



Keeping You and Your Infant Healthy during Pregnancy and Postpartum

Going to the doctor early in your pregnancy and going regularly sets you up for the best experience. Whether your journey is risk-free or you face challenges, doctor visits plus our programs like Special Beginnings[®] and Yomingo[®] offer all sorts of guidance and reassurance in multiple languages.



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Member Services: 1-877-860-2837 (TTY: 711)
24/7 Nurseline: 1-888-343-2697 (TTY: 711)
Blue Cross Community Health Plans is provided by
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c/o Member Services
PO Box 3418
Scranton, PA 18505



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How do prenatal (before birth) visits help?

- Prenatal visits offer screenings for genetic conditions, gestational diabetes and preeclampsia. If you test positive for any of these, they can be treated early. Or, if the results are negative, you can move forward with stronger peace of mind.
- Doctors, nurses and specialists have nutrition advice, plus exercise tips tailored to your condition and abilities. Regular visits help your providers keep track of weight gain and growth of you and your baby.
- Your provider can also keep tabs on your emotional health as you visit. Many women experience hormone-related depression before the baby is born, and you deserve support.
- Each time you go, it strengthens mutual trust. At delivery, you have a relationship with doctors and staff for one of the most important events of your life.

What is postpartum (after birth) care?

Just because you have given birth, care for you does not stop. Postpartum care is important for your physical and emotional wellbeing. As wonderful as new life is, a newborn is a major transition.

How do Postpartum visits help?

- Postpartum checkups allow your doctor to monitor your physical healing, including your uterus shrinking back and incisions made. Healing from cesareans and episiotomies need oversight.
- Your provider can screen for postpartum depression. One in seven women experience depression during or after pregnancy. It can last for weeks or months. By detecting it early, you can get help through our care coordination and Behavioral Health coordination teams.
- Receive lactation support.
- Get guidance on birth control and future family planning.



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Specific Programs and Apps

Special Beginnings Maternity Program for pregnancy through childbirth until 12 weeks or 84 days after birth.

When you join, you get:

- Personal phone calls from trained staff to discuss any needs
- 24-hour, toll-free access to the 24/7 Nurseline staffed by maternity nurses
- Education information and materials to learn about fetal development, medical procedures, menus, exercise and more
- Program incentives like gift cards, car seats, diapers and more, just for going to prenatal and postpartum doctor visits
- A breast pump and extra benefits

If you are pregnant and would like to enroll in Special Beginnings, please call 1-888-421-7781.

You may opt out of Special Beginnings at any time.

To learn more about registering for gift cards and more, Visit **BCBSIL.com/BCCHPILRewards** or call **1-877-860-2837**.

Yomingo Pregnancy App a free pregnancy education app available in multiple languages on smartphones, tablets and computers.

- Plug in your due date and get specific information based on your medical history.
- Watch Videos and animations on hundreds of topics including:
 - prenatal nutrition, exercise and medical screenings
 - Labor and birth: pain management; delivery options; postpartum care
 - Breastfeeding tips and resources
 - Newborn care for feeding, sleeping and developmental milestones
- Use tracking tools like a kick counter, contraction timer and feeding log.

To start your journey, register with Yomingo today: https://legacy.yomingo.com/BlueCrossBlueShieldofIllinois/SelfRegisterLink_86414_553

Living365 for Pregnancy and Postpartum App by Virtual Heath Partners (VHP) so you can chat with registered dieticians, 24/7. Find meal plans cooking demos, fitness classes plus articles about:

- infant safety
- mental and emotional health
- exercising with kids
- feeding your baby

Virtual 1:1 visits with a dietician may also be available. Prior authorization is needed.

Register for Living365 online at:

<https://virtualhealthpartners.com/living-365-IL-ty/> or Call Member Services at **1-877-860-2837**

To help you manage a a special medical condition, more digital tools are available. Call Member Services **1-877-860-2837**, or contact your care coordinator for details.

Sources: Centers for Disease Control and Prevention; American College of Obstetrics and Gynecology

Other Digital Tools to make Make the Most of Your Plan

Managing your health care has never been easier with all the digital tools available through BCCHP. Wherever you go with your phone, laptop or computer, we are there for you.

Blue Access for Members/BCBSIL Mobile App

- Our secure, online portal lets you view all of your health plan information instantly with the Blue Cross and Blue Shield of Illinois Mobile App.
- Download from the Apple App store or Google Play.
- You can also text **BCBSILAPP** to **33633**. Log in using your BAM credentials. If you do not have a BAM account, you can register using the app.



BAM lets you:

- Order a new ID card or print a temporary card
- Complete your health risk screening
- Find doctors, health care providers, pharmacies and hospitals
- Get the most recent information on care coordination
- View your prior authorization information
- Learn about a variety of health and wellness topics

ModivCare App and Portal

Schedule your medical ride whenever and wherever you like. Go to the Google Play® or the Apple App Store® and search 'ModivCare' to download. Or access ModivCare from your computer through the ModivCare portal.



With the ModivCare App/portal you can:

- Book a trip
- Change or cancel a ride
- Know where your driver is at in real time
- Text or call the driver to make sure your ride is on time
- Submit a trip mileage claim to get reimbursed
- Contact support within the app to talk to a live agent

Learn to Live

- This is our no-cost, online health program for members 13 and older plus caregivers. Learn to Live gives self-paced, mental health solutions with access to coaches 24/7. It can help with common challenges like stress, anxiety, depression, insomnia and substance abuse.
- Access Learn to Live: Registration - Learn to Live Access Code: **ILMED**
<https://www.learntolive.com/welcome/BCBSILMedicaid>



BCCHP IL RewardsSM

With our Healthy Incentives Program, earn gift cards for completing certain preventive services. After you complete the preventative action steps, you can redeem your gift cards through BCCHP IL Rewards.

- Register at [BCBSIL.com/BCCHPILRewards](https://www.bcsil.com/BCCHPILRewards) or download the BCCHP IL Rewards mobile app.
- You will need your member ID card, date of birth and email address to register.
- You can also call Member Services at **1-877-860-2837** for help signing up for BCCHP IL Rewards.





Well-Child Visits

Well-Child Visits or pediatric health exams are the key to avoiding or catching health problems early while they are easier to treat.

Doctor visits include:

- Tracking height, weight and body mass index (BMI)
- Monitoring social and mental development, and learning abilities
- Vaccinating throughout childhood to help provide immunity from life-threatening diseases
- Health screenings for physical, behavioral, developmental, dental, hearing, vision and lead testing to identify potential health problems; correct issues before they grow into adulthood.
- Discussing concerns about your child's developmental behavior, sleep habits, eating, physical activity or social development

How to Prepare for the Well-Child visit

To get the most out of your visit, you can:

- Make notes about your child's health and development. Include any changes in behavior or family routines.
- Write a list of questions. Encourage teenagers to ask questions about their own health.
- Gather information that might be helpful for your doctor, such as information from school or childcare.
- Keep track of your child's vaccinations.

You may be eligible to receive gift cards for completing well-child visits and scheduled vaccinations. Call member services **1-877-860-2837** for more information.

Need help finding a provider? Check our online Provider FinderSM or please call **1-877-860-2877** (TTY/TDD: **711**). If you need transportation assistance for your child's doctor's appointment or medical needs, call ModivCare at **1-877-831-3148** (TTY/TDD: **1-866-288-3133**)

Wellness after Mental Health treatment – Healing Empowering and Learning Professionals (H.E.L.P.) once you leave the hospital or emergency room

Whether you are in crisis or need on-going support for psychiatric treatment or substance abuse, consistent, caring people in your corner make all the difference.

What is H.E.L.P.?

If you recently received behavioral health treatment or if you have been released from the hospital, we partner with H.E.L.P. to provide culturally responsive resources for aftercare support.

Culturally responsive care appreciates how culture, race, ethnicity and intergenerational effects play a role in your psychological, emotional and socioeconomic well-being. When this is disregarded, misdiagnosis or under-diagnosis can occur.

You may hear from H.E.L.P. if you recently experienced behavioral care such as an inpatient admission or emergency department visit. You can also reach H.E.L.P. directly. Call: **1-312-860-2513**

MDLIVE – Virtual Care on your smartphone or computer

Now you can get fast, convenient virtual care if you need to stay home or are traveling. MDLIVE lets you make an appointment with board-certified doctors, 24 hours a day, seven days a week. Virtual visits can be better than going to the emergency room or urgent care center. Wait times can also be shorter than in-office visits.

MD Live's board-certified doctors treat these health and other health issues, plus send prescriptions to your local pharmacies:

- Allergies
- Asthma
- Nausea
- Sinus infections
- Cold/flu
- Cough/sore throat
- Ear problems
- Pink eye

Are you in need of behavioral health support? Call 1-877-860-2837 (TTY/TDD: 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 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 (711) 1-877-860-2837 (TTY) 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.