



## LifeTimes<sup>®</sup>

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

Winter 2024-2025

Health and wellness or prevention information

### Conquer your fears about weight loss and diabetes

Lifestyle changes that get you moving more can help lower blood pressure and improve diabetic health. Dietary changes are most important, but daily exercise is highly recommended. Doctors advise a 30-minute brisk walk every day. Aerobic exercise can help lower blood pressure and keep Hba1c or blood sugar levels under control.



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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 (HSC), 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)

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

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# Conquer your fears about weight loss and diabetes

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The American Heart Association recommends a minimum of either:

- 150 minutes per week of moderate-intensity exercise
- 75 minutes per week of vigorous exercise
- Moderate and vigorous activity each week that totals close to 120 minutes or two hours.

Physical activity helps control hypertension or high blood pressure. It can also help manage weight, strengthen the heart and lower stress. Not being physically active may lead to a higher risk of other diseases that occur with hypertension and diabetes like osteoarthritis and osteoporosis.

## **Don't get stuck**

If you have not been active lately, let's move! Start slowly, and check with your health care professional about starting any physical activity or increasing your current activity level.

Find something that you like. If you enjoy the outdoors, take in the sun and scenery. Walking with a neighbor, family member or friend can improve motivation and accountability. This can also help you stay connected and focused.

## **Don't be afraid to sweat**

Using a conversational pace is a simple way to see if you are exercising at a moderate physical level. If you can keep a conversation going without strain, then try picking up your pace. If you can speak brief sentences easily, but not a comfortable or lengthy conversation, your intensity level is likely on target.



# Conquer your fears about weight loss and diabetes

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## Keep track of your heart rate

To figure out what your target heart rate is while exercising, or your training heart rate, you first need to know your resting heart rate. A resting heart rate is the number of times your heart beats per minute when at rest. The best time to count this is in the morning. Typically, a resting heart rate is between 60-100 beats per minute. Resting heart rate rises with age. The best places to find your pulse are your wrist, inside your elbow, the side of your neck or the top of your foot. To get an accurate reading, put your finger over your pulse and count the number of beats in 60 seconds.

Your maximum heart rate is about 220 beats per minute, minus your age. Your training heart rate – which you can slowly build up to over the coming months, is about 85 percent of your maximum heart rate.

Age	Target HR Zone 50-85%	Age-predicted Maximum Heart Rate
20 years	100-170 beats per minute (bpm)	200 bpm
30 years	95-162 bpm	190 bpm
35 years	93-157 bpm	185 bpm
40 years	90-153 bpm	180 bpm
45 years	88-149 bpm	175 bpm
50 years	85-145 bpm	170 bpm
55 years	83-140 bpm	165 bpm
60 years	80-136 bpm	160 bpm
65 years	78-132 bpm	155 bpm
70 years	75-128 bpm	150 bpm

Incorporating daily exercise provides all sorts of benefits. Making small changes over time can help gradually improve your health, lower your risk of additional diseases, connect you with friends and make you feel more peaceful.

### Why not start today?

<https://www.heart.org/en/health-topics/high-blood-pressure/changes-you-can-make-to-manage-high-blood-pressure/getting-active-to-control-high-blood-pressure>



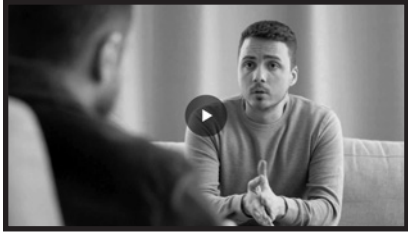
# Check Out Our Latest Videos



## Guidance for mental health medication:

Mental health medication instructions can be hard to follow. Watch this short video on how to talk with your provider about any questions and how to better understand your prescriptions' directions.

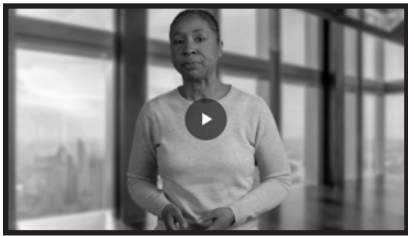
Scan the QR Code or visit <https://bcove.video/3Ap9lcZ>



## Discharged from a hospital or ER?

Were you just in the hospital or emergency room? Are you feeling overwhelmed and unsure what to do next? Watch this short video and let us help you take the next step toward wellness.

Scan the QR Code or visit <https://bcove.video/3dypkNe>



## Support for alcohol and substance use:

Struggling with drugs and/or alcohol? If you or a family member needs help, watch this short video on treatment and support.

Scan the QR Code or visit <https://bcove.video/3A1A4Lu>



## Depression while pregnant or after having a baby is common. Don't ignore it!

Talk to your doctor about getting checked for depression before and after birth. Watch this short video and let us help you take the next step.

Scan the QR Code or visit <https://bcove.video/48pwJVF>



## Struggling with opioids?

Quitting opioids can be hard, but you don't have to do it alone. When the time comes to stop, medication may be helpful. Watch this short video on treatment and support.

Scan the QR Code or visit <https://bcove.video/3SMLc8n>





# We want to improve your experience.

Every year in February and March, Blue Cross and Blue Shield of Illinois sends a survey to get your feedback. It's called the **Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey**. We ask you to rate your last six months of care with BCBSIL, its providers and medical group.

Examples of what we ask include:

- Did you receive care quickly for your urgent appointments with specialists depending upon your condition?
- How often did your health plan's Customer Service team give you the information or help you needed?
- How do your providers communicate with you, and how easy it is to get health care services?

When you receive a survey, complete and return it in the enclosed pre-paid envelope. You can also answer the survey online by using the link or the QR code provided on the survey.

Please give us your honest feedback. That way we can work to improve your care.

## BCBSIL is here to help you:

- To find a doctor or a hospital in your area, visit Provider Finder®.
- If you need assistance making an appointment with your provider, call **1-877-860-2837**
- We can assist your provider's office staff when they refer you to a specialist and you need to schedule an appointment.
- For transportation, call ModivCare at **1-877-831-3148** or you can download the app on Google Play® or the Apple App Store®.
- You may be able to earn a gift card reward when you see your doctor for preventive care visits, including routine care and annual checkups.
- To make an appointment for urgent care, visit the Provider Finder at **<https://www.bcbsil.com/bcchp/getting-care/find-a-provider>**.
- To learn more about tobacco cessation coverage under your health plan, call the Customer Service number located on the back of your member ID or log in to Blue Access for Members<sup>SM</sup>. Visit: **<https://www.bcbsil.com/bcchp/resources/blue-access-for-members>**
- Check with your doctor about a Telehealth Visit for routine checkups, follow-up visits, minor illnesses like cold or the flu, chronic disease management and medication refills.



# One in two people experiences a mental health issue.

We have support for members and caregivers ages 13 and older.

Blue Cross and Blue Shield of Illinois works with Learn to Live, a no-cost, online mental health program, to provide resources for your behavioral and emotional well-being. Learn to Live tackles stress, depression, substance use concerns, insomnia, panic and/or social anxiety. It can also help to improve your overall resilience and well-being.

Grounded in Cognitive Behavioral Therapy, Learn to Live focuses on problem-solving and life-changing behaviors. It is not a replacement for therapy but serves as a complement to in-person therapy and a provider.

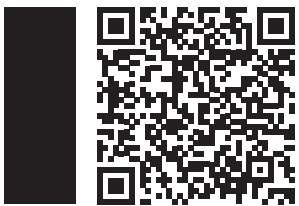
## Key Learn to Live features:

- Access to seven, online, self-guided programs 24/7
- Available in English and Spanish
- You can start, stop and save progress.
- No cost for Blue Cross and Blue Shield of Illinois Medicaid members and their caregivers, ages 13+
- Can be used in conjunction with other member services, such as in-person therapy, tele-therapy and primary care.
- Personal coaching available via phone, text and email
- Compatible across devices; mobile app available



## Want to learn more?

**Click here to view a brief video about Learn to Live.**



Visit [www.learntolive.com/welcome/bcbsilmedicaid](http://www.learntolive.com/welcome/bcbsilmedicaid)  
and enter access code, **ILMED**.

Then, enter subscriber ID number when prompted.

*\*Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Illinois. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.*

## 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 1-855-710-6984.

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:	
Washington, DC 20201		<a href="https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf">https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf</a>
	Complaint Forms:	
		<a href="https://www.hhs.gov/civil-rights/filing-a-complaint/index.html">https://www.hhs.gov/civil-rights/filing-a-complaint/index.html</a>

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.

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（文本电话：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 Gujurati	ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય આક્રેડિટરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-877-860-2837 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.
हिंदी Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएं 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, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'1-877-860-2837 (tty: 711) o parla con il tuo fornitore.
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.
Diné Navajo	SHOOH: Diné bee yáníłti'gogo, saad bee aná'awo' bee áka'anída'awo'ít'áá jiiik'eh ná hóló. Bee ahił hane'go bee nida'anishí t'áá ákodaat'éhígíí dóo bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'í' ahoot'í'ígíí éí t'áá jiiik'eh hóló. Kohjí' 1-877-860-2837 (TTY: 711) hodiilnih doodago nika'análwo'í bich'í' hanidziih.
Farsi فارسي	توجه: اگر [وارد کردن زبان] صحبت می کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک ها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب های قابل دسترس، به طور رایگان موجود می باشند. با شماره 1-877-860-2837 (تله تایپ: 711) تماس بگیرید یا با ارائه دهنده 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 на русский, 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.
Urdu اردو	توجه دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مفت دستیاب ہیں۔ 1-877-860-2837 (TTY: 711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔
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 dịch vụ 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 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.