

Blue FOR YOUR Health SM



BlueCross BlueShield
of New Mexico



INSIDE

2 YOUR OPINION MATTERS

Make your voice heard on our Member Advisory Board

6 TAKE CHARGE OF DIABETES

How to stay well in spite of it





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**).

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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.

Medicaid Operations
P.O. Box 27838
Albuquerque, NM 87125-7838

Such services are funded in part with the State of New Mexico.

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Website: bcbsnm.com/community-centennial

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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 Summer 2022

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.



Blue Access for Members[®] — helping to make your life easier

As you know, keeping track of your health information can take a lot of time. To make that easier, there's Blue Access for Members (BAM), a secure member portal that allows you to:

- Read your Member Handbook
- Search for health care providers that participate with BCBSNM for Centennial Care—doctors, hospitals, and others
- Submit a request to change your PCP
- Read frequently asked questions about your health plan
- Find health and wellness information
- Download forms

■ Search a list for drugs that are covered by your health plan and learn about generic drugs

■ Print a temporary ID or request a new ID

■ Email BCBSNM a question or comment via secure messaging

■ Find wellness resources—and much more

Best of all, signing up for BAM is easy. Just go to **bcbsnm.com/community-centennial** and click *Log In* at the top of the page. Use the information on your ID card to complete the process. You will need to create a password.



✂ **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[®] (formerly LogistiCare): **866-913-4342 (TTY: 866-288-3133)**

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

If you have a non-emergency medical appointment and need a ride, call ModivCare. Please call at least three business days in advance to arrange a ride. 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.



What's a healthy weight for your child?

Kids are constantly changing. It's not always easy to know if they're at a healthy weight.

At well-child checkups, your child's doctor may use a screening tool called body mass index (BMI) to check if their growth is on track. This number is based on their height and weight.

The doctor will compare your child's BMI to what's expected for their age and sex and take into account other things, like their activity level and diet.

You can check your child's BMI range at [cdc.gov/bmi](https://www.cdc.gov/bmi). Be sure to talk with their doctor about what the results mean.

Source: Centers for Disease Control and Prevention



Appreciate all your body can do. *Move. Dance. Stretch. Explore.*



Recognize and develop your strengths.



Surround yourself with positive people.



Stop comparing yourself to others.

Love the body you're in



Talk positively about your body.



Focus on health rather than weight.



Love your body like a cherished friend—feed it healthy food, get plenty of rest, etc.



Be yourself—perfectly you.

Sources: ACE Fitness; HelpGuide; National Association of Social Workers; National Eating Disorders Association; Office on Women's Health



Weight loss isn't all or nothing



Are you looking to slim down? If so, here's some good news: You don't have to lose a lot of weight to give your health a boost.

If you're overweight, losing even just 5% to 10% of your current weight could improve your health. That's about 10 to 20 pounds for a 200-pound person. Sounds pretty doable, right? And your blood pressure, cholesterol, and blood sugar levels could start to improve if you shed those pounds.

Ready? Think slow and steady

Before you get started, it's a good idea to ask your doctor what a healthy weight is for

you. Next, set a small weight-loss goal of, say, 1 to 2 pounds a week. A slow and steady approach is best. Research shows that when people lose weight gradually, the pounds they shed are less likely to come back.

And don't think of what you're doing as "dieting." Diets often fail. Instead, try to adopt healthy eating and exercise habits that you can sustain over time. Even small changes add up. Here are a few you might try:

Take a short walk. Try to get some exercise, like walking, on most days of the week. If time is short, try squeezing in 10 or 15 minutes at a time. Your

doctor can help you start an exercise program that's right for you.

Sow the seeds of healthy eating. Start improving your eating habits by including a vegetable or a salad with every dinner.

Write down everything you eat for a week. This might reveal times when you're munching because of boredom or stress.

Invite someone to join you in exercising and eating right. Maybe that's a neighbor, a family member, or a friend. A buddy can help you stay inspired and on track.

Source: Centers for Disease Control and Prevention



Put the brakes on **diabetes complications**

Having diabetes means completing regular hemoglobin A1C testing at least twice per year through your health care provider. But what about the results afterward, and what does it mean if your A1C is 8.0 or higher?

If your most recent A1C test is 8.0 or higher, it means your diabetes condition is not in control and that you're more likely to develop serious health complications related to diabetes.

Diabetes complications often share the same risk factors, and one complication can make other complications worse. For example, many people with diabetes also have high blood pressure, which makes eye and kidney diseases worse. Major diabetes complications include:

- Heart disease and stroke
- Blindness and other eye problems—including diabetic retinopathy
- Kidney disease—causing kidney damage and chronic kidney disease
- Nerve damage—affecting feet, legs, digestion, blood vessels, and heart
- Amputations—diabetes can create hard-to-treat infections that make amputations needed
- Gum disease—increasing blood sugar and the risk for tooth loss

Complications usually develop over a long time without any symptoms. That's why it is very important to make and keep diabetes health care provider and dentist appointments even if you feel fine.

Headed to a healthy future

A healthy lifestyle is your road map for managing diabetes, which is key to preventing or delaying complications. Directions to follow include:

- Follow a healthy eating plan.
- Manage your ABCs:

A Get a regular A1C test twice per year. If your test result is 8.0 or higher, be sure to talk with your health care provider. Your provider can help you make a plan on how to get your diabetic condition in better control.

B Try to keep your blood pressure below 140/90.

C Control your cholesterol levels. If your cholesterol test is higher than normal, ask your health care provider about statin medication to help lower your cholesterol level.

S Stop smoking, or don't start.

■ Take medicines as instructed by your health care provider, and talk with them if you have questions or problems with your medicine.

You're in the driver's seat when it comes to managing

your diabetes—watching what you eat, making time for physical activity, taking medicine, and checking your blood sugar. Also, be sure to talk with your health care team regularly to keep going in the right direction.

Schedule an appointment with a provider who is in the Blue Cross Community Centennial network. If you need help locating a provider, please contact Blue Cross Community Centennial Member Services at **866-689-1523** (TTY: **711**).

If you need a ride to your provider appointment, call ModivCare® (at least three working days before visit) at **866-913-4342** (TTY: **866-288-3133**).

Centennial Rewards are available. To learn more, visit **centennialrewards.com** or call **877-806-8964** (TTY: **844-488-9722**).

This information is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Schedule a visit with your provider to seek their advice with any questions you may have regarding a medical condition.

Source: Put the Brakes on Diabetes Complications (cdc.gov)





Preventive care services

Preventive checkups and screenings can help find illnesses and medical problems early. They can also improve your health and the health of everyone in your family. There are no out-of-pocket costs for Blue Cross Community Centennial members who receive covered preventive checkups and screenings from providers in the Blue Cross Community Centennial network.

Some examples of preventive care services covered by your Blue Cross Community Centennial health plan include general wellness exams each year; recommended vaccines; and screenings for things like diabetes, cancer, or depression. Various preventive services are covered for members of all ages. For preventive services that are covered for you or your family member, visit bcbsnm.com/community-centennial. Click on *Plan details* and select the link for *Member Handbook*. You can also call Member Services at **866-689-1523** (TTY: **711**).

Visit bcbsnm.com/community-centennial for a summary of preventive care guidelines. Click on *Member Resources*. Choose *Health and Wellness*. There, you will find the Preventive Care Guidelines for Adults and Children. You can also call Member Services at **866-689-1523** (TTY: **711**) to ask for a copy of the preventive care guidelines to be sent to you by mail.

Your *Blue Cross Community Centennial Member Handbook*

Your *Member Handbook* has lots of information about your health care benefits. Some of the benefits you can read about are listed below.

■ Benefits and any restrictions for:

- Medical care
- Dental care
- Drugs
- Behavioral health care

■ What services are and are not covered

■ Copayments and charges you may have to pay

■ Claims information, including when you need to file a claim for an out-of-network service

■ Learn about health care providers you can use and services you can receive, including:

- PCPs
- Specialty care providers
- Behavioral health care providers

- Hospital services

■ Find out how to get care, including:

- After-hours care
- Primary care
- Emergency care
- Out-of-area care

■ Learn how to file a complaint or an appeal



Pregnant? Stay cool and safe this summer

Being pregnant in the summer can be a challenge.

Hot weather can make discomforts—like being achy or tired—worse. Plus, the heat can raise some health risks if you're not careful.

To stay safe and healthy all summer:

Drink plenty of fluids—and not just when you're thirsty. Your body already needs more water because you're pregnant. And when it's hot, you may need even more. Choosing water will help you avoid sugar and empty calories.

Exercise some caution. Staying active is good for you, but avoid exercising when it's very hot or humid. Go slowly when you do work out, take breaks, and listen to your body: Find an air-conditioned

room if you feel dizzy, nauseated, or tired. Fill up on fluids before, during, and after you exercise.

Beat the heat and the sun. You can overheat more easily when pregnant. Being too hot can raise your risk of preterm labor. Also, pregnancy can make your skin very sensitive to the sun. Too much time in the sun may trigger hives or a rash.

When you head outside:

- Wear a wide-brimmed hat
- Stay in the shade as much as possible

Call Member Services at 866-689-1523 (TTY: 711) to learn more about our pregnancy program.

■ Use a sunscreen with an SPF of 30 or more on all exposed skin

Follow this food safety tip. Bacteria grow more rapidly in hot weather, increasing the risk of food poisoning. So remember that hot foods need to stay hot and cold ones cold. Put leftover foods away promptly. Don't eat anything that has sat out for two hours—or one hour in 90-degree heat.

Travel wisely. Thinking about a summer vacation? Ask your doctor if it's better to wait until after you're pregnant to travel far from home. Also, your doctor can help you decide if a destination is safe for you. For instance, will you be close to medical care if you need it?

Sources: American Heart Association; American Pregnancy Association; National Institutes of Health; Office on Women's Health; U.S. Food and Drug Administration



Reap the rewards

Infant car seat and crib at no cost to you

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!

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; 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

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



Your Blue Cross Community Centennial health care

You and your primary care provider (PCP) work together to decide what medical services you need. Our health care management staff can help. They can help you and your PCP plan for your access to services covered by your Blue Cross Community Centennial health plan. We call this utilization management (UM).

Our UM program does not reward anyone for denying coverages that are part of your benefits. We also don't provide extra money to our UM staff if they deny a service. Our goal is for you to have access to medical care consistent with your benefits.

If you have any questions about health care coverage or the benefits of your health plan, you can call Member Services. The number is **866-689-1523** (TTY: **711**). Our staff can help you Monday through Friday, from 8 a.m. to 5 p.m.

If you need to reach Member Services after hours, please call and leave a message. Your call will be returned by 5 p.m. the next business day. When our Member Services staff calls you, they will always tell you their name, title, and the company that they work for.

Your rights and responsibilities

As a Blue Cross Community Centennial member, you have certain rights and responsibilities. For example, you have the right to ask about your treatment plan. You have the responsibility to follow the plans and instructions for care that you have agreed upon with your health care provider. A full list is included on pages 9 through 11 of your *Blue Cross Community Centennial Member Handbook*.



Know your Medicaid benefits and rights

Federal laws ensure that Medicaid members can get certain health care services.

■ Women have the right to use women's health specialists. They can be used for covered routine and preventive care. No referral is needed.

■ Medicaid members have the right to get a second opinion. They can get one from an in-network provider. Sometimes the right in-network provider is not available. If that happens, the member can get a second opinion outside of the network. Services from an out-of-network provider are not covered without first getting prior authorization from BCBSNM.

Call BCBSNM for help with getting prior authorization at **866-689-1523** (TTY: **711**).

There may be times when a Medicaid member cannot get a covered health care service inside the network. If this happens, BCBSNM will allow the service to take place outside of the network, but prior authorization is required. BCBSNM cannot delay the service.