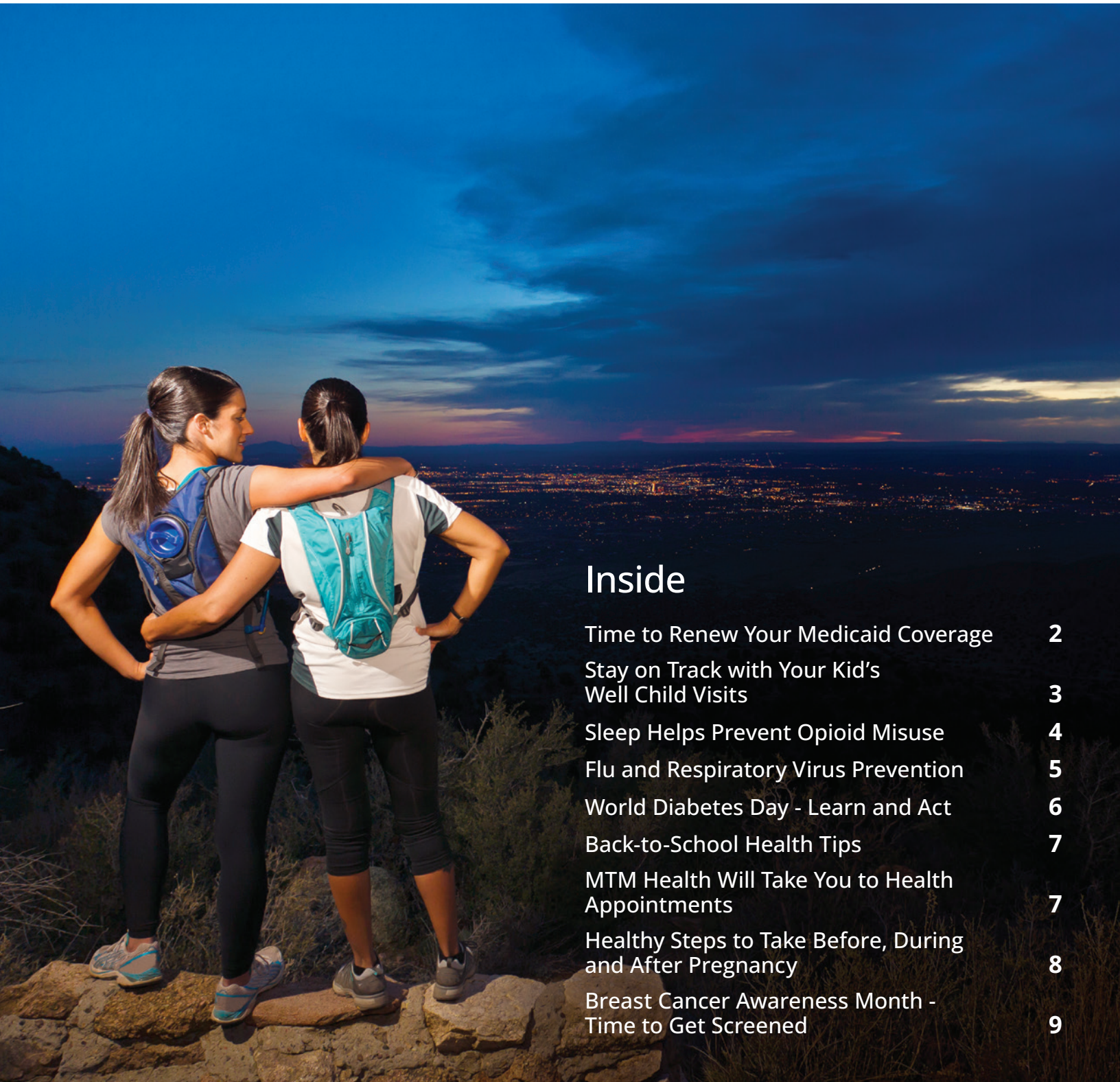




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Services are funded in part with the State of New Mexico.

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

Time to Renew Your Medicaid Coverage

Here Is What You Need To Know

It is important to renew your Medicaid coverage. Blue Cross and Blue Shield of New Mexico (BCBSNM) is here to help support you every step of the way.

Why Renewal Matters

Some members may need to renew their Medicaid coverage every six months starting Jan. 1, 2027. Completing your renewal helps us to make sure you will qualify for Medicaid.

If you do not renew on time, you could:

- Lose your health coverage
- Lose previously approved benefits
- Need to reapply

It is important to keep your contact information up to date with the Health Care Authority. You should check your mail often so you do not miss important updates and can keep your benefits.

How to Renew

You can renew your coverage in several ways:

- **Online:** Go to [YES.NM.gov](https://www.yes.nm.gov) to check your case, send documents and renew anytime.
- **By Phone:** Call **1-800-283-4465** for help.
- **By Mail:** Fill out your renewal form and send it back.
- **In Person:** Visit a local Income Support Division office or get help from a community assister.

What Is New

There are new federal updates called H.R. 1, also known as the One Big Beautiful Bill Act. These changes will affect all members.

Due to these updates, you may need to:

- Share updated income or household details
- Answer additional questions
- Fill out forms by a deadline

Each person's steps may be different.

Stay informed, act and follow the instructions you get.



What You Should Do

Follow these simple steps to stay covered:

- Make sure your address and phone number are up to date.
- Check your mail, email and text messages.
- Look for messages about your renewal date.
- Complete your renewal on time.
- Send all requested documents.
- Ask for help if you need it.

We Are Here to Help

BCBSNM is here to support you. You can:

- Call Member Services at **1-866-689-1523**.
- Check your member portal.
- Visit **YES.NM.gov** anytime.



Do not wait. Renew on time and keep your coverage.

Stay on Track with Your Kid's Well Child Visits

Regular checkups help your child grow strong and healthy. These visits also help catch problems early.

The American Academy of Pediatrics recommends this visit schedule:

Birth to 15 Months

Your child should have seven visits at: Newborn (3–5 days), 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months

15 to 30 Months

Your child should have at least two to three visits, usually at: 18 months, 24 months and 30 months

Watch For These Milestones

Every child grows at their own pace, but here are common milestones:

- **6 Months:** Makes sounds, sits up, smiles
- **12 Months (1 Year):** Starts walking, says simple words, points
- **18 Months:** Walks alone, feeds themselves
- **24 Months (2 Years):** Uses short phrases, follows simple directions, jumps
- **30 Months (2.5 Years):** Plays pretend, has better balance, plays with others

What Happens at Each Visit

Your child's doctor will:

- **Check Growth:** Measure weight, length and head size
- **Do a Physical Exam:** Check your child from head to toe
- **Give Vaccines:** Help protect your child from disease
- **Run Screenings:** Check development and do a lead test (12–24 months)
- **Share Advice:** Talk about food, sleep, safety and behavior

You Play an Important Role

Talk with your child's doctor about any questions or concerns. These visits are a great time to learn how to support your child's growth.

Stay on schedule, these visits help keep your child healthy and on track.

Sleep Helps Prevent Opioid Misuse

Getting good sleep helps your body and mind stay healthy. When you sleep well, you feel more rested, think clearly and have more energy. Sleep also helps you make good choices, like taking your medicine the right way and going to doctor visits.

When Sleep Is a Problem

Many people have trouble sleeping. This is called insomnia. It means it may be hard to fall asleep or stay asleep.

When sleep problems last a long time, you may feel:

- More stress or pain
- Sad or worried
- Tired or moody
- Less motivated

If you take opioids for pain, poor sleep can make it harder to cope. It may also raise the risk of using these medicines the wrong way.

How Sleep Affects Opioid Use

Opioids are strong medicines used to treat pain. Some examples are hydrocodone, oxycodone and morphine.

When used as prescribed, they can help. But poor sleep can:

- Make pain feel worse
- Lower self-control

This may cause some people to take more medicine than they should or take it too often. Over time, this can lead to misuse or addiction.

Simple Tips for Better Sleep

Good sleep habits (sleep hygiene) can help protect your health.

Try these tips:

- Go to bed at the same time each night.
- Turn off screens one hour before bed.
- Keep your bedroom quiet, dark and cool.
- Avoid caffeine in the evening.
- Try calming activities like reading or deep breathing.

Sleep Supports Your Health

Taking care of your sleep can help:

- Improve your mood
- Make pain easier to manage
- Lower the risk of relying too much on opioid medicine

Get Help if You Need It

If you feel very tired, sleep too much or notice mood changes while taking opioids, talk to your doctor.

Help is available. Call **Member Services at 1-866-689-1523** and ask to speak with a Behavioral Health Care Coordinator.

Better sleep is a simple step toward better health and safety.

Flu and Respiratory Virus Prevention

Staying healthy matters. Vaccines can help keep you and your family safe. Shots for the flu, COVID-19, respiratory syncytial virus also known as RSV and other viruses can lower your chance of getting sick, getting very sick or dying.

How to Get Vaccines

- You can get vaccines at no cost. Visit any doctor or pharmacy that works with BCBSNM.
- Need help finding a place to get vaccinated? Call BCBSNM Member Services: **1-877-232-5518** (TTY: **711**) or the New Mexico Department of Health Help Line: **1-833-796-8773**.

Who Should Get Vaccinated?

- Everyone six months and older should get flu and COVID-19 shots every year.
- Babies and adults older than 50 should get at least one RSV shot.

Vaccines are a simple way to protect yourself and your loved ones. Talk to your doctor, nurse or pharmacist to make sure your shots are up to date.

BCBSNM Helps You Stay Safe

Our **Care Van**® program brings shots to locations all around New Mexico. To find a Care Van event near you:

- Follow BCBSNM on Facebook and X.
- Visit: <https://www.bcbsnm.com/turquoise-care>.
- Call: **1-877-232-5518** (TTY: **711**).

Why Get Vaccinated?

- Vaccines teach your body to fight the flu, COVID-19, and other viruses.
- They can keep you out of the hospital and help you avoid serious health problems.
- When you get vaccinated, you help protect your family and your community.

When and Where to Get Vaccinated

- Get your flu shot every year. Try to get it before the end of October.
- COVID-19 vaccines are available all year long. Try to get one in October, too.
- You can get vaccinated at your doctor's office or a nearby pharmacy.

To find a doctor or clinic near you, visit:
<https://www.bcbsnm.com/turquoise-care>

- You can also visit the New Mexico Department of Health to learn more about vaccines.

Remember: Getting vaccinated is one of the easiest things you can do to stay healthy and protect the people you love.

World Diabetes Day - Learn and Act

World Diabetes Day is November 14. It is a time to raise awareness about diabetes and help people learn how to live healthier lives. This day is dedicated to supporting those with diabetes and teaching others about diabetes and prevention. BCBSNM is committed to help improve care and support for members living with diabetes.

Diabetes in New Mexico

Diabetes affects many people across the state. According to the American Diabetes Association:

- About 217,400 adults in New Mexico (13.1%) have diabetes.
- Each year, about 9,800 adults are newly diagnosed.
- People with diabetes have medical costs that are 2.6 times higher than those without it.
- Diabetes costs nearly \$1.9 billion each year in New Mexico.

Diabetes can lead to serious health problems, including:

- Heart disease
- Stroke
- Kidney disease
- Vision loss
- Amputation
- Death

Take Care of Your Health

If you have diabetes, it is important to stay on top of your health. Be sure to complete these key checkups each year:

- A1C test
- Kidney health check
- Diabetic eye exam

If you have not done these yet, now is a great time. Start by talking with your health care provider. Call today to set up an appointment and learn how to better manage your diabetes.

If you need extra support, help is available. Adults age 18 and older can call **1-877-232-5518** to speak with a Care Coordinator.

The Condition Management Program can help you:

- Learn more about diabetes.
- Find better ways to manage your health.
- Get support for living well with diabetes.

Taking small steps today can lead to a healthier tomorrow.



Back-to-School Health Tips

Getting ready for a new school year is exciting. Start the year strong with simple tips to help your child stay healthy, safe and ready to learn.

- **Schedule a checkup:** Make sure your child visits their doctor before school starts.
- **Complete school forms:** Register your child and fill out all health and emergency contact forms.
- **Plan safe travel:** Talk about how your child will get to and from school safely.
- **Check food choices:** Look at meal options at school and plan healthy lunches if needed.
- **Use a good backpack:** Pick one with padded straps for comfort and support.
- **Arrange care:** Set up before-school and after-school care if your family needs it.
- **Eat a healthy breakfast:** Start the day with a meal that includes protein for energy.
- **Build study habits:** Encourage regular time and space for homework.
- **Set a bedtime routine:** Make sure your child gets enough sleep each night.

Small steps like these can help your child have a safe, healthy and successful school year.

MTM Health Will Take You to Health Appointments

On Nov. 1, 2026, MTM Health, a non-emergency, medical transportation company, will provide transportation services for members. If you qualify for transportation benefits, MTM Health is here to help you get to your Medicaid-covered health care appointments safely and on time.

Best of all, there is nothing you need to do to keep your transportation benefit. Your rides are still available if you have no other way to get to your appointment.

MTM Health offers reliable transportation so you can focus on your health. You may be able to get a ride to:

- Doctor visits
- Specialist appointments
- Behavioral health visits
- Therapy services
- Other Medicaid-covered services

BCBSNM and MTM Health are committed to helping you get the care you need when you need it. Transportation support is just one more way we are working to keep you healthy this fall and beyond.

Simple Ways to Schedule a Ride

You can schedule your transportation in the way that works best for you:

- Use the MTM Link member mobile app.
- Log in to the MTM Link member portal.
- Use online chat support.
- Call MTM Health (**1-866-913-4342** TTY: **711**).

Remember to schedule your ride at least three days before your appointment whenever possible. If your plans change, cancel your ride as soon as you can.

Healthy Steps to Take Before, During and After Pregnancy

Taking care of your health before, during and after pregnancy is very important. Here are some simple tips to help you have a healthy pregnancy and give your baby the best possible start.

Before Pregnancy

If you are planning to get pregnant, visit your provider for a checkup. This visit can help you prepare your body for a healthy start. It is also a good idea to:

- Maintain a healthy weight
- Eat balanced meals
- Stay active

During Pregnancy (Perinatal Wellness)

First Prenatal Visit

Your first prenatal visit should happen in the first trimester or as soon as you know you are pregnant. This visit is very important and may take the longest.

During this visit, your provider will:

- Review your health and family history
- Check your overall health
- Run tests
- Give advice to help you and your baby stay healthy

Later Prenatal Visits

Your follow-up visits will be shorter but are just as important. At these visits, your provider may:

- Check your blood pressure
- Check your hands, feet and face for swelling
- Listen to the baby's heartbeat (starting as early as week nine)
- Do an ultrasound (usually at weeks 18 to 20)
- Measure the size of your uterus
- Ask about the baby's movement

Most visits happen:

- Every four weeks until 28 weeks
- Every two weeks until 36 weeks
- Every week until your baby is born

Be sure to talk with your provider and bring any questions you have to each visit.

After Giving Birth

Even if you feel well, it is important to see your provider after your baby is born.

- After a vaginal birth, visit your provider within 12 weeks
- After a C-section, you may have visits at two weeks and six weeks

New moms can have serious health problems after delivery. These follow-up visits help make sure you heal well and stay healthy.

Depression while pregnant or after having a baby is common and nothing to ignore. Talk to your doctor about getting checked for depression before and after birth.

BCBSNM provides coverage for a full year after delivery.

Postpartum depression (PPD) is a serious type of depression that can happen after a baby is born. It can cause strong feelings of sadness, worry and extreme tiredness. PPD usually starts one to three weeks after childbirth, but it can begin anytime during the baby's first year.

PPD is different from the 'baby blues'. The baby blues are common and usually go away on their own after a short time. PPD lasts longer and is more serious. It often requires treatment to help a person feel better.

Source – March of Dimes
(Postpartum depression | March of Dimes)

Breast Cancer Awareness Month - Time to Get Screened

October is Breast Cancer Awareness Month. During this time, you may see pink ribbons, hear messages on the news or notice your favorite sports teams wearing pink. All of this helps remind people how important it is to check for breast cancer early.

If you have not scheduled your mammogram, now is a good time to do it. The earlier breast cancer is detected, the easier it is to treat.

If you feel nervous or need support, ask a friend or family member to go with you. You do not have to do it alone.

Women age 40 and older should have a mammogram every one to two years. Talk with your health care provider about what is right for you.

If you need help finding a place to get a mammogram, call Member Services.



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 **1-866-689-1523**. You can also visit our website to send an email to Member Services.

Website: www.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.

Programs offered by Blue Cross and Blue Shield of New Mexico (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. Limitations and restrictions may apply. For more information, review your Member Handbook or contact Turquoise Care Member Services at **1-866-689-1523**. If you are speech or hearing-impaired, call **711** for TTY service.

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

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.

MTM Health is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide non-emergency transportation 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.

Image(s) may have been created or enhanced using artificial intelligence tools.

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call **1-866-689-1523 (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 health status or need for services or race, color, national origin, age, disability, sex, ancestry, spousal affiliation, sexual orientation and/or gender identity. See our full non-discrimination notice and contacts.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-710-6984 (TTY: 711)**.

Díí baa akó nínízin: Díí saad bee yáńílti'go Diné Bizaad, saad bee áká'ánida'áwo'déé', t'áá jiiik'eh, éí ná hóló, kójj' hódíílnih **1-855-710-6984 (TTY: 711)**.



Helpful Contact Numbers

Member Services: 1-866-689-1523 (TTY: **711**) Monday - Friday, 8 a.m. to 5 p.m. Mountain time. Leave a voice message after hours and your call will be returned the next business day. Closed weekends and holidays.

Care Coordination: 1-877-232-5518 (TTY: **711**), Press 3, then 2.

For members with special health care needs at home, in a hospital, skilled nursing facility, long-term care or behavioral health care. Care Coordinators can also be provided for children.

Modivcare®: 1-866-913-4342 (TTY: **1-866-288-3133**) Monday - Friday, 8 a.m. to 5 p.m. Mountain time. For non-emergency medical transportation

Ride Assist: 1-866-418-9829 (TTY: **1-866-288-3133**)

Available 24/7 for after-hours transportation from an appointment

24/7 Nurseline with Audio Health Library: 1-877-213-2567 (TTY: **711**)

Guidance for any health questions from a registered nurse, 24 hours a day, seven days a week. To speak with a nurse, press 2. To listen to one of more than 300 health topics in our Audio Health Library, press 3. Also available in Spanish.

Emergency 911: Dial **911** for an ambulance response to life-threatening emergencies.

988 Suicide & Crisis Lifeline: Call or text **988** to speak with someone 24/7.

Chat live: 988lifeline.org/chat

Ombudsman Specialist: 1-888-243-1134 (TTY: **711**)

Call for an advocate who will help find a fair solution to any insurance problem. They are independent of BCBSNM and are trained in Medicaid guidelines to advocate for you. They are separate from the Grievance and Appeals process.