

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



BlueCross BlueShield  
of New Mexico

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DON'T FALL FOR  
THESE MYTHS
- 7 HOW STRESS  
CAN AFFECT  
ASTHMA



Summer 2024

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'ánida'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](https://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, copayments, 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, provider network, and/or copayments 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 Summer 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.



# Turquoise Care is here!

BCBSNM is part of the state's new Turquoise Care program. BCBSNM has been in our community for more than 80 years and is one of the largest providers of health benefits in the State of New Mexico. We are pleased to offer this plan for New Mexicans who qualify.

## A new option for Medicaid

BCBSNM is proud to be chosen by the New Mexico Health Care Authority to be part of Turquoise Care, the state's new Medicaid managed care program.

This program can:

- Help pay for health care for those who can't afford it
- Focus on preventive and primary care
- Help control health care costs



## What does this mean for you?

Current Centennial Care enrollees have transitioned to the new program. Turquoise Care has all the same health care

benefits as Centennial Care, with even more benefits.

Our Turquoise Care plan started on July 1, 2024. If you have questions, call Member Services at **866-689-1523**.

## Medicaid primary care provider (PCP) update

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

## Your BCBSNM Medicaid Member Handbook

Your *Member Handbook* has lots of information about your health care benefits. Some of the benefits you can read about are listed below.

- Benefits and restrictions for:
  - Medical care
  - Dental care
  - Drugs
  - Behavioral health care
- What services are and are not covered
- Copayments and charges you may have to pay
- Claims information, including when you need to file a

claim for an out-of-network service

■ Health care providers you can use and services you can receive, including:

- PCPs
- Specialty care providers
- Behavioral health care providers
- Hospital services

■ How to get care, including:

- After-hours care
- Primary care
- Emergency care
- Out-of-area care

■ How to file a complaint or an appeal

# Retinal eye exams: See the difference

If you have diabetes, getting a yearly retinal eye exam is an important part of staying well.

## What is diabetic retinopathy?

Diabetic retinopathy is the leading cause of blindness in working-age adults who are diagnosed with diabetes. Over time, diabetes can cause damage to your eyes that can lead to poor vision or blindness.

## Are you at risk for developing it?

About 1 in 3 people with diabetes who are older than age 40 already have some signs of diabetic retinopathy. Each person's wellness depends greatly on having regular diabetes care. Finding and treating diabetic retinopathy early can reduce the risk of blindness by 95%.

Often, there are no early symptoms of diabetic eye disease. You may have no pain or change in your vision, as damage begins to grow inside your eyes, particularly with diabetic retinopathy.

When symptoms do occur, they may include:

- Blurry or wavy vision
- Frequently changing vision—sometimes from day to day
- Dark areas or vision loss
- Poor color vision
- Spots or dark strings (also called floaters)
- Flashes of light

Talk with your eye doctor as soon as possible if you have any of these symptoms.



## Steps to protect your sight

To prevent diabetic eye disease or to keep it from getting worse, manage your diabetes ABCDs:

**A1c test.** Complete this test at least twice per year.

**Blood pressure.** Work with your health care provider to keep it in a healthy range.

**Cholesterol.** Work with your health care provider to control your numbers.

**Diabetic retinopathy eye exam.** Have this exam at least once per year—or more often if recommended by your eye care professional (ophthalmologist or optometrist).

Taking care of yourself now can protect your eyes for the future. Be sure to make regular appointments with your health care provider to discuss concerns and to make your diabetes care plan. It's never too late to begin!

## Prevent Diabetes Cookbook available now!

A community subgroup of the Chronic Disease Prevention Council called the Prevent Diabetes Workgroup has developed a cookbook with healthy recipes. This workgroup was formed in 2013 to actively apply best practices that are known to work in communities statewide to stop the progression of prediabetes to diabetes.

The *Prevent Diabetes Cookbook* is to help our communities eat healthier and raise awareness of diabetes. It is not always easy to eat healthy, especially if you are short on time and ideas. This cookbook has recipes that are quick and easy to make. Scan the QR code to view the cookbook.





BLOOD PRESSURE, CHOLESTEROL,  
AND HEART MEDICINES

## Don't fall for these myths

If you have high blood pressure, high cholesterol, or a heart condition, taking the medications your health care provider prescribes can help you live better and longer. Don't let myths like these keep you from living your best.

**Myth: The side effects of my medicines aren't worth it.**

**Fact:** Protecting your heart is important. Keep in mind that side effects can vary. Not everyone who takes a heart medicine will have side effects. When people do, the side effects are often mild. Contact your health care provider if you are bothered by any side effects. Your health care provider may be able to do something about them.

**Myth: If I feel fine, I can stop taking my meds.**

**Fact:** It's important to keep taking your medicines as directed, even if you start to feel better. That means the medicines are working. If you stop taking them, you may lose that protection.

**Myth: If I take my medicine, I won't need to change my other habits.**

**Fact:** Along with taking your medicines, you may still need to make some heart-healthy lifestyle changes—like eating well, being active, and avoiding smoking. This will make your treatment plan more effective overall.



### Ask for help!

Are you having trouble keeping up with your medicines? Tell your health care provider. They may have ideas that can help you stay on track.

## Your BCBSNM Medicaid health care

You and your PCP work together to decide what medical services you need. Our health care management staff can help. They can help you and your PCP plan for your access to services covered by your BCBSNM Medicaid health plan. We call this utilization management (UM).

UM means we look at medical records, claims, and prior authorization requests to make sure services are:

- Medically necessary
- Provided in the right setting
- Consistent with the condition reported

If this is done before a service is received, it is part of prior authorization. If it is done while a service is still being received, it is called a concurrent review. If it is done after a service, it is called a retrospective review.

If you have questions about your health care coverage, you can call Member Services at **866-689-1523** (TTY: **711**). Our staff can help you Monday through Friday, from 8 a.m. to 5 p.m.

If you need to call Member Services after hours, leave a message. Your call will be returned by 5 p.m. the next business day. When our Member Services staff calls you, they will always tell you their name, title, and the company they work for.





## Preventive care services

Preventive checkups and screenings can help find illnesses and medical problems early. They can also improve your health and the health of everyone in your family. There are no out-of-pocket costs for Turquoise Care members who receive covered preventive checkups and screenings from providers in the BCBSNM Medicaid network.

Some examples of preventive care services covered by your BCBSNM Medicaid health plan include general wellness exams each year; recommended vaccines; and screenings for things like diabetes, cancer, or depression. Various preventive services are covered for members of all ages. For preventive services that are covered for you or your family member, visit [bcbsnm.com/turquoise-care](https://bcbsnm.com/turquoise-care). Click on *Learn about benefits* and select the link for *Member Handbook*. You can also call Member Services at **866-689-1523** (TTY: **711**).

Visit [bcbsnm.com/turquoise-care](https://bcbsnm.com/turquoise-care) for a summary of preventive care guidelines. Click on *Member Resources*. Choose *Health and Wellness*. There, you will find the Preventive Care Guidelines for Adults and Children. You can also call Member Services at **866-689-1523** (TTY: **711**) to ask for a copy of the preventive care guidelines to be sent to you by mail.

## Know your Medicaid benefits and rights

Federal laws ensure that Medicaid members can get certain health care services.

✔ Women have the right to use women's health specialists. They can be used for covered routine and preventive care. No referral is needed.

✔ Medicaid members have the right to get a second opinion. They can get one from an in-network provider. Sometimes the right in-network provider is not available. If that happens, the member can get a second opinion outside of the network. Services from an out-of-network provider are not covered without first getting prior authorization from BCBSNM.

Call BCBSNM for help with getting prior authorization at **866-689-1523** (TTY: **711**).

There may be times when a Medicaid member cannot get a covered health care service inside the network. If this happens, BCBSNM will allow the service to take place outside of the network, but prior authorization is required. BCBSNM cannot delay the service.

# Stress can trigger asthma attacks

Stress is part of life. No matter how we try to avoid it, it creeps into our daily thoughts and actions. But while stress can't be avoided, it can be managed. And if you have asthma, here's an extra reason to keep a lid on your stress: It can trigger asthma symptoms.

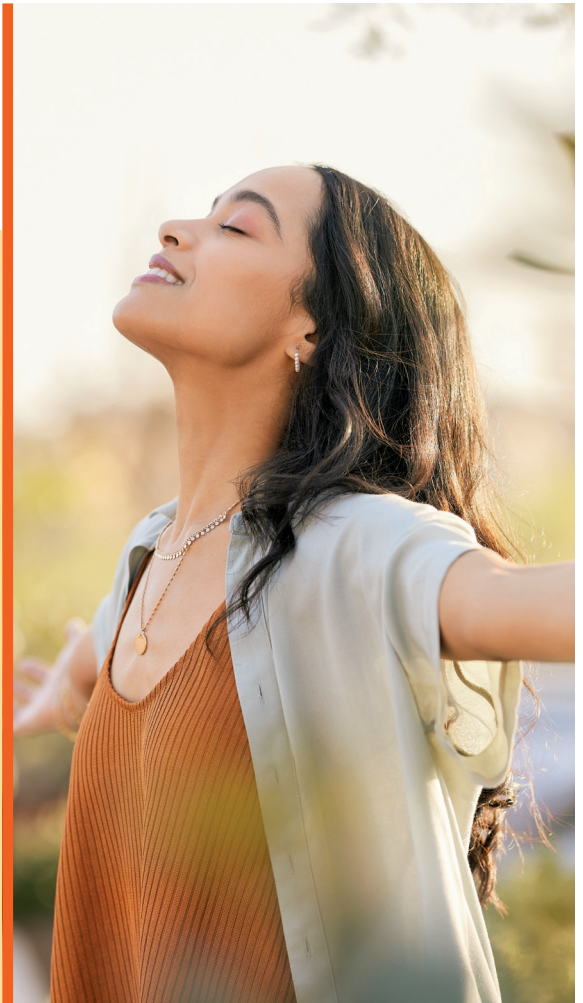
## Mental health and asthma symptoms

There is a direct link between a person's mental health and how often they have asthma flare-ups. Anxiety and depression can increase and worsen asthma symptoms.

Even if you do not have anxiety or depression, feeling strong emotions like fear, anger, excitement, sadness, and joy can trigger asthma symptoms. That's because these emotions change your breathing—it becomes more rapid and shallow, and your muscles tighten. This in turn might trigger an asthma exacerbation or attack.

Stress can trigger asthma symptoms indirectly too. When you're stressed, you're more likely to forget things, like taking your controller medication or making sure you have your rescue inhaler with you.

Fortunately, while you can't eliminate stress from your life completely, there are many things you can do to reduce it and feel better.



## Tips for managing your stress

Start with this simple mindful-breathing technique you can do any time you feel tense:

- Sit or stand comfortably. Close your eyes if you wish.
- Breathe in through your nose and out through your mouth. Let your breath flow slowly and naturally.
- As you do so, pay attention to the flow of your breath.
- After a few breaths, try this: Inhale for seven seconds. Hold your breath for seven seconds. Exhale for seven seconds. Do this for three rounds.
- Try to let go of any thoughts that drift into your head. Just keep focusing on your breath.

Here are some more simple tips from the American Lung Association to work into your daily routine.

**Get regular exercise.** Research shows that aerobic exercise increases chemicals in the brain that improve mood.

**Spend time with loved ones.** Being with people whose company you enjoy will ease your tension.

**Make sleep a priority.** Poor sleep or a lack of sleep could make you feel less able to handle life's problems.

**Eat a healthy diet.** Focus on fruits, vegetables, whole grains, lean proteins, and low-fat dairy. Avoid foods that can make stress worse, like junk food, alcohol, and caffeine.

**Talk to someone.** Feeling overwhelmed? Talk to a person you trust about what's bothering you.

Lowering your stress levels will do your mind and body good—and help you manage your asthma better.

# Stay healthy before and during pregnancy

Taking care of your health is always important. Be sure to step up your self-care while you're trying to get pregnant, during your pregnancy, and after you give birth.

Make a before, during, and after pregnancy wellness plan. There are a lot of steps you can take, and there are ways your family and friends can join in to help.

## Before pregnancy

Some things are important from preconception until after the baby is born:

- Good eating habits
- Regular activity
- Taking care of your mental health

Get started by focusing on good health to prepare for a healthy pregnancy. These steps can help while you're trying to get pregnant:

- Make sure any health issues you have are under control.
- Avoid being around chemicals.
- Don't smoke or drink alcohol.
- Talk to your provider about any supplements you may need. And if you take any over-the-counter or prescription medicines, ask your provider if they'll be safe to take during pregnancy.

## During pregnancy

Living a healthy life and keeping scheduled provider visits are key while you're pregnant. You're more likely to have a healthy birth if you have a healthy pregnancy, says the American Academy of Family Physicians.

Some things to talk to your provider about:

- Healthy weight gain
- What you eat
- How much and what types of exercise you can do
- What drugs and vitamins you take
- The impact of your job on your health



## When to get screened for cervical cancer

Routine cervical cancer screenings may catch cancer early—when it's most treatable. Here's what you need to know about cervical cancer screening and when to get it.

### Screening types

Screening tests include:

- **Pap test.** In this test, a sample of cells and mucus from the cervix is analyzed for any cell changes that indicate cancer or precancer.
- **HPV test.** The most significant risk factor for cervical cancer is a human papillomavirus (HPV) infection. An HPV test looks at cervical cells to find out if HPV is present.

### When to test

Here's what to know about when and how often you should get screened for cervical cancer:

- **Age 21.** Start cervical cancer screening.
- **Ages 25 to 65.** Continue screening with an HPV test and/or a Pap test. Talk with your health care provider to see which tests are right for you.
- **Ages 65 and older.** Talk with your health care provider to see if either an HPV test or a Pap test is right for you.

Call your health care provider today for a cervical cancer screening appointment!





**Infant car seat or crib at no cost to you**

## 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. Limit:

- 1 car seat per newborn
- 1 portable crib per newborn

### To get the **CRIB:**

- Participate in Care Coordination through one of our delegated providers; there is no charge to participate.
- Visit your obstetrics (OB) provider during the first 12 weeks of pregnancy or within 42 days of enrollment in BCBSNM Medicaid.

### To get the **CAR SEAT:**

- Participate in Care Coordination through one of our delegated providers; there is no charge to participate.
- See your OB provider for prenatal visits.

### **TURQUOISE CARE REWARDS** Program

Every member of Turquoise Care is able to enroll in the Turquoise Rewards Program. The Rewards Program allows you to earn credits by just taking part in certain healthy actions. To use your credits, enrollment is required. You can enroll at [turquoiserewards.com](https://www.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**.

## Your rights and responsibilities

As a Turquoise Care member, you have certain rights and responsibilities. For example, you have the right to ask about your treatment plan. You have the responsibility to follow the plans and instructions for care that you have agreed upon with your health care provider.

A full list is included on pages 9 through 11 of your *BCBSNM Medicaid Member Handbook*.



✂ 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.