How to locate a Sandia Health Partner Network (SHPN) or Blue Cross and Blue Shield of New Mexico (BCBSNM) Provider

bcbsnm.com/sandia
Welcome

Sandia Total Health (STH) is administered by Blue Cross and Blue Shield of New Mexico. This guide will help you:

- Understand how Sandia Total Health works
- Get the most from your BCBSNM wellness programs
- Navigate the online tools at bcbsnm.com
- Find a health care provider in the SHPN and BCBSNM network
- Learn how to enroll in programs to earn dollars toward your HRA

Glossary of Health Plan Terms

Understanding health insurance isn’t always easy. Here are some common terms that are helpful to understand.

Claim form: A form you may have to fill out and submit to your health insurance carrier for payment of benefits under that health care plan for non-contracted providers.

Coinsurance: A percentage of a covered charge that you are required to pay toward a service covered by your plan.

Deductible: A fixed amount of the eligible expenses you are required to pay before payment by your health plan begins.

HRA (Health Reimbursement Account): Funds from your employer that can be used toward your deductible and coinsurance.

Integrated Provider Finder®: Provider Finder from Blue Cross and Blue Shield of New Mexico is an innovation for helping members select providers with meaningful quality ratings.

Network: The group of doctors, hospitals, and other medical care professionals that a health care plan has contracted with to deliver medical services to its members.

Non-preferred (Out-of-Network) providers: A non-preferred provider does not have a preferred or PPO contract with a Blue Cross and Blue Shield of New Mexico plan. For most benefits, after you’ve met the non-preferred provider deductible, you will pay a percentage of covered charges for services you receive from non-preferred providers.

Out-of-pocket limit: The maximum amount you have to pay for most or all expenses covered under your health care plan during a defined benefit period.
Understanding Sandia Total Health

Sandia Total Health has a Health Reimbursement Account (HRA) established by your employer to help pay for your covered medical and prescription drug expenses and any qualified non-medical 213(d) services. Sandia also offers a Flexible Spending Account (FSA) you can use for health care expenses and any qualified non-medical 213(d) services (irs.gov/pub/irs-pdf/p502.pdf). You contribute pre-tax dollars to your FSA each year. The FSA and HRA are administered by ConnectYourCare (CYC)***. If you enroll in the FSA, your claims will be paid first from your FSA, and once your FSA is depleted, claims will be paid from your HRA. CYC will pay your medical providers directly.

The plan consists of two parts:

Health care coverage

- Comprehensive medical coverage with in- and out-of-network benefits
- Option of Sandia Health Partner Network (SHPN) in Bernalillo, Sandoval, Valencia, and Torrance counties in New Mexico with higher benefits
- Annual deductible and coinsurance provisions
- Out-of-pocket limit amount to protect you from the expense of possible catastrophic illness or injury

Health Reimbursement Account

- Sandia contributes money on your behalf to your HRA based on 1) your coverage level, 2) whether you and your covered spouse* have completed a Health Assessment, and 3) your participation in the Virgin Pulse Points program.**
- Funds from your HRA contribution to pay for the deductible and coinsurance portion of your medical and prescription drug expenses and any qualified non-medical 213(d) services.
- Any unused amount in your HRA at the end of the plan year will be rolled over for use next year, up to the maximum listed in your Program Summary.

* “Spouse” includes same-gender spouses legally married in jurisdictions that recognize their marriages.
** Including completion of a Health Action Plan
*** ConnectYourCare is an independent company that administers Flexible Spending Accounts (FSA) and Health Reimbursement Accounts (HRA) for Blue Cross and Blue Shield of New Mexico.
How Sandia Total Health Works

1. Your HRA helps pay for your health care expenses and any qualified non-medical 213(d) services.

- If you and your covered spouse* have completed your Health Assessment and/or participated in the Virgin Pulse Points program** in 2016, Sandia will contribute money to your account as follows: Up to $500 for employee only, up to $750 for employee + child(ren), up to $1,000 for employee + spouse*, and up to $1,250 for family.
- If the employee and spouse* do not complete the health assessment, the account will receive $500 less.
- Your HRA pays your eligible expenses as long as there are funds in it.
- If you have a Health Care FSA, these funds will be used first to pay for any eligible expenses. Then your HRA pays any remaining expenses. CYC pays your medical provider directly.
- All medical payments apply toward your annual deductible and out-of-pocket maximum.
- Your annual deductible is the amount you need to pay before your medical plan begins to pay.

2. After your HRA funds are used up, you pay the rest of your deductible.

<table>
<thead>
<tr>
<th>Annual Deductible (SHPN and In-Network Deductibles DO Cross-Apply)</th>
<th>SHPN</th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>$500</td>
<td>$750</td>
<td>$2,000</td>
</tr>
<tr>
<td>Employee + Spouse* or Child(ren)</td>
<td>$1,000</td>
<td>$1,500</td>
<td>$4,000</td>
</tr>
<tr>
<td>Employee + Family</td>
<td>$1,500</td>
<td>$2,250</td>
<td>$6,000</td>
</tr>
</tbody>
</table>

3. After your deductible is met, you pay coinsurance.

- Once you have met your deductible, you and the medical plan share expenses. This is called coinsurance. Your share is 10 percent of eligible expenses for the SHPN, 20 percent of eligible expenses for in-network, and 40 percent of eligible expenses for out-of-network.
- For your protection, there is a limit on how much you need to pay out of your own pocket. Once you reach the amounts shown below, you are covered at 100 percent of eligible expenses for the rest of the year.

<table>
<thead>
<tr>
<th>Out-of-Pocket Limit (Including Deductible—SHPN and In-Network Out-of-Pocket Limits DO Cross-Apply)</th>
<th>SHPN</th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>$1,500</td>
<td>$2,250</td>
<td>$6,000</td>
</tr>
<tr>
<td>Employee + Spouse* or Child(ren)</td>
<td>$3,000</td>
<td>$4,500</td>
<td>$12,000</td>
</tr>
<tr>
<td>Employee + Family</td>
<td>$4,500</td>
<td>$6,750</td>
<td>$18,000</td>
</tr>
</tbody>
</table>

For more information, please refer to the Sandia Total Health program summary.

* "Spouse" includes same-gender spouses legally married in jurisdictions that recognize their marriages.
** Including completion of a Health Action Plan
Blue Access for Members™,

Blue Access for Members (BAM™), our member portal, offers you information on your health and health plan in one convenient location. To register for BAM, go to bcbsnm.com/sandia and select Register Now in the BAM log-in box. With your BCBSNM ID card handy, follow the on-screen registration instructions. Create a user name and password for instant and secure access to your personal information.

After logging in, from your personal home page you can:

- Check your claims, including payment status and amounts, and sort/print claim information
- Confirm who is covered under your plan
- Download and print various forms
- Locate a doctor or hospital in your plans’ network using Provider Finder
- Request a new or replacement ID card and print a temporary card
- Email Customer Service

Don’t have access to a computer or need to talk to a Customer Advocate?

Call the toll-free phone number on the back of your member ID card.
Provider Finder

Insight for important health care decisions

In life. In one place.

Provider Finder from Blue Cross and Blue Shield of New Mexico is an innovation for helping members select providers with meaningful quality ratings.

Use Provider Finder either online or from a mobile device to:

• Find a network primary care physician, specialist or hospital.
• Filter search results by doctor, specialty, ZIP code, language and gender — even get directions from Google Maps™.
• Determine if a Blue Distinction® Center for Specialty Care is an option for treatment.
• View patient feedback or add a provider review.
• Check the quality, certifications and recognitions for doctors.
• Make an appointment to consult with a provider in select geographic areas.

It’s easy and immediate—and available at bcbsnm.com/sandia, or a mobile phone Web browser—for members and non-members.

Provider Finder delivers information that puts employees in charge.

• Do you want to know more about your network providers?
• How do you choose where to go for medical services?
The Well onTarget program offers an expanded array of highly personalized tools and resources strategically designed to plan, engage, motivate, sustain and measure, with the end goal of delivering the best wellness experience for our members. You may find Well onTarget tools by logging into BAM.

**Liveon Member Wellness Portal**

The heart of Well onTarget is the Liveon portal. It inspires and supports you through healthy living programs, online courses, tools, and trackers. It uses the latest technology to offer you an enhanced online experience. This engaging portal links you to a suite of innovative programs and tools.

**onmytime Self-directed Courses**

Online courses let you work at your own pace to reach your health goals. Learn more on nutrition, fitness, weight management, tobacco cessation, and stress. Track your progress as you make your way through each lesson. Reach your milestones and earn Life Points.

**Health and Wellness Content**

Health library teaches and empowers through evidence-based, user-friendly articles.

**Tools and Trackers**

Interactive tools help keep you on course while making wellness fun. Use food and workout diaries, health calculators, and medical and lifestyle trackers.

**onmyway™* Health Assessment (HA)**

The HA features adaptable questions to learn more about you. After you take the HA, you will get a personal wellness report. The confidential record offers tips for living your healthiest life. Your answers will be used to tailor the Liveon portal with the programs that can help you reach your goals.

**Additional HA features:**

- Designed to give members flexibility to take their assessment over time
- Assessment modules make it simple and easy to use
- Goal prioritization triggered by science-based algorithms
- Tied to interactive tracking tools on the Liveon Member Wellness Portal

* onmyway is a registered mark of Onlife Health. All trademarks and service marks are property of their respective owners.
Focus on You
Providing you with the right tools, wherever you are in life

From simple questions like quick ways to de-stress or how to find more time in your schedule, to more difficult issues like finding support after the loss of a loved one, your program is there to work with you and offer suggestions, options and information.

A Confidential & Important Resource
Your program provides useful tools and resources that can help make the most out of your day or guide you through a difficult time. All confidential and at no cost to you. Some of the topics we can help with include:

- **Resiliency**—overcoming stress and crisis at home and at work.
- **Emotional Wellness**—addiction, depression, anxiety and assistance with other emotional wellness issues.
- **Workplace success**—career goals, team conflict, crisis, management support.
- **Wellness and balance**—work-life balance, stress, relaxation, personal well-being.
- **Personal and family goals**—relationship, children and teen or aging loved ones. Changes in finances or personal situations.

Your program includes up to 8 counseling sessions for you and your eligible dependents or household members at no cost to you.

Step into Action
It’s quick and easy. You can access your program’s tools and resources in many ways. And remember its completely confidential. We will connect you with the right resources or professionals to help you with your questions, challenges or needs. No situation is too big or too small.

Call your program’s toll-free number to speak with a professional.

Visit MagellanHealth.com/member for online tools, articles, resources and more.

Additional Resources and Information

**Work-life Services**
You have access to tools, resources and experts who can help with many of the day-to-day things that can happen in life. You also have access to the LifeMart® discount center which offers valuable discounts on things such as travel, clothing, restaurants, and more.

For all locations except California, program includes up to 8 confidential counseling sessions per calendar year for you and your eligible dependents or household members at no cost to you.

Sandia National Laboratories
Employee Assistance Program
1-800-424-0320
For TTY Users: 1-800-456-4006

Blue Cross and Blue Shield of New Mexico contracts with Magellan Behavioral Health, Inc. (“Magellan”), an independent company, to administer BCBSNM’s managed mental health program.
Focus on You
Providing you with the right tools, wherever you are in life

From simple questions like quick ways to de-stress or how to find more time in your schedule, to more difficult issues like finding support after the loss of a loved one, your program is there to work with you and offer suggestions, options and information.

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- **Wellness and balance**—work-life balance, stress, relaxation, personal well-being.
- **Personal and family goals**—relationship, children and teen or aging loved ones. Changes in finances or personal situations.

Your program includes up to 3 counseling sessions for you and your eligible dependents or household members at no cost to you.

Step into Action
It’s quick and easy. You can access your program’s tools and resources in many ways. And remember its completely confidential. We will connect you with the right resources or professionals to help you with your questions, challenges or needs. No situation is too big or too small.

Call your program’s toll-free number to speak with a professional.

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For California Members, program includes up to 3 confidential counseling sessions every 6 months for you and your eligible dependents or household members at no cost to you.

**Sandia National Laboratories Employee Assistance Program**

1-800-424-0320
For TTY Users: 1-800-456-4006

For California Members
ABQ Health Partners is pleased to offer an Ambassador and Concierge Service for Sandia HPN members.

We have an Ambassador who will be the main point of contact for Sandia HPN members. You will have direct access to this representative to navigate you to one of our providers and to assist you with any of our healthcare services.

The ABQ Health Partners Ambassador can be reached at our dedicated one-call hotline for Sandia HPN members.

Sandia HPN One-call 262.7100

The relationship between ABQ Health Partners and Blue Cross and Blue Shield of New Mexico is that of independent contractors.

The right care at the right time, every time.
ConnectYourCare (CYC) continues to be your HRA (active and PreMedicare) and FSA (actives only) administrator under the BCBSNM Sandia Total Health (STH) plan.

Where to Begin - Go to www.connectyourcare.com
1. Select the log in link from the upper right hand corner.
2. Sign in with your user name and password.
3. If it is your first time visiting the site, choose New User Registration to select your user name and password.

Using Your Online Account
Our online participant portal puts account information and health education tools at your fingertips.
- Get account balance
- View payment card charges
- Enter a New Claim
- View claims/submit receipts for purchases requiring substantiation
- View claim status
- Access communication center messages
- View reimbursement schedule
- Use consumer tools
- Find answers to Frequently Asked Questions

Mobile Solution
CYC Mobile, our secure mobile app, delivers important account information to you on the go.
- Available for Android, iOS and Windows devices
- View account balance, alerts and transaction history
- Submit a new claim
- Make payments with Online Bill Pay and Click-to-Pay
- Tap to call Customer Service
- Upload claim documentation with your device’s camera

Download it today!

The relationship between Lovelace Health System and Blue Cross and Blue Shield of New Mexico is that of independent contractors.
Important Things to Remember:

• CYC will pay your medical provider directly if they are in the SHPN and BCBS network of providers.

• A debit card is provided to pay for vision, dental, and prescription expenses with HRA and FSA dollars*. If you do not use your debit card, you will need to file a claim and submit documentation directly to CYC online or on the mobile app.

• Auto-Pay for medical expenses can be turned ON or OFF. Auto-Pay ON – All approved and processed in-network medical claims will auto-pay to your BCBS provider.

• Auto-Pay OFF – You can “Click-to-Pay” the claims of your choice. This gives you the convenience of choosing how you want to spend your dollars. Approved and processed medical claims are only processed if you “Click-to-Pay.”

* CYC verifies as many card charges as possible without asking for documentation, but sometimes documentation is needed to meet IRS guidelines. It’s a quick and easy process to upload documentation online or on the mobile app. SMART TIP! Always snap a picture of your receipt with your smart phone in case it is needed later!

CYC Customer Service: 1-866-808-1444 (available 24 hours/day, 365 days/year)
www.connectyourcare.com

- View account balances
- Enter a new claim
- View claims/submit receipts for purchases requiring substantiation
- CYC Mobile – secure mobile app
- View payment card charges
- View claim status
505.727.2727
or 1.888.727.2701
CareConcierge@lovelace.com | TTY 1.866.453.8493

- Find doctors and specialists that fit your needs
- Assistance making doctor appointments
- Same day and next day appointments available
- Receive a follow-up call after your appointment

Mon.-Fri. 7:30 a.m. – 6 p.m. and
Sat. 8:30 a.m. – 5 p.m.

lovelace.com

The relationship between Lovelace Health System and Blue Cross and Blue Shield of New Mexico is that of independent contractors.
It is important to get an annual Preventive Checkup that is paid at 100% by your health plan. Sandia Labs, Blue Cross and Blue Shield of New Mexico and Catapult Health are making it even easier for those members in the Albuquerque area that do not have an established provider or have not made an appointment for their annual Preventive Checkup.

Please watch for information throughout the year regarding these Free Preventive Checkups at a location that is conveniently located.

**Quick Health Evaluation**
*Lab-accurate* finger prick blood test, blood pressure and body composition

**Printed Personal Health Report**
Full color report of your check-up results that you can take home

**Private Health Consultation**
Review your results with a licensed Nurse Practitioner
Care When and Where You Need It

Getting sick is never convenient and finding time to get to the doctor can be hard. MDLIVE’s telehealth program provides you and your covered dependents access to care for non-emergency medical and behavioral health needs.

Whether you’re in the city, a rural area or you’re on a weekend camping trip, access to a board-certified MDLIVE doctor is available 24 hours a day/seven days a week. You can speak to a doctor immediately or schedule an appointment based on your availability. Telehealth can also be a better alternative than going to the emergency room or urgent care.*

MDLIVE doctors can help treat the following conditions and more:

**General Health**
- Allergies
- Asthma
- Joint aches
- Sinus infections

**Pediatric Care**
- Cold/flu
- Ear infections
- Pink eye

**Behavioral Health**
- Online counseling
- Child behavior/learning issues
- Stress management

Visit the website MDLIVE.com/sandia
Get connected today!

To register, you’ll need to provide your first and last name, date of birth and Blue Cross and Blue Shield of New Mexico member ID.

* In the event of an emergency, this service should not take place of an emergency room or urgent care facility. Proper diagnosis should come from your doctor and medical advice is between you and your doctor.
* Internet/Wifi connection needed for computer access. Data charges may apply when using your tablet or smartphone. Check your phone carrier’s plan for details. Video consultation is available Monday through Sunday from 7 a.m. - 9 p.m.

App Store is a service mark of Apple Inc.
Google Play Store is a trademark of Google Inc. (“Google”).
Windows is a registered mark of Microsoft.”
**Adult Health - for ages 18 and over**
Preventive care is very important for adults. By making some good basic health choices, women and men can boost their own health and well-being. Some of these positive choices include:

- Eat a healthy diet
- Get regular exercise
- Don’t use tobacco
- Limit alcohol use
- Strive for a healthy weight

* Recommendations may vary. Discuss the start and frequency of screenings with your doctor, especially if you are at increased risk.

## Adult Wellness Guidelines
Making Preventive Care a Priority

### Adult Recommendations

<table>
<thead>
<tr>
<th>Screenings</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>Every 1-3 years</td>
</tr>
<tr>
<td>Body Mass Index (BMI)</td>
<td>Every 1-3 years</td>
</tr>
<tr>
<td>Blood Pressure (BP)</td>
<td>At least every 2 years*</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>Adults ages 50-74 — colonoscopy every 10 years, OR flexible sigmoidoscopy every 5 years OR fecal occult blood test annually*</td>
</tr>
<tr>
<td>Diabetes Screening</td>
<td>Those with high blood pressure should be screened. Others, especially those who are overweight or have additional risk factors, should consider screening every 3 years.*</td>
</tr>
<tr>
<td>Hepatitis C (HCV) Screening</td>
<td>Once for adults born between 1945 and 1965</td>
</tr>
<tr>
<td>HIV Screening</td>
<td>Adults ages 18-85, older adults at increased risk and all pregnant women should be screened.</td>
</tr>
</tbody>
</table>

### Immunizations

<table>
<thead>
<tr>
<th>Immunizations</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tetanus Diphtheria Pertussis (Td/Tdap)</td>
<td>Get Tdap vaccine once, then a Td booster every 10 years.</td>
</tr>
<tr>
<td>Influenza (Flu)</td>
<td>Yearly</td>
</tr>
<tr>
<td>Herpes Zoster (Shingles)</td>
<td>1 dose given at age 50 and over</td>
</tr>
<tr>
<td>Varicella (Chicken Pox)</td>
<td>2 doses if no evidence of immunity</td>
</tr>
<tr>
<td>Pneumococcal (Pneumonia)</td>
<td>1 dose at age 65 and over*</td>
</tr>
<tr>
<td>Measles, Mumps, Rubella (MMR)</td>
<td>1 or 2 doses for adults ages 18-35 if no evidence of immunity</td>
</tr>
<tr>
<td>Human Papillomavirus (HPV)</td>
<td>3 doses for women ages 18-26 if not already given. 3 doses for men ages 18-21 if not already given.*</td>
</tr>
</tbody>
</table>
Women’s Health

Women have their own unique health care needs. To stay well, they should make regular screenings a priority. In addition to the services listed in the Adult Health section, women should also discuss the recommendations listed on this chart with their doctor.

Men’s Health

Men are encouraged to get care as needed and make smart choices. That includes following a healthy lifestyle and getting recommended preventive care services. If they follow a game plan for better overall health, they’ll be more likely to win at wellness.

In addition to the services listed in the Adult Health section, men should also discuss the recommendations shown in the chart to the right with their doctor.

Learn more! Additional sources of health information include:
- ahrq.gov/patients-consumers/prevention/index.html
- cancer.org/healthy/index
- cdc.gov/healthyliving/

<table>
<thead>
<tr>
<th>Women’s Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mammogram</strong></td>
</tr>
<tr>
<td>Every 1-2 years for women ages 40-74**</td>
</tr>
<tr>
<td><strong>Clinical Breast Exam</strong></td>
</tr>
<tr>
<td>Every 3 years for women ages 20-39.</td>
</tr>
<tr>
<td>Annually for age 40 and over.</td>
</tr>
<tr>
<td><strong>Cholesterol</strong></td>
</tr>
<tr>
<td>Starting age and frequency of screenings are based on your individual risk factors.</td>
</tr>
<tr>
<td>Talk with your doctor about what is best for you.</td>
</tr>
<tr>
<td><strong>Cervical Cancer Screening</strong></td>
</tr>
<tr>
<td>Women ages 21-65: Pap test every 3 years. Another option for ages 30-65: Pap test and HPV test every 5 years. Women who have had a hysterectomy or are over age 65 may not need a Pap test.*</td>
</tr>
<tr>
<td><strong>Osteoporosis Screening</strong></td>
</tr>
<tr>
<td>Beginning at age 65, or at age 60 if risk factors are present*</td>
</tr>
<tr>
<td><strong>Aspirin Use</strong></td>
</tr>
<tr>
<td>At ages 55-79, talk with your doctor about the benefits and risks of aspirin use.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Men’s Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cholesterol</strong></td>
</tr>
<tr>
<td>Ages 20-35 should be tested if at high risk. Men age 35 and over should be tested.</td>
</tr>
<tr>
<td><strong>Prostate Cancer Screening</strong></td>
</tr>
<tr>
<td>Discuss the benefits and risks of screening with your doctor.*</td>
</tr>
<tr>
<td><strong>Abdominal Aortic Aneurysm</strong></td>
</tr>
<tr>
<td>Have an ultrasound once between ages 65-75 if you have ever smoked.</td>
</tr>
<tr>
<td><strong>Aspirin Use</strong></td>
</tr>
<tr>
<td>At ages 45-79, talk with your doctor about the benefits and risks of aspirin use.</td>
</tr>
</tbody>
</table>

Ask Your Doctor

You probably don’t hesitate to ask your doctor about nutrition and exercise, losing weight and stopping smoking. But you can also ask about:

- Dental health
- Problems with drugs or alcohol
- Sexual behavior and sexually transmitted diseases
- Feelings of depression
- Domestic violence
- Accident/injury prevention
- Preventing falls, especially for ages 65 and over

* Recommendations may vary. Discuss screening options with your doctor, especially if you are at increased risk.

** At least every 2 years for women ages 50-74. Ages 40-49 should discuss the risks and benefits of screening with their doctor.

The recommendations provided in the table are based on information from organizations such as the Advisory Committee on Immunization Practices, the American Academy of Family Physicians, the American Cancer Society and the United States Preventive Services Task Force. The recommendations are not intended as medical advice nor meant to be a substitute for the individual medical judgment of a doctor or other health care professional. Please check with your doctor for individualized advice on the recommendations provided.

Coverage for preventive services may vary depending on your specific benefit plan and use of network providers. For questions, please call the Customer Service number on the back of your ID card.

Source: US Department of Health and Human Services, and the Centers for Disease Control and Prevention
Good health is a gift anyone would wish for a child, but it doesn’t happen without your help.

Some things you can do to help keep your child well:

- Introduce good nutrition at an early age and be a good role model
- Encourage lots of play and physical activity
- Keep up with recommended vaccinations

Blue Cross and Blue Shield of New Mexico (BCBSNM) wants your child to be well.

Children’s Wellness Guidelines
Laying the Groundwork for a Healthy Tomorrow

**Children’s Health**

Put your child on the path to wellness right away by scheduling regular office visits with a doctor. The doctor will watch your child’s growth and progress and should talk with you about eating and sleeping habits, safety and behavior issues.

According to the Bright Futures recommendations from the American Academy of Pediatrics, the doctor should:

Help protect your child from sickness. Make sure they get the recommended vaccinations shown in the charts. If your child has missed vaccinations, ask your doctor how to catch up.

Learn more! An additional source of health information is available at healthychildren.org

**Please note:** These recommendations are for healthy children who don’t have any special health risks. Take the time to check the following summaries of key preventive services.
Be sure your child is up-to-date on immunizations and health screenings.

Routine Children’s Immunization Schedule**

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Birth</th>
<th>1 month</th>
<th>2 months</th>
<th>4 months</th>
<th>6 months</th>
<th>12 months</th>
<th>15 months</th>
<th>18 months</th>
<th>1½-3 years</th>
<th>4 - 6 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hepatitis B (HepB)</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Rotavirus (RV)</td>
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<tr>
<td>Diphtheria Tetanus and Pertussis (DtaP)</td>
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<tr>
<td>Haemophilus Influenzae Type B (Hib)</td>
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<tr>
<td>Pneumococcal Conjugate (PCV)</td>
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<td>Inactivated Polio Vaccine (IPV)</td>
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<tr>
<td>Influenza (Flu)</td>
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<tr>
<td>Measles, Mumps and Rubella (MMR)</td>
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<tr>
<td>Varicella (Chicken pox)</td>
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<td>Hepatitis A (HepA)</td>
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</tbody>
</table>

Be sure your child is up-to-date on immunizations and health screenings.

Tweens and Teenagers
As your children grow into teens, they should continue yearly doctor visits for exams and scheduled immunizations. These visits give the doctor a chance to:

• Discuss the importance of good eating habits and regular physical activity
• Talk about avoiding alcohol, smoking and drugs
• Screen for sexual activity and sexually transmitted diseases as appropriate. Screen for HIV between the ages of 16 and 18.

Recommended Immunizations for ages 7 to 18**

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>7 - 10 years</th>
<th>11 - 12 years</th>
<th>13 - 15 years</th>
<th>16 years</th>
<th>17 - 18 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tetanus Diphtheria Pertussis (Tdap)</td>
<td>●</td>
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<tr>
<td>Human Papillomavirus (HPV) - females and males</td>
<td>●</td>
<td>3 doses</td>
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<tr>
<td>Meningococcal (MCV)</td>
<td>●</td>
<td>●</td>
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<td></td>
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<tr>
<td>Influenza (Flu)</td>
<td></td>
<td></td>
<td></td>
<td>Yearly</td>
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</tr>
</tbody>
</table>

** These recommendations come from the Centers for Disease Control and Prevention and the American Academy of Pediatrics. The recommendations are not intended as medical advice nor meant to be a substitute for the individual medical judgment of a doctor or other health care professional. Please check with your doctor for individual advice on the recommendations provided.

Coverage for preventive services may vary depending on your specific benefit plan and use of network providers. For questions, please call the Customer Service number on the back of your ID card.
Discounts to Make Health and Wellness More Affordable

Blue365 is just one more advantage of being a Blue Cross and Blue Shield of New Mexico (BCBSNM) member. With this program, you may save money on health and wellness products and services from top retailers that are not covered by insurance. There are no claims to file and no referrals or pre-authorizations.

Once you sign up for Blue365 at blue365deals.com/BCBSNM, weekly “Featured Deals” will be emailed to you. These deals offer special savings for a short period of time.

Below are some of the ongoing deals offered to Blue365 members.

**Davis Vision℠ | TruVision®**
You may save on eyeglasses as well as contact lenses, exams and accessories. Davis Vision is made up of national and regional retail stores as well as local eye doctors. You may get possible savings on laser vision correction through the TLC/TruVision group.

**TruHearing® | Beltone™**
You may get possible savings on hearing tests, evaluations and hearing aids. Discounts may also be available for your immediate family members.

**Procter & Gamble (P&G) Dental Products**
You may get savings on dental packages with Oral B® power toothbrushes and Crest® products. Packages may include items such as an electric toothbrush, mouth rinse, teeth whiteners and floss.

**Dental Solutions℠**
You may get dental savings with Dental Solutions. You may receive a dental discount card that provides access to discounts of up to 50 percent at more than 61,000 dentists and more than 185,000 locations.*
CORD:USE® | CorCell®
You can protect your family’s cord blood at a state-of-the-art laboratory using high-quality cord blood banking practices and technologies. Cord blood contains stem cells (like those in bone marrow) that have the ability to develop into additional cells and can be used to treat possible life-threatening diseases in the future. You may save on cord blood processing and storage fees.

Jenny Craig® | Seattle Sutton’s® | Nutrisystem®
You may reach your weight loss goals with savings from leading programs. You may save on healthy meals, membership fees (where applicable), nutritional products and services.

Retrofit™
Receive 15 percent off Retrofit’s online, private weight loss coaching sessions. Retrofit includes the use of a wireless Fitbit® device and smart scale, one-on-one videoconferencing with a personal team of experts and unlimited online support. You will enjoy flexibility in scheduling and the ability to meet with coaches anywhere there is an Internet connection.

Reebok | SKECHERS®
Reebok, a trusted brand for more than 100 years, makes top athletic equipment for all people, from professional athletes to kids playing soccer. SKECHERS, an award-winning leader in the footwear industry, offers exclusive pricing on select Performance, Sport, Work and Corporate Casual styles. You will enjoy 20 percent off plus free shipping for your online orders.

SeniorLink Care™
With SeniorLink Care, you may find support to help your aging family members or friends lead fulfilling and comfortable lives. From planning care to helping caregivers, SeniorLink Care assists older adults and their loved ones in finding the programs and services they may need most. You can save on a three- or 12-month membership.

Handstand Kids
Handstand Kids brings the family together in the kitchen, spending more time cooking and eating healthy, delicious meals. The Handstand Kids Cookbook series features the languages and cuisines of Italy, Mexico, China and many other countries. Every book also introduces the language and culture of each country. You may save up to 25 percent on cooking accessories and Cookbook Kits.

Snap Fitness™
Join Snap Fitness for a 50% discount off the best current enrollment offer (no processing fees) and a 5% discount off monthly dues. You may also enjoy up to five personal-training sessions for 10% off, complimentary access to Snap Fitness online workout tools, one month of online nutrition and meal-planning services and biannual fitness assessments. A 30-day trial membership is also available for $8.95.

The relationship between these vendors and Blue Cross and Blue Shield of New Mexico (BCBSNM) is that of independent contractors. BCBSNM makes no endorsement, representations or warranties regarding any products or services offered by the above-mentioned vendors.

* Dental Solutions requires a $9.95 signup and $6 monthly fee.

Blue365 is a discount program only for BCBSNM members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Please check your benefit booklet or call the customer service number on the back of your ID card for specific benefit facts. Use of Blue365 does not change your monthly payment, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors who take part in this program. BCBSNM does not guarantee or make any claims or recommendations about the program’s services or products. You may want to talk to your doctor before using these services and products. BCBSNM reserves the right to stop or change this program at any time without notice.
24/7 Nurseline*

Nurses available anytime you need them

Health happens – good or bad, 24 hours a day, seven days a week. That is why we have registered nurses waiting to talk to you whenever you call our 24/7 Nurseline.

Our nurses can answer your health questions and try to help you decide whether you should go to the emergency room or urgent care center or make an appointment with your doctor. You can also call the 24/7 Nurseline whenever you or your covered family members need answers to health questions about:

- Asthma
- Back pain
- Diabetes
- Dizziness or severe headaches
- High fever
- A baby’s nonstop crying
- Cuts or burns
- Sore throat
- And much more

Plus, when you call, you can access an audio library of more than 1,000 health topics – from allergies to surgeries – with more than 500 topics available in Spanish.

Note: For medical emergencies, call 911. This program is not a substitute for a doctor’s care. Talk to your doctor about any health issues.

Call the 24/7 Nurseline with any health questions.

Toll-free: 800-973-6329

Hours of Operation: Anytime

bcbsnm.com/sandia
Additional Programs

Special Beginnings® Maternity Program
Special Beginnings can help you better understand and manage your pregnancy. Available at no additional cost, this maternity program supports you from early pregnancy until six weeks after delivery through:

- Pregnancy risk factor identification to determine the risk level of your pregnancy and appropriate range for ongoing communication/monitoring
- Educational material on various pregnancy and infant care related topics
- Personal telephone contact with program staff to address your needs and concerns and to coordinate care with your physician
- Assistance in managing high-risk conditions such as gestational diabetes and preeclampsia

Take good care of yourself and your baby—enroll in Special Beginnings today! Enrollment is easy and confidential. Just call 1-888-421-7781, 7 a.m. to 5:30 p.m., MT.

Special Beginnings is not a substitute for professional medical guidance. It is important to share any health concerns with your physician.

Blue Distinction®
A nationwide program, Blue Distinction helps consumers find the best possible quality of medical care and encourages health care providers and facilities to improve the quality and delivery of their care. In the greater Albuquerque/Rio Rancho area, the UNM Cancer Research and Treatment Center has been named a Blue Distinction® Center for Specialty Care for Complex and Rare Cancers.

You may be referred by your doctor to this specialty care, or you may self-refer by calling the BCBSNM Health Services Department toll-free at 1-800-325-8334.

Travel and Lodging Benefit
You are not required to use a Blue Distinction® Center. However, you may be eligible for travel and lodging benefits IF:

- You choose a Blue Distinction Center and
- Services are preauthorized by your BCBSNM case manager

Please call your case manager at 1-800-325-8334 for more information.
Additional Programs

Sandia employees and spouses* can earn Virgin Pulse Points when they enroll and participate in any of the Disease Management, Lifestyle Management, or Coaching activities listed below. BCBSNM will send a file each month to Sandia identifying who enrolled and this information will be sent from Sandia to Virgin Pulse.

Take Action to Improve Your Health: BCBSNM invites members to take an active role in improving their health with free, customized programs designed to help members succeed in creating a healthier lifestyle. For more information visit bcbsnm.com/sandia.

**Condition Management Programs***:
To enroll in any of the following programs, call 1-866-874-0912.

- Asthma Management Program
- Coronary Artery Disease (CAD) Program
- Congestive Heart Failure (CHF) Program
- Diabetes Management Program
- Chronic Obstructive Pulmonary Disease (COPD) Program
- Musculoskeletal Conditions

**Wellness and Prevention Programs**:  
To enroll in any of the following programs, call 1-866-412-8795.

- Weight Management*
- Tobacco Cessation

To enroll in any of the following programs, call 1-877-806-9380.

- Stress Awareness
- Physical Activity
- Nutrition

**Special Beginnings Maternity Program***:  
To enroll in this program, call 1-888-421-7781.

Hours of Operation
6:00 a.m. - 8:00 p.m., Monday — Friday  
8:00 a.m. - 5:00 p.m., Saturdays

For more information visit BCBSNM.com/sandia.

* "Spouse" includes same-gender spouses legally married in jurisdictions that recognize their marriages.

**Only available for eligible members who meet the program criteria.
Notes