

Blue FOR YOUR Health SM

 BlueCross BlueShield
of New Mexico



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 TURQUOISECARE

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**).

Join our hybrid Advisory Board meetings

We want to hear from you! Do you have questions about your BCBSNM Medicaid 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, Turquoise Rewards, and many more. All BCBSNM Medicaid members are welcome.

The Native American Advisory Board (NAAB) meets like the MAB, but quarterly. The NAAB provides feedback to the BCBSNM Medicaid 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

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**).

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Website: 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.

Models may be used in photos and drawings.

Programs offered by 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 of benefits. Limitations and restrictions may apply. For more information, review your *Member Handbook* or contact BCBSNM Medicaid Member Services at **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.

ModivCare is an independent company that administers transportation services for BCBSNM Medicaid.

Prime Therapeutics, LLC, is a separate company and is the Pharmacy Benefit Manager for BCBSNM Medicaid.

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BCBSNM Medicaid Fall 2024

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/turquoise-care.
- 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/turquoise-care. 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.

Get your flu and COVID-19 vaccines!

Staying healthy is important. The flu and COVID-19 vaccines can help.

Why get vaccinated?

- Vaccines help your body fight off the flu and COVID-19.
- They can keep you from getting very sick.
- They help stop the spread of these viruses to your family and friends.

Who should get vaccinated?

- The Centers for Disease Control and Prevention recommends that everyone ages 6 months and older get the flu vaccine every year.
- The COVID-19 vaccine is recommended for everyone ages 6 months and older too.

When and where to get vaccinated

- Get your flu vaccine each year before flu season starts.
- You can get your COVID-19 vaccine any time.
- Get your vaccines at an in-network provider or pharmacy. To find an in-network provider, visit

bcbsnm.com/find-care/providers-in-your-network/find-a-doctor-or-hospital.

Stay safe with BCBSNM

BCBSNM is here to help. Our Care Van[®] program offers flu vaccines across the state. To find out about upcoming Care Van events, follow BCBSNM on Facebook and X or visit bcbsnm.com/turquoise-care. You can also call **877-232-5518** (TTY: **711**).



Keeping students, staff and the community healthy

School-Based Health Centers (SBHC) are clinics on or near school grounds. The clinics may provide:

- Physical health care
- Sports physicals
- Mental health care
- Dental care

There are over 80 SBHC clinics in New Mexico that see students, staff, and community members. Your child or teen may be able to have well visits and screenings at an SBHC. Mental health care, substance use counseling, and nutrition education are also offered. Call your SBHC to schedule a wellness exam today. For a list of SBHC locations, visit nmasbhc.org/school-based-health-centers/sbhc-directory.

What is EPSDT?

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) is a routine checkup for your child's health, development, and well-being. These visits provide physical exams, shots, lab tests, screenings, and health education.

What happens next? If your child's health care provider finds any issues, they will send your child for additional tests or treatments.

EPSDT services are for every child from birth up to age 21. We want your child to be healthy. Be sure to schedule your child's EPSDT checkups.

For help finding a health care provider, call BCBSNM Member Services at **866-689-1523**.

Tips for controlling your blood pressure

Did you know that an estimated 100 million Americans have high blood pressure? High blood pressure is known as the “silent killer” because it can go unnoticed.

Untreated high blood pressure can lead to heart disease, stroke, kidney disease, and other health issues. Prevention and management of high blood pressure is key.

Changing your lifestyle

You can try to control your blood pressure by making the following lifestyle changes:

■ **Make healthy food choices.** Consider the Dietary Approaches to Stop Hypertension eating plan, known as DASH. This eating plan includes whole grains, fruits, vegetables, poultry, fish, nuts, and low-fat dairy.

■ **Get regular physical activity.** Aim for 30 minutes of moderate exercise, such as brisk walking or bicycling, five days per week.

■ **Reduce salt in your diet.** Choose foods that are low in sodium. When cooking, use spices instead of salt.



■ **Stop tobacco use and vaping.** Talk to your health care provider about ways to quit.

■ **Reduce or stop alcohol use.** Know the risks of alcohol, which can include raising your blood pressure.

■ **Get enough sleep.** Sleep helps keep your heart and blood vessels healthy.

■ **Take your medications as prescribed.** In some cases, lifestyle changes may not be enough to control your blood pressure. Your health care provider may prescribe medications to help you lower it.

If you have questions about controlling your blood pressure, make an appointment with your health care provider. Seeing your health care provider may make you eligible for the Adult PCP Checkup Turquoise Reward! Call Turquoise Rewards at **877-806-8964** (TTY: **711**) for details.

Tobacco and Vape-Free Challenge

BCBSNM offers new reward opportunity with Turquoise Rewards!



Members between ages 10 and 21 can earn 200 reward points by completing the Tobacco & Vape-Free learning activity. You can use your reward points to shop for fun, healthy items in the Turquoise Rewards catalog. Here's how it works:

1. Visit turquoiserewards.com.
2. Complete the Tobacco & Vape-Free learning activity.
3. Earn 200 reward points, redeemable for items in the Turquoise Rewards catalog!
4. Take the Tobacco & Vape-Free Challenge and get a gift at no cost!

Members must finish the activity between January 1 and December 31, 2024, to earn this reward. Points will be added right after the activity is complete. Remember: Points have no cash value and can only be used in the Turquoise Rewards online store.

Don't miss out! Complete the Tobacco & Vape-Free learning activity today and enjoy the rewards!

For full details and to learn about other Turquoise Rewards, visit turquoiserewards.com.



Protecting your information

As a Blue Cross Turquoise Care member, you will receive a notice. This notice tells you how your protected health information (PHI) can be used and shared.

PHI includes medical information. It also includes information about your Turquoise Care benefits. PHI can be communicated by spoken word, in writing, or electronically.

BCBSNM participates in a contract with the New Mexico Health Care Authority (HCA) to provide the Blue Cross Turquoise Care health plan. If you are a Blue Cross Turquoise Care member, BCBSNM has access to your PHI in all its forms.

How we use or share PHI. BCBSNM uses your PHI to operate the health plan and to help you get services from your health care providers. BCBSNM shares your PHI with your providers and other appropriate organizations,

like the HCA. We also share your PHI to help with:

- Public health
- Safety issues
- Other legal or law enforcement activities

Please know that BCBSNM only shares your PHI when allowed by law.

How we protect PHI. BCBSNM has policies, procedures, and strong security controls in place to protect your PHI, whether it is spoken, written, or maintained electronically. Employees at BCBSNM take privacy and security training at least once a year. Employees must comply with all privacy and security policies and procedures.

For more information about this privacy notice or your rights, please call Member Services at **866-689-1523** (TTY: **711**). You can also visit bcbsnm.com/legal-and-privacy/privacy-notice-and-forms.



Depression while pregnant or after having a baby is common and nothing to ignore. Talk to your doctor about getting checked for depression before and after birth. Watch this short video, and let us help you take the next step. Go to bcove.video/3T7MHPX or scan the QR code.



Struggling with opioid addiction?



Quitting opioids can be hard, but you don't have to do it alone. When the time comes to stop, medication-assisted treatment may be helpful. Watch this short video on treatment and support. Go



to bcove.video/49JTSmN or scan the QR code.

Resources for members

As a BCBSNM member, you have resources that are available to you. They are included as a benefit and are at no cost to you. Here are some of the programs and services:

- Disease management services if you are at risk for chronic conditions, such as asthma and diabetes
- Pharmacy programs to assist with medication management and education

- Help with post-discharge transition after a mental illness event

The table below is a list of some of the programs that are available to you as a BCBSNM Medicaid member. You can “opt in” or “opt out” of any of these programs. For more information, including updates, visit the member website at bcbsnm.com/turquoise-care. You can also call **877-232-5518** (TTY: **711**).

Wellness and preventive programs	Who can participate?	How can this program help?
(+) Smoking cessation	Members 18 and older who: <ul style="list-style-type: none"> ■ Use tobacco products ■ Want to quit ■ 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 ■ A BCBSNM dedicated toll-free quit line at 877-262-2674
Physical health and disease and case management programs	Who can participate?	How can this program help?
(+) Condition management: <ul style="list-style-type: none"> ■ Asthma ■ Diabetes 	<ul style="list-style-type: none"> ■ Members 18 years of age and under with an asthma diagnosis ■ Members ages 18 and older with a diabetes diagnosis 	Members who participate can receive: <ul style="list-style-type: none"> ■ One-on-one support to manage their health ■ Follow-ups with a primary care provider (PCP) or specialist ■ Assurance they have all the services they need ■ Access to online resources such as blood sugar tracking logs and a BMI calculator
(*) Complex case management (physical health)	<ul style="list-style-type: none"> ■ Members with three or more inpatient admissions ■ Three or more emergency room (ER) encounters within six months ■ 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 ■ Help connecting to community resources ■ Help setting up care with a PCP and specialists

(+) Assistance with social determinants of health	Medicaid and Medicaid Expansion Population members who participate in BCBSNM's Care Coordination	Members who participate can receive: <ul style="list-style-type: none"> ■ Payments for tangible goods such as interview clothing, bus passes for work, and more
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 community pharmacists about their medications ■ Resources and advice on how to best take their medications
Mother and baby programs	Who can participate?	How can this program help?
Prenatal education	Pregnant members participating in BCBSNM's (delegated) Care Coordination program	Classes include childbirth, labor and prep, baby education, and breastfeeding
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 from paramedics 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 page 8

KEY

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

(*) Contact BCBSNM to confirm you qualify.

Call Member Services to confirm eligibility. The number can be found on the back of your insurance card.

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 the advice of your provider with any questions you may have regarding a medical condition.

Resources for members *—Continued from page 7*

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: <ul style="list-style-type: none"> ■ Major depression, bipolar disorder, schizophrenia, substance use ■ Members who have received a transplant 	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 and review of health needs, including in-person visits or phone calls
(+) Transition of care	<ul style="list-style-type: none"> ■ Medicaid members and DSNP members who were hospitalized for mental illness ■ Members with a complex mental health or substance use issue or non-urgent use of the ER who have visited the emergency department 	Members can receive: <ul style="list-style-type: none"> ■ Coordination of care between treatment facilities and doctors

 clip and save!

Keep these BCBSNM Medicaid 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 BCBSNM Medicaid 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: Call or text **988** or visit **988lifeline.org/chat** to chat, available 24 hours a day, 7 days a week.

Medicaid PCP update

The BCBSNM Medicaid provider directory is produced monthly. For information about providers in the network, go to bcbsnm.com/turquoise-care, 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**).



A doula can ease your pregnancy journey

Preparing for the birth of your baby is exciting. You want everything to go smoothly. Labor and delivery do not always happen according to plan. A doula can help you navigate your pregnancy journey.

What is a doula?

A doula is trained to help women during pregnancy. They might also be available during delivery. A doula is not medically trained. They cannot offer medical care. Doulas and midwives often work together during labor and delivery.

Doula services

A doula offers physical, mental, and emotional support, such as:

- Helping you develop a birth plan
- Teaching you how to manage labor pain
- Acting as your advocate—helping you communicate with your health care team
- Providing information so you can make your own decisions
- Focusing solely on you, helping soothe your stress and anxiety during childbirth

A doula also can help you after childbirth. For example, they can teach you to breastfeed. They do not replace your health care provider.

Reap the rewards

Value-added services and Turquoise Rewards for pregnant members

Infant car seat or crib at no cost to you

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 receive the CAR SEAT or CRIB:

- Participate in Care Coordination through one of our community providers—there is no charge to participate
- Call FINITY to receive the car seat or crib: **877-806-8964**

Turquoise Care Rewards Program

Every member of Turquoise Care can enroll in the Turquoise Rewards Program. The program allows you to earn credits by taking part in certain healthy actions. To use your credits, enrollment is required. You can enroll at turquoiserewards.com or call Turquoise Rewards at **877-806-8964**.

If you would like to know more about this program, please call **877-806-8964**.

Everlywell in-home diabetes A1C testing

The BCBSNM Quality department remains committed to New Mexicans diagnosed with diabetes, through education and innovative programs that aim to connect our membership with their providers and health care to improve their overall health.

Since 2018, BCBSNM has delivered an Everlywell in-home A1C testing kit to members ages 18 and older with a diagnosis of diabetes. Everlywell, a national leader in the in-home testing market, makes it easy to collect blood. Instructions

provided in the kit make the test kit simple to send back for results. Think about the time, travel, and waiting you will save by testing your A1C at home. This kit is delivered to you, and results are delivered to both you and your listed health care provider—all at NO COST to the participating member!


Each year, BCBSNM members diagnosed with diabetes need to have at least one A1C test performed. The A1C test helps both you and your health care provider know your current diabetes health status. Your

provider will develop your diabetes care plan based on this testing. It is highly recommended that you have an A1C test performed every six months to make sure your care plan is meeting your health needs.

Not everyone will receive a testing kit. Testing kits, if received, need to be completed and sent back to Everlywell within 30 days. Everlywell makes it even easier to return the blood sample by including a prepaid postage mailer that you can send back using the U.S. Postal Service.

Kits started being delivered to members in August 2024. If you did not receive a testing kit, please be sure to talk with your health care provider about ordering the lab test through your local area laboratory. The A1C test needs to be completed as soon as possible if you have not completed at least one test this year.

 Schedule an appointment with a provider who is in the Blue Cross and Blue Shield Turquoise Care network. If you need help locating a provider, please contact Blue Cross and Blue Shield Turquoise Care Member Services at **866-689-1523** (TTY: **711**).

 If you need a ride to your provider appointment, call ModivCare® (at least three working days before the visit) at **866-913-4342** (TTY: **866-288-3133**).

