Get Your Copy of the 2019-2020 Clinical Practice and Preventive Care Guidelines

The 2019-2020 Clinical Practice and Preventive Care Guidelines are ready. If you would like to have a copy sent to you, please call Member Services at 1-877-723-7702 (TTY: 711).

These guidelines are carried out by Blue Cross and Blue Shield of Illinois (BCBSIL) and are the basis for certain condition management programs. The guidelines will change each year.

The guidelines are for informational purposes only and are not a substitute for the health care advice you get from your doctor. Doctors make their own rulings when supplying health care to members.

To learn more, visit https://www.bcbsil.com/provider/clinical/cpg.html.
Giving Up Smoking for Good

The main causes of lung cancer are smoking and second-hand smoke. So, the best way to guard against lung cancer is to stay away from both. Finding and treating lung cancer early can help the chances of a positive outcome.

Tobacco use is a leading cause of disease and disability. Smoking is the most avoidable cause of disease and death. One of the best things you can do for your health is to quit smoking or quit using other kinds of tobacco products. It is not easy, but it can be done.

People who quit smoking before the age of 40 cut their chance of dying from smoking-related disease by 90 percent.

Quitting smoking can slow the progress of chronic obstructive pulmonary disease (COPD), cut your lung cancer risks and add years to your life.

Here are some tips to help you break the smoking habit:

Try practicing mindfulness or meditation. Activities that train the mind may help change your actions.

Replace poor behaviors with healthy ones. Try working out, starting a hobby, or spending time with family.

Get your mind ready. If you cannot stay away from a tempting place, prepare yourself beforehand. Think about how you want to handle it and mentally go over what to do.

Enlist support. Ask friends, family and co-workers to support your efforts to change. Try to stay away from people who take part in the habit you want to break.

Reward yourself for small steps. Give yourself a healthy treat when you have reached a small goal or milestone.

There are resources and aids that can help you give up the habit. Talk with your doctor about quitting smoking.

Sources: American Cancer Society; Centers for Disease Control and Prevention (CDC)

What Can You Do for Your Knees?

You cannot always stop knee problems. But there are things you can do to give your knees a better shot at staying healthy.

Watch your weight. Extra pounds put more strain on your joints. In fact, each pound of extra weight puts about four pounds of extra weight on your knees. So being 10 pounds too heavy puts 40 pounds of extra pressure on your knees.

Stay flexible. Tight muscles may add to your risk for injury. Warm-up before working out and stretch after.

Look before you leap into a new sport. Get ready for a new activity by getting your body in condition. Start slow and work up to the new activity. You might want to work with someone who is skilled in the activity to make sure you are being safe.

Work on strength. If you build the muscles that support the knee, that strength may help you avoid getting hurt. It may also help with your balance.

Choose wisely. If you often hurt your knee during your workout or have pain after your workout, you may need to choose a different activity. Think about a low-impact activity. Some people turn to tai chi or yoga, so they can keep moving without as much knee stress. Swimming, water walking or water aerobics are also good choices, since the water supports most of the body’s weight as you work out.

Do not ignore what your knees are telling you. If you have knee pain that lingers, do not ignore it. Talk to your doctor.

Sources: Arthritis Foundation; Mayo Clinic
Always Protect Your Skin

The chance of skin cancer heats up on sunny summer days, when people spend more time outdoors.

Keeping on top of your skin health is a vital part of your overall health. Skin cancer is the most common kind of cancer.

More than 3.5 million cases of non-melanoma skin cancer are diagnosed each year in the U.S. There were also about 73,000 cases of melanoma (the most harmful form of skin cancer) found in 2015.

It is best to find skin cancer early, when it can be cured.

To catch skin cancer at an early stage, watch for skin changes. Check with your doctor if you notice new moles, growths or changes to ones you already have.

Just because a mole is raised does not mean it is a cancer risk. A mole may bother you with itching, but that may be because it is rubbing against your clothes. Let the doctor know about it and check to be sure.

Most skin cancers are caused by overexposure to Ultraviolet (UV) radiation. That can come from the sun and other sources, like tanning beds.

People with lighter skin are more likely to get UV damage, though people of all races and ethnicities have a chance of getting skin cancer.

Those who have a family history of skin cancer, many moles or freckles, or have had bad sunburns early in life have a higher chance of getting skin cancer.

Protect your skin:

• Do not burn or tan.
• Look for shade.
• Wear sun-protective clothing.
• Slather on sunscreen.
• Find a product that protects your lips.
• Be careful near water or sand. They reflect the sun’s rays and can increase risk for sunburn.
• Check the UV index before going outdoors.
• Get vitamin D safely through food or supplements.

Protect those peepers

Your eyes need to be protected too. UV radiation, from sunlight or man-made sources, can harm both the top of the eye and inner parts, such as the cornea and lens. This harm can even lead to blindness.

Those who work or play in the sun for long hours are most at risk. Radiation can come from many directions, such as reflections off of pavement and water.

To help prevent damage:

• Always wear the right kind of eyewear, even on cloudy days.
• Wear wrap-around sunglasses.
• Wear brimmed hats.

It is vital to protect yourself from the sun each time you are outside. And do not forget that some of the worst sunburns happen on cloudy days.

Sunscreen tips

Pick a broad-spectrum sunscreen with at least SPF 30 or higher. SPF stands for sun protection factor. It rates the product’s effectiveness for blocking UV rays.

Put it on before you go outside — even on cloudy days. Put on a thick layer to all exposed skin 30 minutes before going outdoors. Get help for hard-to-reach places like your back.

Reapply throughout the day. Sunscreen can wear off, mainly after swimming or sweating.

Use a water-resistant sunscreen. Water resistant sunscreens may last for 40 to 80 minutes.

Check the expiration date. Sunscreen can have a shelf life of up to three years, but it can be shorter if exposed to high temperatures.

Layer. Your makeup or lip balm may also have some SPF in it. Read the label, and if they do not have at least SPF 30 or higher, do not use them by themselves.

Sources: American Cancer Society; U.S. Food and Drug Administration; Environmental Protection Agency; Centers for Disease Control and Prevention (CDC); National Council on Skin Cancer Prevention; Prevent Blindness America
No one wants to join the itchy eyes, scratchy throat and stuffiness club. But if you are one of the many people who has allergies as an adult, you are not alone. Roughly 50 million people in the U.S. have some form of allergic disease.

For many, these allergies stay on a pattern that began years ago. But even people who have never had problems can have allergies as adults.

What are allergies?

How do allergies happen? It has to do with your immune system and how it fends off invaders such as viruses and bacteria.

An allergy happens when your immune system decides a cause, like pollen, is unsafe. Your body sends chemicals to your cells to guard them against the attack. While these mighty defenders can stop an illness, they may also cause an allergic response.

Things you come across each day can cause an allergic response:
- Pollen from weeds, grass, flowers and trees
- Mold
- Pet dander
- Dust mites

It is easy to mistake a runny nose for a cold. Itchiness is one clue that an allergy might be the real cause. Issues that last for more than two weeks can also be a sign you may have an allergy.

Why me?

Researchers are seeing why some people get allergies and others get away sneeze-free. Here are a few things that may raise your odds of having allergies:

Allergies: The sequel. While kids prone to allergies may grow into adults prone to allergies, the problem can change. For example, a toddler with food allergies and eczema may have hay fever as a young adult. And another child’s allergies may cause asthma symptoms later in life.
Here, there and all over. Getting a dog or cat might set off a pet allergy. Moving into a new home might bring you into contact with allergy-causing mold.

Allergic to work? You also might run into trouble at work. Some common workplace problems are cleaning products, chemical fumes and some types of dust. If your allergy symptoms start or get worse on the job, work with your doctor.

What can I do?
The most common allergy symptoms — stuffiness, sneezing and sniffling — can often be treated with over-the-counter (OTC) antihistamines or other medicines.

OTC drugs can help you by halting the immune system battle.

If your symptoms last a while, your doctor may suggest another OTC medicine than what you have tried or a prescription drug. Your doctor may have you try steroids, decongestants or even a mixture of therapies. They can even help you find out what causes your allergies and suggest ways to avoid it.

Allergy shots may help if your allergies are bad and nothing else seems to work. They work like a vaccine, slowly cutting your symptoms by steadily raising your tolerance to an allergen. The good news: Many people — even those with bad allergies — do not have to get allergy shots forever. In fact, a program of routine allergy shots for three to five years will often do the trick.

While allergies can make you feel bad at any age, one of these treatment choices may be all you need to start feeling better again.

Sources: Asthma and Allergy Foundation of America; American Academy of Allergy, Asthma and Immunology; Time Magazine, April 30, 2013
The Quality Improvement (QI) program through Blue Cross Community MMAI aims to improve your health and wellness by making sure you get cost-effective, quality health care.

Each year our QI program reviews services supplied to you by your health plan. This is to make sure you are satisfied with your care. If you happen to get a survey in the mail asking you about the care you received, please fill it out. The survey helps improve our QI program for you.

Our QI program supports the goals below. They are reviewed by the Quality Assurance Committee:

• To track our clinical, behavioral and pharmacy services to guarantee that our members are getting proper medical and behavioral health care.
• To ensure the safety and welfare of our members by making proper plans based on complaints and concerns pointed out by health care workers.
• To foster a supportive setting that helps health care experts and doctors make a safer practice.
• To promote member and doctor communication so you live a healthier life.

Blue Cross Blue Shield of Illinois is accredited by the National Committee for Quality Assurance (NCQA). NCQA is a non-profit group that helps people learn more about health care plans around the country.

Our QI program wants you to take an active role in your health care. Our purpose is to help you stay as healthy as possible. This can be done by doing healthy activities, such as a yearly physical and screenings.
The Healthcare Effectiveness Data and Information Set (HEDIS) audit reviews the findings of those healthy activities by members. We looked at the medical records and claims information to see if our members were getting the exams and tests they needed. Based on 2019 results, we met the goals below:

- Controlling high blood pressure.
- Members checking up with a doctor after they have been in the hospital for mental illness.
- Members getting breast cancer screenings.
- Treatment for alcohol or drug abuse.
- Blood sugar testing for members with high blood sugar.
- Doctors talking to members about:
  - End-of-life care
  - Your medicines
  - Daily functionality and any pain issues
- The care you get from your doctor and specialist.
- How doctors talk to members in a way they can grasp.

The goals below were not met. We can reach these goals with your help by doing the following:

- Make sure you are getting your flu shot once each year, as told by your doctor.
- Talk with us about any help you need to make sure you get effective health care.

To help us reach our goals, the QI department is working on hiring nurses to go to your doctor’s office to educate them on the healthy activities you have not received.

If you have any questions about the quality goals, please email the Illinois Medicaid QI department at IL_Medicaid_QI@bcbsil.com.
Member Programs and Services

Many programs are available through your Blue Cross Community MMAI benefits, at no additional cost to you. You can call Member Services at **1-877-723-7702** (TTY: **711**) to learn more about your benefits or enroll in programs you may be eligible for. You can also visit the member website at [www.bcbsil.com/mmai/](http://www.bcbsil.com/mmai/).

**Key:**
+ You have to opt-in to this program/service.
* You have to opt-out of this program/service.

<table>
<thead>
<tr>
<th>Program/Service</th>
<th>Who is it for?</th>
<th>How does it work?</th>
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| **+**Case Management (Physical Health) | Members with multiple chronic or short-term health conditions, such as:  
  • Organ transplants  
  • Kidney failure  
  • High-risk behavioral health with hospital admission  
  Members with greater than or equal to $50,000 in paid claims over the last 12 months. | Members who opt-in can get:  
  • One-to-one coaching  
  • In-person visits or phone calls about health needs  
  • Help with connecting to local resources and member benefits  
  • Help setting up care with doctors and specialists  
  • Education and resources to help you better understand your health conditions, medications and treatments  
|      | Members who are admitted to the hospital                                      | Members who opt-in can get:  
  • Help from a care manager when you need to move to the hospital for care  
  • Education and resources for a safe transition |
| **+**Condition Management | Members with an asthma, diabetes or hypertension diagnosis | Members who opt-in can get:  
  • Support in taking care of your health  
  • Help with planning care  
  • Educational materials  
  • *Living365*: offers disease coaching classes, online resources and printed materials |
| **+**Behavioral Health | Members with multiple chronic health conditions, such as:  
  • Major depression  
  • Drug abuse  
  • Three or more behavioral health admissions within a 3-month period  
  Members who have been hospitalized for mental illness  
  Members having a behavioral health crisis | Members who opt-in can get:  
  • Medication monitoring  
  • Help with referrals  
  • One-to-one coaching  
  • In-person visits or phone calls about your health needs  
  Behavioral health members who opt-in can get coordination of care between treatment facilities and doctors |

Members having a behavioral health crisis can call the Behavioral Health Crisis line at **1-800-345-9049** (TTY: **1-866-794-0374**).
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<tr>
<td><strong>Special Beginnings®</strong></td>
<td>Members who are pregnant or have given birth within 84 days.</td>
<td>Pregnant mothers who opt-in can get:</td>
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<td></td>
<td></td>
<td>• Educational materials covering pregnancy, infant and child care, postpartum care and well-woman care</td>
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<td></td>
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<td>• Help with handling health problems</td>
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<td></td>
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<td>• Access to online maternity tools and articles</td>
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<td></td>
<td>All members’ babies admitted to the Neonatal Intensive Care Unit (NICU)</td>
<td>Any member/members’ family admitted to NICU can get:</td>
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<tr>
<td></td>
<td></td>
<td>• Care coordination, including help with referrals and scheduling doctor’s visits</td>
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<tr>
<td><strong>Pharmacists Adding Value and Expertise® (PAVE)®</strong></td>
<td>Members can visit My Prime Pharmacy Finder at <a href="http://www.myprime.com/en/find-pharmacy.html">www.myprime.com/en/find-pharmacy.html</a></td>
<td>Members who opt-in can get:</td>
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<td></td>
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<td>• Education from local pharmacists about your prescriptions</td>
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<td></td>
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<td>• Access to online tools to help maintain or improve health</td>
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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, Civilrightscoordinator@hcsc.net. You can file a grievance in person or by mail, fax, or email. 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)

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.
Call 1-877-723-7702 (TTY: 711).

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).

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 1-877-723-7702 (TTY: 711)。


注意: 如果您使用简体中文，您可以免费获得语言援助服务。请致电 1-877-723-7702 (TTY: 711)。
**LifeTimes** Your guide to health, wellness, and fitness

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<th>Important Blue Cross Community MMAI phone numbers (Please have your member ID number ready)</th>
<th>Toll-free Number</th>
<th>TTY</th>
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<tr>
<td><strong>Member Services</strong></td>
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<td>711</td>
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**LifeTimes** is published four times a year for Blue Cross Community MMAI members. It brings you news about your health plan and staying healthy. Each issue has important phone numbers for you to cut out and keep. If you have questions or need help, call Member Services.

Articles in **LifeTimes** are meant to educate. They are not meant as medical advice. Please check with your doctor for any advice about your health.

| 24/7 Nurseline | 1-888-343-2697 | 711 |

### Member and Community Events

Check out what is happening near you. You can find MMAI member and community events on the MMAI website at [www.bcbsil.com/mmai/](http://www.bcbsil.com/mmai/).

Or you can call us toll free at **1-877-723-7702**, (TTY: **711**).

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MyPrime.com is a pharmacy benefit website owned and operated by Prime Therapeutics LLC, a separate company providing pharmacy benefit management services for your plan.

If you have questions, please call Blue Cross Community MMAI Member Services at 1-877-723-7702 (TTY: 711). We are available seven (7) days a week. Our call center is open Monday-Friday, 8:00 a.m.-8:00 p.m., Central time. On weekends and Federal holidays, voice messaging is available. If you leave a voice message, a Member Services representative will return your call no later than the next business day. The call is free.

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call Member Services at 1-877-723-7702 (TTY: 711). We are available seven (7) days a week. Our call center is open Monday Friday 8:00 a.m. – 8:00 p.m. Central time. On weekends and Federal holidays, voice messaging is available. If you leave a voice message, a Member Services representative will return your call no later than the next business day. The call is free.

**ATENCIÓN:** Si habla español, los servicios de asistencia lingüística están a su disposición sin costo alguno para usted. Llame al 1-877-723-7702 (TTY: 7-1-1). Estamos a su disposición los siete (7) días de la semana. Nuestra central telefónica está abierta de lunes a viernes de 8:00 a. m. a 8:00 p. m., hora del centro. Para los fines de semana y días feriados federales, está disponible el servicio de mensajes de voz. Si deja un mensaje de voz, un representante de Atención al Asegurado le devolverá la llamada antes del próximo día laborable. La llamada es gratuita.

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.