

LifeTimes[®]

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

Get Your Flu Shot and Stay Healthy

The best way to protect yourself and your loved ones against influenza (flu) is to get a flu vaccine every year. Flu is a contagious respiratory disease that can lead to serious illness, hospitalization or even death in serious situations.

Vaccination has been shown to have many benefits including reducing the risk of flu illness, hospitalization and the risk of flu-related death in children.



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Blue Cross Community MMAI (Medicare-Medicaid Plan) is provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HLRC), an Independent Licensee of the Blue Cross and Blue Shield Association. HLRC is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. Enrollment in HLRC'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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Who should get a flu vaccine?

The Centers for Disease Control and Prevention (CDC) recommends a yearly flu shot for everyone age six months and older. It is also highly recommended for people age 65 and older, pregnant women and people with certain chronic illnesses like asthma, diabetes or heart and lung diseases.

When should you take your flu vaccine?

It is best to be vaccinated against the flu by the end of October. Talk to your doctor about the best time to get your flu shot.

Benefits of flu vaccination

There are many reasons to get a flu shot each year. A flu shot can:

- Keep you from getting sick with flu
- Reduce the severity of illness
- Reduce the risk of flu-associated hospitalization
- Help prevent flu for people with certain chronic conditions
- Help protect pregnant women during and after pregnancy and protect their infants from flu in their first few months of life
- Be lifesaving in children
- Protect people around you.

Remember:

- You can get a flu shot from your doctor or local drugstore.
- You may have pain, redness or swelling at the injection site, low-grade fever, headache and muscle ache after taking your flu vaccine. All can be treated with an over-the-counter pain reliever.
- Talk to your doctor if any new or worsening symptoms occur.



Help Stop the Spread of Germs

There are everyday preventive measures you can take:

- Stay away from people who are sick.
- If you are sick:
 - Stay home for at least 24 hours after your fever lowers without using a fever-reducing drug.
 - Cover your nose and mouth with your elbow or a tissue when you cough or sneeze. After using a tissue, throw it in the trash.
 - Wash your hands with soap and water. If soap and water are not available, use an alcohol-based hand sanitizer.
 - Clean and disinfect areas and objects that may have flu germs on them.
 - Get plenty of rest.
 - Avoid touching your eyes, nose and mouth.
 - Stay away from people as much as possible.
 - Talk to your doctor if symptoms continue.

Sources: Centers for Disease Control and Prevention and National Center for Immunization and Respiratory

Member Programs and Services

Many programs are available through your Blue Cross Community MMAISM benefits at no additional cost to you. Call Member Services toll-free at **1-877-723-7702** (TTY/TDD: **711**) to learn more about your benefits or how to opt-in or opt out of programs you may be eligible for. You can also visit the member website at **www.bcbsil.com/mmai** for more information.

+Breast Cancer Screening Education

Female members between the ages of 50-74

Can receive:

- Articles in member newsletter and health guide on member website about breast cancer screening and prevention
- Mobile mammography event.

*~Complex Case Management (Physical Health)

Members with multiple chronic or short-term health conditions, such as:

- Organ transplants
- End-stage renal disease
- Multiple comorbidities
- Cancer
- Sickle cell
- High-risk behavioral health with hospital admission

Can receive:

- One-to-one coaching and in-person visits or phone calls about health needs
- Help with connecting to local resources, member benefits and setting up care with doctors/specialists
- Education and resources to help better understand health conditions, medications and treatments.

+ ~Complex Case Management (Behavioral Health)

Members who have 3+ acute behavioral health (BH) or substance abuse admissions within a six-month period and members with multiple chronic conditions, such as:

- Major depression
- Bipolar disorder
- Schizophrenia
- Substance use disorder

Can receive:

- Assistance with medication adherence monitoring and help with referrals
- In-person visits and phone calls about your health needs as well as one-to-one coaching and care planning.



+~Condition Management

Members with an asthma, diabetes or hypertension diagnosis

Can receive:

- One-to-one coaching, support in taking care of your health and educational materials
- *Phone call to assist with scheduling appointments for eye exam and lab tests.

* ~Transition of Care Program (Behavioral Health)

Members who have an acute BH or substance abuse admission are identified for our BH Transition of Care Program.

Can receive:

Education and resources for a safe transition back into the community after hospitalization.

Members having a BH crisis should call the Mobile Crisis Response hotline at **1-800-345-9049** (TTY/TDD: **1-866-794-0374**).

+ Must opt-in to this program/service * Must opt-out of this program/service ~ Interactive program/service

Member Programs and Services

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+ ~Special Beginnings®

Members who are pregnant or have given birth within 84 days

Can receive:

- Educational materials on pregnancy, infant and childcare, postpartum and well-woman care plus access to online maternity tools, nutritional support, resources and articles
- Help scheduling appointments with your doctor.

+ ~High-Cost Program

Members with claims paid greater than \$50,000 within 12 months

Can receive:

Education on access to care, transportation, referrals to a community social services team and additional resources.

*~Pharmacists Adding Value & Expertise®

Members on certain medications to treat chronic diseases who have fallen below an 80% adherence rate

Can receive:

Outreach and education from local pharmacists about their prescriptions.

*~Transition of Care Program (Physical Health)

Members who are admitted to the hospital

Can receive:

Education and resources for a safe transition back into the community after hospitalization.

+ Must opt-in to this program/service * Must opt-out of this program/service ~ Interactive program/service

Struggling with opioids?

Quitting opioids can be hard, but you don't 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>



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.