



BlueCross BlueShield
of New Mexico

Blue FOR YOUR Health SM



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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**).

Blue Cross and Blue Shield of New Mexico complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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'ánída'áwo'deé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih **855-710-6984** (TTY: **711**).

Blue for Your Health is published for members of Blue Cross and Blue Shield of New Mexico's (BCBSNM) Blue Cross Community Centennial health plan.

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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 Fall 2023

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.

Please renew your Medicaid coverage

We want you to stay covered

The COVID-19 public health emergency continuous Medicaid coverage requirement is ending, and it's time to renew your Medicaid. If you do not renew, you may lose your coverage.

When you receive an "It's Time to Renew NM" letter from the Human Services Department (HSD), send your information to HSD right away.

HSD will send your information to the New Mexico Health Insurance Exchange (NMHIX), known as BeWellnm, if you no longer qualify for Medicaid. Visit NMHIX at **bewellnm.com** for more information.

Below are some questions and answers you may have about this process:



1 Do I need to do anything to stay covered with Medicaid?

If your address or income has changed, report your changes by going to **yes.state.nm.us** or calling HSD at **800-283-4465** (TTY: **711**).

You may also use the QR code above on your phone to connect with HSD.

2 Do I need to choose a health plan when I send in my information?

If you still qualify for Medicaid, you will stay in the same health plan.

3 What happens if I do not update my information?

If you do not update your information, you may lose your Medicaid coverage.

4 What happens if I have more income?

If you are no longer eligible for Medicaid

due to your income, HSD will tell you. HSD will send your information to NMHIX (**bewellnm.com**). The Exchange can help you find a new health plan with low- or no-cost health insurance.

5 How long do I have to pick an Exchange plan?

You will have 60 days from your Medicaid end date to choose a new health plan.

6 Can I stay with the same plan so I can keep my doctors?

By choosing the same plan you had with Medicaid, you may be able to keep your same doctors.

7 I will be turning 65 this year. Can I get Medicare too?

Some people may get Medicaid and Medicare. Medicare will be your primary health plan.



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.

Don't let the flu get you

Getting a flu shot can help you stay healthy. Flu season starts in October. The Centers for Disease Control and Prevention recommends most people ages 6 months and older get a flu shot each year.

Did you know?

You can't get the flu from the flu shot. There may be reactions, but they're most often mild. The flu is commonly spread from person to person by coughing or sneezing. The flu may often last as long as two or three weeks and cause fever, headache, muscle aches, and pains.

In serious cases, it can lead to hospitalization and sometimes even death.

It is important to get a flu shot. After getting the flu shot, it can take about two weeks to protect you from the flu. Don't wait on getting your flu shot! It can help make sure you don't spread the flu.



Get your flu shot today!

Go to an in-network provider or an in-network pharmacy.

Help BCBSNM fight the flu! BCBSNM's Care Van program provides flu shots throughout the state. To learn about some of our upcoming Care Van events, follow BCBSNM on Facebook and X (formerly known as Twitter) or visit [bcbsnm.com/community-centennial](https://www.bcbsnm.com/community-centennial). You can also call **877-232-5518** (TTY: **711**).

Are you struggling with drugs or alcohol?

Substance use can affect your life in many ways, such as:

- Relationship problems
- Money issues
- Health conditions
- Trouble with memory
- Problems doing the things you used to do

If you need help to stop using drugs or alcohol, your options may include counseling and medication:

- **Reach out to your doctor**, who may offer resources.
- If your doctor has told you that you have a drug or alcohol problem, **follow up within two weeks** of your first visit.

Getting help is shown to improve health and relationships with family and friends. For assistance, members can call the number on the back of their member ID card. Or log on to Blue Access for Members at [bcbsnm.com](https://www.bcbsnm.com). To find BCBSNM in-network providers, click *Find a Doctor or Hospital*.

More information can be found through these websites:

- [easyread.drugabuse.gov](https://www.easyread.drugabuse.gov)
- [samhsa.gov/families](https://www.samhsa.gov/families)
- [connect.bcbsnm.com](https://www.connect.bcbsnm.com)

(From the main page, choose *Health and Wellness*, then *Healthy Mind*, or search by topic in the top search.)

 **For more resources, scan the QR codes.**



Are you wanting to kick the habit?

If you want to quit tobacco use and vaping, we can help!

BCBSNM has a Quit Program for Medicaid members. The program has support if you are thinking of or ready to quit now. We will also pay for any of the medications on the market that help you quit. These include patches, gum, lozenges, nasal spray, nasal inhaler, Chantix, and Bupropion. You can get these with a prescription from your provider.

If you have a Care Coordinator, ask them to refer you to the program. Or you can call the BCBSNM Tobacco Quit Line at **877-262-2674**. Our nurse will help YOU set YOUR plan to kick the habit.

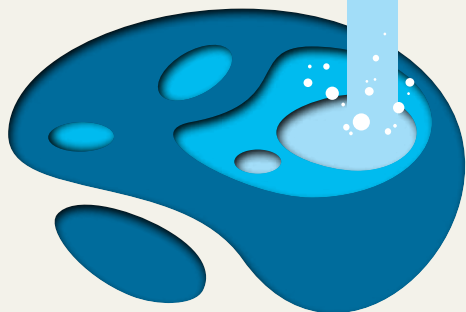


WASH UP, PLEASE!

One of the best ways

to protect yourself from germs that could make you sick is also one of the easiest things to do: Wash your hands often.

But make no mistake—washing your hands means more than quickly waving under a faucet. Follow these steps for washing your hands well.



1

Wet your hands with clean, running water. Apply soap.

2

Work up a lather by rubbing your hands together with the soap. Be sure to clean the backs of your hands, between your fingers, and under your nails.

3

Scrub your hands for at least 20 seconds. You can time yourself by humming the song “Happy Birthday” twice.

4

Rinse your hands well under clean, running water.

5

Dry your hands with a clean towel. Or air dry them.

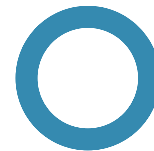
Source: Centers for Disease Control and Prevention

Diabetes: Know your risk, know your response

World Diabetes

Day, celebrated on Nov. 14 of each year, helps people diagnosed with diabetes and their families and friends by raising awareness of the condition. It also

provides education based on the latest scientific findings to improve diabetic wellness. The medical community, including managed care organizations, like BCBSNM, pauses during this time to direct efforts toward diabetes education for members affected by diabetes and possibly refine treatment and policies supporting people diagnosed with diabetes.



world diabetes day
November 14



What to know

According to the American Diabetes Association in 2021, approximately 200,548 people in New Mexico, or 12.3% of the adult population,

have been diagnosed with diabetes.

■ An additional 53,000 people in New Mexico have diabetes but do not know it, greatly increasing their health risk.

■ People with diabetes have medical expenses approximately 2.3 times higher than those who do not have diabetes.

■ Diagnosed diabetes costs an estimated \$2 billion dollars in New Mexico each year.

Serious complications of diabetes include heart disease, stroke, amputation, end-stage kidney disease, blindness, and death.



What you can do

If you have diabetes, it's never too late to start managing it better.

If you have not completed yearly A1c, kidney health, or diabetic eye exams, this is your reminder to complete these before the end of the year. It all starts with talking with your health care provider about your diabetes plan of care. Call to schedule an appointment with your health care provider about how you can manage your diabetes better today!



-HEALTHY ideas kids will love



Visit the farmers market

Encourage kids to pick out a new fruit or veggie to take home and try.

Make a splash that's not soda

Flavor water with fresh berries or orange slices.



Stock a snack drawer

Older kids can help themselves to whole-grain crackers, unsalted nuts, and dried or fresh fruit.



Plant something together

Kids may be more likely to try kale or collards if they planted the seeds and watched them grow.



Create a sports zone

Keep balls, jump ropes, and other fun gear in one go-to location.

Make a game of food labels

Have kids measure out what they think is a serving and compare it to what the label says.



Act now to lower your risk of type 2 diabetes

Prediabetes and type 2 diabetes often go undetected. Talk with your health care provider about getting screened with a simple A1c test.

Undetected, diabetes can cause heart disease; stroke; and kidney, eye, and foot problems.

Who is at risk?

You may be at risk for type 2 diabetes if you:

- Are overweight or obese
- Are physically inactive
- Are 35 years old or over
- Have a family history of diabetes
- Are African American, Alaska Native, American Indian, Hispanic, or Asian American
- Had gestational diabetes or had a baby weighing 9 or more pounds

Can I help prevent it?

Here are three steps to take



that may improve your health:

Losing just 5% to 7% of your starting weight can make a difference. For example, if you weigh 200 pounds, set a goal of losing 10 to 14 pounds.

Get moving. Aim for at least 30 minutes of physical activity five days a week. If you've been inactive, check with your health care provider about which activities are best for you. Start slowly and build up to your goal.

Eat healthy foods, and eat smaller portions. For example, fill half your plate with vegetables and fruits and just a quarter of it with a

low-fat protein and the other quarter with whole grains. Choose low-fat foods that don't have a lot of sugar, salt, or calories. Drink water instead of sweet beverages. Use spices and herbs rather than salty, fatty, and sugary condiments to flavor your food.

You can do it!

If you are at risk of developing type 2 diabetes, you can take control, starting today. Talk with your primary care provider about more ways to prevent this disease.

Programs for members

As a Blue Cross Community Centennial member, there are many programs that can help you stay healthy and manage your condition. These are included as a benefit and are at no cost to you.

Here are some of the programs and services:

- Disease management services for those at risk for chronic conditions, such as asthma and diabetes
- Pharmacy programs to assist with drug management and education
- Help with post-discharge transitioning after a mental illness event
- Prenatal and postpartum assistance with provider office visits and follow-up care

How can you take advantage of these programs?

The table on these pages shows a list of programs that are available to you as a Blue Cross Community Centennial member. You may opt in or out of any of these programs. For more information, including updates, call **877-232-5518** (TTY: **711**) or visit **bcbsnm.com/community-centennial**.

The information provided through these programs is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Schedule a visit with your provider to seek advice or to ask any questions you may have regarding a medical condition.

Wellness and preventive programs	Who can participate?	How can this program help?
+Smoking Cessation	Members 18 and over who use tobacco products, want to quit, or have received a prescription for cessation aids.	Members who participate can receive: <ul style="list-style-type: none"> ■ A dedicated Care Coordinator to provide education and counseling by phone ■ A BCBSNM dedicated toll-free Quit Line: 877-262-2674
Physical health/ disease and case management programs	Who can participate?	How can this program help?
+Hypertension (high blood pressure)	Members ages 18 to 85 with a high blood pressure diagnosis	Members who participate will receive: <ul style="list-style-type: none"> ■ Care coordinators to offer education and counseling over the phone about their risks ■ Help with medication ■ Access to resources such as blood pressure tracking logs and educational material
+Condition Management: <ul style="list-style-type: none"> ■ Asthma ■ Diabetes 	<ul style="list-style-type: none"> ■ Members 18 years of age and younger with an asthma diagnosis ■ Members 18 years of age and older with a diabetes diagnosis 	Members who participate can receive: <ul style="list-style-type: none"> ■ One-on-one support in managing their health ■ Assistance in coordination of care ■ Help making follow-up appointments with their PCP or specialists ■ Help getting services needed, such as home health aid or durable medical equipment, if applicable ■ Access to online resources, such as blood sugar tracking logs, BMI calculator, and more ■ Education about lifestyle changes

*Complex Case Management (physical health)	Members with three or more inpatient admissions or emergency room (ER) encounters within six months or two or more complex conditions	Members who participate can receive: <ul style="list-style-type: none"> ■ One-on-one coaching and education ■ Medication adherence monitoring ■ Ongoing communication/review of health needs, including in-person visits or phone calls ■ Help with connecting to community resources and member benefits ■ Help connecting to community resources and setting up care with primary care and specialist providers
Pharmacy program	Who can participate?	How can this program help?
*Pharmacists Adding Value and Expertise (PAVE)	Members	Members who participate can receive: <ul style="list-style-type: none"> ■ Education from independent community pharmacists about their medications ■ Access to online resources and tracking tools
Mother/baby programs	Who can participate?	How can this program help?
+Special Beginnings Program (prenatal/postpartum care)	Members who are pregnant	Expecting moms who join will receive: <ul style="list-style-type: none"> ■ Educational materials about pregnancy and infant care ■ Help with managing high-risk conditions, such as gestational diabetes and preeclampsia ■ Access to an online resource
Continuum of care programs	Who can participate?	How can this program help?
+Transition of care	Members who are admitted to the hospital	Members who participate can receive: <ul style="list-style-type: none"> ■ A visit from a care manager to assist with moving from one care setting to another ■ Education and resources for a safe transition
+Community paramedicine	Members who have been recently discharged from the hospital	Members who participate can receive from independent community paramedics: <ul style="list-style-type: none"> ■ Home visits following ER visits or hospitalization ■ Post-discharge medical support for those at risk of readmission ■ In-home remote monitoring for those with significant disease processes

continued on next page

KEY

+ To opt in to these programs, please contact BCBSNM.

* Contact BCBSNM to confirm you qualify.

To confirm eligibility, call Member Services. The number can be found on the back of your insurance card.

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Behavioral health programs	Who can participate?	How can this program help?
*Complex Case Management (behavioral health)	Members with multiple chronic behavioral health conditions, including, but not limited to, major depression, bipolar disorder, schizophrenia, and substance abuse	Members who participate can receive: <ul style="list-style-type: none">■ Assistance with their medications■ Referrals to crisis interventions■ The option for respite care, which gives their main unpaid caregiver a break■ One-on-one coaching■ Ongoing communication/review of health needs, including in-person visits or phone calls
+Transition of Care	Blue Cross Community Centennial and D-SNP members who have been hospitalized for mental illness or members who have a complex mental health, substance use, or non-urgent use of the ER and have visited the ER	Members can receive: <ul style="list-style-type: none">■ Coordination of care between treatment facilities and doctors

 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.