



BlueCross BlueShield
of New Mexico

Blue FOR YOUR Health SM



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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 jiiik'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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Website: [bcbsnm.com/community-centennial](https://www.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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JOIN OUR VIRTUAL ADVISORY BOARD MEETINGS

We want to hear from you!

Do you have questions about your Centennial Care health plan? Do you have ideas of ways we can improve? We want feedback from our Blue Cross Community CentennialSM members. The easiest way for you to be heard is to attend an advisory board meeting.

The Member Advisory Board (MAB) typically meets six times a year. Currently, we are meeting virtually. Members can call in or participate via their computer or electronic device. We want to hear about your experience with the services you receive. We will also cover topics of interest to members, such as mileage reimbursement, recovery support services, virtual visits, Centennial Rewards, and many more. All Blue Cross Community Centennial members are welcome.

The Native American Advisory Board (NAAB) meets like the MAB. But NAAB is a team that can advise Blue Cross and Blue Shield of New Mexico (BCBSNM) on issues related to Native Americans. These can include issues with the health plan or the services you receive. These meetings are also being held virtually. 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 meeting are eligible to receive a \$20 gift card. To learn more, email bccc_ab@bcbsnm.com or call Christine at **505-816-4316**. If you are speech- or hearing-impaired, call **711** for TTY service. To view a meeting schedule, visit [bcbsnm.com/community-centennial](https://www.bcbsnm.com/community-centennial).



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](https://www.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 coordinate 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** (for speech or hearing impaired, use **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® (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.



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.

Pregnant women and the COVID-19 vaccine

It's important for you and your unborn baby to stay healthy.

The American College of Obstetricians and Gynecologists says all pregnant women should get the COVID-19 vaccine. They say the vaccine is safe and protects you when pregnant.

The Centers for Disease Control and Prevention says the vaccine is safe if you are trying to get pregnant, are pregnant, or are breastfeeding.

You may be considering whether the COVID-19 vaccine is right for you. Talk to your provider about it. Only you and your provider know what is right for you.

Resources

For more information on where to get your COVID-19 vaccine, go to the New Mexico Department of Health COVID-19 Updates website, cv.nmhealth.org, and click on *COVID-19 Vaccine*. Or call the COVID-19 Vaccine Hotline: **855-600-3453**. Users who have questions or would like support with the registration process—including New Mexicans who do not have internet access—can dial the number. Those with disabilities can call **800-432-2080** for support with registration and scheduling.

As a Blue Cross Blue Shield member, you may be eligible for Centennial Rewards points for receiving the COVID-19 vaccine. Go to centennialrewards.com/rewards/landing to learn more.

Sources: The American College of Obstetricians and Gynecologists (ACOG) <https://www.acog.org/news/news-releases/2021/07/acog-smfm-recommend-covid-19-vaccination-for-pregnant-individuals>; Centers for Disease Control and Prevention (CDC) COVID-19 Vaccines While Pregnant or Breastfeeding ([cdc.gov](https://www.cdc.gov))

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





Are you getting the care you

Every spring, BCBSNM collects information to see if our members are getting the care they need, when they need it. BCBSNM looks at last year's HEDIS survey results to see if we improved. Compared to last year's results, BCBSNM improved on some health outcomes, while some health outcomes were not as good as last year's.

Annual Dental Exam

It is important to have a yearly dental checkup. BCBSNM looked to see if children ages 2 to 20 years old had a dental visit in 2020. BCBSNM saw a decrease in dental rates for these members.

	2020 (measuring 2019 visits)	2021 (measuring 2020 visits)
Getting yearly dental visit	70.11%	56.07%

Care of Members with Asthma

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

	2020 (measuring 2019 visits)	2021 (measuring 2020 visits)
Refilling asthma medication	64.9%	64.46%

Controlling Blood Pressure

If you have high blood pressure, work with your provider so you can control your blood pressure. Getting your blood pressure checked regularly by your provider will 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.

	2020 (measuring 2019 visits)	2021 (measuring 2020 visits)
Controlling your blood pressure	54.5%	51.09%

Diabetes Care

If you have diabetes, it is important to get the right tests, when you need them. Diabetes can affect many parts of your body. If your blood sugar is high for a long time, it could affect how well you see and how your kidneys work.

BCBSNM has a disease management program that can help you learn ways to manage your diabetes. You can learn more at [bcbsnm.com/community-centennial/pdf/cc-disease-mgt-nm.pdf](https://www.bcbsnm.com/community-centennial/pdf/cc-disease-mgt-nm.pdf). Please remember to get your blood sugar tested regularly, a diabetic eye exam every year, and a periodic blood test that checks how your kidneys are working.

	2020 (measuring 2019 visits)	2021 (measuring 2020 visits)
A1c testing	85.9%	78.83%
Retinal or dilated eye exam	48.7%	48.91%
Kidney test	87.4%	Not Reported

Pregnancy Care

It is important for you to be seen by a provider or obstetrician-gynecologist (OB-GYN) as soon as you find out you're pregnant.

This should be done early in the first three months of being pregnant. Going to all of your appointments will help keep you and your unborn baby healthy.

One to 12 weeks after your baby is born, you should also see your provider. 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



need, when you need it?

important. Your provider can help you understand how to manage being a new mother.

	2020 (measuring 2019 visits)	2021 (measuring 2020 visits)
Going to prenatal visit	84.4%	79.32%
Going to postpartum visit	64.5%	67.4%

Breast Cancer Screening

If you're a woman over the age of 40, talk with your provider about staying healthy. Staying healthy includes getting a mammogram. A mammogram is a test 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 screening mammograms.
- Women 50 to 74: Talk to your provider about having a mammogram every year or every two years.
- Women 75 and older: Talk to your provider about continuing with mammograms.

	2020 (measuring 2019 visits)	2021 (measuring 2020 visits)
Getting a mammogram	43.2%	40.82%



Other Health Care Topics

	2020 (measuring 2019 visits)	2021 (measuring 2020 visits)
Getting immunizations by second birthday	70.8%	70.56%
Getting tested for a sore throat	76.5% (ages 3 to 17)	72.9% (ages 3 to 17)
Getting the right treatment for upper respiratory infection	87.5% (ages 3 to 17)	88.04% (ages 3 to 17)
Avoiding antibiotics for acute bronchitis treatment in adults	35.6%	37.74%
Taking depression medication regularly for 84 days	53.1%	56.48%
Taking depression medication regularly for 6 months	37.4%	39.81%
Seeing a doctor within 7 days after being in hospital for mental health issue	25.6%	32.9%
Checking weight – body mass index (BMI) for adults	83.5%	Not Reported
Talking about nutrition (ages 3 to 17)	56.0%	53.53%
Talking about exercise (ages 3 to 17)	45.5%	50.36%

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

Source: Healthcare Effectiveness Data and Information Set (HEDIS)

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CAHPS survey

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 provider. BCBSNM would like to thank you for doing the survey by answering questions over the phone, by the internet, or by mail.

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

From the results, our adult members indicated that member satisfaction decreased in four areas: getting care quickly, getting needed care, rating of all health care, and rating of personal doctor.

Adults – percent who said they were “always” or “usually” satisfied with:	2020	2021
Getting care quickly	85%	79%
Getting needed care	83%	81.1%
Customer service	87%	90.4%
Rating of health plan	79%	79%
Rating of all health care	79%	75.8%
Rating of personal doctor	88%	82.5%
Rating of specialist seen most often	79%	82.4%

From the results, our child members indicated that member satisfaction decreased in five areas: getting care quickly, getting needed care, customer service, rating of health plan, and rating of personal doctor.

Children and Children with Chronic Conditions – percent who said they were “always” or “usually” satisfied with:	2020	2021
Getting care quickly	89%	86.8%
Getting needed care	83%	77.8%
Customer service	91%	83.2%
Rating of health plan	89%	85.4%
Rating of all health care	84%	86.1%
Rating of personal doctor	92%	90.7%
Rating of specialist seen most often	83%	90.3%

BCBSNM works hard to figure out ways to improve your satisfaction. The team is made up of BCBSNM leaders and staff who help take care of your needs. BCBSNM wants to help you get the care you need when you need it.

You may be picked to complete a satisfaction survey. This usually happens in around the springtime. Your feedback helps BCBSNM get better! We hope you have the time to take the satisfaction survey.

You can call BCBSNM at any time about your satisfaction. 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





Diabetes retinal eye exams: See the difference

If you have diabetes, you know how hard it can be to manage diabetes appointments, testing at home and at the lab, eating healthy, and staying active. With all there is to remember, you might miss the difference a yearly diabetic retinopathy exam can make in your life.

What is diabetic retinopathy?

Diabetic retinopathy is the leading cause of blindness in working-age adults who have diabetes. Over time, diabetes can cause damage to your eyes that can lead to poor vision or even blindness.

Are you at risk for developing diabetic retinopathy?

About 1 in 3 people with diabetes who are older than age 40 already has some signs of diabetic retinopathy. Each person's wellness depends greatly upon having regular diabetes care. Finding and treating diabetic retinopathy

early can reduce the risk of blindness by 95%.

Often there are no early symptoms of diabetic eye disease. You may have no pain or change in your vision as damage begins to occur inside your eyes, particularly with diabetic retinopathy. When symptoms do begin, they may include:

- Blurry or wavy vision
- Frequent changes in your vision, sometimes from day to day
- Dark areas or vision loss
- Poor color vision
- Spots or dark strings (also called floaters)
- Flashes of light

Talk with your eye doctor as soon as possible if you have any of these symptoms.

Take action

To prevent diabetic eye disease or to keep it from getting worse, manage your diabetes ABCs:

1. Complete an A1c test at least twice per year.

2. Work with your provider to manage your:

- Blood pressure
- Cholesterol

3. Complete a diabetic retinopathy eye exam at least once per year—or more often if recommended by your eye care professional (ophthalmologist or optometrist).

Even if you've struggled in the past to manage your diabetes, taking better care of yourself now can protect your eyes for the future. Be sure to make regular diabetes care appointments with your provider to discuss your concerns, and work together to make a diabetes care plan. It's never too late to begin!

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

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

Centennial Rewards are available for completing annual diabetes testing. 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 the advice of your provider with any questions you may have regarding a medical condition.

Source: Derived and adapted from National Institute of Diabetes and Digestive and Kidney Diseases: niddk.nih.gov/health-information/diabetes/overview/preventing-problems/diabetic-eye-disease

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 questions and answers 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 your same doctors.

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

Some people may get Medicaid and Medicare. 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**.