



LifeTimes[®]

Your guide to **health, wellness and fitness**

Fall 2024

Health and wellness or prevention information

Get Your Flu Shot and Stay Healthy

The best way to protect yourself and your loved ones against influenza (flu) is to get a flu vaccine every year. Flu is a contagious respiratory disease that can lead to serious illness, hospitalization or even death in serious situations.

Vaccination has been shown to have many benefits including reducing the risk of flu illness, hospitalization and the risk of flu-related death in children.



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Blue Cross Community Health Plans is provided by Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCS), an Independent Licensee of the Blue Cross and Blue Shield Association.

Member Services: 1-877-860-2837 (TTY: 711)
24/7 Nurseline: 1-888-343-2697 (TTY: 711)

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Get Your Flu Shot and Stay Healthy

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Who should get a flu vaccine?

The Centers for Disease Control and Prevention (CDC) recommends a yearly flu shot for everyone age six months and older. It is also highly recommended for people age 65 and older, pregnant women and people with certain chronic illnesses like asthma, diabetes or heart and lung diseases.

When should you take your flu vaccine?

It is best to be vaccinated against the flu by the end of October. Talk to your doctor about the best time to get your flu shot.

Benefits of flu vaccination

There are many reasons to get a flu shot each year. A flu shot can:

- Keep you from getting sick with flu
- Reduce the severity of illness
- Reduce the risk of flu-associated hospitalization
- Help prevent flu for people with certain chronic conditions
- Help protect pregnant women during and after pregnancy and protect their infants from flu in their first few months of life
- Be lifesaving in children
- Protect people around you.



Sources: Centers for Disease Control and Prevention and National Center for Immunization and Respiratory

Member Rewards

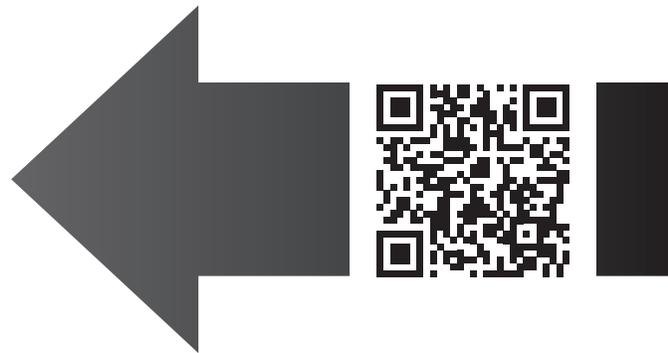
With Blue Cross Community Health Plans (BCCHP), taking care of your health has never been easier. You have access to valuable health resources chosen just for you through BCCHP IL Rewards. It is all part of our pledge to improve your health and well-being.

How does it work?

Register for BCCHP IL Rewards to get started.

Signing up is easy:

- Visit [BCBSIL.com/BCCHPILRewards](https://www.bcbsil.com/BCCHPILRewards) and click 'Register Now'.
- You will need your member ID card, date of birth and email address to set up your account.
- You can also call **1-877-860-2837** (TTY/TDD: **711**) Monday through Friday, 8 a.m. to 5 p.m. CT to sign up over the phone.



Annual Notices of Changes: New treatments, more support now available

Your BCCHP health plan has new benefits and resources added to your Blue KitSM. The Blue Kit is your Member Handbook and Certificate of Coverage in one place.

Benefit and service changes include:

- **Acupuncture Treatment** to treat lower back pain and breech pregnancy. Providers must be legally authorized and licensed to practice acupuncture.
- **Doula and Lactation Support** throughout pregnancy, childbirth, and postpartum. Coverage includes up to 16 prenatal visits and up to 16 postpartum visits. Continuous support is provided during labor and delivery. Lactation support services may be provided in the perinatal period through infant weaning.
- **Forms and Documents in Additional Languages** your Blue Kit. In addition to Spanish, materials are available in Arabic, Gujarati, Polish and Ukrainian. Visit the Forms and Documents page under “Resources” at www.bcchpil.com to access them.
- **Redesign of Blue Access for Members (BAM) Mobile App** to make it even easier. New features include a Medicine Cabinet that allows you to track prescriptions, and a pharmacy and drug search. Download the app on Google Play[®] or the Apple App Store[®] for free. You can also visit <https://mybam.bcbsil.com> to sign up.
- **Certified Community Behavioral Health Clinics (CCBHCs)** offer behavioral health services designed to improve health and wellness. Services include outpatient mental health and substance use treatment, community-based care, counseling, and case management.

Use your Blue Kit or visit www.bcchpil.com to:

- Find a doctor, hospital or other in-network provider
- Access care such as preventive, specialty, ER and behavioral health
- Check your benefit coverage, exclusions and prior authorization requirements
- Submit an appeal or complaint
- Get a new ID card
- Understand your Rights and Responsibilities
- Review your Subscriber Information.

Questions? Call Member Services: **1-877-860-2837** (TTY/TDD: **711**). A live agent can be reached from 8 a.m. to 5 p.m., Monday through Friday. Self-service or a voicemail can be used 24/7. Interpreter services are available free of charge.

Member Programs and Services

Many programs are available through your Blue Cross Community Health Plan benefits at no additional cost to you.

Call Member Services toll-free at **1-877-860-2837** (TTY/TDD: **711**) to learn more about your benefits or how to opt-in or opt out of programs you may be eligible for. You can also visit the member website at <https://www.bcbsil.com/bcchp> for more information.

Breast Cancer Screening Campaign

Female members between the ages of 50-74

Can receive:

- *Preventive health screening communication via preferred method (email, text, phone or mail) annually
- +Incentive for breast cancer screening: members of BCCHP™ will receive a \$15 gift card once a year for completing their breast cancer screening
- Articles in member newsletter and health guide on member website about breast cancer screening and prevention
- Mobile mammography event.

*EPSDT Screening Program

Child and adolescent members of BCCHP under age 21

Can receive:

- Education on the EPSDT benefit and services in the Member Welcome Kit and on the member portal
- ~ Education from Care Coordination about EPSDT benefits and a Health Risk Assessment within 30 days of notification of enrollment
- Member Rewards for completing infant well child visits.

+ ~High-Cost Program

Members with claims paid greater than \$50,000 within 12 months

Can receive:

Education on access to care, transportation, referrals to a community social services team and additional resources.

*~Transition of Care Program (Physical Health)

Members who are admitted to the hospital

Can receive:

Education and resources for a safe transition back into the community after hospitalization.

*~Complex Case Management (Physical Health)

Members with multiple chronic or short-term health conditions, such as:

- Organ transplants
- End-stage renal disease
- Sickle cell
- Multiple comorbidities
- Cancer
- High-risk behavioral health with hospital admission

Can receive:

- One-to-one coaching and in-person visits or phone calls about health needs
- Help with connecting to local resources, member benefits and setting up care with doctors/specialists
- Education and resources to help you better understand your health conditions, medications and treatments.

+Behavioral Health Advanced Appointment Program

Members who were hospitalized due to a behavioral health need

Can receive:

Guaranteed appointment slots to offer members priority access to post-discharge appointments.

+ Must opt-in to this program/service * Must opt-out of this program/service ~ Interactive program/service

Member Programs and Services

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+Behavioral Health Telehealth Provider Relationship

Members in need of therapy and psychiatry

Can receive:

Prioritized appointments following a hospitalization and/or emergency department visit for mental health or substance use issues.

+~Condition Management

Members with an asthma, diabetes or hypertension diagnosis

Can receive:

- One-to-one coaching, support in taking care of your health and educational materials
- *Text messages reminding members to schedule a preventive screening to rule out diabetes and hypertension.
 - **+Incentive for controlled blood pressure:** members will receive a \$15 gift card once a year for having controlled blood pressure.
 - **+Incentive for diabetic eye exam:** members will receive a \$15 gift card once a year for completing their diabetic eye exam.

+ ~Complex Case Management (Behavioral Health)

Members who have 3+ acute behavioral health (BH) or substance abuse admissions within a six month period and members with multiple chronic conditions, such as:

- Major depression
- Schizophrenia
- Bipolar disorder
- Substance use disorder

Can receive:

- Assistance with medication adherence monitoring and help with referrals
- In-person visits and phone calls about your health needs, one-to-one coaching and care planning.

*** ~Transition of Care Program (Behavioral Health)**

Members who have an acute BH or substance abuse admission are identified for our BH Transition of Care Program

Can receive:

Education and resources for a safe transition back into the community after hospitalization.

Members having a BH crisis should call the Mobile Crisis Response hotline at **1-800-345-9049** (TTY/TDD: **711**).

+ ~Special Beginnings®

Members who are pregnant or have given birth within 84 days

Can receive:

- Educational materials on pregnancy, infant and childcare, postpartum and well-woman care plus access to online maternity tools, nutritional support, resources and articles
- Help scheduling appointments with your doctor and doula services to a select group of our pregnant members
- **+Incentive for pre and postpartum care:** For each pregnancy, members will receive a \$30 gift card for completing a prenatal visit, a \$30 gift card for completing a postpartum visit and a \$25 gift card for completing a pregnancy notification form

***~Pharmacists Adding Value & Expertise®**

Members on certain medications to treat chronic diseases who have fallen below an 80% adherence rate

Can receive:

Outreach and education from local pharmacists about their prescriptions.

+~ Medicaid ER Intervention

Members who have an ER visit

Can receive:

- Help with referrals or follow ups
- Education on ER use and resources.

+ Must opt-in to this program/service * Must opt-out of this program/service ~ Interactive program/service

Behavioral Health Services

Behavioral health services can help those facing mental health conditions, substance abuse or a behavioral health crisis.

The type of service you might need depends on your situation. Call Member Services at **1-877-860-2837** (TTY/TDD: **711**), and we can help you find out what services are covered. You do not need a referral for a provider that is in our network.

Examples of services this plan covers are:

- Alcohol or drug treatments
- Care during a hospital stay
- Community-based behavioral health services
- Crisis services
- Intensive outpatient program
- Medication-assisted treatment

Examples of services this plan does not cover are:

- Hypnotherapy
- Biofeedback
- Experimental procedures or non-drug therapies

To learn more about behavioral health services and benefits, check your Member Handbook.



Transportation Services (Non-Emergency)

BCCHP offers you free transportation for your medical needs. This includes free rides to and from your doctor's office, a health care facility, pharmacy or BCCHP-sponsored event. You can also get transport to and from a Blue Door Neighborhood Center at no cost to you.

Call **911** if you need emergency transport. You do not need an OK from BCCHP in the event of an emergency.

How Do I Schedule a Ride?

Your transportation needs are supplied through our partner, ModivCare*. Call ModivCare at **1-877-831-3148** (TTY/TDD: **1-866-288-3133**). ModivCare is available Monday through Friday, 8 a.m. to 6 p.m. CT.

To ask for supportive aids and services, or materials in other formats and languages for free, please call,
1-877-860-2837 TTY/TDD:711.

Blue Cross and Blue Shield of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Illinois does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Illinois:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Illinois has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960. You can file a grievance by phone, mail, or fax. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-860-2837 (TTY/TDD: 711)**.

ESPAÑOL (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-860-2837 (TTY/TDD: 711)**.

POLSKI (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-860-2837 (TTY/TDD: 711)**.

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-860-2837 (TTY/TDD: 711)**。

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-860-2837 (TTY/TDD: 711)**번으로 전화해 주십시오.

TAGALOG (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-860-2837 (TTY/TDD: 711)**.

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-877-860-2837 (رقم هاتف الصم والبكم: 711)**.

РУССКИЙ (Russian): ВНИМАНИЕ: Если Вы говорите на русском языке, то Вам доступны бесплатные услуги перевода. Звоните **1-877-860-2837 (Телетайп: 711)**.

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-877-860-2837 (TTY/TDD: 711)**.

اردو (Urdu):

یاد رکھیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ **1-877-860-2837 (TTY: 711)** پر کال کریں۔

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-860-2837 (TTY/TDD: 711)**.

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-860-2837 (TTY/TDD: 711)**.

हिन्दी (Hindi): ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। **1-877-860-2837 (TTY/TDD: 711)** पर कॉल करें।

FRENCH (French): ATTENTION: Si vous parlez français, des services d'assistance linguistique vous sont proposés gratuitement. Appelez le **1-877-860-2837 (TTY/TDD : 711)**.

ΕΛΛΗΝΙΚΑ (Greek): ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-877-860-2837 (TTY/TDD: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-860-2837 (TTY/TDD: 711)**.