



BlueCross BlueShield
of New Mexico



Blue FOR YOUR Health SM



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YOUR CHILD
GETS CHECKUPS
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PROGRAMS
FOR MEMBERS

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

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation,
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Fall 2025

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**).

Blue Cross and Blue Shield of New Mexico complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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'ánída'áwo'deę', t'áá jiik'eh, éí ná hólo, koji' hódíílnih **855-710-6984** (TTY: **711**).

Blue for Your Health is published for Turquoise Care members. If you would like a printed copy of the newsletter, please call Member Services toll-free at **866-689-1523**. You can also visit our website to send an email to Member Services.

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Website: bcbsnm.com/turquoise-care

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, 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 and restrictions may apply. For more information, review your *Member Handbook* or contact Turquoise Care Member Services at **866-689-1523**. If you are speech- or hearing-impaired, call **711** for TTY service.

Benefits, formulary, pharmacy network, and/or provider network are subject to change.

Prime Therapeutics, LLC, is a separate company and is the Pharmacy Benefit Manager for Turquoise Care.

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Turquoise Care Fall 2025

Join our hybrid advisory board meetings

We want to hear from you! Please join us at an advisory board meeting. Share your experience with programs and services you receive. Your feedback allows us to improve in areas such as care coordination, transportation, member materials, and more.

All Blue Cross and Blue Shield of New Mexico (BCBSNM) members are welcome. There are four advisory boards you can join.

- Member Advisory Board
- Native American Advisory Board
- Long-Term Services & Supports Advisory Board
- Youth & Young Adult Advisory Board

We know your time is valuable. Members can join in person, online, or by phone.

Qualifying members who participate in an advisory board meeting are eligible to receive a \$25 gift card. Food and refreshments will be available to participants who attend in person. Members are welcome to bring their children.

■ To view the meeting schedule or register for a meeting, visit bcbsnm.com/turquoise-care/member-resources/member-advisory-board.

■ To learn more, call **866-825-6034** or email bcbs_ab@bcbsnm.com. Speech- and hearing-impaired, call **711** for TTY service.

\$25
GIFT CARD



Medicaid PCP update

The Turquoise Care provider directory is produced monthly. For information about providers in the network, go to bcbsnm.com/turquoise-care, 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**).



■ **Prevention.** Regular well-child visits help your child's health care provider spot health problems early and treat them right away.

Schedule well-child visits when your child is:

- 3 to 5 days old
- 1, 2, 4, 6, and 9 months old
- 1 year old
- 15 and 18 months old
- 2 and 2½ years old
- 3 to 21 years old (every year)

Make the most out of a well-child visit:

- Jot down your questions or concerns before you go.
- Take along any medical and vaccine records you have for your child.
- Mention major changes in your child's life since the last well-child visit, like a new sibling, a divorce, or a death in the family.
- Ask questions and take notes during the well-child visit. Review the notes when you get home and make a list of things to follow up on.

Regular well-child visits are a time for you, your child, and their health care provider to build trust and open communication.

Take your child to get checkups

Your child is growing quickly, learning new words, trying new foods, and getting taller. One important way to help your child be as healthy as possible is to take them to their health care provider for regular checkups. These visits are also called well-child visits.

Well-child visits have many benefits:

■ **Vaccines.** Well-child visits are a key opportunity for children to receive the

recommended vaccinations to protect them from harmful diseases.

■ **Tracking growth, development, and behavior.** These visits allow providers to track a child's growth and development, ensuring they are meeting age-appropriate milestones.

■ Discussing concerns.

Parents can discuss any concerns or questions they have about their child's health and development with their health care provider.

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/turquoise-care**. Click on *Plan Details*. Choose *Drug Coverage*, and click on *Preferred 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.



Protecting your information

As a Turquoise Care member, you will receive a notice. This notice tells you how your protected health information (PHI) can be used and shared.

PHI includes medical information. It also includes information about your Turquoise Care benefits. PHI can be communicated by spoken word, in writing, or electronically.

BCBSNM participates in a contract with the New Mexico Health Care Authority (HCA) to provide the Turquoise Care health plan. If you are a Turquoise Care member, BCBSNM has access to your PHI in all its forms.

How we use or share PHI. BCBSNM uses your PHI to operate the health plan and to help you get services from

your health care providers. BCBSNM shares your PHI with your providers and other appropriate organizations, like the HCA. We also share your PHI to help with:

- Public health
- Safety issues
- Other legal or law enforcement activities

Please know that BCBSNM only shares your PHI when allowed by law.

How we protect PHI. BCBSNM has policies, procedures, and strong security controls in place to protect your PHI, whether it is spoken, written, or maintained electronically. Employees at BCBSNM take privacy and security training at least once a year. Employees must comply with all privacy and security policies and procedures.

For more information about this privacy notice or your rights, call Member Services at **866-689-1523** (TTY: **711**). You can also visit **bcbsnm.com/legal-and-privacy/privacy-notice-and-forms**.

Tips for a more comfortable Mammogram



Time it right.

Avoid the week before or during your period, when breasts may be more sensitive.



Ask about padding.

Some centers offer pads that can help cushion the breasts.



Relax your mind.

Try progressive muscle relaxation or a soothing visualization.



Breathe through it.

Breathe in through your nose and out through your mouth slowly.



Speak up.

Tell the person performing your mammogram about any pain.



Sources: American Cancer Society; Centers for Disease Control and Prevention; HelpGuide

Your guide to telehealth

Care when you need it

At BCBSNM, your health and well-being are our top priorities. Did you know you can get care from the comfort of your home? It's called telehealth, and it's here to make life easier for you!

What is telehealth?

Telehealth lets you talk to a provider, nurse, or counselor by phone, video, or online chat. It's like visiting a provider's office, but you don't have to leave home. You can use telehealth for things like:

- Colds, flu, or allergies
- Skin rashes or minor injuries
- Mental health care (like counseling)
- Refills for certain prescriptions

When should you use telehealth?

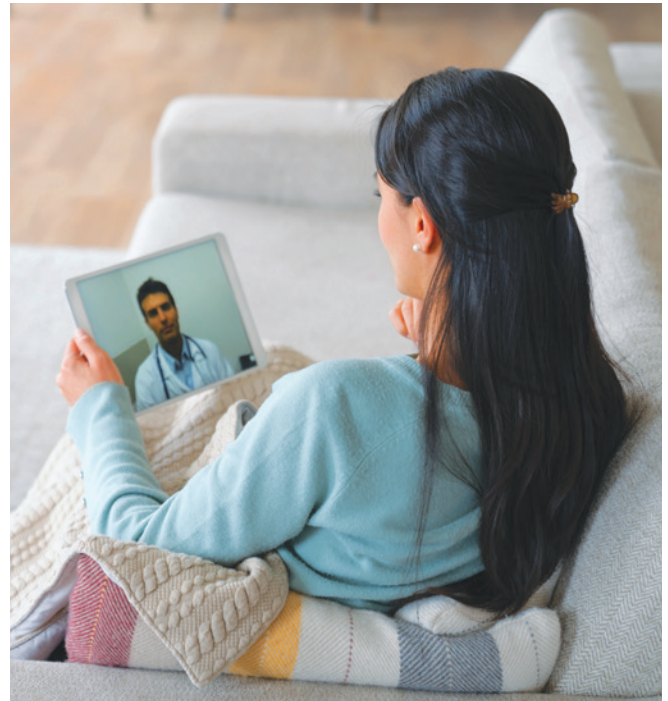
Telehealth is great for non-urgent issues. Use it when:

- You can't make it to the provider's office.
- You need care after office hours.
- You want quick advice without a long wait.

Remember: Telehealth isn't for emergencies. If you think you're having a serious medical emergency, call **911** right away.

How to use telehealth

1. Telehealth services are covered benefits.
2. Use the BCBSNM member portal or app to find telehealth providers in your network.
3. Pick a time that works for you, or talk to a provider on demand.



Resources for you

- **Blue Access for Members:** Go to **bcbsnm.com** and log in to find telehealth providers.
- **24/7 Nurseline:** Need advice? Call the Nurseline at **877-213-2567** to talk to a nurse anytime.
- **Mental health support:** Access counseling and mental health resources through your telehealth provider.

Telehealth gives you fast, easy access to care when you need it. Take control of your health from wherever you are! For questions about telehealth, call Member Services at the number on your ID card.

We are here for you, anytime, anywhere.

PATIENT TESTIMONIAL

Getting mental health help at home

A BCBSNM member whose knee problems make it hard for him to attend counseling in person has benefited from the telehealth service provided by A Path With Heart Counseling. Since beginning weekly online sessions in February, the member reports ongoing progress and support in addressing his mental health.

The member says he looks forward to his sessions and probably would not be attending counseling if he had to go to an office. He is glad that he is able to get help from home.



No-cost programs for members

As a member of Blue Cross and Blue Shield of New Mexico, you have resources that are available to you. These are included as a benefit and are no-cost programs for you.

Here are some of the programs and services:

- Disease management for members at risk for chronic conditions, such as asthma and diabetes
- Pharmacy programs to assist with medication management, medication adherence, and education

- Help with post-discharge transition after a mental illness event

The table below is a list of some of the programs that are available to you as a BCBSNM Medicaid member. You can “opt in” or “opt out” of any of these programs. For more information, including updates, visit the member website at **bcbsnm.com/turquoise-care**. You can also call **877-232-5518** (TTY: **711**).

Wellness and preventive programs	Who can participate?	How can this program help?
(+) Smoking cessation	Members 13 and older who: ■ Use tobacco products ■ Want to quit ■ Have received a prescription for cessation aids	Members who participate can receive: ■ Phone, web, and text-based services and support to help quit cigarettes, cigars, chew, dip, hookah, pipe, vapes, etc., at no cost to you ■ A personalized Quit Plan, including unlimited sessions with a trained coach ■ Nicotine patches, gums, and lozenges at no cost to you ■ Text messaging support with motivational and educational reminders ■ Specialized help for teens and their families, including support with vaping Call 800-QUIT-NOW (800-784-8669) or visit www.quitnow.net/newmexico.
Physical health/disease and case management programs	Who can participate?	How can this program help?
(+) Disease management: ■ Asthma ■ Diabetes	Pediatric members: ■ With an asthma diagnosis Adult members: ■ With a diabetes diagnosis	Members who participate can receive: ■ One-on-one support to manage their health ■ Follow-ups with a primary care provider (PCP) or specialist ■ Assurance they have all the services they need ■ Access to online resources such as blood sugar tracking logs and a BMI calculator
(*) Complex case management (physical health)	Members with: ■ Three or more inpatient admissions ■ Three or more emergency room (ER) encounters within six months ■ Two or more complex conditions	Members who participate can receive: ■ One-on-one coaching and education ■ Medication adherence monitoring ■ Help connecting to community resources ■ Help setting up care with a PCP and specialists

Value-added services	Members	Members who participate can receive: ■ Infant car seat, portable infant crib, home meal delivery, wellness centers, after-school youth activities, respite care, remote monitoring program, Learn to Live digital mental health programs, virtual health partners, traditional healing benefits
Pharmacy program	Who can participate?	How can this program help?
(+) Mail-order service	Members	The mail-order service offers: ■ Up to a 90-day supply at one time ■ A notice when your order is received and when your prescription is sent (by email or over the phone, whichever you prefer) ■ Three ways to order refills: online, by phone, or through the mail
Mother/baby programs	Who can participate?	How can this program help?
Prenatal education	Pregnant members participating in BCBSNM's (delegated) Care Coordination program	Classes include childbirth, labor and prep, baby education, and breastfeeding
Continuum of care programs	Who can participate?	How can this program help?
(+) Transition of care	Members who are admitted to the hospital	Members who participate can receive: ■ A visit from a care manager to assist with moving from one care setting to another ■ Education and resources for a safe transition
(+) Community paramedicine	Members who have been recently discharged from the hospital	Members who participate can receive (from independent community paramedics): ■ Home visits from paramedics following ER visits or hospitalization ■ Post-discharge medical support for those at risk of readmission ■ In-home remote monitoring for those with significant disease processes
Behavioral health programs	Who can participate?	How can this program help?
(*) Complex case management (behavioral health)	Members who have had two or more inpatient behavioral health admissions in the previous rolling 12 months, along with multiple chronic behavioral health conditions, including: ■ Major depression, bipolar disorder, anxiety, ADHD, autism spectrum disorder, PTSD, schizophrenia, or substance use	Members who participate can receive: ■ Care Coordination support to include telephonic and face-to-face interaction with a trained Behavioral Health Care Coordinator specializing in behavioral health conditions and available benefits ■ Comprehensive Needs Assessment and a tailored Care Plan ■ Assistance with medications and scheduling appointments ■ Referrals to crisis intervention and community resources

—Continued on page 8

Resources for members *—Continued from page 7*

Behavioral health programs	Who can participate?	How can this program help?
(+) Transition of care	■ Medicaid Members and DSNP members who were hospitalized for mental illness ■ Members with complex mental health, substance use, or non-urgent use of the ER and have visited the emergency department	Members can receive: ■ Coordination of care between treatment facilities and doctors ■ Care Coordination following the inpatient stay to help ensure any doctor's appointments are scheduled and after-care recommendations are followed ■ Assistance to help find and schedule appointments

KEY

(+) To opt in to these programs, you need to please contact BCBSNM.

(*) Contact BCBSNM to confirm you qualify.

You can call Member Services to confirm eligibility. The Member Services number is on the back of your BCBSNM insurance card.

The information provided through these programs 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.



clip and save!

Keep these Turquoise Care 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 Turquoise Care 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.

ModivCare is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide transportation services for members with coverage through BCBSNM. BCBSNM makes no endorsement, representations, or warranties regarding third-party vendors and the products and services offered by them.



Each year, BCBSNM members diagnosed with diabetes need to have at least one A1C test performed. The A1C test helps both you and your health care provider know your current diabetes health status. Your provider will develop your diabetes care plan based on this testing. It is highly recommended that you have an A1C test performed every six months to make sure your care plan is meeting your health needs.

Not everyone will receive a testing kit. Testing kits, if received, need to be completed and sent back to Everlywell within 30 days. Everlywell makes it even easier to return the blood sample by including a prepaid postage mailer that you can send back using the U.S. Postal Service.

Kits were delivered to specific members in August 2025. If you did not receive a testing kit, please be sure to talk with your health care provider about ordering the lab test through your local area laboratory. The A1C test needs to be completed as soon as possible if you have not completed at least one test this year.

Everlywell in-home diabetes A1C testing

The BCBSNM Quality department remains committed to New Mexicans diagnosed with diabetes, through education and innovative programs that aim to connect our membership with their providers and health care to improve their overall health.

Since 2018, BCBSNM has delivered an Everlywell in-home A1C testing kit to members ages 18 and older with a diagnosis of diabetes. Everlywell, a

national leader in the in-home testing market, makes it easy to collect blood. Instructions provided in the kit make the test kit simple to send back for results. Think about the time, travel, and waiting you will save by testing your A1C at home. This kit is delivered to you, and results are delivered to both you and your listed health care provider—all at NO COST to the participating member!

Pregnancy and opioid addiction

Using opioids while pregnant can cause harm to both you and your baby. The drug passes to the baby, who can get addicted. After birth, the baby may have symptoms like shaking, crying a lot, feeding problems, and low birth weight. Medication-assisted treatment (MAT) is safe in pregnancy. It uses medicine like methadone or buprenorphine and support like counseling. MAT can help lower cravings and lower the risk of overdose. You are not alone—talk to your doctor today.

Scan the QR code or visit **bcove.video/49JTSmN** to watch a short video about substance use and recovery.



Flu, RSV, and COVID-19 or virus protection

Getting vaccines for the flu, RSV (respiratory syncytial virus), and COVID-19 is one of the best ways to protect yourself and the people you care about. These shots are safe and help keep you and your family from getting very sick or even dying.

When you get vaccinated, you also help stop these illnesses from spreading in your community. Staying up-to-date with your vaccines helps everyone stay healthier.

Who should get vaccinated?

Getting vaccines is an easy way to protect yourself and your family from getting sick. If you have questions, talk to your health care provider or pharmacist to ensure everyone in your family receives the shots they need.

■ **Flu:** Everyone 6 months and older should get a flu shot every year, preferably before the end of October.

■ **RSV for infants:** Babies should receive an RSV shot each fall and winter unless their mother had the RSV vaccine during pregnancy.

■ **RSV for adults:** Adults 50 to 74 at higher risk of severe RSV illness, along with everyone 75 and older, should get the RSV vaccine.

■ **COVID-19:** Everyone 6 months and older should get a COVID-19 vaccine each year.

How and where to get vaccines

You can receive vaccines at no cost to you at a doctor's office



or a pharmacy partnered with your health plan.

You can also get vaccines at a local public health office.

If you need help finding a place to get shots, call BCBSNM Member Services at **877-232-5518** (TTY: **711**) or the New Mexico Department of Health (NMDOH) Help Line at **833-796-8773**.

■ Find your in-network provider by visiting **bcbsnm.com/find-care/providers-in-your-network/find-a-doctor-or-hospital**.

Questions about vaccines

To learn more about vaccines, visit **vaccineinformation.org** or check the NMDOH website.

Stay safe

BCBSNM is here to help. Our Care Van® program offers flu vaccines across the state. To find out about upcoming Care Van events, follow BCBSNM on Facebook and X or visit our member website at **bcbsnm.com/turquoise-care**. You can also call **877-232-5518** (TTY: **711**).