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*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.

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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 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.

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

Díí baa akó nínizin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánida'áwo'déé', t'áá jii'eh, éí ná hóló, koj' hódíłnih 1-855-710-6984 (TTY: 711).

# Why take your baby to the dentist before age 1?

## It is important to start early.

Problems and infections in the mouth can travel to the rest of the body. Make a dental visit in your toddler's first year, then schedule one every six months. With Turquoise Care, child members are covered from ages 0 to 20.

### Tips for Babies

**Before teeth appear:** Wipe gums with a soft, clean cloth after the first feeding in the morning and the last feeding at night. This wipes away bacteria and sugars.

**At first tooth:** Ask your child's primary care provider (PCP) to refer you to a pediatric dentist. Start brushing with a soft-bristled brush.

**Stop cavities before they start.** The dentist can teach you how to take care of your child's teeth to prevent cavities. Cavities are the most common chronic disease of childhood due to bacteria. Get tips on brushing, flossing and avoiding sugary drinks and snacks to keep teeth strong.

### Why keep going after age 1?

**Watch new teeth grow.** The dentist will make sure your child's teeth and jaw are growing the way they should.

**Protect that smile.** Regular visits help stop problems before they start, like toothaches and gum disease.

**Make the dentist a friendly place.** Start visits early to help your child feel safe and comfortable.

**Start habits for a lifetime of good health.** Poor oral hygiene can lead to cardiovascular disease, stroke, pneumonia and more.

**Schedule your child's dental checkup today.** For ages 20 and younger, your health plan covers:

- A dental exam and cleaning with fluoride every six months
- Yearly X-rays.

**Need a dentist?** Call Member Services: **1-866-689-1523** (TTY: 711).

**Earn reward points from the Rewards Program each year for completing a dental visit.**

For more information, go to [turquoiserewards.com](https://www.turquoiserewards.com) or call **1-877-806-8964** (TTY: **1-844-488-9722**).



## Take your children to the doctor to build a healthy body.

Every member from birth to age 21 has coverage for health services to prevent illnesses and to grow healthy and strong. These services are called EPSDT, which stands for Early and Periodic Screening, Diagnostic, and Treatment. EPSDT appointments can find health problems before they become serious.

### What health screenings do children need?

#### EPSDT screenings include:

- Regular checkups, scheduled here on the **Tot-to-Teen Healthcheck**
- Immunizations
- Hearing and vision tests
- Lab tests, including lead testing to make sure your child does not have too much lead in their blood
- Dental visits for teeth cleanings and fluoride treatments every 6 months
- Growth and development screenings
- If found to be medically necessary for your child, EPSDT also covers treatments, referrals to specialists, medical equipment, private duty nursing, school-based services and more.

There is no cost for these services.

#### If your child has not had a checkup this year, call your provider to schedule one.

Parents and caregivers can schedule EPSDT visits with their PCP. Check growth, talk about eating and behavior, and ask questions about your child's health or development.

**Need a provider?** Call **Member Services** for questions or help with scheduling a Healthcheck: **1-866-689-1523** (TTY: **711**).

**Need a ride?** For transportation, call Modivcare® at least three working days before your visit at **1-866-913-4342** (TTY: **1-866-288-3133**).

For more information about EPSDT, see your Member Handbook

<https://www.bcbsnm.com/turquoise-care/member-resources/forms-and-documents>.

# Spring health screenings for women

**Health screenings are regular tests to prevent or to detect diseases early, often before symptoms appear.**

## Heart Health

Talk with your provider about blood pressure, cholesterol, blood sugar, diet and exercise.

## Cervical Health

**For women ages 21 to 29**, schedule a Pap test.

**For ages 30 to 64**, you may need both an HPV test and a Pap test.

## Breast Health

For women ages 40 to 74, get a mammogram every one to two years. Under age 40? Talk with your provider to see if you should start mammograms.

**For help finding a provider or mammogram facility, call Member Services: 1-866-689-1523.**

**Schedule your annual checkups and earn Turquoise Reward points!** Complete your adult PCP checkup, cervical cancer screening and breast cancer screening.

## I am pregnant – should I consider a doula?

Preparing for the birth of your baby is exciting. A doula can help with emotional, physical and educational support during your pregnancy and childbirth. Doulas are trained, but they do not offer medical care.

### Other ways a doula can help:

- Work with you to develop a birth plan
- Act as your advocate and let your health care team know to follow your birth plan
- Teach you how to manage labor pain
- Focus on you to help soothe your stress and anxiety during and after childbirth
- Teach you how to breastfeed.



Scan to learn more about maternal benefits and care coordination for pregnant members. Questions? Call Member Services **1-866-689-1523**.

# New benefits for food, housing and treatment clinics

## Food is Medicine (FIM) benefit for pregnant members with diabetes

- Home-Delivered, Medically Tailored Meals (MTMs) are pre-prepared meals designed by a registered dietitian nutritionist (RDN).
- Home-Delivered, Medically Tailored Grocery Boxes (MTG) are designed by an RDN and include a shelf-stable grocery box plus a fresh produce box for members to prepare meals at home.

**Medical respite short-term housing** is for members who are being discharged from a hospital, are homeless and ill but can not recover on the street or in a shelter.

**Certified Community Behavioral Health Clinics (CCBHC)** provide a wide range of care for youth and adults needing help with mental health services and substance use disorder as outpatients.

## Breathe better. Quit smoking and vaping – help is here!

Smoking and vaping hurt your body in many ways. Quitting is one of the best things you can do for your health. Whether you are a teen or an adult, it removes the leading cause of preventable illnesses like stroke, heart disease and cancer.

### What is smoking and vaping?

- **Smoking:** Cigarettes, cigars or pipes that burn tobacco. Tobacco has nicotine.
- **Vaping:** E-cigarettes or vape pens that turn liquid and other harmful chemicals into a mist you breathe in. This liquid has nicotine.
- **Nicotine:** A strong, addictive chemical in tobacco and e-cigarettes that makes smoking and vaping hard to quit.
- Many people think vaping is safer than smoking. It is not.
- Even breathing in someone else's smoke or vape is harmful.

### How are smoking and vaping bad for you?

- Damage lungs, blood vessels
- Cause heart disease and high blood pressure
- Cancer
- Create tooth and gum problems
- Form nicotine addiction – also expensive
- Make it harder to focus and do well in school or at work
- Hurt brain development
- Lead to risky choices
- Harms babies in the womb

### Teens can complete a short activity and earn Turquoise Rewards

- Learn the truth about vaping
- Find out how it affects your body and brain
- Get tools to say no to peer pressure

Ask a parent or guardian to help you visit the Turquoise Rewards portal at [www.TurquoiseRewards.com](http://www.TurquoiseRewards.com) or call the number on the back of your Blue Cross and Blue Shield of New Mexico ID card.

### BCBSNM members of all ages can get:

- Free quit programs and support
- Phone or video help
- Nicotine patches, gum or other aids

### Ready to quit smoking?

Call **1-800-QUIT-NOW** or visit our website [www.bcbsnm.com/turquoise-care/member-resources/health-and-wellness](http://www.bcbsnm.com/turquoise-care/member-resources/health-and-wellness) for more information.

### Are you a teen thinking about quitting?

Check out [www.livevapefree.com](http://www.livevapefree.com).

## Diagnosed with diabetes? Make a plan to prevent diabetes-related complications.

With diabetes, you take regular hemoglobin A1c tests at least twice per year. If your most recent A1c test is 8.0 or greater, you are more likely to develop serious health complications related to diabetes. These complications include:

- Heart disease and stroke
- Blindness and other eye problems, including diabetic retinopathy,
- Kidney damage and disease
- Nerve damage that affects feet, legs, digestion, blood vessels and heart

### Diabetes-related complications usually develop over time without any symptoms.

It is very important to keep diabetes and dentist appointments even if you feel fine. Create a plan to avoid future problems.



### The ABCD Roadmap to Dodge Diabetes-Related Complications:

Follow your diabetes care plan and update with your provider every year.

#### Manage your ABCDs:

- A-** Get a regular A1c test twice per year. If your result is 8.0 or greater, talk with your health care provider and make a plan to get your diabetic condition under control.
- B-** Try to keep your blood pressure below 130/80.
- C-** Control your cholesterol levels. If your cholesterol test is above normal, ask your health care provider about statin medication to help lower your cholesterol.
- D-** Diabetic Retinopathy Exams completed at your eye doctor every year. This is a no-cost exam for anyone over age 18 and with a current diabetes diagnosis. No vision insurance plan is needed. Bring your insurance card to the visit and ask for a diabetes retinopathy exam.

Schedule an appointment with a provider who is in the BCBSNM network.

**Turquoise Rewards are available for completing specific health care tests and exams related to diabetes.** To learn more, visit [www.Turquoiserewards.com](http://www.Turquoiserewards.com) or call **1-877-806-8964** (TTY: **1-844-488-9722**).

# Next steps after a hospital stay for mental health or substance use

After leaving the hospital, it is important to follow up with a doctor as soon as possible. Before discharge, work with your care team to schedule a follow-up visit.

## Ongoing care after the hospital can:

- Help you feel better
- Improve relationships
- Get you back to your routine

Bring your discharge papers to your follow-up visit. If you need help, call the number on the back of your card for case management.



Scan the QR code to watch a short video about help after a mental health hospital stay.

## Working together to keep improving

### Our Quality Program in 2025

BCBSNM works to get you the care you need when you need it. BCBSNM helps providers and other health care organizations improve their care, schedule appointments and more. This process of getting your feedback is called quality improvement or QI.

### Our Quality Program goals are designed with you in mind:

- Making sure you and other members have access to a health care team
- Getting more providers to work in New Mexico
- Improving health care in New Mexico
- Helping you and other members get the specific care you need
- Making it easier to get care without waiting a long time
- Making health care fair for everyone
- Keeping you and other members safe
- Helping members get checkups, tests and shots
- Helping you and other members feel healthier and happier

### BCBSNM focuses on improving care for members.

This includes helping members control their diabetes and blood pressure, increase vaccination rates, stop smoking, learn about cancer screenings and much more.

To reach these goals, BCBSNM depends on your answers to surveys and participation in advisory board meetings along with hearing from providers. For questions about our Quality Program or QI activities, email [QualityInquiry@bcbsnm.com](mailto:QualityInquiry@bcbsnm.com) or call the QI department at **1-855-699-0042** (TTY: **711**).



## Come to an advisory board meeting and tell us what you need.

Please join us at an advisory board meeting and share your experiences. Your valuable feedback helps us improve our programs and services.

- Member Advisory Board
- Native American Advisory Board
- Long-Term Services & Supports Advisory Board

We meet in person in various parts of the state. You can also attend virtually or by phone.

Qualifying members who participate in an advisory board meeting are eligible to receive a \$25 gift card\*. Refreshments are available for those in person. Members are welcome to bring their children.

Visit our Advisory Board website to view the meeting schedules:

[www.bcbsnm.com/turquoise-care/member-resources/member-advisory-board](http://www.bcbsnm.com/turquoise-care/member-resources/member-advisory-board)

To learn more or to make a reservation, please call or email us.

- Call Member Services: **1-866-689-1523** (TTY: **711**).
- To email MAB or NAAB: [bcbs\\_ab@bcbsnm.com](mailto:bcbs_ab@bcbsnm.com)
- To email LTSS: [NMLTSS\\_MAB@bcbsnm.com](mailto:NMLTSS_MAB@bcbsnm.com)

\*Conditions apply.



## Helpful contact numbers

**Member Services: 1-866-689-1523** (TTY: **711**) Mon - Fri, 8 a.m. to 5 p.m. MT.

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. You can also ask about getting a Care Coordinator for children.

**Modivcare®: 1-866-913-4342** (TTY: **1-866-288-3133**) Mon - Fri, 8 a.m. to 5 p.m. MT.

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 available on this same number, 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](https://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.