

# Blue Update

A quarterly publication for our customer groups.

April/Second Quarter 2006

## Medicare Plan Information Now Available on Website

To view information and a plan summary about our new group plan, BlueSecure<sup>SM</sup>, designed to fill the “gaps” in standard Medicare coverage, go to the Employer area on [bcbsnm.com](http://bcbsnm.com), select *Product Information*, and click on *BlueSecure* under *Coverage for Groups*.

This plan is for small groups (fewer than 20 total employees) with Medicare-eligible employees and/or dependents. BlueSecure is also available for larger employer groups. Please contact your producer/broker or BCBSNM account representative for additional information.

You may also want to consider adding Blue MedicareRx<sup>SM</sup> (Part D) prescription drug coverage with your BlueSecure medical plan. For plan details, the formulary list, and pharmacy information, go to the *Employer* area on [bcbsnm.com](http://bcbsnm.com), select *Product Information*, and choose *Blue MedicareRx (Medicare Part D)* under *Coverage for Groups*. Contact your producer/broker or BCBSNM account representative for open enrollment dates and additional information about Blue MedicareRx.

## BCBSNM Care Van Has Arrived!

On January 17, 2006, BCBSNM, along with First Lady Barbara Richardson, launched the Care Van program, which will provide critically needed preventative health services to underserved communities of New Mexico. BCBSNM has partnered with the New Mexico Department of Health, Public Health Division, to provide childhood immunizations, child health assessments, dental screenings, educational resources, and basic checkups to residents at no cost.

New Mexico Care Van will not only bring essential health care services to rural areas, but it will also help in our efforts to fully immunize all children in New Mexico, said First Lady Richardson. “Currently, about 83 percent of New Mexico’s toddlers are fully immunized against vaccine-preventable diseases,” she said. “And there is still more work to be done.”

This mobile health clinic is being provided to the state, staffed and stocked with health education materials by

BCBSNM, as part of our pledge to help all New Mexicans discover how healthy they can be. “Promoting the health of our state and our communities is a key commitment for our company,” said Liz Watrin, BCBSNM president.

When not in use by the Department of Health, the Care Van will partner with nonprofit health organizations, businesses, and community groups to provide services and health education.

To learn more about the Care Van’s services and travel calendar, visit [bcbsnm.com](http://bcbsnm.com) or contact Robert Romero, Care Van Coordinator at 505-816-4105.



Blue Cross and Blue Shield  
of New Mexico

*How healthy can you get?*<sup>TM</sup>

Route to:

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## Employer-Based Weight Loss Program Now Available

We now have available to you an eight-week weight loss program that employers can offer to their employees. We can supply you with a brochure and a CD containing all the program elements, including weekly guides, posters, personal charts, and many other fun materials. The brochure provides complete instructions on how employers – of all sizes – can roll out this program to their employees. With obesity and inactivity now overtaking tobacco use as the leading cause of lifestyle related illness, this program can be part of answering “How healthy can you get?” Contact your BCBSNM Account Representative for a brochure and CD.

## New Features on Blue Access® For Members

We continue adding new online information, tools, and services to our secure member portal to help our members get the information they need from BCBSNM.

### Access to Dental Claims

The latest enhancement includes dental claims and information for members who have BCBSNM dental cover age. Members can log in to Blue Access for Members at [bcbsnm.com](http://bcbsnm.com) and select *Dental Claims* under *Visits & Claims* to view claims for the last 18 months. For dental forms and information, select *Dental* under *My Coverage*.

### Locate Mammography Providers

A mammography provider list is now available to make it easier for members to locate a radiology/imaging provider that provides mammography services. This list is available in Blue Access for Members under *Doctors & Hospitals*. You can also find this list in the general Employers area on [bcbsnm.com](http://bcbsnm.com): select *Provider Information* and you'll see the Mammography Provider List under *Locate Medical Providers*.

### Personal Health Manager Launches

As of April 2006, Personal Health Manager will be a part of Blue Access for Members. (Unless you have chosen another medical management program for your employees. For more information, contact your BCBSNM account executive.) This convenient resource offers tools and information to assist members in making informed health care decisions.

Members can use the online Personal Health Manager to prepare for a doctor's visit or medical procedure, learn the latest health news on topics important to them, or track their family's health records. They can also:

- Complete a *Health Risk Assessment* to identify possible health risks
- Use the *Personal Health Profile* to keep track of health information; with the member's permission, health care providers, BCBSNM nurses, and family members can access the record to help facilitate care
- Receive *targeted wellness information* via secured email to manage their specific medical conditions and set up alerts for screening tests and reminders for medical appointments and medication refills
- Access *online health content* to research health topics and view videos and interactive tutorials
- Email a *health expert* features to access nurses, trainers, nutritionist, and life coaches to ask questions and receive advice
  - *Ask a Nurse* – members can ask health advice from registered nurses
  - *Ask a Trainer* – members can request fitness and weight loss advice from personal trainers
  - *Ask a Dietitian* – members can ask registered dietitians for nutrition advice
  - *Ask a Life Coach* – members can receive help on managing stress, workplace conflicts, and other daily challenges
- *Access For Your Health*, a new interactive program that engages members striving toward a healthier lifestyle in four areas:
  - *Get Fit* offers customized exercise programs
  - *Eat Right* has tools to create nutritious meal plans and follow a healthy weight loss plan
  - *Live Well* provides life skills tools to deal with stress and anxiety
  - *Kids and Teens* encourages parent-child interaction to develop healthy lifestyles

## Generic Drugs: Save Money Without Sacrificing Quality and Effectiveness

One way to help impact health care costs is to use generic equivalents for prescription drugs, which can cost 15 to 60 percent less than brand name drugs. Less expensive does not mean less safe or effective. Generic medications are made with the same active ingredients and can offer the same therapeutic effects as brand name drugs. They are just as safe and must meet the same rigid standards to be approved by the U.S. Food and Drug Administration (FDA) as brand name medicines. Most hospitals routinely use generic medications and the American Medical Association approves of their use.

Why are they less expensive? As patents on brand names expire, other manufacturers to produce generic equivalents. Generic equivalents are not available for all brand name drugs but they are becoming ever more available. The increased supply and competition among manufacturers is what helps bring down the cost of generics. With prescription drug costs one of the highest drivers of health care costs, we will continue to encourage our members – your employees – to use generic drugs, when available, through informational articles in our member newsletter and on our website.

## BCBSNM/HMONM Behavioral Health Services

Recent changes were announced in behavioral health services provided by the University of New Mexico Hospital and Lovelace Health Plan. However, BCBSNM's behavioral health network is as strong as ever and growing. Mesa Mental Health maintains an extensive network of nearly one thousand behavioral health providers throughout New Mexico. To ensure the availability of adequate services to meet our members' needs, our behavioral health network has increased by

nearly 150 practitioners in just the past year. A diverse group of independently licensed social workers, mental health therapists, substance abuse counselors, psychologists, and psychiatrists are available to our members.

Members whose seeking behavioral health services (and whose behavioral health benefits are through BCBSNM/HMONM) simply call **1-800-583-6372** for information and a referral.

## Provider Network Updates

**St. Vincent Hospital laboratory services** in Santa Fe have expanded to include the St. Vincent Regional Laboratory in Physician Plaza, 1631 Hospital Drive, Suite 130. Hours are Monday - Friday, 7 a.m. to 5:30 p.m.; and Saturday, 7 a.m. to noon. Phone: **505-946-3110**. (This is in addition to lab services that St. Vincent offers at the St. Vincent Regional Laboratory in the Medical Center on St. Michael's Drive.)

Lovelace pediatrics patients requiring inpatient hospitalization. As of January, Lovelace pediatric inpatient admissions moved to UNM Children's Hospital. The Children's Hospital has a pediatric intensive care unit, pediatric in-hospital physicians available 24/7, and coverage for a wide variety of pediatric specialties. UNM pediatric subspecialty doctors, such as cardiologists, currently conduct clinics at the Lovelace Medical Center-Gibson Pediatric Clinic. Lovelace is working with UNM Children's Hospital to expand access to other UNM pediatric subspecialties.

**Lovelace Health System** and the **UNM Children's Hospital** have formed a partnership that will benefit

## Log In & Give II Campaign for Diabetes Awareness is a Success

We reached our campaign goal four weeks early! Thanks to the 30,000 members who, since November 30, 2005, chose to receive benefit statements (EOBs) online via Blue Access® for Members, BCBSNM is donating \$30,000 to the American Diabetes Association.

Because diabetes is a serious health concern for your employees, BCBSNM continues to support efforts to educate and help our members with diabetes. The American Diabetes Association is at the front line of the fight to prevent and treat diabetes.

### Reminder: 24/7 Nurseline Now Available – 1-800-973-6329

As described in the previous issue of *Blue Update*, unless you have chosen another nurse call line for your employees, the 24/7 Nurseline is now available. In addition to talking with registered nurses who provide information and assist members with their own medical decision-making process, members can also access an audio library of more than 1,200 health care topics, with 500 also available in Spanish.

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**Financial Account Services  
(Account Audit & Reconciliation)**

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Mary Catalan .....	816-2179
Nathaniel C'de Baca .....	816-2310
Vicky Gonzales .....	816-2044
Rose Hartenhoff .....	816-2214
Roberta Lester – Manager .....	816-2053
Julie Padilla .....	816-2048
Kim Pangburn .....	816-2105
Debra Park .....	816-2046
Patricia Reichman .....	816-2180
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Toll-Free .....	800-835-8699

**Fax Numbers**

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Sales .....	837-8600
Proposals/New Groups .....	837-8757

**Membership**

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Erin Lyke Members A-G .....	962-7179
Cheryl Nava Groups H-P .....	962-7135
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Lisa Gurule Members Q-Z .....	962-7129
Belinda Hall – Supervisor .....	962-7131
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**Reminder that past issues of  
*Blue Update* are available on  
[bcbsnm.com](http://bcbsnm.com).**



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