



Breast Cancer: You matter too much to miss warning signs.

Every two minutes, a woman is diagnosed with breast cancer in the U.S. It is the leading cause of cancer death in women ages 20 to 59. In Illinois alone, about 11,000 women are diagnosed with breast cancer every year.

Self-screening and other forms of early detection greatly lower the risk of dying from the disease. Ninety-nine percent of the time, women who find their breast cancer early when it has not spread survive five years or more, according to the American Cancer Society.



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Member Services: 1-877-860-2837 (TTY: 711)
24/7 Nurseline: 1-888-343-2697 (TTY: 711)
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US POSTAGE
PAID
Chicago, IL
Permit No. 3238

c/o Member Services
PO Box 3418
Scranton, PA 18505

Breast Cancer: You matter too much to miss warning signs. *continued from page 1*

What to watch for:

- New lump in breast or underarm (armpit)
- Thickening or swelling of part of the breast
- Irritation or dimpling of breast skin
- Redness or flaky skin on the nipple or breast area
- Pulling in of the nipple or pain in the nipple area
- Nipple discharge other than breast milk, including blood
- Any change in the size or shape of the breast
- Pain in any area of the breast

If you have any signs or symptoms, be sure to see your doctor right away. Even without any signs, 40 to 70-year-old women are recommended to have a mammogram every other year.

Does a mammogram hurt?

A mammogram should feel like pressure and may be uncomfortable for a short period of time, but it should not be painful. Every person's pain tolerance is different, but the screening staff should work with you to keep you as comfortable as possible.

What makes a person at a higher risk for breast cancer?

- Being a woman
- Increased age
- Family history/genetics
- Hormone therapy (birth control pills)
- Starting menstrual periods before age 12
- Starting menopause after age 55
- Drinking alcohol
- Obesity and lack of physical activity

Ways to reduce your risk:

- Keeping a healthy weight
- Being physically active
- Choosing not to drink alcohol or limiting the amount of alcohol you drink
- Talk to your doctor about the risks of hormone replacement therapy and oral contraceptives (birth control pills)
- Breastfeeding your children, if possible

If you have a family history of breast cancer, talk with your doctor about other ways to lower your risk and getting mammograms yearly instead of every other year.



Cervical Cancer: a virus that silently spreads

When it comes to detecting cervical cancer, being proactive is key. Nearly all cervical cancers are caused by human papillomavirus (HPV). With the help of vaccines and regular pap smear screenings, you can detect and treat the virus early. If it has not spread, a woman's survival rate after five years is 90 percent.

Almost all people who are sexually active will become infected, but most HPV infections disappear in a year as the immune system fights the infection. This type of short-term infection does not cause cancer.

It is important to know that HPV usually has no symptoms, so you cannot tell that you have it without testing. When a high-risk HPV infection lasts for years, it can lead to changes in your cervical cells that lead to cancer.

The two high-risk types of HPV, HPV-16 and HPV-18, cause 70 percent of cervical cancers worldwide. About 13,820 new cases of cervical cancer will be diagnosed in 2025. About 4,360 women will die from cervical cancer.

Facts about cervical cancer:

- More than 20 percent of cervical cancers are found in women over 65.
- The death rate in Black women and Native American women is about 65 percent higher than in White women.
- Tobacco smoking and having HIV or another condition makes it hard for your body to fight health problems like HPV.

Ways to reduce your risk:

- Get vaccinated against HPV
- Complete regular screening tests such as Pap and/or HPV tests and review abnormal test results with your doctor
- Use condoms during sex
- Limit your number of sexual partners

Warning signs to look for:

Signs of cervical cancer usually begin to show after the cancer has spread. Watch for:

- Vaginal bleeding after sex
- Vaginal bleeding after menopause
- Vaginal bleeding between periods or periods that are heavier and longer than normal
- Vaginal discharge that is watery and has a strong odor or that contains blood
- Pelvic pain or pain during sex.

These symptoms may be caused by conditions other than cervical cancer. If you have any signs or symptoms, be sure to see your doctor right away.

When should I get a Pap test?

The United States Preventative Service Task Force recommends the following schedule to test for abnormal cells in the cervix that can become cancerous:

- **Under 21 years old:** Not needed unless you are sexually active
- **21-29 years old:** Get your first Pap test at age 21, followed by testing every three years.
- **30-63 years old:** Get both an HPV and Pap test every five years.
- **65 years old or older:** Talk to your doctor to find out if screening is still needed.

Does a Pap smear hurt?

No. A Pap smear should not hurt, but it may feel uncomfortable. You might experience light bleeding, but you should not feel pain or cramping.

Get a jump on good oral hygiene in youth

Dental care is important, especially for kids and teens between ages 2 to 20. It is a great way to prevent problems like cavities and gum disease by learning good habits now. Healthy tooth development strengthens a child's overall well-being, and they can eat, speak and smile confidently.

What is oral hygiene?

Oral hygiene means taking care of your teeth, gums and mouth so they are clean and disease-free. It means brushing and flossing your teeth twice a day and seeing the dentist regularly. BCCHPSM provides coverage through DentaQuest for two teeth-cleanings and one X-ray per year. If the dentist discovers that you or your child needs more, you can also get fillings, limited root canals, crowns, sealants, dentures and more.

Bottom line? Oral hygiene is preventative care. This means you can stop problems before they start like:

- Fillings
- Crowns
- Bridges
- Implants
- Dentures

Poor oral hygiene can lead to:

- Cardiovascular disease
- Infection of your heart's inner lining (Endocarditis)
- Oral cancer
- Pneumonia
- Stroke

Love your mouth every day.

- Brush your teeth at least twice a day for two minutes each time.
- Clean between your teeth daily with floss, a water flosser or other products that clean between teeth.
- Eat a healthy diet that limits sugary beverages like soda and snacks.
- See a dentist at least once a year for checkups and cleanings.
- Drink fluoridated water.
- Contact your dentist right away if you notice any oral health problems.

Take care of your oral health and protect your overall health.

- Your oral health offers clues about your overall health.
- Problems in the mouth can affect the rest of the body.
- Fluoride helps prevent tooth decay and makes your child's teeth strong.

Call 1-877-860-2837 to schedule an appointment today.

Sources: CDC. (2024, June 6). About Oral Health. Cleveland Clinic. (2022, April 21). Oral Hygiene: Best Practices & Instructions for Good Routine. National Institute of Dental and Craniofacial Research. (2020, October). Oral Hygiene.



Taking care of you takes help. Care Coordination is on your side.

You may be assigned a care coordinator to help with your health care needs. If you are assigned a care coordinator, they will contact you to set up your first meeting and conduct a comprehensive Health Risk Screening (HRS).

Together with your care coordinator, you will determine your health care needs. Then the care coordinator will work with you and your care team to make a plan that uses your benefits to reach your goals. They will plan in-person visits or phone calls with you, and they will listen to your concerns.

Care Coordination helps with:

- Nursing home care and supportive living facilities
- Medicaid-covered behavioral health services
- Non-Emergency Medical Transportation
- Getting services and finding health issues before they get worse (preventive care)
- Setting up care with your doctor and other health care team members
- Helping you, your family and your caregiver better understand your health condition(s), medications and treatments

Home and Community Based Services Care Coordination helps manage:

- Personal care attendants
- Homemaker services
- Home-delivered meals
- Adult day care
- Nursing care service
- Home health aide

For more information about care coordination, you may call Member Services at **1-877-860-2837** (TTY/TDD: **711**). You can also visit the Care Coordination page on the BCCHP website

Do not risk losing your Medicaid. Complete your renewal.

You may need to complete the renewal process once a year to keep your Medicaid benefits. This process is called redetermination.

Steps to complete your renewal:

1. Go to abe.illinois.gov and click 'Manage my Case.' You will need to create an account and/or log in to manage your benefits.
2. Verify your address. Keep your address current to keep using Medicaid.
3. Find out your due date. This is also called a redetermination date. To find your due date, check the 'Benefit Details' tab at abe.illinois.gov.
4. Watch your mail. The Department of Healthcare and Family Services (HFS) will mail you a notice if you must renew. You will get a renewal notice a month before it is due.
5. Complete your Medicaid renewal right away.
6. **Submit your Medicaid renewal by either:**
 - Clicking Manage My Case at abe.illinois.gov
 - Mailing or faxing your form according to the letter HFS sent you
 - Calling the Department of Human Services at **1-800-843-6154**

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to <https://hfs.illinois.gov/oig/reportfraud.html> or the Medicaid fraud hotline at **1-844-453-7283/1-844-ILFRAUD**

For more information, please visit the Keeping My Care page on the BCCHP website <https://www.bcbsil.com/bcchp/join-our-plan/keeping-my-care>.

Free Translation and Interpretation Services

Do you need help understanding forms or health provider questions and information?

Your plan provides:

- Free aids and services for people with disabilities
- Free language services for people whose primary language is not English

Specific services you can request:

- Qualified sign language interpreters
- Written information in other formats like large print, audio and accessible electronic formats
- Qualified interpreters
- Information written in other languages

Language Assistance Interpreter Services: You can get written information in another language or speak with someone about this information in other languages for free. Call **1-877-860-2837** (TTY/TDD: **711**).

Other Formats: You can also call Member Services, toll-free, to request this information in alternate formats such as Braille, large print and other forms.

Hearing and Vision Impairment: We offer TTY/TDD service free of charge. The line is open 24 hours a day/seven days a week at **711**.

Non-Discrimination Notice

Health Care Coverage Is Important For Everyone

We do not discriminate on the basis of race, color, national origin (including limited English knowledge and first language), age, disability, or sex (as understood in the applicable regulation). We provide people with disabilities with reasonable modifications and free communication aids to allow for effective communication with us. We also provide free language assistance services to people whose first language is not English.

To receive reasonable modifications, communication aids or language assistance free of charge, please call us at **1-877-860-2837**.

If you believe we have failed to provide a service, or think we have discriminated in another way, you can file a grievance with:

Office of Civil Rights Coordinator	Phone:	1-855-664-7270 (voicemail)
Attn: Office of Civil Rights Coordinator	TTY/TDD:	1-855-661-6965
300 E. Randolph St., 35th Floor	Fax:	1-855-661-6960
Chicago, IL 60601	Email:	civilrightscoordinator@bcbsil.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

You may file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, at:

US Dept of Health & Human Services	Phone:	1-800-368-1019
200 Independence Avenue SW	TTY/TDD:	1-800-537-7697
Room 509F, HHH Building	Complaint Portal:	https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Washington, DC 20201	Complaint Forms:	https://www.hhs.gov/civil-rights/filing-a-complaint/index.html

This notice is available on our website at <https://www.bcbsil.com/bcchp/legal-and-privacy/non-discrimination-notice>

ATTENTION: If you speak another language, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-877-860-2837** (TTY: 711) or speak to your provider.

Español Spanish	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-877-860-2837 (TTY: 711) o hable con su proveedor.
العربية Arabic	تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-877-860-2837 (TTY: 711) أو تحدث إلى مقدم الخدمة الخاص بك.

中文 Chinese	注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-877-860-2837 (TTY: 711) 或咨询您的服务提供商。
Français French	ATTENTION: Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-877-860-2837 (TTY: 711) ou parlez à votre fournisseur.
Deutsch German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-877-860-2837 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.
ગુજરાતી Gujarati	ધ્યાન આપો: જો તમે બીજી ભાષા બોલો છો, તો તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે યોગ્ય સહાયક મદદ અને સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-877-860-2837 (TTY: 711) પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.
हिंदी Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-877-860-2837 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।
Italiano Italian	ATTENZIONE: Se parli italiano, puoi usufruire gratuitamente di servizi di assistenza linguistica. Sono inoltre disponibili, senza costi, strumenti e servizi ausiliari per ricevere informazioni in formati accessibili. Chiama il numero 1-877-860-2837 (TTY: 711) o rivolgiti a un assistente.
한국어 Korean	주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-877-860-2837 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.
فارسی Farsi	توجه: اگر فارسی صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک‌ها و تماس خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. با 1-877-860-2837 (TTY: 711) تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.
Polski Polish	UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-877-860-2837 (TTY: 711) lub porozmawiaj ze swoim dostawcą.
РУССКИЙ Russian	ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-877-860-2837 (TTY: 711) или обратитесь к своему поставщику услуг.
Tagalog Tagalog	PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-877-860-2837 (TTY: 711) o makipag-usap sa iyong provider.
اردو Urdu	توجه دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے مفت زبان کی مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاونامداد اور خدمات بھی مفت دستیاب ہیں۔ 1-877-860-2837 (TTY: 711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔
Ελληνικά Greek	ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, υπάρχουν διαθέσιμες δωρεάν υπηρεσίες υποστήριξης στη συγκεκριμένη γλώσσα. Διατίθενται δωρεάν κατάλληλα βοηθήματα και υπηρεσίες για παροχή πληροφοριών σε προσβάσιμες μορφές. Καλέστε το 1-877-860-2837 (TTY: 711) ή απευθυνθείτε στον πάροχό σας.
Tiếng Việt Vietnamese	LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phụ trợ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-877-860-2837 (TTY: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.