



Sugar is sweet. Diabetes is not.

The sooner you detect it the better.

Blue Cross Community Health Plans offers diabetes screenings and blood pressure monitoring to stay on top of heart health.



continued on page 2

IL_BCCHP_BEN_Q1NEWSLTR26

233831.0925

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.

Image(s) may have been created or enhanced using artificial intelligence tools.

Member Services: 1-877-860-2837 (TTY: 711)
24/7 Nurseline: 1-888-343-2697 (TTY: 711)

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

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



Sugar is sweet. Diabetes is not.

continued from page 1

Diagnosing prediabetes or diabetes lets you and your doctor start treatments to prevent later problems like: heart disease, stroke, vision problems, nerve damage, kidney problems, gum disease and tooth loss. Diabetes can also damage blood vessels which makes you twice as likely to have high blood pressure.

Why wait? Take these simple steps to treat both diabetes and high blood pressure:

Schedule annual screenings for:

- **Blood Glucose Monitoring (A1C Blood Test).** If your A1C result is higher than eight, speak to your doctor on how to lower that number.
- **Diabetic Eye Exam.** Check blood vessels in your eyes to prevent vision problems.
- **Blood Pressure Monitoring.** Healthy blood pressure is 120/80 or lower. Keep an eye on your numbers, and ask your doctor how you can lower it.
- **Diabetic Kidney Health Evaluation.** Early intervention can help slow kidney damage from blood sugar that is too high.
- **Diabetic Foot Exam.** Detect and prevent foot problems early to avoid reduced circulation, infections and in some cases amputation.

Track your results. Watch for progress or decline. Your doctor may need to refer you to a specialist. Simple changes like healthy eating, regular exercise, taking medication and lowering stress really can improve your numbers.

Get rewards for screenings

You might be eligible for BCCHPSM rewards when you complete:

- Diabetes Eye Exam
- Controlling High Blood Pressure
- A1C Test.



Get a free blood pressure cuff and blood sugar monitor

Speak to your doctor to see if you qualify for these and track your health from the comfort of your home.

Need a ride?

We offer free transportation for your medical needs. Call Modivcare at **1-877-831-3148** at least three days before you need a ride, or download the Modivcare app to set up your ride.

Preventive care checkups earn gift cards! See if you are eligible:

<https://www.bcbsil.com/bcchp/benefits-and-coverage/value-added-benefits-bcchp>

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.

BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.



Want to stop smoking?

Take one of the smartest steps of your life.

Smoking is one of the leading causes of preventable illnesses, including heart disease, stroke and cancer. Quitting is a challenge, but not quitting means a poorer quality of life.

Never too late

The sooner you quit, the more you lower your chances of getting cancer and other serious illnesses. It is never too late to try or to try again. The American Cancer Society says quitting lowers your risk of chronic obstructive pulmonary disease (COPD), lung infections and circulation issues. People who quit can live up to 10 years longer than those who smoke.

Quitters win no matter how long you have smoked

Your health gets better as soon as you quit:

- You breathe better, can smell and taste better
- You feel less tired and cough less
- Your teeth look healthier
- Your lungs become stronger, so you can be more active
- You feel healthier
- You sleep better
- You save money.

We can help you quit

Here are some resources:

- Talk to your doctor about medication to help you quit smoking
- Talk with your Care Coordinator for personalized support
- Call **1-877-860-2837** (TTY: **711**) to learn more about our Tobacco Cessation Program or log in to Blue Access for MembersSM
- Blue Door Neighborhood CenterSM at South Lawndale offers a three-week program. Visit Courage to Quit Program to enroll or call **1-872-760-8450**.

New virtual program for ADHD and PTSD

Check out Learn to Live for help with mental health

BCCHP members and their caregivers, ages 13 and older, can use these self-directed programs. They offer tools for stress, depression, substance use, insomnia, panic and social anxiety.

Watch these videos for support:

- **Attention Deficit Hyperactivity Disorder & Attention Challenges:** Learn practical tips based on Cognitive Behavioral Therapy (CBT) to improve focus and complete tasks in everyday life.
- **Trauma and Post Traumatic Stress Disorder:** Nearly sixty percent of people experience a traumatic event. Loosen the grip of trauma-related thoughts, rebuild trust and strengthen your body and your mind's ability to heal.

Special features

- Available free, anytime, anywhere—online or in the app
- In English and Spanish
- Start, stop and save your progress anytime
- Use with other care, like therapy or primary care visits
- Personal coaching by phone, text or email

Want to know more about Learn to Live?

- Locate the Subscriber ID number on the front of member card
- Visit www.learntolive.com/welcome/bcbsilmedicaid or use the QR code then enter access code, **ILMED**
- Enter the Subscriber ID number when prompted.
- Scan to view a brief video.



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.

We want your feedback

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for Members

Every year, Blue Cross and Blue Shield of Illinois sends an annual CAHPS survey to its members to improve the quality of care you and your family receive. Throughout February and March, we mail this survey to randomly selected members who rate their last six months of care.

If you receive a survey, please complete and return it in the enclosed, pre-paid envelope. You can also answer the survey online by using the link or scan the QR code that are printed in the survey.

Important things to remember as you answer questions:

- **Think about the timeframe.** If the question says, “In the last 6 months,” do not think about care from years ago.
- **Answer from your own experience.** Even if your friend or family member had a different experience, we want to know what you personally experienced.
- **Be honest.** Your answers are private and will not affect your benefits.
- Here is how you can answer questions shown below:
 - Answers can be: always, usually, sometimes and never.

Examples of CAHPS survey questions:

Combined Questions	Question (Answer: Always/Usually/Sometimes/Never)
Getting Care Quickly	Did you get care right away? Appointments for checkup or routine care as soon as needed?
Getting Needed Care	Did you get appointments with specialists as soon as needed and the care, tests or treatment you needed?
How Well Doctor Communicates	Did your provider show respect, spend enough time and explain things in a way you could understand?
Customer Services	Did you receive helpful information from your health-plan customer service representative? Get the help you needed?
Smoking Cessation	Did your provider talk with you about ways to stop smoking or using tobacco with medications?

Understand how to answer overall rating questions shown below:

- 0 - Worst
- 5 - Average
- 10 - Best

Examples of CAHPS Survey overall rating questions:

Overall Rating Questions	Question (Answer Choices: 0 to 10)
Rating of Health Care	Using any number from 0 to 10, where 0 is the worst and 10 is the best possible, what number would you use to rate this?
Rating of Personal Doctor	Using any number from 0 to 10, where 0 is the worst and 10 is the best possible, what number would you use to rate this?
Rating of Specialist	Using any number from 0 to 10, where 0 is the worst and 10 is the best possible, what number would you use to rate this?
Rating of Health Plan	Using any number from 0 to 10, where 0 is the worst and 10 is the best possible, what number would you use to rate this?

New 2026 Member Handbook

Catch all the latest updates about benefits, coverage and services in the 2026 Member Handbook. It is on the BCCHP website www.bcbsil.com/bcchp and in your BAM portal. You can view it there or download a copy. Call Member Services **1-877-860-2837** (TTY: **711**) with any questions.



New Women's Health Care Center now in **BAM**SM

Log in for resources tailored to women's health and well-being:

Preventive care:

- Annual Wellness Exam
- Mammogram
- Ovarian Cancer Screening
- Pap Smear
- Sexually Transmitted Infection (STI) Screening

Pharmacy benefits:

- Over-the-Counter (OTC) benefits and vaccines

Reproductive Care:

- Birth control, sterilization and more

Pregnancy and Newborn Care:

- Enroll in **Special Beginnings**[®] to get a free breast pump, doula and lactation support, prenatal care and more.

Health and Wellbeing:

- Free programs and resources such as Learn to Live mentioned on page 4 for mental health support plus lots more
- **Living365**[®] virtual care for pregnancy and postpartum

Visit the BAM portal to view the Women's Health Center today!

<https://www.bcbsil.com/bcchp/resources/blue-access-for-members>

Value-Added Benefits Update

Over-the-Counter (OTC) Benefits have changed. Previously members could spend \$25 per quarter, per member. Starting January 1, 2026, households can spend \$50 every six months. This amount will be issued to households twice a year. You can access the OTC Catalogue on our website.

To learn more, visit www.bcbsil.com/bcchp.

Blue Door Neighborhood Center (BDNC) locations bring free health resources to you

BCCHP members and friends have access to local health and wellness hubs right in your community. Find a BDNC in Pullman, Morgan Park and South Lawndale to find great resources for common health challenges and getting the right medical care.

What you will find

- Low-impact fitness classes like line dancing, strength training and senior fitness
- Community resources such as job opportunities and monthly fresh produce
- Free health and wellness classes on nutrition, diabetes, stress and other health conditions.

Who can use the center?

BDNC locations are open to everyone, even non-members. However, members get services, help with understanding plan benefits and meeting a care coordinator.

To learn more, visit: <https://www.bcbsil.com/bdnc>. Select the center nearest to you to view upcoming classes and events. The events and activities schedule is updated on a monthly basis. For most programs, you do not need to register. Some require you to sign up in advance, either in person or online. Spots are open based on availability.

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).



Video support for life's most important challenges

Instructional videos to help you or a loved one take the first step



Guidance for mental health medication:

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

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



Discharged from a hospital or Emergency room?

Were you just in the hospital or ER? 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 need help, watch this short video on treatment and support.

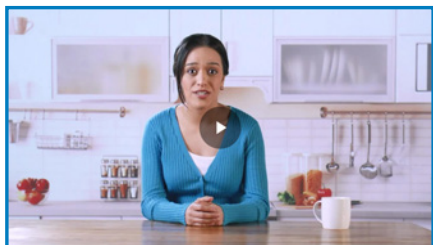
Scan the QR Code or visit <https://bcove.video/3A1A4Lu>



Do not ignore depression while pregnant or after having a baby.

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 do not 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>

