than 12 months. It is time to renew your Medicaid. If you do not renew, you may lose your coverage.

- If you have questions, call the Human Services Department (HSD) at **800-283-4465**.
- If you received a letter from the HSD, send your information to the HSD right away.

The HSD will send your information to the New Mexico Health Insurance Exchange (NMHIX) if you no longer qualify for Medicaid. Visit NMHIX at **bewellnm.com** for more information.

Below are some answers to questions you may have about this process:

1 Do I need to do anything to stay covered with Medicaid?

If your address or income has changed, report your changes by calling the HSD at **800-283-4465** (TTY: **711**). Or go to: **www.yes.state.nm.us**. You may also use this QR code on your phone to connect with the HSD.



If you received a “Back on Track” letter from the HSD asking for more information, mail your information to the HSD as soon as possible. Do not delay so you and your family can **stay covered**.

2 Do I need to choose a health plan when I send in my information?

If you still qualify for Medicaid, you will stay in the same health plan. If you want to change to a

different Managed Care Organization (MCO), you can change during your renewal period. For information, call the HSD at **800-283-4465** (TTY: **711**).

3 What happens if I do not update my information?

If you do not update your information, you may lose your Medicaid coverage. Also, your information may not go to the New Mexico Health Insurance Exchange, where you can choose another BCBSNM health plan.

4 What happens if I have more income?

If you are no longer eligible for Medicaid due to your income, the HSD will tell you. The HSD will send your information to the New Mexico Health Insurance Exchange (**bewellnm.com**). The Exchange can help you find a new health plan.

5 How long do I have to pick an Exchange plan?

You will have 60 days from your Medicaid end date to choose a new plan.

6 Can I stay with the same plan so I can keep my doctors?

By choosing the same plan you had with Medicaid, you may be able to keep the same doctors.

7 I will be turning 65 this year. Can I get Medicare too?

Some people may get Medicaid and Medicare. If you do, Medicare will be your primary health plan.

If you have questions about your Blue Cross Community Centennial health plan, please call Member Services at **866-689-1523** (TTY: **711**).

You can learn more about BCBSNM plans at **needcoveragenownm.com**.