

## INSIDE

4 SUPPORT YOUR  
MENTAL HEALTH

6 MEMBER  
OUTCOMES  
FOR 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'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) Medicaid health plan.

Medicaid Operations  
P.O. Box 27838  
Albuquerque, NM 87125-7838

Such services are funded in part with the State of New Mexico.

Blue Cross and Blue Shield of New Mexico is a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

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 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.

2025 © Coffey Communications, Inc. All rights reserved.  
BCBSNM Medicaid Winter 2025

### 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](https://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](https://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.



# Make and keep your appointment

## Did you know?

- New Mexico has approximately 201,781 people diagnosed with diabetes.
- Additionally, every year 12,469 New Mexicans are diagnosed with diabetes.
- Out of 33 New Mexico counties, 30 are designated health professional shortage areas.
- New Mexico has lost around 30% of its primary care providers in the last four years.
- In 2022, New Mexico had the biggest hospital staffing shortages in the United States.
- Half of all hospitals in New Mexico report nursing shortages.

If you have had difficulty trying to see your health care provider regarding diabetes, you are not alone. New Mexicans are challenged when trying to see their health care provider when they need to discuss problems about diabetes. When New Mexicans diagnosed with diabetes are told the next available appointment is possibly more than three weeks away, it can cause additional confusion and frustration.

## Tips for making an appointment

- Make your appointment **EARLY**:

- Members diagnosed with diabetes need to be seen by their health care provider at least twice per year, or more as needed, for routine diabetes discussions, care plan



updates, and updates to their medication prescriptions.

- Call and make your regular appointments ahead of schedule.

- Keep your appointment and **ATTEND**:

- If you cancel your appointment, more than likely there won't be another available appointment for a long while. Pushing your needs, questions, and care plan updates further back can lead to complications and possible Emergency Room visits.

- If you need an appointment sooner for a scheduled visit:

- Ask to be put on their cancellation list. When a patient cancels, provider offices look to their cancellation list and will call you to offer you that appointment date and time.

- » When the provider office calls to offer you an appointment from a canceled patient visit, try to attend that appointment.

Members diagnosed with diabetes need an A1c test, kidney health testing, and a diabetic retinopathy exam every year. Ask your provider about ordering these tests and for help to see an eye doctor yearly. Early appointments lead to early testing and help to maintain your health and prevent serious diabetes complications.

## Medicaid 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)**.

# Learn to Live: Your online behavioral health resource

Blue Cross and Blue Shield of New Mexico is working with Learn to Live—an online resource available at no cost to eligible Blue Cross and Blue Shield Medicaid members and caregivers, ages 13 and older—to support their behavioral and emotional well-being.

## What is Learn to Live?

Learn to Live is an online mental health program for those living with stress, depression, substance use concerns, insomnia, panic, and/or social anxiety. It can also help those looking to improve their overall resilience and well-being.

Grounded in cognitive behavioral therapy, Learn to Live resources focus on problem-solving and changing behaviors. Learn to Live is not a replacement for therapy, but rather serves as a complement to other services that members have access to.

## Learn to Live: Key features

- 24/7 access to seven online, self-guided programs and features
- Programs available in English and Spanish
- Ability to start, stop, and save progress
- No cost
- Can be used with other services that members may have access to (in-person therapy, tele-therapy, primary care)
- Personal coaching available (phone, text, email)
- Compatible across devices; mobile app available



**Want to learn more?** Please visit [rebrand.ly/BCBS-NM-Learn-to-Live](https://rebrand.ly/BCBS-NM-Learn-to-Live) or scan the QR code to view a brief video on the Learn to Live offering.



## How to access Learn to Live

- Locate Subscriber ID number on the front of the Blue Cross and Blue Shield of New Mexico member card.
- Visit [learntolive.com/welcome/bcbsnm-medicaid](https://learntolive.com/welcome/bcbsnm-medicaid) and enter access code **NMMED**.
- Enter Subscriber ID number when prompted.

## A new door to better health



BCBSNM has opened a Blue Door Neighborhood Center in Albuquerque.

The center aims to help people boost their mental, social, and physical health. Visitors can learn how to take care of conditions such as heart disease and diabetes. They can also enjoy dance classes and lactation support groups. Other classes are

planned. They are open to everyone at no cost.

The center is located at 3925 Las Estancias Way SW, Building 9, Suite A, Albuquerque, NM 87121.

To learn more, go to [bcbsnm.com/bdnc/lasestancias](https://bcbsnm.com/bdnc/lasestancias). Follow the center on Facebook at [facebook.com/BlueDoorCenterNM](https://facebook.com/BlueDoorCenterNM).

# Immunizations: Is your teen up-to-date?

Immunizations, also called vaccinations, help keep people healthy throughout their lives. Teenagers need vaccines. Here's why:

- The body of a typical teenager is still growing and needs protection.
- Some vaccines work best with the immune system during the teen years.
- Colleges and universities may require students to have certain vaccinations.
- Teenagers planning to travel may need certain vaccines to protect and prevent disease spread.

## Shots your teen needs

The following vaccines are recommended for teens between 13 and 18 years old:

**Flu (influenza).** The flu virus changes every year. Experts recommend that everyone over the age of 6 months receive a flu shot every year, preferably by the end of October.

**Meningococcal.** This series of vaccines protects your teen from meningococcal disease.

**Tetanus, diphtheria, and pertussis (whooping cough).** This combined vaccine, also called Tdap, protects against three diseases.

**Human papillomavirus (HPV).** The HPV vaccine series prevents six types of cancer.

Teens may need other vaccines, too, if they missed some in childhood. Talk with your teen's provider to make sure all vaccinations are up-to-date.

## Protect that beautiful smile

Does your child *really* need fluoride at their dental visit? If you want them to have a healthy smile, the answer is yes.

### What is fluoride?

Fluoride is a natural mineral. About 75% of tap water has had fluoride added, so your family may already be drinking it. That's a good thing. Fluoride is safe and helps protect your teeth.

### How does fluoride fight cavities?

Here's how cavities normally happen:

- Every time a person eats, bits of food stay in the mouth.
- Bacteria in the mouth feeds on the sugars from food.
- This process creates acid.
- The acid wears away the outside of the teeth, making it easy for cavities to form.

This is where fluoride comes in. Fluoride stops cavities before they happen by making the teeth's surfaces stronger, so they're harder for the acid to break down.

Fluoride treatments help a lot. As soon as your child's first tooth appears, start brushing with fluoride toothpaste twice a day.





# Measuring member outcomes

*Are you getting the care you need, when you need it?*

Each year BCBSNM collects information to see if you got the care you needed when you needed it. BCBSNM looked at last year's results and compared them to this year's results. BCBSNM wanted to see improvements in your care. Compared to last year's results, BCBSNM saw improvement in most areas.

## Annual dental exam

It is important to have a yearly dental checkup. BCBSNM looked to see if children ages 2 to 20 had a dental visit in 2023. BCBSNM had an increase in the dental rates for members ages 2 to 20 years old.

	2023 (measuring 2022 visits)	2024 (measuring 2023 visits)
Getting yearly dental visit	49.57%	50.69%

## Care of members with asthma

Asthma and its symptoms can be hard to manage or control. If you have asthma, it is important to make sure you see your provider on a regular basis. Your provider can make sure you are taking the right medication to control your asthma symptoms. BCBSNM has a pediatric asthma disease management program that can help children learn how to take care of their asthma. Learn more at [bcbsnm.com/turquoise-care/pdf/tc-disease-mgt-program-nm.pdf](https://www.bcbsnm.com/turquoise-care/pdf/tc-disease-mgt-program-nm.pdf).

	2023 (measuring 2022 visits)	2024 (measuring 2023 visits)
Refilling asthma medication	80.60%	83.41%

## Controlling blood pressure

If you have high blood pressure, work with your provider so you can control your blood pressure. Getting your blood pressure checked regularly by your provider will help. If you take medication, remember to always take your blood pressure medication. Controlling your blood pressure is an important step in preventing heart attacks, strokes, and kidney disease.

	2023 (measuring 2022 visits)	2024 (measuring 2023 visits)
Controlling high blood pressure	52.80%	54.01%

## Pregnancy care

If you're pregnant, it is important to be seen by a provider or obstetrician-gynecologist (OB-GYN) as soon as you find out. This should be done early, in the first three months of pregnancy. Going to all appointments will help keep you and your baby healthy.

One to 12 weeks after your baby is born is also a good time to see your provider. Please talk with your provider and let them know if you're feeling sad or depressed after your baby is born. Your postpartum visit with your provider is important. Your provider can help you understand how to manage being a new mother.

	2023 (measuring 2022 visits)	2024 (measuring 2023 visits)
Getting a prenatal visit done in time	82.97%	85.16%
Getting a postpartum visit done in time	70.80%	72.26%

## Breast cancer screening

If you're a woman over the age of 40, talk with your provider about staying healthy, including getting a mammogram. Mammograms are tests that could find abnormalities in your breast tissue. These are the recommendations:

- Women 40–74: Should have a mammogram to screen for breast cancer every one to two years.
- Women 75 and older: Talk to your provider about continuing with mammograms.

	2023 (measuring 2022 visits)	2024 (measuring 2023 visits)
Getting a mammogram	43.09%	45.63%

### Other health care topics

	2023 (measuring 2022 visits)	2024 (measuring 2023 visits)
Getting immunizations	70.80%	64.72%
Getting tested for a sore throat	73.55%	75.44%
Getting the right treatment for upper respiratory infection	81.64%	81.18%
Avoiding antibiotics for acute bronchitis treatment	53.61%	55.61%
Taking depression medication regularly for 84 days	59.38%	59.73%
Taking depression medication regularly for 6 months	40.83%	42.52%
Seeing a doctor within 7 days after being in hospital for mental health issue	32.70%	34.16%
Checking weight—body mass index (BMI) for children and adolescents	72.26%	73.24%
Talking about nutrition (ages 3–17)	61.56%	69.10%
Talking about exercise (ages 3–17)	59.61%	64.96%

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.

### Measuring member satisfaction

You may have gotten a satisfaction survey this past spring. BCBSNM wanted to find out how happy you are with BCBSNM and your providers. BCBSNM would like to thank those members who completed the survey. Members answered survey questions over the phone, by the internet, or by mail.

The survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

From the adult survey results, BCBSNM had improvements in two areas: “Getting needed care” and “Customer service.”

Adults: Percent who said they were “always” or “usually” satisfied with:	2023	2024
Getting care quickly	77.40%	70.77%
Getting needed care	73.60%	77.16%
Customer service	87.60%	91.79%
Rating of health plan	63.90%	53.30%
Rating of all health care	60.60%	46.43%
Rating of personal doctor	72.30%	58.59%
Rating of specialist seen most often	63.50%	63.04%
Coordination of care	91.00%	70.77%
How well doctors communicate	91.80%	90.36%

—Continued on page 8

## Measuring member outcomes *—Continued from page 7*

From the child survey results, BCBSNM had improvements in two areas: “Getting needed care” and “Rating of health plan.”

Children with chronic conditions: Percent who said they were “always” or “usually” satisfied with:	2023	2024
Getting care quickly	85.40%	81.33%
Getting needed care	80.40%	87.27%
Customer service	92.30%	86.96%
Rating of health plan	69.70%	72.59%
Rating of all health care	66.40%	61.48%
Rating of personal doctor	75.00%	71.84%
Rating of specialist seen most often	75.70%	71.43%
Coordination of care	81.80%	77.05%
How well doctors communicate	93.10%	91.13%

BCBSNM cares about you and the care you are receiving. BCBSNM continuous quality improvement efforts try to improve your health and satisfaction. Your satisfaction is important to BCBSNM. BCBSNM can make changes that address your concerns. BCBSNM wants to ensure that you get the care you need when you need it.

You may be picked to complete a satisfaction survey. This happens every year during the springtime. If you are selected to take the survey, BCBSNM hopes you will have the time to answer the satisfaction survey. Your feedback helps BCBSNM improve its services.

You can always tell BCBSNM about your satisfaction and/or experience. You can call Member Services at **866-689-1523** (TTY: **711**).



## 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.



## Prioritizing care for you and your newborn



It's normal to feel overwhelmed during pregnancy and after having a baby. You might feel sad and worried, which can make you isolate from others or start using substances. But there are support services for you.

The Comprehensive Addiction and Recovery Act (CARA) Program is available. The CARA team supports those giving birth and their

newborn if they are affected by substance use.

### How CARA works

Families can be referred to the CARA team when in the hospital or by their doctor.

If you need support, please call **877-232-5518**.

For more information about the CARA Program, visit **sharenm.org/cara**.



## Questions about your care?

### Call our Health Services department

You can talk to BCBSNM Health Services staff members about our utilization management (UM) process. UM means we look at medical records, claims, and prior authorization requests to make sure services are medically necessary, provided in the right setting, and consistent with the condition reported.

**Language assistance is available for members to discuss UM issues.** You can call us Monday through Friday at **877-232-5518** (TTY: **711**). These are toll-free numbers.

Our hours are 8 a.m. to 5 p.m. MT. You can also call us after hours and leave a message. We will return your call the next business day. If your call is received after midnight, we will return your call on the same business day. Health Services staff will always identify themselves as BCBSNM employees. They will also give you their name and title.

## 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

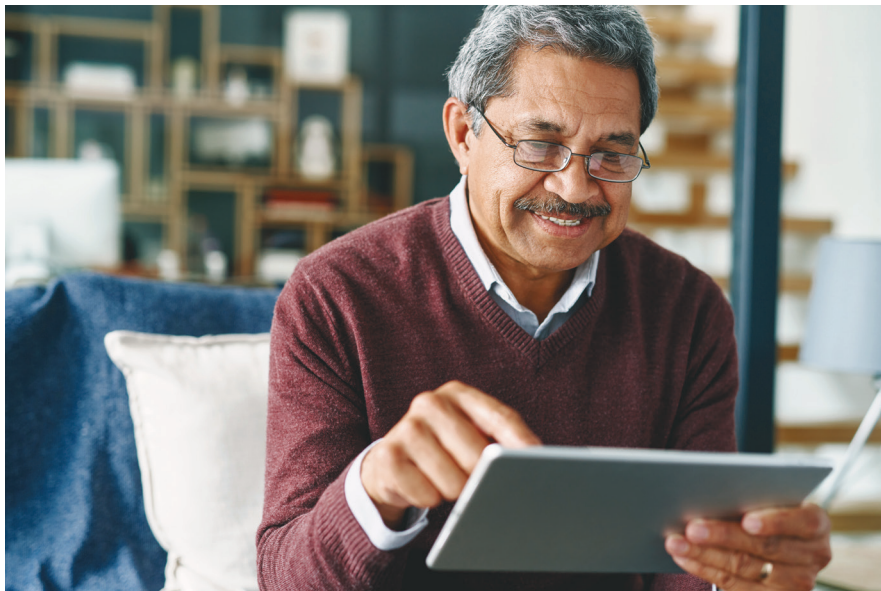
### To receive the CAR SEAT or CRIB:

- 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 **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**.



## 24/7 virtual primary and urgent care from Galileo

Galileo is an app where you can receive virtual primary and urgent medical care, whenever you need it. Whether you have a specific health need, want to schedule a yearly checkup, or need a medication refilled, you can get care quickly and easily. You are eligible for this additional benefit through Galileo.

With Galileo, you can meet with a provider by online chat, phone, or video. Your care team will get to know you and your medical history. They will work with you to create a plan to meet your care needs.

### You can use Galileo to get help with:

- Treatment for common issues such as cough, sore throat, allergies, colds or flu, minor cuts and burns, stomachache, UTIs, and more
- Managing issues such as diabetes, asthma, high blood pressure, and more
- Birth control and sexual health
- Mental health issues, such as depression, anxiety, insomnia, and more
- Everyday issues, such as acne, hair loss, and more
- Referrals to specialists

To get started, visit [galileo.health/BCBS-NM](https://galileo.health/BCBS-NM) or scan the QR code at right. You can also download the Galileo app from the Google Play Store or Apple App Store. You will need your BCBSNM member ID to create your account.



If you have any questions, you can call Galileo at **855-648-8859**.

## Postpartum birth control

With so much to do after your baby is born, it's easy to forget about using birth control. Here's what to know.

**You could get pregnant again soon after childbirth.** You could get pregnant even if you haven't had a period.

**Your body needs time off between pregnancies.** Many medical experts say you should wait at least 18 months before getting pregnant again. Using birth control can lower your risk of pregnancy.

**You have many options for birth control.** All of them are safe to use while breastfeeding. But some may decrease your milk supply. Here's a breakdown of the different options:

■ **Right after childbirth:** Condoms, spermicide, injections, progestin-only pills, implants, or intrauterine devices (IUD)

■ **Four to six weeks after childbirth:** Combination birth control pills ("the pill"), patches, or vaginal rings

■ **Six weeks after childbirth:** Diaphragm, sponge, or cervical cap

Talk with your health care provider about which birth control method would be best for you.