



BlueCross BlueShield
of New Mexico

Blue FOR YOUR Health SM

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BLOOD
PRESSURE

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FORGET
PREVENTIVE
CARE



Summer 2023

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

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

Website: [bcbsnm.com/community-centennial](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 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 Summer 2023

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](https://www.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](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.

Please renew your Medicaid coverage

We want you to stay covered

During the COVID-19 public health emergency, you may have been covered by Medicaid for more than 12 months. Now the continuous Medicaid coverage requirement is ending, and it's time to renew your Medicaid. If you do not renew, you may lose your coverage.

When you receive a letter from the Human Services Department (HSD), send your information to HSD right away.

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

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

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

Use the QR code above on your phone to connect with HSD.

If you received an "It's Time to Renew NM!" letter in a turquoise envelope from HSD asking for more information, mail your information to HSD as soon as possible. Do not delay so you and your family can *stay covered*. If your address or income has changed, report your changes by going to **www.yes.state.nm.us** or calling HSD at **800-283-4465** (TTY: **711**).

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 health plan, you can change during your renewal period. For information, call 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 NMHIX, 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, HSD will tell you. HSD will send your information to NMHIX (**bewellnm.com**). The Exchange can help you find a new health plan with low- or no-cost health insurance.

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 health plan.

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

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

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

Some people may get Medicaid and Medicare. 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**.

How's your blood pressure?

High blood pressure is sneaky. Typically, it doesn't have warning signs. So while tens of millions of adults nationwide have it, many don't know it. That matters because over time, undiagnosed high blood pressure might hurt your eyes or kidneys—or even cause a heart attack or stroke.

But here's the good news: High blood pressure is highly treatable, especially when it's just starting to creep up. Detecting it early—and making lifestyle changes—can help keep it from seriously hurting your health.

Don't guess—get checked

The National Institutes of Health advises having regular blood pressure checks by a health care provider.

Your doctor can help explain what your results mean. What's good or bad for you depends not just on the numbers, but on your overall heart health.



Bringing it down

What if you do have high blood pressure? Working on healthier habits is a great place to start. For example:

Eat smarter. Focus on a variety of veggies, fruits, whole grains, and low-fat dairy products. Go easy on added sugars and salt.

You might also want to ask your doctor about an eating plan called the DASH diet. Studies show it helps lower blood pressure.

Move more. If regular exercise hasn't been part of your

routine, check with your doctor about the safest way to start.

Slim down. If you're carrying extra pounds, losing just 5% of your total weight can help improve your blood pressure.

Make a plan to stop smoking. Smoking causes blood pressure to spike and raises your risk for heart disease or stroke.

If steps like these don't drop your blood pressure, your doctor may also advise medicine. But remember: As helpful as it may be, it's never a substitute for a healthier lifestyle.

Diabetes retinal eye exams: How to see the

If you have diabetes, you know how hard it can be to manage appointments, testing, eating healthy, and living an active lifestyle. With all there is to remember, you might miss one of the most important parts of your diabetes wellness: a yearly diabetic retinopathy exam.

What is diabetic retinopathy?

Over time, diabetes can cause damage to your eyes that can lead to poor vision or even blindness. This is called diabetic retinopathy. Early treatment can reduce the risk of blindness by 95%.

Are you at risk?

About 1 in 3 people with diabetes who are older than age 40 already have some signs of diabetic retinopathy.

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

- Blurry or wavy vision
- Frequently changing vision—sometimes from day to day
- Dark areas or vision loss

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

Infant car seat and crib at no cost to you

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 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.

difference

- 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 protect your vision!

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 health care 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

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

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.

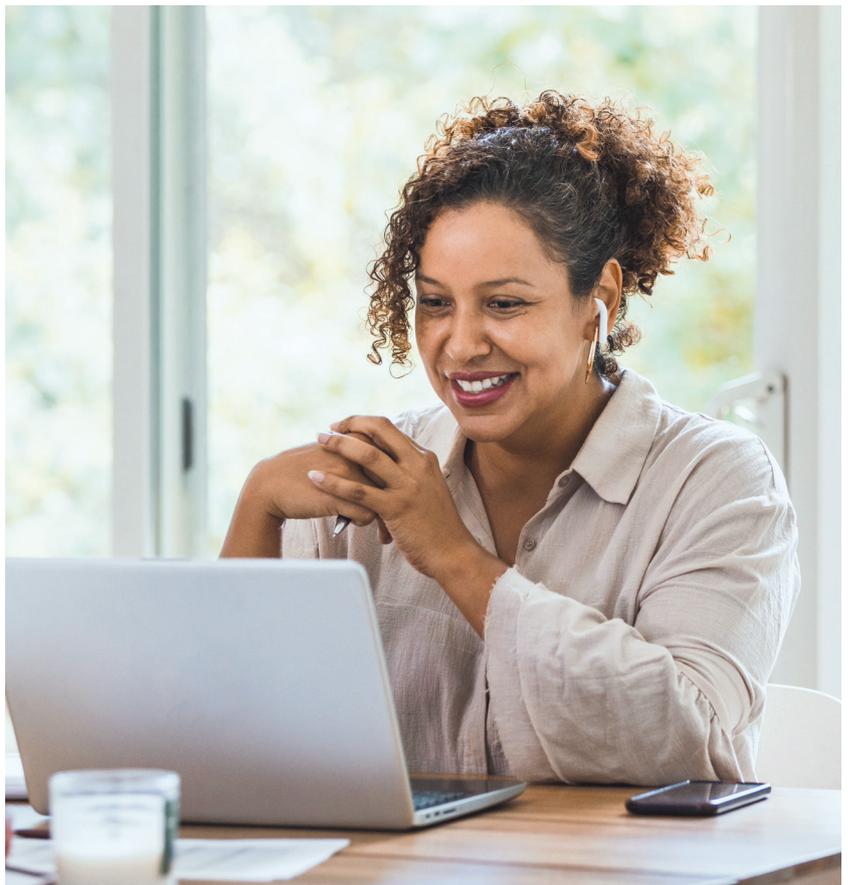
Blue Access for members

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
- 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
- Download forms
- Email BCBSNM a question or comment via secure messaging
- Find wellness resources, a schedule of educational events, 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.





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.

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 *Learn about benefits* 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.

Medicaid primary care provider (PCP) update

The Blue Cross Community Centennial provider directory is produced monthly. For information about the 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**).

Preventive Care Guidelines Summary

For Healthy Children

The gray shaded areas show

SERVICE		MONTHS								
		B	1	2	4	6	9	12	15	
WELL CHILD CHECKUPS & SCREENING	Newborn Screening	•								
	History and Physical Exam	•	•	•	•	•	•	•	•	
	Length, Height and Weight	•	•	•	•	•	•	•	•	
	Head Circumference	•	•	•	•	•	•	•	•	
	Developmental Screening	•					•			
	Autism Screening									
	Vision Screening	•	•	•	•	•	•	•	•	
	Hearing Screening	•	•	•	•	•	•	•	•	
	Body Mass Index (BMI)									
	Blood Pressure	•	•	•	•	•	•	•	•	
	Anemia Test				•			•	•	
	Lead Screening							•		
	Tuberculosis (TB)	Talk with your provider to see if TB testing is								
	Chlamydia Test (Females)									
VACCINES: CDC.GOV/VACCINES	Oral Health					•	•	•		
	Hepatitis B	•		•		•				
	Rotavirus			•	•	•				
	Polio (IPV)			•	•	•				
	<i>Haemophilus Influenzae</i> type B (Hib)			•	•	•		•		
	Diphtheria, Tetanus, Pertussis (DTaP)			•	•	•			•	
	Pneumococcus			•	•	•		•	Some	
	Measles, Mumps, Rubella (MMR)							•		
	Varicella (Chicken Pox)							•		
	Hepatitis A							•		
	Meningococcus									
	Human Papillomavirus									
	Influenza								Children should get a	
	HEALTH ADVICE	Tobacco Use	Protect children from secondhand smoke.							
Folic Acid (Vitamin B9)										
Anticipatory Guidance		Discuss proper sleep positioning.						When appropriate, use		

Preventive Care Guidelines Summary

For Healthy Adults

The gray shaded areas show the age range when the service is needed.

AGE	18	25	30	35	40	45	50	55	60	65	70	75 and UP	
SCREENING	For Men and Women:												
	Blood Pressure	Have your blood pressure checked at least every 2 years. A healthy blood pressure is less than 120/80. People with high blood pressure should be tested for diabetes.											
	Body Mass Index (BMI)	Check your BMI. If your BMI is over 25, talk to your provider about your health risks and if you should be screened for diabetes.											
	Tobacco Use	If you smoke or use tobacco, talk to your provider about quitting.											
	Colon Cancer												You should be screened for colon cancer. If you have a family history or other risk factors, you should be screened earlier. You and your provider can discuss the different screening options.
Other Screenings	Depending on your age, sex and other factors, your provider may advise additional screening exams or tests for other kinds of cancer.												
VACCINES	Tetanus-Diphtheria-Pertussis (Td or Tdap) Booster	You should get a Tdap booster once, and then a booster every 10 years.											
	Pneumococcal Vaccine											Most people need just one dose. Some need a repeat dose after 5 years.	
	Influenza Vaccine	Annually											
	Zoster Vaccine												Shingles vaccine (once)
	Other	Some adults need an additional measles, mumps and rubella (MMR) or chicken pox vaccine. Ask your provider.											
COUNSELING	Improving Health	<ul style="list-style-type: none"> • If you engage in harmful behaviors such as alcohol or drug use, unsafe sex or behaviors that put you or others at risk for infection or injury, your provider can provide important recommendations. • Discuss your needs for dental, vision and hearing care with your provider. • You may improve your health if you work with your provider to understand healthful nutrition and exercise, the importance of using seat belts and motorcycle helmets and the need to use sunscreen and ultraviolet (UV) protective eyewear. • If you have children, protect them from firearms and tobacco smoke exposure and learn to use car seats correctly. 											
	Preventive Medications	<ul style="list-style-type: none"> • Women of childbearing age should ask their providers about taking folic acid. • If you are a man age 45 or older, a woman age 55 or older or if you have risk factors for heart disease, ask your provider about daily aspirin therapy. 											



AGE		18	25	30	35	40	45	50	55	60	65	70	75 and UP	
SCREENING	For Men:													
	Cholesterol	Ask your provider if earlier screening is right for you.			Men without cardiac risk factors should have their cholesterol checked at least every 5 years beginning at age 35.									
	Prostate Cancer Screening Discussion								Discuss the risks and benefits of prostate screening with your provider yearly.					
SCREENING	Abdominal Aortic Aneurysm Ultrasound	If you smoke or have ever smoked, ask your provider if this test is right for you.									One time			
	For Women:													
	Cholesterol	Ask your provider if earlier screening is right for you.				Women at above-average risk for heart disease should check their cholesterol at least every 5 years.								
	Mammography					Starting at age 40, mammograms are recommended every 1 to 2 years. Talk with your provider about when you should start.					After age 74, discuss with your provider.			
	Pap Test		Women age 21 to 65 should be screened. Discuss with your provider how often you should have this test. You should have a Pap test every 3 to 5 years unless you've had a hysterectomy.											
Chlamydia	Periodic	Women age 24 or younger (or with risk factors) should be screened.												
Osteoporosis											Screening usually begins at age 65. Some women need to start earlier.			

These guidelines adapted from the recommendations of national organizations (ahrq.gov, aafp.org, aap.org). They apply to adults at average risk for disease. Adults at higher risk may need additional care; ask your provider. Some actions may be recommended, but may not be covered as a benefit in your specific health plan. To learn if a service is covered, call the Member Services number on your ID card.

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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*.

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 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
- Health care providers you can use and services you can receive, including:
 - PCPs
 - Specialty care providers
 - Behavioral health care providers
 - Hospital services
- How to get care, including:
 - After-hours care
 - Primary care
 - Emergency care
 - Out-of-area care
- How to file a complaint or an appeal



clip and save!

Keep these Blue Cross Community Centennial phone numbers handy

Member Services: 866-689-1523 (TTY: 711)
Hours: Monday through Friday, 8 a.m. to 5 p.m. MT
Weekends and holidays: Closed
 If you call after hours, please leave a message. Your call will be returned the next business day.

Care Coordination: 877-232-5518 (press 3 and then press 2) (TTY: 711)
 The role of the Care Coordinator is to help members with special health care needs, whether at home, in a skilled nursing facility, or in the hospital. If you believe you or your child has special physical, behavioral, and/or long-term health care needs, please call the number listed above.

24/7 Nurseline/Audio Health Library: 877-213-2567 (TTY: 711)
 Need to know if an injury should be checked? Worried about your child's fever? Get answers to your health questions 24 hours a day, 7 days a week by calling the 24/7 Nurseline and talking with a registered nurse. The nurse can help you decide what to do.

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

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

ModivCare®: 866-913-4342 (TTY: 866-288-3133)
Hours: Monday through Friday, 8 a.m. to 5 p.m. MT
 Call for non-emergency medical transportation. Do you need after-hours transportation or a ride home from your appointment? Call Ride Assist at **866-418-9829 (TTY: 866-288-3133)**. Ride Assist is available 24 hours a day, 7 days a week.

Ombudsman Specialist: 888-243-1134 (TTY: 711)
 The ombudsman specialist explores unresolved problems and deals with them fairly. The ombudsman advocates for your rights. This is done by using Medicaid guidelines and BCBSNM resources to help you. The ombudsman is independent from BCBSNM management.

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