



Spotlighting youth with mental health and substance use needs

When children need behavioral health care for mental, physical and emotional well being, we are here to help whole families navigate complicated paths to get the best support.



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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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Blue Cross Community Health Plans is a dedicated partner in behavioral health with a Care Coordination team to help you:

- Know what to do next
 - Find in-network therapist, psychologist and psychiatrists
 - Coordinate medication management
 - Schedule follow-up care after behavioral health hospital stays
- Build safety and stability
 - Work with you to create a personal safety plan for your child
 - Build a care strategy made for your family's unique needs, including special support for substance use
- Connect you to other resources
 - Good health needs more than just doctors' visits. We can connect you and your family to vital community resources like stable housing, reliable transportation and food assistance.



Important behavioral health crisis resources

If you or your child are having a behavioral health crisis, please call the CARES line at **1-800-345-9049**. This is a free, 24-hour crisis intervention and stabilization service with support in both English and Spanish. During a behavioral health crisis, a qualified mental health professional is sent for an in-person screening. They will help with any recommended follow-up care or treatment.

The **988** Suicide & Crisis Lifeline offers one-on-one support for mental health, suicide and substance use problems for anyone 24/7.

- Call or text the number **988**.
- Chat online at **988lifeline.org** to connect with a skilled, caring crisis counselor.

Ready to connect? Call Member Services at 1-877-860-2837 (TTY/TDD: 711) to speak with a Care Coordinator today.

Help after an emergency visit for alcohol or drugs

An emergency room visit can be alarming. After discharge, many people feel worried or unsure. There is no shame in asking for help. What matters most is that you have a solid, next step.

No judgment. Just support.

It is common to worry that others will judge you for alcohol and drug use. Do not let shame isolate you. You deserve care, respect and a safe space to heal. Providers and counselors are trained to listen, guide and support without judgment.

Where to find care

- **Primary Care Provider (PCP)** checks your health and plans next treatment
- **Counselor or therapist** talks through feelings, cravings and stress
- **Recovery support groups** offer help from people who have been there
- **Phone or video visits** let you talk to a doctor or counselor from home
- **Care Coordination Managers** help set up visits and connect you to services

When leaving the emergency room

- Ask emergency department staff for resources before discharge
- Make a follow-up visit soon
- Call Member Services for assistance
- Get an outreach call from Healing Empowerment and Learning Professionals (H.E.L.P.).

Talk to H.E.L.P.

- BCCHPSM collaborates with H.E.L.P. for aftercare support.
- They may call you if you recently were in-patient at a hospital or in the ER.
- Call H.E.L.P. directly: **1-312-860-2513**.



Scan to learn about next steps after an ER discharge or inpatient substance-use stay.

Healing Empowering Learning Professionals, LLC is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide behavioral health education and assistance for members with coverage through BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Women's sexual wellness

Prevent cervical cancer, sexually transmitted infections (STIs) and unplanned pregnancy

Most cervical cancer comes from a common virus called Human Papilloma Virus or HPV.

It often has no symptoms. HPV is spread through sexual contact, but cervical cancer can also rarely occur by other means. At least half of all sexually active people will become infected with HPV at some point in their lives.

Signs of cervical cancer often appear after cancer has spread. Signs can be:

- 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 has blood
- Pelvic pain or pain during sex

Chlamydia and gonorrhea are two of the most common STIs.

The bacteria spread through vaginal, anal or oral sex with an infected partner. Like HPV, symptoms are not noticed at first but can lead to infertility, scarring and pelvic or stomach pain.

Signs of chlamydia, gonorrhea and other STI's:

- Burning feeling when urinating
- Abnormal vaginal discharge
- Vaginal bleeding between periods

Not all of these symptoms are caused by cervical cancer or an STI. If you have any, be sure to see your doctor right away.

Ways to reduce your risk for cervical cancer or an STI:

Get the HPV vaccine and complete regular screening tests such as Pap smears and HPV tests. If sexually active, you and your partner should be tested yearly. Use condoms, and limit your number of sexual partners.

How can I get free women's wellness screenings and services?

BCCHP has a network of providers for you to choose. Earn a \$20 gift card for completing a cervical cancer screening. Visit **Healthmine Rewards** or bcchpilrewards.healthmine.com/register to get started!

Birth control and STI prevention

Women and men can choose from many different types of birth control. Best methods depend on you and may change over time.

Types of birth control:

- **Short-acting, hormonal methods:** Pills, patches, shots and vaginal rings are prescribed by your provider. Remember to take or use every day or month as prescribed. The shot must be given by your provider every three months.
- **Long-acting, reversible methods:** Intrauterine devices (IUD) and hormonal implants can last three to 10 years, depending on the method. Your doctor inserts these.
- **Barrier methods:** Condoms and diaphragms must be used each time during sex.

The BCCHP IL Rewards website is operated by Healthmine, INC., an independent company that provides digital health and personal clinical engagement tools and services for Blue Cross Community Health Plans.

Talk with your provider about:

- Whether you want to get pregnant soon, in a few years or never
- How well each method works to prevent pregnancy or STIs
- The number of sex partners you have
- How comfortable you are using the method, for example, can you remember to take a pill every day?

Condoms are the only birth control that also prevent STI's.

Male condoms and female condoms are the only birth control that protects you from STIs if used correctly. But condoms are not the most effective type of birth control.

The best way to prevent STIs and pregnancy is to use both condoms and a more effective form of birth control like an IUD or an anti-pregnancy shot.

Get free or low-cost birth control.

BCCHP benefits provide free or low-cost birth control. Family planning services are also covered with a network of providers for you to choose from.

Protect you and your baby with prenatal and postpartum care

Starting care early and keeping regular appointments is the foundation of a healthy pregnancy. Schedule visits to watch your health, talk through concerns and get guidance from your provider.

How do prenatal (before birth) visits help?

- Prenatal visits include important screenings for fetal genetic conditions, gestational diabetes and preeclampsia. Any concerns can be treated early or ruled out for peace of mind.
- Your care team can give tips on nutrition, track weight gain, fetal growth and offer exercises tailored to your abilities.
- Many women can have hormone-related depression before the baby is born. Support from a provider will help you through it.
- Regular visits build trust with your care team before delivery.

What is postpartum (after birth) care?

Postpartum care is important for your physical and emotional wellbeing during this major transition. 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 behavioral health care coordination teams.

- Postpartum checkups make sure your uterus and any tears or stitches are healing well, especially after an episiotomy or cesarean birth.
- Get lactation support to help with nursing. Coverage includes up to 16 prenatal visits, including labor and delivery, and up to 16 postpartum visits through infant weaning.
- Get guidance on future birth control and family planning.

Get Rewards: Sign up on the **Member Rewards Portal** for more information on how to redeem your rewards during pregnancy and after.

- **\$25 Reward** for reporting your pregnancy to us
- **\$50 Reward** for completing a prenatal visit in your first trimester
- **\$50 Reward** for completing a postpartum visit within 7-84 days after delivery

Register for gift cards at **Healthmine**. Visit **BCBSIL.com/BCCHPILRewards** or call **1-877-860-2837** for more information.

Special Beginnings® offers free, maternal support and rewards

Special Beginnings is a confidential, maternity program offering education, advice from a nurse, equipment and more. Resources are available for members who are pregnant or have delivered a baby in the last 84 days.

Enroll in Special Beginnings to get:

- Special access to online, educational resources
- Gift cards after going to provider visits and screenings
- Help finding a provider or with any problems getting access to care
- Education on pregnancy, postpartum and newborn care
- A breast pump and a blood pressure cuff if needed, plus extra benefits like car seats, cribs and diapers

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

You may opt out any time.

To learn more about additional maternity apps and services, go to bcbsil.com/bcchp/resources/maternal-and-infant-health

Value-Added Benefit update

Starting August 1, 2026, BCCHP no longer offers a second dental cleaning as a Value-Added Benefit. Members will still have access to all covered dental benefits available through BCCHP. Seeing your dentist regularly is vital to your oral health.

Questions? Call Member Services at 1-877-860-2837

The Bump2Baby360 app is owned and developed by Customized Communications, Inc. YoMingo by Baby 360 Customized Communications, Inc., dba Baby360 is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide member health platform and tools for members with coverage through BCBSIL.

Virtual Health Partners, Inc. is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide digital nutrition programs for members with coverage through BCBSIL.

Get fast, convenient, virtual care MDLIVE®

Reach board-certified doctors, 24 hours a day, seven days a week through MDLIVE. Virtual visits may be a better choice than going to the ER or urgent care center.

MDLIVE doctors can send prescriptions after treating issues like these:

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

Get connected

Sign up on MDLIVE's website with your name, BCCHP member ID and phone number: **MDLIVE.com/bcbsil-medicaid**

- Choose a doctor.
- Video chat with the doctor.

Sign up through BAMSM.

Download MDLIVE Mobile App from the Apple App StoreSM, Google PlayTM Store or Windows[®] Store.

- Open the app and choose a doctor.
- Video chat with the doctor from your smartphone or tablet.

Questions? MDLIVE's Customer Service can help by phone or online.

Get ready for back-to-school with Well Child visits

Well Child visits or pediatric health exams can prevent or catch health problems early when easier to treat.

Well Child visits include:

- Tracking height, weight and body mass index (BMI)
- Monitoring social and mental development and learning abilities
- Vaccinating to provide immunity before being exposed to potentially life-threatening diseases. Refer to this **Vaccine Schedule** or **cdc.gov/vaccines** for vaccinations your child may need
- Health screenings for physical, behavioral, developmental, dental, hearing, vision and lead testing
- Discussing concerns about your child's development, behavior, sleep habits, eating, physical activity or social development

How to prepare for the Well Child visit

- 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.

Receive gift cards for completing Well Child visits and scheduled vaccinations.

Register with **Healthmine** or call Member Services **1-877-860-2837** for more information.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

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Choose or change your PCP in Blue Access for MembersSM

If you would like to choose a new PCP or change your existing PCP, do it anytime through BAM.

With our secure, online portal and mobile app, you can access your member account and plan information all in one place. We recommend Google Chrome™ when using BAM. If you do not have an account, go to mybam.bcbsil.com and choose **Activate Your Account**. Follow the instructions to set up your account.

Steps to select or change your PCP:

- Log in using your username and password. Click on **Find Care**.
- If you are new to the plan and need to choose a PCP, click the **Select PCP** button in **Your Primary Care Provider** box.
- Select **Change PCP** if you want to change your PCP. Search for a new PCP by location, provider name, gender, distance or specialty. Choose your reason for selecting a new PCP.
- Click **Continue**. Fill in the effective date. Review and click **Submit**. A notification will display that tells you **Your Primary Care Provider has been changed!**
- Click **Done**.
- Your new PCP selection will be processed and updated. You will receive a new ID card with the effective date.

Need help Finding a Provider?

Visit **Find a Provider** or go to bcbsil.com/bcchp/getting-care/find-a-provider. You can also call Member Services at **1-877-860-2837** (TTY: **711**). If you need help with transportation for you or your child, go to **Transportation Services** or bcbsil.com/bcchp/benefits-and-coverage/transportation-services for more details or call Modivcare at **1-877-831-3148** (TTY/TDD: **1-866-288-3133**).

Coming Soon: New transportation vendor

Later this year, we will change the vendor we use to provide rides to and from your provider visits and the pharmacy. Be on the lookout for more information.

Modivcare is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide transportation services for members with coverage through BCBSIL.

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.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-860-2837 (TTY/TDD: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-860-2837 (TTY/TDD: 711).