



BlueCross BlueShield
of New Mexico

Blue FOR YOUR Health SM



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SURVEY RESULTS
ARE IN



Winter 2024

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**).

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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 Winter 2024

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.

Take control of your community benefits

Self-direction gives you the opportunity to have choice and control over how your community benefits services are provided. With the self-direct plan, you will:

- Have a Care Coordinator
- Get to choose the people who provide your services (providers)
- Have your own budget to pay for your services
- Be your own employer of your providers and services, or ask another qualified person to be the employer of record
- Have a resource (support broker) to help you create and update your care plan, understand paperwork, and much more

Some exciting self-directed services include:

- **Emergency response services.** An electronic device that will help you get aid in an emergency.
- **Environmental modifications.** Changes to your home. This is to help keep you safer and more independent.
- **Related goods.** Services, goods, and equipment that help you stay in the community (such as nutrition supplements, internet/landline, cellphone and cellphone service, fees and memberships, office supplies, computers, and exercise equipment).
- **Respite/nursing respite.** Gives the main caregiver a break. This is to reduce stress in



case of illness or a family emergency.

- **Personal care.** Helps you with your activities of daily living, such as bathing, dressing, cooking, and shopping. A family member may be able to provide this service.
- **Specialized therapies.** Acupuncture, bio-feedback, chiropractic, cognitive rehab therapy, hypnotherapy, massage therapy, naprapathy, and Native American healing.
- **Startup goods.** For new members of the self-direct plan only, items for self-direction, such as a computer or fax machine.
- **Transportation (nonmedical).** Takes you to and from community services, activities, and resources.

These are just a few of the wonderful benefits available through the self-direct benefits plan. Call Member Services at **866-689-1523** (TTY: **711**) to learn more about our self-direct program.

Medicaid primary care provider (PCP) update

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



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

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!

Infant car seat and crib at no cost to you

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.

How to enjoy winter workouts

Even though the temperature has dropped, you can still enjoy working out in winter. Here are some ideas:

Dress for the part. Instead of pulling on one heavy coat, dress in layers when exercising outdoors. Layers help trap the heat and provide insulation.

Mix up your activities. Go for a brisk walk on weekdays. Take a nice hike on weekends.

Try activities specific to the season. Do things you can't do in the summer, like:

- Winter hiking
- Snowshoeing
- Building a snowman

Move your exercise indoors. Try these activities:

- Crank up some music and dance around your home.
- If you have stairs, walk up and down them.
- Use a jump rope and hand weights to work out while you listen to or watch a show.



- Walk laps around a mall.
- Go bowling, roller skating, or ice skating.
- Play volleyball or basketball at a community center.

Get your workout while working. For example, outside: Rake leaves or shovel snow. Inside: Vacuum or sweep the floor.

Pregnancy complication warning signs

Are you pregnant now, or have you been pregnant within the last year? Get medical care right away if you experience any of the following symptoms:

- Extreme swelling of your hands or face, chest pain, or fast heartbeat
- Thoughts of harming yourself or your baby
- Trouble breathing
- Fever of 100.4° F or higher

- Headache that will not go away or that gets worse over time
- Dizziness or fainting
- Changes in your vision
- Severe swelling, redness, or pain of your leg or arm
- Severe nausea and throwing up
- Severe belly pain that does not go away
- Baby's movement stopping or slowing during pregnancy

- Overwhelming tiredness
- Vaginal bleeding or fluid leaking during pregnancy
- Heavy vaginal bleeding or discharge after pregnancy

These could be signs of serious complications. If you cannot reach a health care provider, go to the emergency room. Be sure to tell them you are pregnant or were pregnant within the last year.

Measuring member outcomes

Are you getting the care you need, when you need it?

Every spring, BCBSNM collects information to see if you got the care you needed, when you needed it. BCBSNM looked at last year's results and compared them to this year's results. BCBSNM wanted to see improvements with the care you need, when you need it. Compared to last year's results, BCBSNM did improve in some areas, while other areas didn't improve.

Annual dental exam

It is important to have a yearly dental checkup. BCBSNM looked to see if children ages 2 to 20 had a dental visit in 2022. BCBSNM had a decrease in dental visit rates for members 2 to 20 years old.

	2022 (measuring 2021 visits)	2023 (measuring 2022 visits)
Getting yearly dental visit	53.51%	49.57%

Care of members with asthma

Asthma and its symptoms can be hard to manage or control. If you have asthma, it is important to make sure you see your provider on a regular basis. Your provider can make sure you are taking the right medication to control your asthma symptoms. BCBSNM has a pediatric asthma disease management program that can help children learn how to take care of their asthma: bcbsnm.com/community-centennial/pdf/cc-disease-mgt-nm.pdf.

	2022 (measuring 2021 visits)	2023 (measuring 2022 visits)
Refilling asthma medication	75.28%	80.60%

Controlling blood pressure

If you have high blood pressure, work with your provider so you can control your blood pressure. Getting your blood pressure checked regularly by your provider will help. If you take medication, remember to always take your blood pressure medication. Controlling your blood pressure is an important step in preventing heart attacks, strokes, and kidney disease.

	2022 (measuring 2021 visits)	2023 (measuring 2022 visits)
Controlling high blood pressure	46.47%	52.80%

Pregnancy care

If you're pregnant, it is important to see a provider or obstetrician-gynecologist (OB-GYN) as soon as you find out you're pregnant. This should be done early in the first three months of pregnancy. Going to all appointments will help keep you and your baby healthy. One to 12 weeks after your baby is born is a good time to see your provider again. Please talk with your provider and let them know if you're feeling sad or depressed after your baby is born. Your postpartum visit with your provider is important. Your provider can help you understand how to manage being a new mother.

	2022 (measuring 2021 visits)	2023 (measuring 2022 visits)
Getting a prenatal visit done in time	82.00%	82.97%
Getting a postpartum visit done in time	69.10%	70.80%

Breast cancer screening

If you're a woman over the age of 40, talk with your provider about staying healthy, including getting a mammogram. Mammograms are tests that could find abnormalities in your breast tissue. These are the recommendations:

Women 40 to 74: Have a mammogram to screen for breast cancer every one to two years.

Women 75 and older: Talk to your provider about continuing with mammograms.

	2022 (measuring 2021 visits)	2023 (measuring 2022 visits)
Getting a mammogram	40.98%	43.09%

Other health care topics

	2022 (measuring 2021 visits)	2023 (measuring 2022 visits)
Getting immunizations by second birthday	69.59%	70.80%
Getting tested for a sore throat	66.24%	73.55%
Getting the right treatment for upper respiratory infection	83.38%	81.64%
Avoiding antibiotics for acute bronchitis treatment in adults	48.64%	53.61%
Taking depression medication regularly for 84 days	59.41%	59.38%
Taking depression medication regularly for 6 months	40.63%	40.83%
Seeing a doctor within 7 days after being in the hospital for a mental health issue	36.40%	32.70%
Checking weight—body mass index (BMI) for children and adolescents	66.67%	72.26%
Talking about nutrition (ages 3 to 17)	57.42%	61.56%
Talking about exercise (ages 3 to 17)	55.72%	59.61%

This information 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.

Source: Healthcare Effectiveness Data and Information Set (HEDIS)

Measuring member satisfaction

You may have gotten a satisfaction survey this past spring. BCBSNM wanted to find out how happy you are with BCBSNM and your providers. BCBSNM would like to thank those members who completed the survey by answering survey questions over the phone, through the internet, or by mail.

The survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

The results of the adult survey show that BCBSNM improved in four areas: Rating of All Health Care, Rating of Personal Doctor, Coordination of Care, and How Well Doctors Communicate.

Adults—percent who said they were “always” or “usually” satisfied with:	2022	2023
Getting care quickly	79.70%	77.40%
Getting needed care	76.90%	73.60%
Customer service	94.40%	87.60%
Rating of health plan	72.20%	63.90%
Rating of all health care	56.60%	60.60%
Rating of personal doctor	68.70%	72.30%
Rating of specialist seen most often	75.30%	63.50%
Coordination of care	80.80%	91.00%
How well doctors communicate	88.10%	91.80%

The results of the child survey show that BCBSNM improved in eight areas: Getting Care Quickly, Getting Needed Care, Customer Service, Rating of Health Plan, Rating of All Health Care, Rating of Specialist Seen Most Often, Coordination of Care, and How Well Doctors Communicate.

Children and Children with Chronic Conditions—percent who said they were “always” or “usually” satisfied with:	2022	2023
Getting care quickly	83.20%	85.40%
Getting needed care	80.00%	80.40%
Customer service	87.10%	92.30%
Rating of health plan	68.30%	69.70%
Rating of all health care	60.00%	66.40%
Rating of personal doctor	77.30%	75.00%
Rating of specialist seen most often	73.90%	75.70%
Coordination of care	81.00%	81.80%
How well doctors communicate	92.60%	93.10%


BCBSNM cares about you and the care you are receiving. Continual quality improvement efforts take place to try and improve your health and satisfaction. Your satisfaction is important to BCBSNM. BCBSNM can make changes that address your concerns. BCBSNM wants to ensure that you get the care you need when you need it.

You may be picked to complete a satisfaction survey. This happens during the springtime every year. If you are selected, BCBSNM hopes you have the time to answer the satisfaction survey. Your feedback helps BCBSNM improve its services.

Questions about your care?

Call our Health Services department

You can talk to BCBSNM Health Services staff members about our utilization management (UM) process. UM means we look at medical records, claims, and prior authorization requests to make sure services are medically necessary, provided in the right setting, and consistent with the condition reported.

 **Language assistance is available for members to discuss UM issues.**

You can call us Monday through Friday at



877-232-5518 (TTY: **711**). These are toll-free numbers.

Our hours are 8 a.m. to 5 p.m. MT. You can also call us after hours and leave a message. We will return your call the next business day. If your

call is received after midnight, we will return your call on the same business day. Health Services staff will always identify themselves as BCBSNM employees. They will also give you their name and title.

 **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.



Burned out on diabetes?

Get answers—and get help

Diabetes is a demanding disease—living with it is not always easy. Checking blood sugar, taking medication, watching what you eat, and other diabetes-related tasks can drain your energy. Worry and frustration over things like glucose numbers or complications may take an emotional toll. All of the stress that comes with managing diabetes may lead to what's often called diabetes distress or burnout.

Burnout may put your health at risk. You might start skipping blood sugar checks or medicines. And you may question the usefulness of even following your diabetes routine.

How to cope

If you're feeling overwhelmed by diabetes, it is important to get help and to take steps to feel better. Try these suggestions from the Association of Diabetes Care & Education Specialists:

Speak up. Tell your health care provider, nurse, or diabetes care and education specialist how you are feeling. They can help determine if you have burnout—perhaps by having you fill out

a diabetes distress assessment. Your health care provider can help you pinpoint its causes and offer ways for you to cope.

Seek support. It may help to talk to someone else who has diabetes or a counselor. Or you might consider joining a diabetes support group.

Accept imperfections. No one is perfect 100% of the time when it comes to managing diabetes. It is helpful to remind yourself of that.

Ask others not to judge you. Your friends and family love you and want you to be healthy. But if you feel like they're putting too much pressure on you about taking care of your diabetes, suggest other ways they can help.

A class just for you

Would you like to learn more about managing diabetes? New Mexico Department of Health offers a no-cost diabetes self-management class to help New Mexicans learn how to manage diabetes better. The program is online—no need to travel or sit in a classroom. If you are interested or have questions, call **505-850-0176** or **575-703-2343**.