Get Your Copy of the Clinical Practice and Preventive Care Guidelines

The 2018-2019 BCCHP™ Clinical Practice and Preventive Care Guidelines are ready. If you would like to have a copy sent to you, please call Member Services at 1-877-860-2837, (TTY/TDD: 711).

These guidelines are carried out by Blue Cross and Blue Shield of Illinois (BCBSIL). They are the basis for certain condition management programs. The guidelines are updated at least every two years.

The clinical practice guidelines are for informational purposes only. They are not a substitute for the health care information you get from your doctor. Doctors make their own health care rulings when supplying health care to members.

For more information, visit https://www.bcbsil.com/provider/clinical/cpg.html.
Member Programs

As a BCCHP™ member, there are many programs that are available to you as a part of your insurance benefits. You are eligible to take part in these programs:

- Yearly flu shot reminder postcard mailings
- Yearly preventive care reminder mailings
- Disease management services for those with emerging risks for chronic conditions, including asthma, diabetes, hypertension and heart disease
- Pharmacy programs to assist with medication management and education
- Assistance with transitioning post discharge after a mental illness event
- Pre and postpartum assistance with doctor office visits and follow-up
- Transition of care post discharge and between settings to ensure stable delivery of care
- Complex case management for physical and mental health conditions
- Coordination of care to help with meeting member’s health goals

For a list of programs that are available to you and how you can opt in or opt out of any of these, please visit the member website at [www.bcchpil.com](http://www.bcchpil.com). You can also call Member Services toll-free at 1-877-860-2837, (TTY/TDD: 711).

Step It Up: Look Past the Pedometer for Better Fitness

How many steps should you get each day? If you said 10,000, you are not alone. That is the goal many of us set in our fitness and step trackers.

Here is a tougher question: Why 10,000?

The answer goes back to the 1960s. That is when pedometers became popular in Japan. One model was called a “manpo-kei,” which means “10,000 steps meter.” The pedometers caught on with walking clubs there and later in the U.S.

The number stuck because it translates to about five miles a day, depending on your step length. That seems like a good workout to most people, says Jennifer Brazen, a trainer certified by the American Council on Exercise.

You might be surprised to learn that Brazen says it is better to have no set number of steps in mind. That is because it is too easy to slack off after getting to the 10,000 mark, especially if it is right after an early workout.

“There is nothing wrong with a 10,000-step goal,” Brazen says. “But if you get your 10,000 steps in three or four hours, what are you doing the rest of the day?”

The Centers for Disease Control and Prevention (CDC) also does not have a set walking goal. Its guidelines say adults should get at least 150 minutes of moderate activity each week. Kids and teens should get at least one hour of activity each day.

Without a step goal, what should you do? Brazen sums it up in two words: Move more, and move more often.

*Sources: Harvard Health Letter, Centers for Disease Control and Prevention (CDC)*
Understanding Your Blood Pressure

About 1 in 3 U.S. adults—or about 75 million people—have high blood pressure. Only about half (54%) of these people have their high blood pressure under control.

Hypertension is also known as high blood pressure. A person with high blood pressure may not have any signs or symptoms, which is why it is sometimes called ‘the silent killer.’ A normal blood pressure reading should be less than 120/80. When high blood pressure is not controlled with medicine and healthy lifestyle changes, it can lead to major health problems such as stroke, heart disease, sexual dysfunction, eye problems, or kidney failure.

High blood pressure can result from other causes, such as:

- Certain health problems – diabetes, kidney disease or thyroid issues.
- Replacement hormone drugs
- Family history
- High cholesterol
- Certain medicines – drugs used for asthma, allergies and colds.
- Aging
- Race/Ethnicity

You can manage your high blood pressure by following these tips:

- Keep your scheduled doctor visits
- Take your high blood pressure medicine, as instructed by your doctor
- Lose weight
- Quit smoking
- Eat a healthy diet
- Get routine exercise
- Handle stress

Talk with your doctor if you have any questions about your high blood pressure and the risks linked to this illness.

Sources: Centers for Disease Control and Prevention (CDC), American Heart Association
Medicaid Redetermination: Renewing Your Eligibility

What is Redetermination?
A redetermination is a review of eligibility for Medicaid, All Kids, SNAP or cash assistance. Eligibility for Medicaid and All Kids must be reviewed at least once a year. The State must decide whether you still meet the rules to keep receiving benefits. Redetermination is often called ‘rede’ for short. You will get a letter telling you that your redetermination is coming up soon. About two weeks later, you will get one more letter. This will have the redetermination forms you need to fill out and return.

What do I need to do?
The form you get will have the most recent information the State may have in their case records for you or your family members. If any of the information is wrong, you must make the corrections. If anything on the form has changed, such as your income, you should make corrections and attach any proof of changes the form may ask for. The redetermination form will tell you when the form is due back and how you can return it. The form must be returned even if you do not have anything to change.

Why is this important to me?
It is very important that you fill out and return your redetermination forms on time. If the forms are not returned on time or if you do not provide information that is asked for, your case will be cancelled. If your case is cancelled, you will no longer get Medicaid benefits, which may cause a delay in your care and your services.

Who do I contact for questions or more information?
If you have questions about Medicaid Redeterminations or need help with the forms, please contact your caseworker. You can visit the Illinois Department of Human Services (DHS) website at http://www.dhs.state.il.us/ABE for more information. Select ‘Manage My Case’ to submit renewals, report changes and check the status of your benefits. For any further questions, contact your local DHS office.
Be Smart About Eating Smart

Eating healthy always seems like a good idea — actually doing it is a different story. When you are busy, and life gets in the way, eating well can fall by the wayside. Many of us often reach for whatever food is quickly available. Fast or prepackaged foods may be the easiest way to get a meal on the table, but they are often loaded with a lot of calories, fat, sodium and sugar.

With a little planning, healthy foods can become a quick and easy part of your daily routine. Read members’ tips on how to plan to conveniently eat well for better health.

Please note that the following tips from members do not necessarily reflect the opinion of Blue Cross and Blue Shield of Illinois. These tips are intended as general information only. Please consult your doctor for specific advice.

Here are my tips for healthy eating:

• Use a nutrition tracker. If you do not track what you are eating, you do not know exactly what your intake is.

• Get rid of trigger foods in your kitchen. If they are not there, you cannot eat them.

• Consider meal prepping. A few hours on the weekend preparing a week’s worth of meals will save you tons of time during the week, and it will make it easier to grab a healthy meal.

• I thought I did not like vegetables, but I just do not like canned veggies. I LOVE fresh veggies. Do not be afraid to try new things.

• Give yourself some grace. There will be meals where the food choices are out of your control. Do your best and move on. Do not let one meal choice set you back.

• Keep on keeping on. Do not give up.

— Elizabeth C.

If you start some intense diet where you have to cut out a bunch of stuff and watch everything you eat, you will never keep up with it, and you will put on more weight.

You do need to make some changes, but do not get too crazy with it. Stock up on fruits and vegetables. Always have some in cans or frozen. That way you are ready every day, even if you have not gone grocery shopping in a while.

Do not buy foods that you know you will have no self-control with. I do not keep any snacks in my house except fruit, veggies and snack bars that are only for on the run. If you have temptations around you, it is going to be easy to give in and then feel guilty about it.

Make sure you have at least one veggie with your dinner but aim for more. I keep frozen veggies at work so if I am hungry midday, I go heat some up instead of eating unhealthy snacks. My go-tos are brussels sprouts, broccoli, carrots, cauliflower and lima beans. I just steam them in the microwave and add some salt.

If you cannot keep food like that around, then try nuts instead. They are way better for you than chips.

If you notice that you are hungry between meals, drink a glass of water and let 20 minutes pass. If you are still hungry have a snack. Fruit is good to keep on hand.

Basically, you need to make doable changes and not overhaul your life temporarily. If you give up on yourself and are too hard on yourself, you will not reach your goals. Cut yourself some slack. You do not have to be insanely strict, but try to stay around your goal.

— Valery L.

I am a 61-year-old woman who has lost 30 pounds within one year through diet and exercise.

I eat lots of vegetables, lean meats, fruits and healthy grains (not too much carbohydrates). I have lunch or dinner with friends who eat more like I do. Before and after exercise class, I eat Greek yogurt or protein drinks to retain and help my muscles.

— Rose K.
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, Civilrightscoordinator@hcsc.net.

You can file a grievance in person or by mail, fax, or email. 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)

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


العربية (Arabic):

हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-860-2837 (TTY/TDD: 711) पर कॉल करें।


ગુજરાતી (Gujarati): સુધી તમે ગુજરાતી બોલતા હો, તો લિંગ્ય ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. કોલ કરો 1-877-860-2837 (TTY/TDD: 711).

اُردُو (Urdu): کریں کال، پین دستیاب مفت خدمات کی مدد کی زبان کو آپ توں بین بولنے اردو آگر خبردار آئیں 1-877-860-2837 (TTY/TDD: 711).


λ η ν ι κά (Greek): ΠΡΟΣΟΧΗ: Αν μι λάτε ελ η νι κά, στη σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-860-2837 (TTY/TDD: 711).
Check out what is happening near you. You can find BCCHP member and community events on the BCCHP website at www.bcchpil.com. Or you can call us toll free at 1-877-860-2837, (TTY/TDD: 711).

**LifeTimes**

*Your guide to health, wellness, and fitness*

*LifeTimes* is published four times a year for Blue Cross Community Health Plans members. It brings you news about your health plan and staying healthy. Each issue has important phone numbers for you to cut out and keep. If you have questions or need help, call Member Services.

Articles in *LifeTimes* are meant to educate. They are not meant as medical advice. Please check with your doctor for any advice about your health.

**Important Blue Cross Community Health Plans phone numbers** (Please have your member ID number ready)

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<thead>
<tr>
<th>Service</th>
<th>Toll-free Number</th>
<th>TTY/TDD</th>
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<tbody>
<tr>
<td>Member Services</td>
<td>1-877-860-2837</td>
<td>711</td>
</tr>
<tr>
<td>If you have any questions, please call Member Services.&lt;br&gt;We are available 24 hours a day, seven days a week. The call is free.</td>
<td></td>
<td></td>
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<tr>
<td>24/7 Nurseline</td>
<td>1-888-343-2697</td>
<td>711</td>
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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 (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association.