



BlueCross BlueShield  
of New Mexico

# Blue FOR YOUR Health <sup>SM</sup>



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Spring 2023

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**).

*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)

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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 Spring 2023



## Join our virtual 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. 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 \$20 gift card.



### How to participate:

- Members can call in or participate from their computer or electronic device.
- To learn more, call Christine at **505-816-4316**.
- To view a 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.



## Reducing allergens in your home

Avoiding asthma triggers may help reduce the inflammation in your lungs, reduce symptoms, and reduce your need for emergency relief medication. Indoor allergy triggers, such as dust or animal dander, could affect your asthma if you are sensitive to them, and using a strategy that removes or minimizes these allergens may be helpful.

Your health care provider can help you identify your sensitivities by looking at your medical history or through allergy testing.

Keep in mind that controlling any allergen usually requires a combination of approaches, and reducing allergens is just one part of a comprehensive asthma management plan.

Here are some tips to get started. These tips tend to work better when you use several of them together. Your health care provider can help you decide which ones may be right for you.

### Allergens

**Animal dander.** If you decide to have a pet or currently own a pet, be aware that some people are allergic to the flakes of skin or dried saliva from animals with fur or hair.

**Dust mites.** These tiny bugs, too small to see, can be found in every home—in dust, mattresses, pillows, carpets, cloth furniture, sheets and blankets, clothes, stuffed toys, and other cloth-covered items. If you are sensitive:

- Mattress and pillow covers that prevent dust mites from going through them should be used along with high-efficiency particulate air (HEPA) filtration vacuum cleaners.

### Cockroaches and rodents.

Pests like these leave droppings that may trigger your

asthma. If you are sensitive:

- Consider an integrated pest management plan or professional extermination and removal services.
- Keep food and garbage in closed containers to decrease the chances for attracting roaches and rodents.
- Use poison baits, powders, gels, or paste (for example, boric acid)—or traps to catch and kill the pests. If you use a spray to kill roaches, stay out of the room until the odor goes away.

### Irritants

#### Tobacco smoke.

- If you smoke, visit [smokefree.gov](http://smokefree.gov) or ask your health care provider for ways to help you quit.
- Ask family members to quit smoking.
- Do not allow smoking in your home or car.



## TRANSGENDER HEALTH

# 5 topics to talk about with your provider

When you're transgender, it can sometimes be challenging to find health care that respects who you are. But your health matters. And being able to talk openly with your provider is a crucial part of getting the care you need and deserve.

Here are five topics that are good to discuss with your provider.

**1 Hormone therapy.** If you take hormones, they may raise your health risks. Some research suggests hormone therapy may be linked to a higher risk of stroke, heart attack, and blood clots in trans women. This doesn't mean trans people should avoid hormone treatments. But you may want to talk with your provider about the risks and what you can do to stay healthy.

**2 Heart health.** Trans people may also be more likely to develop heart disease because of the high levels of stress they often face. Your provider can point you toward healthy coping strategies.

**3 Cancer screenings.** Your provider can help you decide on a screening plan. It might vary based on your risk factors, any surgeries you've had, and your personal preferences. For instance, trans men may be advised to continue breast or cervical cancer screenings. And trans women may want to discuss the pros and cons of prostate cancer screening.



**4 Safe relationships.** Trans people are nearly twice as likely to experience intimate partner violence in public as cisgender people. And the risk goes up if you're a trans person of color. If you're in an abusive relationship, you can talk with your provider about local resources. Or call the National Domestic Violence Hotline at **800-799-SAFE (800-799-7233)**.

**5 Mental health.** Trans people experience anxiety and depression at higher rates than people who are not trans. If you're struggling, tell your provider—or call the Suicide & Crisis Lifeline at **988**.

You deserve equal access to health care. If you aren't getting the care you need, ask Member Services for a referral to another provider.

Sources: American Heart Association; American Psychiatric Association; Hormone Health Network; UpToDate

## Learn to Live

Do you struggle with mental health concerns? If you deal with anxiety, stress, depression, substance use, or sleep problems, there's an online resource with programs that can help. Learn to Live is confidential, and you can

access it from anywhere. Programs are based on therapy techniques that help people feel better. Learn to Live is available at no cost to you and your family. Choose the program for

you—take a quick assessment today.



Learn more about the programs by scanning the QR code to watch a brief video.



# Another reason to control your blood pressure

*High blood pressure is a serious threat to your kidneys*

Your kidneys play a vital role in filtering your blood and keeping your body functioning properly. So it's important that you keep your kidneys healthy. One way to do that is to make sure your blood pressure stays within a normal range. Blood pressure that is too high can cause kidney disease.

Blood pressure is the force of your blood as it flows through your blood vessels. When blood pressure is too high, blood vessels stretch so the blood can flow through them more easily. This stretching damages blood vessels throughout the body, including those in the kidneys.

Kidneys with damaged blood vessels don't remove wastes and extra fluid through your urine like they should. In turn, the extra fluid that accumulates in blood vessels may cause blood pressure to go even higher, creating a dangerous cycle.

High blood pressure is the second leading cause of kidney failure in the U.S.

## Symptoms of kidney disease

Like high blood pressure, kidney disease does not have symptoms—at least not in its early stages. You may notice swelling in your legs, feet, or ankles. This is called edema, and it is caused by a buildup of extra fluid and salt that healthy kidneys would expel.

In its later stages, kidney disease may cause:

- Loss of appetite
- Nausea
- Vomiting
- Fatigue
- Trouble concentrating
- Problems sleeping
- Increased or decreased urination
- Generalized itching or numbness
- Dry skin

## Do you have high blood pressure?

If you have high blood pressure, talk to your health care provider about your risk for kidney disease. Your provider might want to do some tests of your urine and maybe a blood test to determine early signs of kidney damage.

The best way to avoid or slow progression of kidney disease is to lower your blood pressure. You can do that with medications and changes in your lifestyle, such as:

- Following a healthy eating plan that includes reducing sodium (salt).
- Getting regular physical activity. Ask your provider what kind of activity and how much is safe for you.
- Losing weight if you're overweight. A loss of 7% to 10% of your body weight can help.
- Quitting smoking if you light up. Smoking and vaping damage blood vessels.
- Reducing stress. Exercise can help with this.

Sources: American Heart Association; National Institutes of Health





# Proper oral care for you and your baby

Pregnancy and welcoming a newborn baby can be two of the most exciting times in a woman's life. Along with all the plans and preparations you're making now, don't forget to keep up with good dental care. When you're an expectant mother, a healthy mouth helps ensure a healthy baby.

Good prenatal care includes dental care. Gum disease—also known as periodontal disease—is an ongoing bacterial infection that causes swelling. It affects the gums and bones that support the teeth.

## Gum disease and pregnancy

Any infection during pregnancy is a concern. That includes infections of the gums. Often, women don't know they have gum disease. Sometimes, there aren't any signs until the disease is advanced. Successful treatment of gum disease has been shown to reduce pregnancy complications.

Watch for warning signs. Symptoms for gum disease include red and swollen gums. Gums may also bleed when you brush or floss. Bad breath that doesn't go away is another sign.

## Prevention is good

The best way to avoid gum disease is to practice good daily oral hygiene. Use these tips to help fend off gum disease:

- Brush your teeth at least twice each day.
- Floss every day to remove food that the brushing misses.
- Eat healthy, nutritious foods.
- Avoid sugary snacks.



**For more tips on oral health and your overall health, visit our website. Log in to Blue Access for Members. Look for the My Coverage tab and then Dental to visit the Dental Wellness Center.**

- Visit your dentist twice a year.

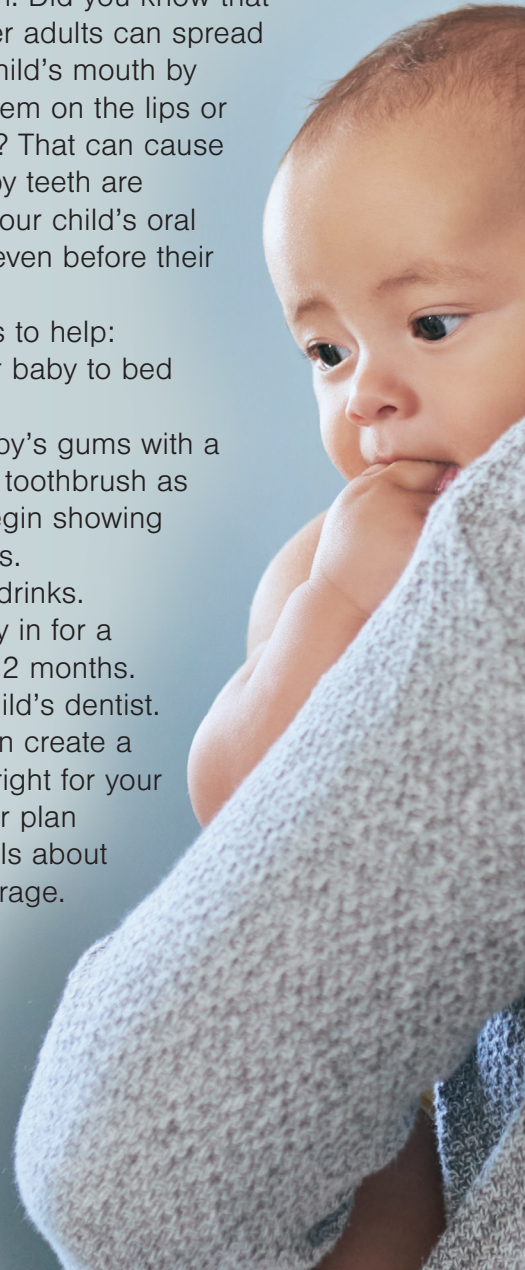
Remember, a baby's health starts in the womb. Just as it's vital for expectant mothers to eat healthy foods, proper oral care makes a difference too.

## When to care for your baby's teeth

Good health habits should start as soon as your baby is born. Did you know that parents and other adults can spread bacteria into a child's mouth by simply kissing them on the lips or sharing a spoon? That can cause tooth decay. Baby teeth are fragile, so start your child's oral health program even before their teeth come in.

Here are steps to help:

- Never put your baby to bed with a bottle.
- Clean your baby's gums with a cloth. Use a soft toothbrush as soon as teeth begin showing through the gums.
- Limit sugared drinks.
- Take your baby in for a dental exam at 12 months.
- Talk to your child's dentist. Together, you can create a care plan that's right for your child. Check your plan benefits for details about your dental coverage.







# 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<sup>®</sup> 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.



## Thank you for being a member!

*BCBSNM appreciates you!*

Our purpose is:

■ To Do Everything In Our Power To Stand With Our Members In Sickness And In Health®

Our goal is to achieve this every day. BCBSNM wants to know:

■ If your health care providers are meeting your needs

■ How BCBSNM is doing

BCBSNM needs your help! In the coming weeks, you may be selected for our annual survey, called the Consumer Assessment of Health Plans and Providers (CAHPS®). The survey gives you a chance to share your experience and rate your overall satisfaction with our health plan and your health care providers. Your answers are very important and will help BCBSNM improve our member experience.

If you are selected, please take the time to complete the survey. You can complete the survey by mail, via the internet or by phone.

Thank you!  
Your Blue Cross  
Community Centennial  
Quality Improvement Team

## Don't neglect your emotional health

When you're emotionally healthy, you feel good about yourself. You have good relationships. You're aware of your emotions, and you can cope with stress, anger, and sadness. You're not afraid to get help from a medical professional when you need it.

Here are five tips for improving your emotional health:

**1 Focus on the positive.** Try to keep negative emotions and thoughts to a minimum. Focus on what's good in your life—and what's good about you. Forgive yourself for your mistakes, and remember the good things you've done.

**2 Lower your stress levels.** To manage stress, try to:

- Get enough sleep—seven to nine hours a night for most adults.
- Get regular exercise. Aim for 30 minutes of moderately

intense physical activity most days of the week.

■ Set priorities. Find a balance between work and play—and between activity and rest.

■ Try relaxation methods, like yoga or deep breathing exercises.

**3 Get good sleep.** When you don't get enough sleep, it affects your mood, energy, concentration, and ability to cope with stress.

**4 Be mindful.** This means being aware of what's going on around you and accepting it without judgment. When you're mindful, you live your life in the present.

**5 Strengthen your social connections.** Make time to visit with friends and family.

Sources: American Academy of Family Physicians; HelpGuide; National Institutes of Health



# Diabetes and behavioral health

*Diabetes and medications for bipolar disorder and schizophrenia*

Did you know that taking certain medications can increase your risk of developing diabetes? Some medications that are used to help treat bipolar disorder, schizophrenia, or schizoaffective disorder may fall into this category. Diabetes can cause health problems like heart disease, kidney disease, vision problems, and nerve damage. Early detection is important for your health.

## Are you at risk?

A blood glucose test or A1c test can be used to check your blood sugar level. This is a simple test. Testing your blood sugar level lets you know if you are at risk for diabetes. Talk to your health care provider today. They can answer any



questions you may have or order the test. You can also scan the QR code to learn more about diabetes and mental health medications.



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.



## Try the self-direct program

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 you may ask another qualified person to be the employer of record
- Have a resource (support broker) to help with creating and updating your care plan, understanding paperwork, and much more

Some 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, office supplies, computer, 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 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 benefits available through the self-direct benefits. Call Member Services at **866-689-1523** (TTY: **711**) to learn more.