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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**).

Join our hybrid Advisory Board meetings

We want to hear from you! Please join us in an upcoming Member Advisory Board (MAB) or Native American Advisory Board (NAAB) meeting. These meetings offer a space for Turquoise Care members to share experiences and discuss concerns regarding BCBSNM Member Services, Care Coordination, transportation, member materials, health care providers, and more. Your feedback allows us to work toward improving your Turquoise Care plan.

Should you join the MAB or the NAAB? The MAB is a team of any Turquoise Care members interested in investing in improving the health plan. The NAAB is a team like the MAB, but representatives on the board consist of both Native American Turquoise Care members and tribal representatives, discussing matters related to Native Americans, services, and programs.

We know your time is valuable. Qualifying Turquoise Care members who attend the entire meeting receive a \$25 gift card. Food and refreshments will be available to participants who attend in person. Members are welcome to bring their children.

\$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**).

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

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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 Spring 2025

How to participate

- Participants can join in person, online, or via phone.
- To view the meeting schedule and register, visit bcbsnm.com/turquoise-care and select *Member Advisory Board*.
- To learn more about Advisory Board meetings, call **866-825-6034** or email bcbs_ab@bcbsnm.com. If you are speech- or hearing-impaired, call **711** for TTY service.



Our quality performance in 2024

BCBSNM cares about your health and works to ensure that you get the best care possible. To do this, BCBSNM provides resources to primary care providers (PCP) and other health care providers. This process is called quality improvement (QI). The Quality Improvement department reviews the care you receive to make sure you are getting the care you need, when you need it.

The goal of the QI program is simple: to make sure you get high-quality care at the right time and in the right place.

Program goals

- Ensuring that you and other members have access to a health care team
- Strengthening health care services in New Mexico
- Helping you and other members get the care you need
- Providing care quickly and on time
- Reducing health differences among you and other members
- Monitoring and improving member safety
- Encouraging wellness exams, screenings, and vaccines (immunizations)
- Improving health outcomes and satisfaction for you and other members

To achieve these goals, it will take a team effort—an effort that involves feedback from you and other members. Every effort supports our main mission: to ensure that you and other members receive the best care possible.



BCBSNM is focused on improving care for members. This includes help with controlling diabetes, increasing vaccination rates, helping you and other members stop smoking, and raising awareness about cancer screenings. As part of our ongoing efforts to improve the care you and other members receive, BCBSNM may contact you. These efforts show that BCBSNM cares about the care you need, when you need it. For questions about our quality program or QI activities, email qualityinquiry@bcbsnm.com or call the QI department at **855-699-0042** (TTY: **711**).

BCBSNM is committed to helping you and other members stay healthy!

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 *Preferred 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.

Medicaid PCP update

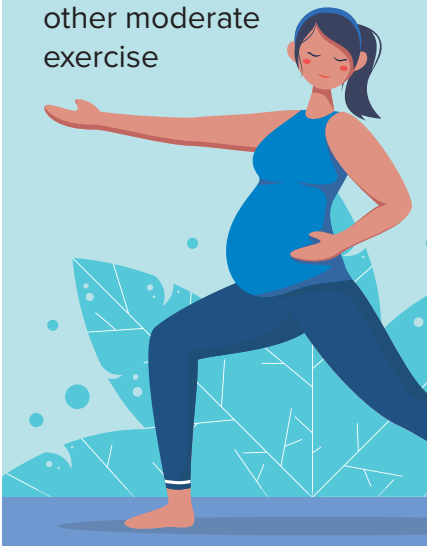
The BCBSNM Medicaid provider directory is produced monthly. For information about providers in the network, go to bcbsnm.com/turquoise-care, then click on *Getting Care*, choose *Find a Provider*, and click on *Search Provider Finder*[®]. If you have questions about the provider network, call Member Services at **866-689-1523** (TTY: **711**).

10 TIPS FOR A

HEALTHY PREGNANCY

Say yes to:

- ✓ Prenatal care visits
- ✓ Prenatal vitamins
- ✓ Plenty of water and healthy foods
- ✓ Getting help if your partner harms you
- ✓ Walking or other moderate exercise



Say no to:

- ✗ Smoking
- ✗ Drugs
- ✗ Alcohol
- ✗ Harmful chemicals at home or work
- ✗ Changing the litter box

Sources: Centers for Disease Control and Prevention; Office on Women's Health



Reap the rewards

Value-added services and Turquoise Rewards for pregnant members

If you are pregnant, you can receive a car seat or portable crib for your infant.

Infant car seat or crib at no cost to you

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 turquiserewards.com or call Turquoise Rewards at **877-806-8964**.

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

Postpartum depression

BCBSNM cares about your health. It is common for new parents to feel overwhelmed. Sometimes these feelings are signs of postpartum depression (PPD).

PPD is more than just the “baby blues.” It involves feelings of sadness, worry, or hopelessness that last for weeks or longer after your baby is born. You might feel very tired, have trouble bonding with your baby, or struggle with eating and sleeping.

In New Mexico, about 13% to 15% of moms report PPD symptoms. Younger mothers and those with financial struggles are more likely to be affected. Research shows that stress or anxiety, like worrying about a baby in the NICU, can increase the chance of developing PPD.

Find the help you need

Getting help with PPD is important for both you and your baby. PPD can affect how parents bond with their child. This can make it harder to care for a newborn. Babies whose moms have PPD may experience challenges with sleep, behavior, and learning as they grow. Early treatment can improve outcomes for the whole family.

Talk openly with your health care provider about how you are feeling during your postpartum visits. There are many effective treatments, like counseling and support groups.



PARENTS: Know when to call 911



Vomiting, strange behaviors, or passing out after a head injury



Bleeding that does not stop



Passing out



Choking



Vomiting up blood



Severe trouble breathing



Severe burns



Pain that is severe or gets worse



A stiff neck along with headache and fever



A neck or spine injury



Evidence of dehydration, such as sunken eyes, no tears when crying, no wet diapers or urine, or feeling very tired



Sudden, spreading rash with red or purple spots



Possible poisoning (call the Poison Control hotline first at **800-222-1222**)

Protect your children from lead

Lead is a common metal found in many places. If it finds its way into kids' bodies, lead can cause serious health problems. It can affect a child's learning and development.

Children under 6 years are especially at risk, because their bodies are still growing quickly. They're also more likely than older kids to touch lead-contaminated objects and put them in their mouths. There is no safe blood lead level.



How kids are exposed

Kids get exposed to lead in a variety of ways. They're more likely to be exposed if they live or spend time in buildings built before 1978 (the year lead paint was banned). When the paint cracks, flakes, or peels, it creates lead dust. Kids breathe in or swallow that dust.

Other ways kids get exposed to lead include:

- Water from lead pipes
- Certain toys and jewelry
- Candies imported from other countries

Symptoms of lead poisoning

Most kids who live with lead in their environment show no clear symptoms. Talking to your health care provider can help determine the risk.

Children with lead poisoning might show signs of:

- Slower growth
- Learning issues
- Behavior difficulties
- Hearing and speech problems

Lead poisoning test

A blood test is the best way to know if a child has lead poisoning. There are two types of tests. The first is a finger-prick test that shows results quickly.

A typical blood draw is the other type of test. This test takes a few days to come back. It's often used to confirm results from a finger-prick test.

If your child has been exposed to lead, you can get rid of possible sources to prevent more exposure. The effects of lead can be permanent. But if you catch signs of poisoning early, there's a lot you can do to protect your child's health.

How to protect kids from lead

- Have your home inspected for lead by a certified lead inspector.
- If you find out lead is present in your home, have your children tested for lead poisoning.
- Keep your windowsills, floors, and other surfaces clean. Washing them regularly will remove lead dust.
- Leave shoes outside the living space.
- Cover bare dirt with grass or mulch to keep kids out of soil that may contain lead.
- If you're fixing up a house built before 1978, do it safely. Keep kids and pregnant women away from the work. Make sure contractors are trained in lead-safe work practices.

If you have questions about lead exposure or lead poisoning, make an appointment with your child's health care provider.

Your guide to telehealth: Care when you need it

At BCBSNM, your health and well-being are our top priorities. Did you know you can get care from the comfort of your home? It's called telehealth, and it's here to make life easier for you!

What is telehealth?

Telehealth lets you talk to a provider, nurse, or counselor by phone, video, or online chat. It's like visiting a provider's office, but you don't have to leave home. You can use telehealth for things like:

- Colds, flu, or allergies
- Skin rashes or minor injuries
- Mental health care (like counseling)
- Refills for certain prescriptions

When should you use telehealth?

Telehealth is great for non-urgent issues. Use it when:

- You can't make it to the provider's office.
- You need care after hours.
- You want quick advice without a long wait.

Remember: Telehealth is not for emergencies. If you think you're having a serious medical emergency, call **911** right away.

How to use telehealth

- 1** Telehealth services are covered benefits.
- 2** Use the BCBSNM member portal or app to find telehealth providers in your network.
- 3** Pick a time that works for you, or talk to a provider on demand.



Resources for you

- **Blue Access for Members:** Log in at **bcbsnm.com** to find telehealth providers.
- **24/7 Nurseline:** Need advice? Call the Nurseline at **877-213-2567** to talk to a nurse anytime.
- **Mental health support:** Access counseling and mental health resources through your telehealth provider.

Telehealth gives you fast, easy access to care when you need it. Take control of your health from wherever you are! For questions about telehealth, call Member Services at the number on your ID card.



How to put the brakes on diabetes complications

Having diabetes means completing regular hemoglobin A1c testing at least twice per year through your health care provider. But what about the results afterward, and what does it mean if your A1c is 8.0 or higher?

If your most recent A1c test is 8.0 or greater, it means your diabetes condition is not in control and that you are more likely to develop serious health complications related to diabetes.

Diabetes complications often share the same risk factors, and one complication can make other complications

worse. Major diabetes complications include:

- Heart disease and stroke
- Blindness and other eye problems, including diabetic retinopathy
- Kidney disease, causing kidney damage and chronic kidney disease
- Nerve damage, affecting feet, legs, digestion, blood vessels, and the heart

Complications usually develop over a long time without any symptoms. That's why it is extremely important to make and keep diabetes health care provider and dentist appointments, even if you feel fine.

A healthy lifestyle is your road map for managing diabetes, which is key to preventing or delaying complications. You should:

- Follow your diabetes care plan, which needs to be updated with your provider every year
- Manage your ABCDs, which means:



A1c. Get a regular A1c test twice per year. If your test result is 8.0 or greater, be sure to talk with your health care provider. Your provider can help you make a plan on how to get and keep your diabetic condition in better control.



A healthy lifestyle is your road map for managing diabetes, which is key to preventing or delaying complications.



Blood pressure. Try to keep your blood pressure below 130/80.



Control your cholesterol levels. If your cholesterol test is higher than normal, ask your health care provider about statin medication to help lower your cholesterol level.



Diabetic retinopathy exams. These tests need to be done every year at your optometrist's or ophthalmologist's office. This no-cost exam is for anyone over the age of 18 with a diagnosis of diabetes (no vision insurance plan needed). Bring your insurance card to the visit, and ask for a diabetes retinopathy exam.

Don't wait!

Health care provider offices may need extra time to schedule you when you need to be seen.

■ Call your diabetes provider office in the fall season to schedule spring routine appointments.

■ Call your diabetes provider office in the spring season to schedule fall routine appointments.

Schedule an appointment with a provider who is in the BCBSNM network. If you need help locating a provider, please contact BCBSNM at **866-689-1523** (TTY: **711**).

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

Turquoise Rewards are available for completing specific health care tests and exams. To learn more, visit turquoiserewards.com or call **877-806-8964** (TTY: **844-488-9722**).

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.

EXERCISE **STAY-WITH-IT** **TIPS**



Put it on your calendar. Treat exercise sessions like other vital appointments.

Find an exercise partner.

A workout buddy or group can help keep you accountable.



Listen to music.

Turn on your exercise playlist and see how far you go!

Go outside.

Try biking, hiking, or other outdoor activities to add variety.



Set goals.

Small, doable goals can inspire you to continue your journey.



We speak your language

We offer many services to help our members who do not speak English as their first language. When you call Turquoise Care Member Services at **866-689-1523**, you may ask to talk to a bilingual (English-Spanish) Customer Advocate (CA). Our CAs can also use a translation service to help with other languages. Members with hearing or speech loss can call the TTY/TDD line at **711**.



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.