

Conquer your fears about weight loss and diabetes

Lifestyle changes that get you moving more can help lower blood pressure and improve diabetic health overall. Dietary changes are most important, but daily exercise is highly recommended. Doctors advise a 30-minute brisk walk every day. Aerobic exercise can assist in lowering blood pressure and keeping Hba1c or blood sugar levels under control.



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Blue Cross Community MMAI (Medicare-Medicaid Plan) is provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association. HCSC is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. Enrollment in HCSC's plan depends on contract renewal.

24/7 Nurseline: **1-877-213-2568 (TTY: 711)**

Member Services: **1-877-723-7702 (TTY: 711)**

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The American Heart Association recommends a minimum of either:

- **150 minutes** per week of moderate-intensity exercise
- **75 minutes** per week of vigorous exercise
- A combination of moderate and vigorous activity each week that totals close to **120 minutes**



Physical activity helps control hypertension or high blood pressure. It can also help manage weight, strengthen the heart and lower stress. Not being physically active may lead to a higher risk of health problems. It opens the door to other diseases that occur with hypertension and diabetes like osteoarthritis and osteoporosis.

Don't get stuck

If you have not been active lately, let's move! Start slowly, and check with your health care professional about starting any physical activity or increasing your activity level.

Find something that you like. If you like the outdoors, enjoy the sun and scenery. Walking with a neighbor, family member or friend can improve motivation and accountability. This can also help you stay connected and focused.

Don't be afraid to sweat

Using a conversational pace is a simple way to see if you are exercising at a moderate physical level. If you can keep a conversation going without strain, then try picking up your pace. If you can speak brief sentences easily, but not a comfortable or lengthy conversation, your intensity level is likely on target.

We want to improve your experience by listening to you.

Every February and March, Blue Cross and Blue Shield of Illinois mails a survey to get your honest feedback. It is called the **Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey**

We ask you to rate your last six months of care with BCBSIL, its providers and medical group. You can complete the survey online, or return it in the enclosed, prepaid envelope.

Examples of what we ask include:

- Did you receive care quickly for your urgent appointments with specialists depending upon your condition?
- How often did your health plan's Customer Service team give you the information or help you needed?
- How did your providers communicate with you, and how easy was it to get health care services?

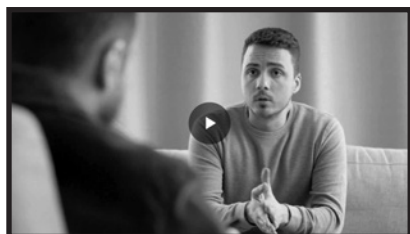
Watch Videos to Learn About Benefits



Guidance for mental health medication:

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

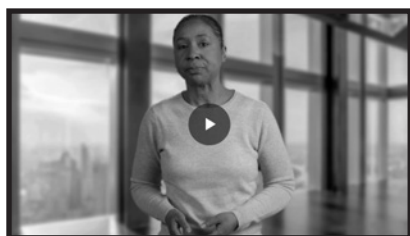
Scan the QR Code or visit <https://bcove.video/3Ap9lcZ>



Discharged from a hospital or emergency room (ER)?

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/3dxpkNe>



Support for alcohol and substance use:

Struggling with drug use and/or alcohol? If you or a family member needs help, watch this short video on treatment and support.

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



Call the 24/7 Nurseline for health concerns anytime

Ever Googled your symptoms to see if you need to go to the doctor and ended up more scared or confused? Self-diagnosis doesn't always end well.

With 24/7 Nurseline, you can call **1-800-631-7923** (TDD **711**) 24 hours a day, 365 days a year and talk with a registered nurse for expert medical advice. Be sure to have your member ID card on hand.

A nurse will listen, ask questions and guide you through your next decision: Do I need to treat this at home? Make a virtual appointment with a doctor? Wait and go to a provider's office in person? Visit an urgent care facility? Go to the ER at a hospital or ER clinic?

You can also educate yourself on health topics by calling the 24/7 Nurseline. You have access to an audio library that covers more than 1,000 topics, with 600 of them available in Spanish.

Our nurses can address a variety of topics, including:

- Asthma
- Cuts and burns
- Chronic pain
- Diabetes
- Dizziness
- Falls
- Headache
- High fever
- Medication questions
- Rashes
- Sores that won't heal

Join our Member Advisory Board (MAB) meetings to improve our services.



Tell us what you think and receive a \$25 gift card. Scan the QR code or click the link to register for March 20, 2025: www.bcbsil.com/mmai or call Member Services at **1-877-723-7702**

What's New in Blue Access for Members?

If you haven't already registered for BAMSM, now is the time. Our secure, online portal lets you access your plan and personal information instantly. It also helps you find health care providers plus pharmacies and hospital services in your network. You can also download BAM on your smartphone with the BCBSIL App.

BAM is where you can:

- View your digital member ID card for services or phone numbers
- Review health benefit information
- See claim history and prior authorization information
- Find doctors, health care providers, pharmacies and hospitals
- Update your contact information



BAM's latest additions:

- **Gap-in-Care Alerts** – Get messages about healthy actions you can take in the BAM message center
- **Health Risk Screening (HRS)** – Take the HRS to detect your current health care needs and other services.
- **Medicine Cabinet** – Our enhanced drug search lets you view medications, their common uses and side-effects. You can also view your drug list of current and past medications.

Register today at <https://mybam.bcbsil.com>.

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.

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-877-723-7702 (TTY: 711). Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-877-723-7702 (TTY:711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-877-723-7702 (TTY: 711). Ta usługa jest bezpłatna.