



Flu shots help you and your neighbor

Flu or influenza is a virus that affects your breathing system and can lead to serious illness. It easily spreads in flu season, so be sure to get a flu vaccine.

Flu season starts in October and carries on through May. Some recover from the flu at home. For others, the flu can lead to a hospital stay or even death. Protect yourself and your loved ones this season.



continued on page 2

IL_BCCHP_BEN_Q4NEWSLTR25

233831.0725

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.

1-877-860-2837 (TTY: 711)
1-888-343-2697 (TTY: 711)

Member Services:
24/7 Nurseline:

PRSR STD
US POSTAGE
PAID
Chicago, IL
Permit No. 3238

Blue Cross Blue Shield of Illinois
PO Box 650712
Dallas, TX 75265-0712



Who should get a flu shot?

The Centers for Disease Control and Prevention (CDC) advises a yearly flu shot for everyone six months or older.

It is especially important for:

- Adults 65 years and older
- Pregnant women
- People with certain long-term health problems like asthma, diabetes or heart and lung diseases

When should you take your flu vaccine?

Get your flu shot by the end of October. Talk to your doctor about the best time.

Benefits of flu shot

- Prevents flu-related illnesses such as croup, lung and sinus infections
- If you do get the flu, the shot makes symptoms less harsh.
- Studies show it can lower the chance of flu-related hospitalization, especially for those with chronic conditions.
- Protects pregnant women during and after pregnancy and helps protect their infants from flu in the first few months of life
- Can be lifesaving for children
- Prevents the spread of flu in your community

How to stop the spread of flu germs

- Stay away from people who are sick.
- If you do catch the flu:
 - Stay home for at least 24 hours after your fever is gone without using medicine that lowers fever.
 - Cover your nose and mouth with your elbow or a tissue when you cough or sneeze. After using a tissue, throw it in the trash.
 - Wash your hands with soap and water. If soap and water are not on hand, use an alcohol-based hand sanitizer.
 - Clean and disinfect areas and objects that may have flu germs – TV remote, cell phone, laptop, doorknobs, refrigerator handles and more.
 - Get plenty of rest.
 - Try not to touch your eyes, nose and mouth.
 - Talk to your providers if symptoms continue.

What to expect after the flu shot:

Some people report pain, redness or swelling at the injection site, low fever, headache and muscle ache after having the flu vaccine. All can be treated with an over-the-counter pain reliever, but check with your doctor first.

Talk to your doctor if have any new or worsening symptoms.

Where to get Vaccinated?

- You can get a flu shot at your provider's office or local drugstore.

Stay informed

- Visit the CDC's website for more flu facts.

Lead Screening: When you should test

Lead is a toxic metal often found in our environment – and is particularly dangerous to children. It was used in paint on homes, dishes and toys before 1978. It was also in metal water pipes and gasoline.

Both past and current uses are still a problem. The good news is you can get tested and treated (if needed) for lead exposure.

Children's growing bodies absorb more lead than adults do, and their brains and nervous systems are more sensitive to lead's harmful effects like:

- Learning delays, lower IQ
- Trouble focusing and behavior problems
- Anemia (low iron in blood) that results in fatigue and shortness of breath

Babies and young children often put their hands and other objects into their mouths. These can have lead from dust or tainted soil on them.

Childhood lead poisoning prevention

The only way to know if your child has been exposed to lead is by getting a blood test. Ask your child's doctor about lead screening, especially if you live in a ZIP code where lead exposure is common.

When you do find lead, this is how you can prevent further exposure and possible harm:

- Make a plan with your child's doctor and work together to find the best care.
- Find the lead in your home and fix it as soon as possible.
- Clean areas exposed to lead dust with wet paper towels.
- Give your child healthy foods with calcium, iron and vitamin C.
- If you suspect lead exposure, call your child's doctor and local health department. Trained staff will answer your questions and connect you to resources in your community.

Other sources of lead exposure:

- Jobs and hobbies: Parents who work in construction, shoot guns, work in law enforcement or military may bring lead dust home on their clothes or shoes.
- Living near airports: Some planes use gas that has lead. Children may be exposed to lead found in the air or in soil from a nearby gas station.



After completing a lead screening for your child, you may be eligible for gift card reward! To learn more, log in to BCCHP IL RewardsSM.

Need help finding a provider?

Check the Provider Finder[®] or call **1-877-860-2837** (TTY/TDD: **711**).

Need a ride to an appointment?

Call Modivcare at **1-877-831-3148** (TTY/TDD: **1-866-288-3133**).



Check out what's new

New changes to your BCCHP health plan for 2025 are in your Blue KitSM - which is your Member Handbook and Certificate of Coverage in one place.

Benefit and service changes include:

- Member ID card
 - a new Member ID card
 - a new alpha prefix on your subscriber ID
 - a new return address in case you need to contact us

If you have not received your new ID card, call Member Services or log in to Blue Access for Members (BAM) to download a copy.

- A new BCCHP public website
 - Navigate to resources and information in a much easier way.
 - Access your Blue Kit in multiple languages.
 - Learn about benefits and coverage.
 - See videos on multiple health topics.

Visit www.bcchpil.com to learn more.

- Blue Access for Members (BAM) messaging
 - New 2-Way Secure Messaging

Contact our Customer Support team. Log in to <https://mybam.bcbsil.com> and click "Write Message" to get started.

- Express Scripts ordering and tracking
 - Get delivery for long-term prescription drugs.
 - Order online and track your delivery in BAM.

Once your order is placed, a tracking number and link will be provided when it has shipped. Visit <https://mybam.bcbsil.com> to learn more.

- MDLIVE[®] Virtual Care. Virtual Visits give you access to board-certified MDLIVE doctors, 24/7 by video or phone. These are independently contracted, licensed professionals. Virtual Visits can also cost less than going to an urgent care center or an emergency room. Sign up for your account at <https://app.mdlive.com/landing/bcbsil-medicaid>.



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

- Find a doctor, hospital or other in-network provider.
- Access preventive, specialty, ER and behavioral health care.
- 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.

Urinary Tract Infections - are you likely to get them?

UTIs or bladder and sometimes kidney infections are caused by bacteria. UTIs are the second most common infection in the body. Women, older adults and diabetics tend to get them more often.

People of any age or sex can get UTIs, but about four times as many women get UTIs as men. Women have a shorter urethra, and their urine hole is closer to the anus where germs from stools make them more at risk.

If you have diabetes, have frequent sex, need a tube to drain your bladder, have frequent bowel movements and wipe improperly or have a spinal cord injury, UTIs are more likely to occur.

Common symptoms of a UTI

- Pain or burning feeling when you urinate
- Fever, tiredness or shakiness
- Vomiting
- An urge to urinate often
- Dribbling of urine
- Pressure in the lower belly
- Pain in your back or side below the ribs

If you notice cloudy urine, stomach pain or a burning feeling when urinating, do not wait to get care. Seeing a provider early is the key to avoiding serious issues or a trip to the emergency room.

How to prevent a UTI

- Drink at least eight glasses of water a day to urinate often and flush out bacteria.
- Empty your bladder as soon as you feel the urge.
- Urinate before and after sexual activity.
- Wipe front to back, but blotting is even better.
- Take showers instead of baths. Soaking in bacteria-contaminated water can lead to infection.



Need to see a provider? Try MDLIVE®

UTIs are one of the most common conditions treated by virtual doctors visited on MDLIVE.

MDLIVE gives you a private, safe space to talk about sensitive issues over video or phone. Set up a visit with an MDLIVE doctor in just minutes. Get an accurate diagnosis and treatment plan, with prescriptions sent to your pharmacy if needed.

Benefits for pregnancy, breast cancer, complex case management and more

Listed below are plan benefits offered at no cost to you. Call Member Services toll-free at **1-877-860-2837** (TTY/TDD: **711**) to learn how to opt-in or opt-out of programs.

You can also visit the member website at: <https://www.bcbsil.com/bcchp> for more information.

Key to what these symbols mean:

- + You have to opt-in to this program or service.
- * You have to opt-out of this program or service.
- ~ Interactive Program

Programs/Services	Who is it for?	How does it work?
Breast Cancer Screening Campaign	Female members between the ages of 40-74	Members can get: • * Preventive Health Screening communication by email, text, phone or mail each year • + Member Reward for Breast Cancer Screening- BCCHP members will get a \$15 gift card once a year for completing their breast cancer screening. • Article in member newsletter and health guide on member website about breast cancer screening and prevention • Alerts in BAM when recommended services are missed • Equal Hope Partnership to reach members in need of a mammogram, assist with scheduling and follow up after diagnosis and treatment
* Early and Periodic Screening, Diagnostic and Treatment Screening Program	BCCHP child and adolescent members under the age 21	Members can get: • Education on the EPSDT benefit and services in the New Member Welcome Kit and on the member portal • ~ Education from care coordination about EPSDT benefits, along with the importance of choosing a medical home/PCP, value of preventive care and a health risk assessment within 30 days of notification of enrollment • Member rewards for completing recommended Well Child visits, childhood immunization including flu vaccine and lead screening • Communications by text, email and mail regarding EPDST benefits and reminders when services are due as well as information on assisting members and families with services and transportation if needed

Programs/Services	Who is it for?	How does it work?
+ ~ Complex Case Management (Physical Health)	Members with multiple chronic or short-term health conditions, such as: • Organ transplants • End-stage renal disease, specifically those on hemodialysis and peritoneal dialysis • Sickle Cell • Multiple comorbidities • Cancer • High-risk behavioral health with hospital admission	Members can get: • One-to-one coaching and in-person visits or phone calls about health needs and care plan goals • Help with connecting to local resources, member benefits and setting up care with doctors and specialists • Educational resources to help you understand your health conditions, medications and treatments
+ ~ High-Cost Program	Engaged members with paid claims greater than \$50,000 within 12 months	Members can get: • Education on access to care, transportation, referrals to community social services team, high dollar medical rounds for feedback from Medical Director and peers and more
* ~ Transition of Care Program (Physical Health)	Members with an acute hospital admission	Members can get: • Educational resources for a safe transition back into the community after hospitalization
+ Behavioral Health Advanced Appointment Program	Members who were hospitalized due to a behavioral health need	Members can get: • Guaranteed appointment slots for priority access to post-discharge appointments
+ ~ Condition Management	Members with an asthma, diabetes or hypertension diagnosis	Members can get: • One-to-one coaching, support in taking care of your health and educational materials • * Care manager's help to manage asthma, diabetes and/or hypertension diagnosis • * Text messages reminding members to schedule their preventive screening to rule out diabetes and hypertension • + Member reward for controlled blood pressure. Get a \$15 gift card once a year for having controlled blood pressure • * EverlyWell HbA1c In-Home test kits • + Member reward for diabetic eye exam. Get a \$15 gift card once a year for completing a diabetic eye exam and good HbA1c control

Programs/Services	Who is it for?	How does it work?
+ ~ Complex Case Management (Behavioral Health)	Members who have three or more acute behavioral health or substance abuse admissions within a six-month period and members with multiple chronic conditions such as: • Major Depression • Bipolar Disorder • Schizophrenia • Substance Use Disorder	Members can get: • Help with monitoring medication adherence and help with referrals • In-person visits and phone calls about your health needs as well as one-to-one coaching and care planning
* ~ Transition of Care Program (Behavioral Health)	Members who have an acute behavioral health or substance abuse admission are identified for our Behavioral Health Transition of Care Program. Members having a behavioral health crisis can call the Mobile Crisis Response Hotline at 1-800-345-9049 (TTY/TDD: 711).	Members can get: • Education and resources for a safe transition back into the community after hospitalization
+ ~ Special Beginnings	Members who are pregnant or have given birth within 84 days	Pregnant members or members who have recently given birth can get: • Educational materials on pregnancy, infant and child care, postpartum and well-woman care as well as access to online maternity tools, nutritional support, resources and articles • Help with scheduling appointments with your doctor and doula services to select pregnant members • + Member reward for prenatal and postpartum care. For each pregnancy, BCCHP members get 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 and Expertise® (PAVE®)	Members on certain medications to treat chronic diseases who have fallen below an 80% adherence rate	Members can get: • Outreach and education from local pharmacists about their prescriptions
+ ~ Medicaid ER Intervention	Members who have an ER visit	Members can get: • Help with referrals or follow-up visits • Education on ER use and resources

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 by mail, fax or email. If you need help filing a grievance, please call the toll-free phone number listed on the back of your ID card (TTY: 711).

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 serbisyonang 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	توجہ 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.