

Keep Smiling

Did you know that tooth decay does more harm than simply breaking down your teeth? It may lead to infections that can weaken your immune system. Take care of your dental health for your overall health.

Don't forget to schedule your next dental exam.

More benefit information can be found at www.bcbsil.com/mmai, in the Member Handbook and your Summary of Benefits or by calling Member Services at 1- **877-723-7702** (TTY: **711**).

Members who opt-in to get text messages may get reminders for things like scheduling your dental exam. You can reply **STOP** to end messages at any time. Msg & data rates may apply. To learn more call **1-877-723-7702** (TTY: **711**).

Blue Cross Community MMAISM offers benefits for dental services each year including:

- Oral exams (twice a year)
- Cleanings (twice a year)
- Fluoride treatment
- X-ray

The plan offers an extra \$800 allowance as a supplemental benefit for services not covered by Medicare and Medicaid.

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

Member Services: **1-877-723-7702** (TTY: **711**)
24/7 Nurseline: **1-877-213-2568** (TTY: **711**)

c/o Member Services
P. O. Box 3836
Scranton, PA 18505

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Your Voice Matters

At Blue Cross and Blue Shield of Illinois (BCBSIL) it is important to us that you get the health care and supporting services you need. To make sure we are on track, we want to hear from you.

Every three months we ask Blue Cross Community MMAI members to give us feedback during our **Member Advisory Board meetings**. We want to hear what you have to say about our services, programs and even the doctors you've used. This is your chance to help us improve.

We invite you to come to our next meeting on December 21, 2023. This meeting is both in person and online.

To learn more, visit www.bcbsil.com/mmai or call Member Services at **1-877-723-7702** (TTY: **711**).



Scan this code to register

Learn to Live: Digital Mental Health Platform

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

If you have mild 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 Blue Cross Community MMAI members and their caregivers, age 13 and older.

The self-paced programs can help 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 get started, take an online self-paced, private evaluation at www.learntolive.com/Welcome/BCBSILMedicaid

Access Code: **ILMED**



Protect Your Eyes with Routine Eye Exams

Going to the doctor is part of taking care of your health. But going to the eye doctor? Also important! Many people think their eyesight is just fine, but routine eye care can have a life-changing impact on protecting the eyesight of millions of people. It can also be a real eye opener when it comes to your health.

During an eye exam, your eye doctor can check for health problems such as cataracts and glaucoma. They can also check for early signs of other health issues like:

- High cholesterol
- High blood pressure
- High blood sugar (diabetes)
- Multiple Sclerosis
- Chance of having a stroke

How often should I get an eye exam?

If you do not have eye trouble, wear glasses or contact lenses or have risk factors for eye diseases, the chart shows a routine eye exam schedule. If your family has a history of eye disease or you have trouble seeing things clearly, you may need to get an eye exam more often.

Age	When to Get an Eye Exam
0-2 years	At 6 months of age
2-5 years	At 3 years of age
6-18 years	Before first grade and then every 2 years
18-60 years	Every 2 years
61+ years	Each year

Sources: American Optometric Association; Centers for Disease Control (CDC)

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, everyone should be vaccinated by the end of October. If you are not able to get vaccinated until November or later, still get it. 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.

Source: Centers for Disease Control and Prevention (CDC)

Where can I get an eye exam?

Blue Cross Community MMAI has partnered with Davis Vision to provide vision services. To find an eye doctor near you, go to www.davisvision.com. If you need help finding an eye doctor, call Member Services at **1-877-723-7702** (TTY: **711**).

What does my plan cover?

The Blue Cross Community MMAI plan covers:

- Yearly routine eye exams
- Eyeglasses (lenses and frames):
 - Limited to one pair of eyeglass lenses and/or eyeglass frames every two years
 - Additional eyewear benefit of a \$130 upgrade toward non-standard frames every two years
 - Medically required contact lenses are covered with pre-approval. Routine contact lenses are not covered.
- Custom-made artificial eye
- Low vision devices

For more details, refer to the Member Handbook or call Member Services.

Your Rights and Responsibilities as a Blue Cross Community MMAI Member

As a Blue Cross Community MMAI member, you have rights and responsibilities. Below is a summary of our policy.

You have the right to:

- Receive facts about the organization, its services, practitioners and providers.
- Be treated with respect and recognition of your dignity and privacy.
- Participate with practitioners in making decisions about your care.
- Discuss treatment choices for your health problems, no matter the cost or coverage.
- Voice complaints or appeals about the organization or the care you receive.
- Make recommendations about the rights and responsibilities policy.

You have a responsibility to:

- Supply information that the organization and its providers need to provide care.
- Follow instructions for care that you have agreed to with your providers.
- Know your health problems and help develop mutually agreed-upon treatment goals.

For more details, select Member Resources from our website at www.bcbsil.com/mmai.

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, schedule a visit with your doctor now.

Based on your age and health history, some screenings you may need are:

- **Hemoglobin A1C (HbA1c) test:** used to diagnose or manage diabetes or prediabetes
- **Blood pressure:** prevents serious health risks like diabetes, heart disease and stroke
- **Cholesterol:** high cholesterol puts you at higher risk for heart disease and stroke; a blood test is the only way to know your levels
- **Colorectal cancer:** men and women ages 45 to 75 should be tested for colon cancer
- **Mammogram:** a routine breast X-ray is the best way to find breast cancer early
- **Cervical cancer screening:** women ages 21 to 65 should be screened, including a pelvic exam, a Pap test and an HPV test
- **Vaccinations:** make sure you and your family are up to date on your shots
- **Comprehensive eye exam:** a thorough eye exam, including dilation

Learn To Live, Inc. is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide cognitive behavioral therapy coaching for members with coverage through BCBSIL.

Davis Vision is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide vision network / administration 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.

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 1-877-723-7702 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-723-7702 (TTY: 711).