



BlueCross BlueShield
of New Mexico

Blue FOR YOUR Health SM



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WHAT TO KNOW



Spring 2024

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 yánífti'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 (BCBSNM) Blue Cross Community Centennial health plan.

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Website: bcbsnm.com/community-centennial

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Models may be used in photos and drawings.

Programs offered by BCBSNM, 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.

MovivCare 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 Spring 2024

Join our hybrid 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, but quarterly. 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 \$25 gift card.

\$25
GIFT CARD

How to participate:

- Members can join in person, call in, or participate virtually.
- To learn more, call Christine at **505-816-4316**.
- To view the 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.



WELCOME TURQUOISE CARE

New Mexicans have a new option for Medicaid

Blue Cross and Blue Shield of New Mexico is part of the state's new Turquoise Care program. BCBSNM has been in our community for more than 80 years and is one of the largest providers of health benefits in the state of New Mexico. We are pleased to offer this plan to New Mexicans who qualify.

Introducing Turquoise Care

BCBSNM is proud to be chosen by the New Mexico Human Services Department to be part of Turquoise Care, the state's new Medicaid managed care program.

This program can:

- Help pay for health care for those who can't afford it
- Focus on preventive and primary care
- Work to control health care costs

Current Centennial Care enrollees will transition to the new program. You will have all the health care benefits you get with Centennial Care and get even more benefits with Turquoise Care.

Our Turquoise Care plan will start on July 1, 2024. If you have questions, call Member Services at **866-689-1523**.

Blue Door Neighborhood Center to open in Albuquerque

Blue Cross and Blue Shield of New Mexico is opening a resource center in Albuquerque. The Blue Door Neighborhood Center will have helpful staff and no-cost classes and programming for members and the community. The center is being built at Las Estancias Shopping Center in the South Valley. It is set to open this summer.

BCBSNM would like your thoughts on what services and resources you would like to see at the center. To send feedback, please email **NeighborhoodCenter@bcbsnm.com**.

BCBSNM is looking forward to continuing to serve our Medicaid members with Turquoise Care, which starts July 1, 2024.



Mental health matters for moms

Expecting a baby? You may be feeling happy, nervous, and excited. Pregnancy and having a baby can come with many feelings, including feeling anxious and overwhelmed. After giving birth, many moms can experience tiredness, worry, and sadness. These feelings usually go away on their own.

For some women, these feelings can become severe and never get better. These feelings can interfere with their

daily lives. This is known as postpartum depression. Postpartum depression can happen to any woman. It occurs in 1 out of 8 women. Women may also experience these feelings during pregnancy. Completing recommended prenatal and postpartum visits can help you and your baby stay healthy.

Symptoms of postpartum depression may include:

- Crying more than usual
- Extreme sadness or anger

- Not feeling a connection with your baby

- Worrying or having thoughts about hurting yourself or your baby

- Having guilt or doubts about not being a good mom

If you are having any of these symptoms, talk to your provider and find a treatment that is right for you.

As a new mom, it can be hard to focus on yourself and your health. But it is important to your baby's health and well-being. Be prepared and know what to look for and when you might need help.

What additional resources are there?

- Talk to your health care provider about your risk factors for postpartum depression and what to look for.

- Call or text the National Maternal Mental Health Hotline at **833-852-6262 (833-TLC-MAMA)** for free, 24/7, confidential counselor support.

- If you are thinking about harming yourself or your baby, get help now. Call **988** for emergency help from the 988 Suicide & Crisis Lifeline.



We speak your language

We offer many services to help our members who do not speak English as their first language. When you call Blue Cross Community Centennial Member Services at **866-689-1523**, you may ask to talk to a bilingual (English-Spanish) Customer Advocate (CA). Our CAs can also use a translation service to help with other languages. Members with hearing or speech loss can call the TTY/TDD line at **711**.



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 or 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.



Medicaid primary care provider (PCP) update

The Blue Cross Community Centennial provider directory is produced monthly. For information about providers in the network, go to bcbsnm.com/community-centennial, then click on *Getting Care*, choose *Find a Provider*, and click on *Search Provider Finder*[®]. If you have questions about the provider network, call Member Services at **866-689-1523** (TTY: **711**).

If have questions about our quality program or QI activities, you can email QualityInquiry@bcbsnm.com or call the QI department at **855-699-0042** (TTY: **711**).

Our quality performance in 2023

Blue Cross and Blue Shield of New Mexico cares about your health. BCBSNM offers resources to your provider. This helps you get better care. This is called quality improvement. Our BCBSNM Quality Improvement (QI) department looks at the care you get. BCBSNM wants to know if Blue Cross Community CentennialSM network providers provided the care you need, when you need it.

The goal of the quality program is to help you get healthy and stay healthy. Quality program goals include, but are not limited to:

- Getting you the care you need
- Getting you care quickly
- Improving health care

- Monitoring and improving member safety
- Helping members get wellness exams, tests, and vaccines
- Improving member satisfaction

Quality program goals are a company-wide effort. The goals are made with feedback from providers and members. All efforts lead back to the main goal: to help you get healthy and stay healthy.

BCBSNM continues to work on improving diabetic outcomes, improving immunization/vaccines rates, smoking cessation, and increasing awareness of cancer screenings. BCBSNM might have reached out to you. This was about the care you needed. It is important that you get the care you need when you need it.

Make your appointment, keep your appointment

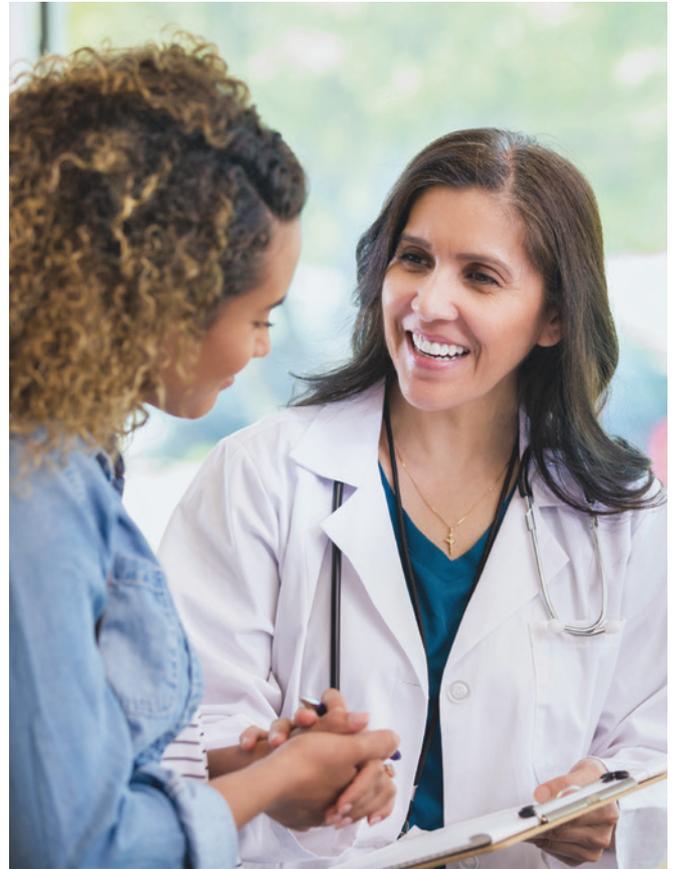
Did you know?

- New Mexico has approximately 201,781 people diagnosed with diabetes.
- Additionally, every year 12,469 New Mexicans are diagnosed with diabetes.
- Out of 33 New Mexico Counties, 30 are designated health professional shortage areas.
- New Mexico has lost around 30% of its primary care providers in the last four years.
- In 2022, New Mexico had the biggest hospital staffing shortages in the United States.
- Half of all hospitals in New Mexico report nursing shortages.

If you have had difficulty trying to see your health care provider regarding diabetes, you are not alone. New Mexicans are challenged when trying to see their health care provider when they need to discuss problems about diabetes. When New Mexicans diagnosed with diabetes are told the next available appointment is possibly more than three or more weeks away, it can add additional confusion and frustration to a diagnosis that already causes confusion and frustration.

Some helpful tips when calling your provider office to make a diabetes care appointment:

- Make your appointment **early**.
 - Members diagnosed with diabetes need to be seen by their health care provider at least twice per year, or more as needed, for routine diabetes discussions, care plan updates, and updates to their medication prescriptions.
 - Call and make your regular appointments ahead of schedule, sooner rather than later.
- Keep your appointment and **attend**.
 - If you cancel your appointment, more than likely there won't be another available appointment for a long while. Pushing your needs, questions, and care plan updates further back can lead to complications and possible Emergency Room visits.
- If you need an appointment sooner than a scheduled visit:



- Ask to be put on their cancellation list. Health care provider offices routinely have patients cancel their appointments or not show up. When a patient cancels, provider offices look to their cancellation list and will call you to offer you that appointment date and time.
 - When the provider office calls to offer you an appointment from a canceled patient, try to attend that appointment to meet your needs.

Each year, members diagnosed with diabetes need an A1c test, kidney health testing, and a diabetic retinopathy exam. Please remember to talk with your provider about ordering these needed tests and for help when needing to see an eye doctor yearly. Early appointments lead to early testing and help that is needed to maintain your health and prevent serious diabetes complications.

LEARN TO LIVE

Support for emotional and behavioral well-being

Blue Cross and Blue Shield of New Mexico is working with Learn to Live—an online resource available at no cost to eligible Blue Cross and Blue Shield Medicaid members and caregivers ages 13 and older—to support their behavioral and emotional well-being.

Learn to Live is an online mental health program for those living with stress, depression, substance-use concerns, insomnia, panic, and/or social anxiety. It can also help those looking to improve their overall resilience and well-being.

Grounded in the proven principles of cognitive behavioral therapy, Learn to Live resources focus on problem-solving and changing behaviors. Learn to Live is not a replacement for therapy, but rather serves as a complement to other services that members have access to.

Key Learn to Live features

- 24/7 access to seven online, self-guided programs and features
- Programs available in English and Spanish
- Ability to start, stop, and save progress
- No cost for Blue Cross and Blue Shield of New Mexico Medicaid members and caregivers ages 13-plus
- Can be used in conjunction with other services that



Want to learn more?
Please scan the QR code to view the video on the Learn to Live offerings.

members may have access to (in-person therapy, tele-therapy, primary care)

- Personal coaching available (phone, text, email)
- Compatible across devices; mobile app available

Impacted programs and access

- Blue Cross and Blue Shield of New Mexico Medicaid members and caregivers (ages 13-plus)

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of New Mexico. BCBSNM makes no endorsement, representations, or warranties regarding third-party vendors and the products and services offered by them.

- Visit learntolive.com/welcome/bcbsnmmedicaid and enter access code **NMMED**.
- Then when prompted, enter the Subscriber ID number, located on front of the Blue Cross member card.

Think you may be depressed?

A screening can help

If you feel down for weeks or longer, and it keeps you from doing your normal, everyday activities, it could be depression. You do not have to just accept feeling that way. There are steps you can take that may help.



Signs of depression

- Feeling anxious or sad
- Changes in eating and sleeping
- Feeling irritable or easily upset
- Not wanting to do things that used to be fun
- Feeling guilty, worthless, or helpless
- Troubles focusing or remembering
- Thinking about hurting yourself



Get help

The good news is depression can be treated. If you think you may be depressed, talk to your doctor and ask to be screened for depression.

Your mental health is just as important as your physical health. Depression is sometimes missed in people who have other health problems.

The most common ways to treat depression are with counseling, medicine, or both.



Follow up

Your primary care provider (PCP) may prescribe a medicine and/or suggest you see a mental health professional who can help you find the treatment that works best. Do not put it off. The sooner you get treatment, the sooner you may start to feel better.

If you have any questions, call customer service at **866-689-1523** to connect with a mental health case manager.

Remember, should your PCP prescribe medicine to help you feel better, it is important to take it as prescribed. Scan the QR code below to see a quick video on the importance of taking your medicine.

For more resources, go online to our BCBSNM Connect Community at connect.bcbsnm.com



How to prevent and treat UTIs

What is a UTI?

UTI is short for urinary tract infection. UTIs can happen when bacteria from the skin or rectum gets into the urinary tract. Anyone can get a UTI, but they are more common in women.

Pain or burning when you urinate could mean you have a UTI. If you care for someone who has trouble communicating, be aware if they seem pained when urinating.

Other symptoms of a UTI may include:

- Pink urine, caused by blood from the infection
- Cramps

■ Frequent urination

Prompt treatment is important. If the infection spreads, it can cause a kidney infection, which is much more serious. Fever, back pain, nausea, or vomiting are common symptoms of a kidney infection.

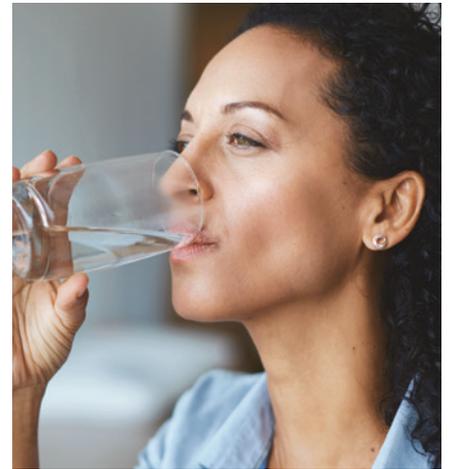
Prevention

Here are ways to reduce your chances of getting a UTI:

- Drink plenty of fluids daily
- Take showers more frequently than baths
- Urinate after sexual activity
- Avoid or minimize the use of powders or other products on the genital area

Treatment

If you think you have a UTI, contact your health care provider. If prescribed an antibiotic, take all as directed. Also, drink plenty of water and fluids.



✂ 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: Call or text **988** or visit **988lifeline.org/chat** to chat, available 24 hours a day, 7 days a week.