



Blue Cross Community
Health PlansSM



HealthChoice
Illinois
Illinois Department of
Healthcare and Family Services

LifeTimes[™]

Fall 2023

Your guide to **health, wellness and fitness**

Health and wellness or prevention information

Learn to Live: Digital Mental Health Platform

Life can sometimes be hard. Are you feeling stressed, sleepless, anxious or depressed? You are not alone.

If you have mild or moderate mental health concerns, BCBSIL has a program that may be just what you need.

Learn to Live is a no-cost, fully online, mental health option for BCCHP members and their caregivers, age 13 and older.



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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:

Blue Cross Community
Health PlansSM



c/o Member Services
P.O. Box 3418
Scranton, PA 18505

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Learn to Live: Digital Mental Health Platform

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The self-paced programs can help you with common challenges like stress and worry, depression, sleeplessness, social anxiety and substance use. Individual coaching is also offered, if needed.

Find a program that is right for you. To start, take our online self-paced, private assessment at **www.learntolive.com/Welcome/BCBSILMedicaid**

Use Code **ILMED**

Learn to Live

Use Code **ILMED**



It's Time for Your Flu Shot

Fall is the time of year when flu viruses start to spread. This means September and October are the best times to get your flu shot. If possible, all people, even if you're healthy, should be vaccinated by the end of October. If you are not able to get vaccinated until November or later, still get it. Most of the time flu activity is highest between December and February, with activity lasting as late as May. A yearly flu shot is recommended for all people age six months and older.

People at higher risk of developing serious flu complications are those age 65 or older, pregnant women and people with certain health problems like asthma, heart disease, diabetes and kidney disease.

If you are at higher risk of getting flu complications, getting a flu shot is especially important. Talk to your doctor about the best time to get your flu shot. If you're healthy, you can get a flu shot from your doctor or local pharmacy. It takes about two weeks for the shot to start protecting you.



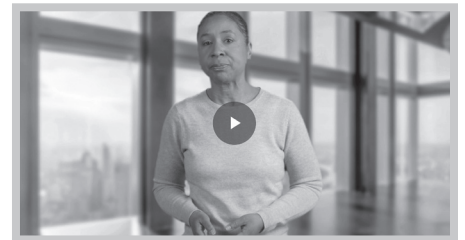
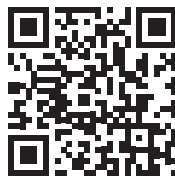
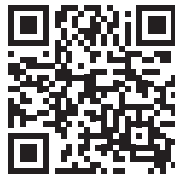
Sources: Centers for Disease Control and Prevention (CDC)

Health and Wellness Videos

Mental health medications can be hard to follow, and you may have questions. Watch this short video about ways you can work with your doctor to better understand your medications.

Were you just in the hospital or emergency room for a mental health issue? Are you feeling overwhelmed and unsure what to do next? This video helps you take the next step toward wellness.

Struggling with drugs and/or alcohol? If you or a family member need help, watch this video on treatment and support.



Keep Your Medicaid Coverage

Get ready to renew your Medicaid. Illinois is starting renewals again to see if you are still eligible. Everybody's renewal date is different, so it is critical that you get ready to renew.

- 1) Click 'Manage My Case' at **abe.illinois.gov** to manage your benefits.
- 2) Verify your address. Click 'Contact Us' in Manage My Case at **abe.illinois.gov**.
- 3) Find your due date (also called a redetermination date). Check your 'Benefit Details' tab at **abe.illinois.gov**.

4) Watch your mail. The Department of Healthcare and Family Services (HFS) will mail you a notice to tell you your status and if you need to complete a renewal form. If you have to renew, you will get a renewal form a month before it is due.

5) Complete your redetermination. If your notice says you need to, complete your renewal.

Don't risk losing your Medicaid.

Submit your Medicaid redetermination one of these ways:

- Online. Click 'Manage My Case' at **abe.illinois.gov**
- Mailing or faxing your form based on the HFS notice
- Over the phone. Call **1-800-843-6154**
- In-person. At a Department of Human Services office near you. Go to **www.dhs.state.il.us** and select Office Locator to find the nearest office.

If you are no longer eligible for Medicaid, try to get coverage at work or through the official Affordable Care Act for Illinois at **GetCoveredIllinois.gov**.

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the Medicaid fraud hotline at **1-844-453-7283**.

Have You Had Your Health Screenings This Year?

Health screenings (tests) play a vital role in catching small health problems before they become big ones. If you haven't had your tests this year, plan a visit with your doctor now.

A yearly health exam involves a complete examination and time to talk with your doctor about any changes in your health. You can ask about what screenings are right for you.

Adult Health Screenings

Based on age and health history, adults screenings may include:

- **Hemoglobin A1C (HbA1c) test:** This test is used to find or manage diabetes or prediabetes.
- **Blood pressure:** You should have your blood pressure checked at each health care visit (at least once a year) to prevent the risk of conditions like high blood sugar, heart disease and stroke.
- **Cholesterol:** A high cholesterol level puts you at higher risk for heart disease and stroke. There are no symptoms, so a blood test is the only way to know your levels.
- **Colorectal cancer testing:** Men and women ages 45 to 75 should be screened for colon cancer.

- **Mammogram:** Finding and treating breast cancer early is the best way to save a life. Since breast cancer may have no symptoms in early stages, getting a routine X-ray of the breast is the best way to find it early.
- **Cervical cancer screening:** Women ages 21 to 65 should have routine testing, such as a pelvic exam, a Pap test and an Human Papillomavirus (HPV) test.
- **Vaccines:** People of all ages need vaccines to stay healthy. Make sure you and your family are up date on your shots.
- **Eye exam:** A comprehensive eye exam, with dilation, can find health problems like cataracts, glaucoma or macular degeneration in their early stages. Talk to your doctor about when you need an eye exam.

Well Child Visits

Children of all ages need a yearly health exam just like adults do. It is sometimes called a well-child visit. These visits help the doctor track your child's growth and development and look for any problems that may not be obvious.

Older kids need health exams too. Some conditions first show up after puberty. Scoliosis, diabetes, obesity and depression are just some of the health issues teens can have.



There have been service changes to your BCCHP health plan in 2023. These changes have been added to your Blue KitSM. The Blue Kit is your Member Handbook and Certificate of Coverage in one place.

Benefit and service changes include:

- **Health Benefits for Immigrant Adults and Seniors.** Starting 2024, this program will provide health coverage to members despite immigration status. The state of Illinois developed this program as part of its goal to support positive results, address the social determinants of health and foster the well-being of our members. Under this program, members get a full benefit package. The program includes copays and prior authorization rules.
- **ModivCare App.** The ModivCare app gives you the flexibility to schedule your medical ride whenever and wherever you like. All you need to do is search “ModivCare” on either Google Play® or the Apple App Store® to download.
- **Blue Access for Members (BAM).** Blue Access for Members is your secure online portal where you can manage your health coverage. Now, your BAM account can be accessed on your smartphone with the Blue Cross and Blue Shield of Illinois Mobile App. Some features you can access with BAM include viewing a temporary ID Card, using Provider Finder®, viewing claims and much more. Visit **www.bcchpil.com**.

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

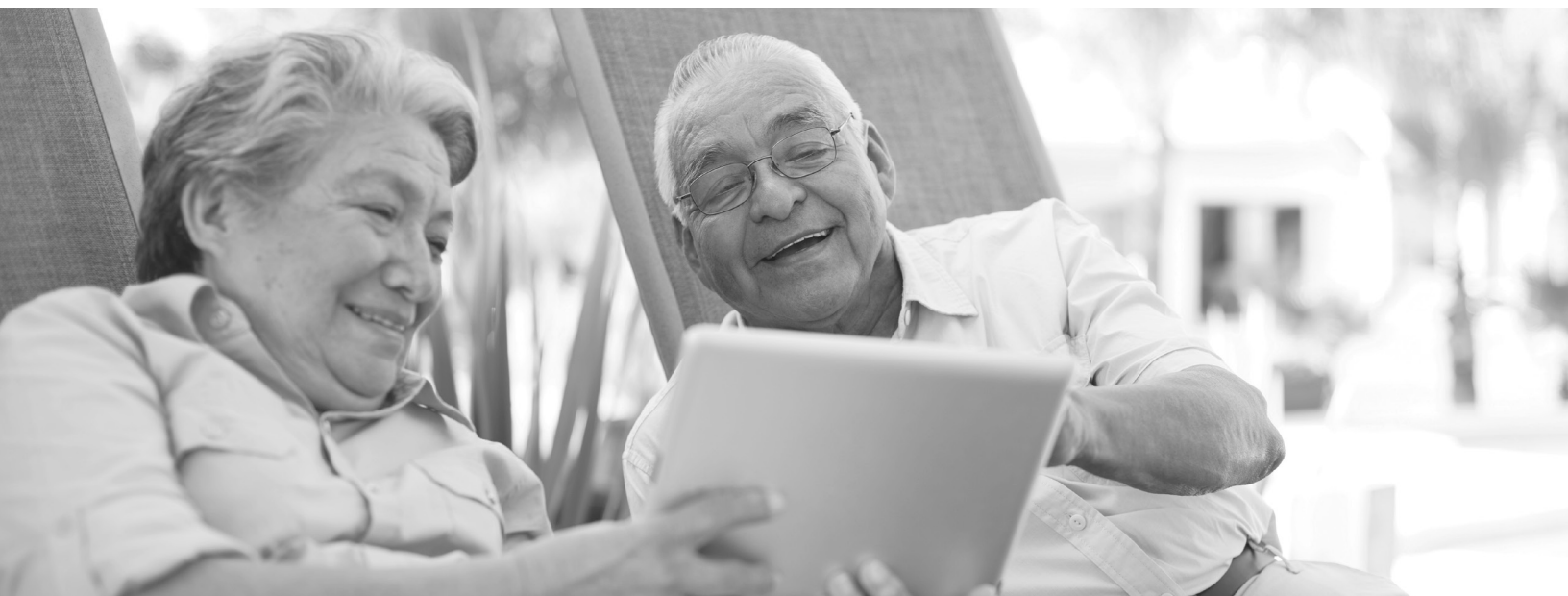
- Find a doctor, hospital or other in-network provider.
- Access care such as preventive, specialty, ER and behavioral health.
- Check your benefit coverage, exclusions and prior authorization requirements.
- Submit an appeal or complaint.
- Get a new ID card.
- Understand your Rights and Responsibilities.
- Review your Subscriber Information.

If you have any questions, please call Member Services. We can be reached at **1-877-860-2837** (TTY/TDD: **711**). A live agent can be reached from 8 a.m. to 5 p.m., Monday through Friday. Self-service or a voicemail can be used 24/7. Interpreter services are available free of charge.

Care Coordination For Better Health Results

BCCHP wants to help members achieve better health results. The chart below outlines ways to help you better handle your health. You will need to opt-in or opt-out of some of the programs. Visit our website at www.bcbsil.com/bcchp or call Member Care toll-free at **1-877-860-2837** (TTY/TDD: **711**) to learn more about these benefits.

PROGRAM	DESCRIPTION OF BENEFIT
Breast Cancer Testing	Females between 50-74 can get a \$15 gift card once a year for completing a preventive breast cancer screening
High-Cost Program	Learn more about how to get care, transportation, referrals to community services and additional resources
Condition Management	Get one-to-one interactive support to better manage asthma, diabetes (high blood sugar) or hypertension (high blood pressure)
Transition of Care Program (physical health)	Receive education and resources for a safe move back into the community after hospitalization
Special Beginnings®	Members who are pregnant or who have given birth within 84 days can get help scheduling appointments with doctors or a birthing coach; pregnancy, infant and child care, postpartum and well-woman care education are also part of the program
Pharmacy Adding Value and Expertise (PAVE)	Members on certain medications to treat chronic health conditions can work with a local pharmacist to learn more about their medications and how to stay on track
Medicaid Emergency Room (ER) Action	Members who have had an ER visit can get help with referrals or follow ups and get education on ER resources
Complex Case Management	Work one-to-one in person or on phone calls to get help setting up care with doctors, specialists or local resources to better understand your medications and treatment choices



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. Blue Cross and Blue Shield of Illinois does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Illinois:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Illinois has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, **1-855-664-7270**, TTY/TDD: **1-855-661-6965**, Fax: **1-855-661-6960**. You can file a grievance by phone, mail, or fax. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-860-2837 (TTY/TDD: 711)**.

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

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

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-860-2837 (TTY/TDD: 711)**。

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-860-2837 (TTY/TDD: 711)**번으로 전화해 주십시오.

TAGALOG (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-860-2837 (TTY/TDD: 711)**.

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-877-860-2837 (رقم هاتف الصم والبكم: 711)**.

РУССКИЙ (Russian): ВНИМАНИЕ: Если Вы говорите на русском языке, то Вам доступны бесплатные услуги перевода. Звоните **1-877-860-2837 (Телетайп: 711)**.

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો

1-877-860-2837 (TTY/TDD: 711).

اردو (Urdu):

یاد رکھیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ **1-877-860-2837 (TTY: 711)** پر کال کریں۔

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-860-2837 (TTY/TDD: 711)**.

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-860-2837 (TTY/TDD: 711)**.

हिन्दी (Hindi): ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। **1-877-860-2837 (TTY/TDD: 711)** पर कॉल करें।

FRENCH (French): ATTENTION: Si vous parlez français, des services d'assistance linguistique vous sont proposés gratuitement. Appelez le **1-877-860-2837 (TTY/TDD : 711)**.

ΕΛΛΗΝΙΚΑ (Greek): ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-877-860-2837 (TTY/TDD: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-860-2837 (TTY/TDD: 711)**.