



Inside

Why Use Learn to Live? 5

How to Protect from Lead Poisoning 6

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

Table of Contents

Family Planning	3	Protect Your Children from Lead	6
Diabetic Retinopathy – Damage You May Not See	4	Quit Vaping for Good with Live Vape Free	7
Tips to Strengthen Your Heart Health This Summer	4	Opioid Addiction Treatment with Medication Assisted Treatment or MAT	7
Learn to Live: New Help for Attention Deficit Hyperactivity Disorder (ADHD) and Post-Traumatic Stress Disorder (PTSD)	5	Your Mood Matters during Pregnancy	8
		Take Time This Summer for Cervical Cancer Screening	9

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.

Medicaid Operations
PO Box 27838
Albuquerque, NM 87125-7838

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.

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

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.

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.

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 yáníłt'igo Diné Bizaad, saad bee áká'ánida'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojí' hódíílnih **1-855-710-6984 (TTY: 711)**.



Family Planning

If you are not ready to have a baby, family planning can help. Men and women can use several ways to prevent pregnancy. Make an appointment with a provider and discover your best options.

What Can I Ask a Provider About Family Planning?

- Learn about methods that are generally considered safe.
- Find out which methods help prevent spreading sexually transmitted infections.
- Prevent an unplanned pregnancy.
- Plan when to try to have your baby.

If you are a teen, New Mexico state law allows you to have family planning without a parent's permission. Questions? Call **1-866-689-1523**.



Scan the QR code to read more about family planning services in the member handbook

Diabetic Retinopathy – Damage You May Not See

Diabetic retinopathy is the leading cause of blindness in working-age adults with diabetes. Over time, diabetes can cause damage to your eyes. It can lead to poor vision or even blindness.

Are you at risk of developing diabetic retinopathy or DR?

About one in three people older than age 40 with diabetes show some signs of diabetic retinopathy. Finding and treating it early can reduce the risk of blindness by 95 percent.

Often there are no early symptoms of diabetic eye disease. You may have no pain or change in your vision as the damage goes on, particularly with diabetic retinopathy.

Symptoms may include:

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

Take action to protect your vision.

To prevent diabetic eye disease or to keep it from getting worse, manage your diabetes ABC's:

- 1** Complete an **A1c** test at least twice per year,
- 2** Work with your health care provider to manage your:
 - a** Blood pressure
 - b** Cholesterol
- 3** Schedule a diabetic retinopathy eye exam at least once a year. An eye-care provider, an ophthalmologist or optometrist may recommend it more often.

Every member diagnosed with diabetes, ages 18 and older, can have a diabetic retinopathy exam at no cost. Even without a vision plan, the exam is covered with a diabetes diagnosis. Schedule your exam appointment today! Your vision is priceless and needs protection.

Tips to Strengthen Your Heart Health This Summer

Here are some ways to focus on heart care:

- Try a new sport.
- Start a walking program.
- Drink water to stay refreshed.
- Eat colorful foods like berries, salads, sliced peppers and other fruits and vegetables.
- Choose lower-fat proteins like chicken or beans with low-fat cheese.

Taking Blood Pressure Medication?

Blood pressure medications may make you feel dizzy or overheated. Statin medications may cause skin rashes or make you more sun sensitive.

What can help with blood pressure?

- Be sure to stay hydrated.
- Wear sun-protective clothing, especially if taking statin medication.
- Monitor your blood pressure.
- Talk with your provider. Your medications may need to be adjusted.
- Follow your provider's directions.

Learn to Live: New Help for Attention Deficit Hyperactivity Disorder (ADHD) and Post-Traumatic Stress Disorder (PTSD)

Learn to Live is a free website for members and their caregivers, 13 years old or older. It offers helpful tools for stress, sadness, trouble sleeping, panic and feeling worried around others.

We Added Two New Programs for Your Behavioral Health.

ADHD and Attention Problems: Get easy tips that help you focus, finish your work and pay attention. These proven tips help people in everyday life.

Trauma and PTSD: About six out of 10 people go through something very hard like trauma in their life. This program helps you work through tough memories, learning to trust again, feeling safe and healing inside.

Why Use Learn to Live?

- No cost for people ages 13 and older who qualify
- It is virtual and convenient. Use it anytime, anywhere on a computer, tablet or smartphone.
- Programs are in both English and Spanish
- You can start, stop and save your work whenever you want.
- You can use it along with visits to a doctor or therapist.
- You can get help from a coach by phone, text or email.

Learn to Live makes it simple for you to take care of your feelings.

Want to know more?

www.learntolive.com/welcome/bcbsnmmedicaid



How to Use Learn to Live:

- 1 Find your Subscriber ID number on the front of your member ID card.
- 2 Go to www.learntolive.com/welcome/bcbsnmmedicaid or scan the QR code, and type in the code **NMMED**.
- 3 Enter your Subscriber ID number when it asks.



Protect Your Children from Lead

Lead is a common metal found in many places. In children's bodies, it can cause serious health problems. It can also affect a child's learning and development.

Children under six years old are especially at risk because their bodies are growing quickly. They are also more likely than older kids to touch lead-contaminated objects without knowing it. They put their fingers and objects in their mouths. There is no safe, blood-lead level for children of any age.

Where Children are Exposed

Children are more likely to be exposed if they live or spend time in buildings built before 1978. That is the year lead paint was banned. When the paint cracks, flakes or peels, it creates lead dust. Kids breathe in or swallow lead dust.

Other ways of exposure:

- Water from lead pipes
- Certain toys and jewelry
- Candies imported from other countries

Symptoms of Lead Poisoning

Most kids who live with lead in their environment show no clear symptoms. Children with lead poisoning might show signs of:

- Slower growth
- Learning issues
- Behavior difficulties
- Hearing and speech problems



Lead Poisoning Test

A blood test is the best way to know if a child has lead poisoning. There are two types of tests. The first is a finger-prick test that shows results quickly. A typical blood draw is the other test. It takes longer to show results.

Be sure to get rid of possible sources to prevent lead exposure. The effects of long-term exposure can be permanent. If you catch signs early, there is a lot you can do to protect your child's health.

How to Protect from Lead Poisoning

- Have your home inspected for lead by a certified lead inspector.
- If lead is present in your home, test your children for lead poisoning.
- Keep your windowsills, floors and other surfaces clean. Wash them regularly to remove lead dust.
- Leave shoes outside the living space.
- Cover bare dirt with grass or mulch to keep kids out of soil that may contain lead.
- If you are fixing up a house built before 1978, keep children and pregnant women away. Make sure contractors are trained in lead-safe work practices.

If you have questions about lead exposure or lead poisoning, make an appointment with your child's provider.

Teens Can Quit Vaping for Good with Live Vape Free

With Live Vape Free, teens ages 13 to 17 can get help to learn what motivates a person to quit and make a quit plan.

- Get online content that includes videos, quizzes, self-assessments, podcasts and more.
- Get one-on-one support. Chat with a coach who can offer quit tips, help create a quit plan and more.

It is Easy to Get Started

All you need is your mobile phone. You will get text support to set your own quit date and steps toward putting your health first, free from vaping.

- Teens can text **VAPEFREE** to **873373**.
- Adults can call **1-800-Quit Now** or <https://www.quitnownm.org/> to quit vaping or smoking.

Coming Soon: New Transportation Vendor

Later this year, we will change the vendor we use to provide rides to and from your provider visits. Be on the lookout for more information.

For more information about transportation or other Turquoise Care benefits, call Member Services **1-866-689-1523**.

Opioid Addiction Treatment with Medication Assisted Treatment or MAT

Medication Assisted Treatment (MAT) uses medicines like methadone or buprenorphine to help balance brain chemistry, block the effects of feeling high from opioids, relieve withdrawal symptoms and reduce cravings. These medicines can be safe to use for months or years, depending on your treatment plan.

MAT can:

- Help increase your drive to take part in treatment
- Help your recovery stay on track
- Lower your risk of overdose
- Improve your ability to get and keep a job
- Lower your risk of viruses like HIV or Hepatitis C
- Improve chances of a healthy birth if you are pregnant and addicted to opioids

For help: Call Member Services at **1-866-689-1523** to connect with a Care Coordinator for support



Scan the QR to view a video on treatment for opioid addiction.



Your Mood Matters during Pregnancy

Feeling sad, worried or stressed during pregnancy or after delivery? Postpartum depression is common. A depression check is simple. Your doctor will ask a few questions about your mood and how interested you feel in daily activities. Being honest helps you get the right care.

Support Can Help You:

- Understand your feelings
- Sleep better
- Feel closer to your baby
- Handle daily tasks

Steps to Start Feeling Better

- Call Member Services at **1-866-689-1523**
- Visit [postpartum.net](https://www.postpartum.net)

For help with a crisis: Call/text 988 or visit [suicidepreventionlifeline.org](https://www.suicidepreventionlifeline.org).



To learn more about postpartum depression, scan the QR code to watch a short video.

Take Time This Summer for Cervical Cancer Screening

It is important for women to see a health care provider for cervical cancer screening. One way is with a Pap test, recommended for women ages **21-29 years**. During a pelvic exam, a sample of cells are taken from the cervix. The sample is reviewed for precancerous changes or cervical cancer. It is generally recommended that a woman take a Pap test every three years. Talk with your health care provider to find out how often you should be screened.

It is recommended for women ages **30-65 years** to have a high-risk HPV test. During a pelvic exam, a sample is taken from the cervix to test for HPV infection. Some types of HPV can cause cervical cancer. A high-risk HPV test should be completed every five years. Women 30 years and older can also continue to have a Pap test every three years. Talk with your health care provider to find out how often you should be screened, and which screening is right for you.

Make your appointment to get screened. Finding changes early can make treatment more effective.



You can earn Turquoise Rewards for completing this screening.

Need help finding a health care provider?
Call Member Services **1-866-689-1523**.

Arrange a ride to your screening by calling:
1-866-913-4342.





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.