

MyBlueHealth

A Magazine for **Blue Cross Complete of Michigan** Members



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FALL 2017
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MiBlueCrossComplete.com



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Our website is **MiBlueCrossComplete.com**.
While website addresses for other
organizations are provided in *My Blue
Health* for reference, Blue Cross Complete
doesn't control these sites and isn't
responsible for their content.
The Healthy Michigan Plan is a health care
program from the Michigan Department
of Health and Human Services. Blue Cross
Complete administers Healthy Michigan Plan
benefits to eligible members.

*This publication is provided to help you learn
about your health condition. It isn't meant
to take the place of your doctor. If you have
questions, talk with your doctor. If you think
you need to see your doctor because of
something you've read in this information,
please contact your doctor. Never stop or
wait to get medical attention because of
something you have read in this material.*

PUMPKIN PIE CHEESECAKE DIP

This tasty dessert is a cross between pumpkin
pie and pumpkin cheesecake.



*Chef Paul K. Penney
For Blue Cross Complete*

Did you know there are about
300 calories in one slice of regular
pumpkin pie? That would take
23 minutes of running to burn off. This
Thanksgiving, satisfy your pie cravings
with this pumpkin pie dip instead.

Yield: Eight 2-ounce servings

INGREDIENTS

- 8 ounces $\frac{1}{8}$ less fat cream cheese or
Greek yogurt cream cheese (Note:
Nondairy alternatives also work)
- $\frac{1}{8}$ cup brown sugar
- $\frac{3}{4}$ teaspoon pumpkin pie spice
- $\frac{3}{4}$ cup canned pure pumpkin (Note:
not pumpkin pie mix)
- Optional: up to 2 tablespoons of
additional sweetener, such as maple
syrup or agave syrup
- For dipping: apple
slices, pear slices
or cinnamon
graham crackers

DIRECTIONS

1. Leave
cream
cheese on
counter for
1 hour to come to room
temperature.
2. In a medium bowl, mix cream
cheese, brown sugar and pumpkin
pie spice until incorporated well
and the sugar has become smooth.
3. Add canned pumpkin and continue
to mix well.
4. Once mixed, place in refrigerator
for 1 to 2 hours to chill.
5. Serve dip with apples, pears
or graham crackers.

NUTRITIONAL INFORMATION

Per serving (~2 ounces):
95 calories (dip only)



**CLIP AND
SAVE THIS
RECIPE**

We want to hear from you!

Your opinion counts! At *My Blue Health*, we think there's no better way to
inspire our readers than by having other members share their real stories. Is
there a benefit that's helped you and your family be healthier? What motivates
you to live a healthier life? Send us your story by writing to *My Blue Health* at
the editor's address listed on the left side of this page.

Care management 101: Questions and answers

Q. What is care management?

A. Care management is a set of services that helps patients and their families manage medical conditions, avoid duplication of services and reduce the need for costly medical services.

Q. What is the goal of care management?

A. The goal is to improve health status by arranging care that helps members take charge of their health care and end their reliance on others.

Q. What is a care connector?

A. A care connector is a nonclinical staff member who assesses members for care management needs and provides outreach. This includes offering administrative support, scheduling appointments, providing educational resources and arranging transportation.

Q. What is a care manager?

A. A care manager is a health care expert who works with members to define health goals and offer various types of support.

Q. What are the qualifications of a care manager?

A. A care manager can be either a registered nurse or a social worker with case management certification or two to three years of experience as a licensed professional.

Q. What is a care manager nurse?

A. A care manager nurse is a registered nurse who creates, keeps track of and updates a patient's care plan.

Q. What are the qualifications of a care manager nurse?

A. A care manager nurse must be a registered nurse with case management certification or two to three years of experience as a licensed professional.

Q. What services do care managers and care manager nurses provide?

- A.**
- Identify members' barriers to care
 - Identify and address health or social risk factors
 - Connect members to health care services and community resources
 - Develop care management plans

Q. How can I opt out or refuse care management services?

A. You can opt out or refuse care management services over the phone when you are contacted by your care manager. To opt out after you have already been receiving these services, please contact your care manager or call Customer Service at **1-800-228-8554**. TTY users should call **1-888-987-5832**.

Q. Who qualifies for Blue Cross Complete care management programs, such as complex care management and disease management?

- A.**
- **Complex Care Management:** Members with serious physical and behavioral health conditions
 - **Chronic Condition/Disease Management:** Members with chronic medical conditions, such as asthma, diabetes, chronic obstructive pulmonary disease and cardiovascular disease



- **Bright Start Maternity Program:** Members who are pregnant
- **Rapid Response Outreach Team:** Members with urgent and immediate needs who don't have an assigned care manager
- **Children's Special Health Care Services:** Children and adults who have serious, chronic medical conditions, such as asthma, cerebral palsy or diabetes
- **Transition Care Management:** Members who are hospitalized, but preparing for discharge
- **Community Care Management Team:** Members with high emergency room use due to chronic illnesses

Q. Who can I call with questions?

A. You can call the Outreach Team at **1-888-288-1722**. TTY users should call **1-888-987-5832**. You can also talk to your doctor about care management services.

5 rules for taking prescription painkillers

Opioids are strong prescription painkillers that can help after surgery or an injury. They can also be used for cancer pain. But opioids come with a big responsibility. When these drugs are misused, they can lead to overdose and addiction. Follow these five rules to stay safe while taking opioids:

1 Keep your prescription painkillers in a safe place to prevent accidental poisonings and misuse.

Friends, family and acquaintances may look for painkillers in your house to treat their own pain or for recreational use. And children who find and take them can be poisoned. Get rid of any extra pills or patches. Call your local police or pharmacy to see if you can drop off unused drugs. Or look for scheduled “drug take-back” days in your community.

2 Follow your doctor’s instructions.

This rule goes for all prescription medications, but is especially important for opioids. Don’t increase your dose or take more than you should. Take the painkillers exactly as prescribed. In addition, don’t mix opioids with alcohol, sleeping pills or anti-anxiety drugs. These all increase

your risk of an accidental overdose.

Check with your doctor to make sure you can take other medications while taking an opioid.

3 Ask questions.

Make sure you understand your prescription before you start taking opioids. Know how long you will be taking the painkiller. Ask about side effects and what to do if the opioids don’t relieve your pain. Ask your doctor if there are other drug options with fewer side effects.

4 Don’t ignore side effects.

Unpleasant side effects of opioids include nausea, feeling “foggy” and constipation. For some, the painkiller’s side effects can actually be worse than the pain itself. Always talk with your doctor about any symptoms that concern you.

5 Understand that opioids aren’t a miracle cure.

Opioids don’t work well for all chronic pain conditions. And if you take them for a long period of time, your body builds up a tolerance. That means you may need higher doses to get the same relief. In fact, some people who take opioids for chronic pain find that their pain increases as the dose is increased. Talk with your doctor about other solutions to take care of chronic pain.

When taken properly, prescription painkillers can be safe and effective. Yet 70 to 80 people die from an opioid overdose every day in the U.S. It’s important to respect the power of these drugs to treat your pain safely.

Common opioids

- Oxycodone (OxyContin, Percocet)
- Hydrocodone (Vicodin, Norco)
- Hydromorphone (Dilaudid)
- Fentanyl (Duragesic)
- Methadone
- Morphine
- Codeine

Opioids affect pregnant women and newborns, too



A new report shows that from 2000 to 2009, there was a steep rise in births to women who abuse opioids. The research was done by the Substance Abuse and Mental Health Services Administration. This group of drugs includes heroin and prescription painkillers. Some common opioids are:

- Fentanyl (Duragesic)
- Oxycodone (OxyContin, Percocet)
- Hydrocodone (Vicodin, Norco)
- Morphine

About 1 percent of pregnant women have abused opioids in the past month. The rate is highest in younger moms. About 3 percent of pregnant teens say they have abused such drugs.

Abuse is risky for moms and babies

Abuse of these drugs in pregnant women comes with risks. The placenta is more likely to move apart from the wall of the uterus early. It can also cause early labor, delivery complications and fetal death.

Most babies born to mothers who are addicted to these drugs go through withdrawal. These newborns are more likely to have low birth weight and breathing problems.

Treatment is effective, but hard to find

Treatment cuts the risks for moms and babies. But only a small percentage of treatment centers offer special programs for pregnant women and new moms.

If you're a woman with an opioid problem, it's best to seek help before getting pregnant. But treatment during pregnancy and good prenatal care can still make a big difference.

To find help for an opioid habit, call SAMHSA's national helpline at **1-800-662-HELP (4357)**. Or check SAMHSA's online treatment locator at **findtreatment.samhsa.gov**.

You can also call your care manager or Customer Service 24 hours a day, seven days a week at **1-800-228-8554**. TTY users should call **1-888-987-5832**.

Chlamydia and other sexually transmitted diseases

Untreated sexually transmitted diseases — whether you get one before or during pregnancy — can cause serious issues. These include premature birth and low birth weight. Some STDs can be passed along to your baby. That's why all pregnant women are screened for STDs.

The Michigan Department of Health and Human Services recommends that every pregnant woman be tested for HIV, hepatitis B and syphilis at her first prenatal visit. Pregnant women should also be screened for chlamydia.

Testing for chlamydia

Doctors can detect chlamydia with a simple urine test.

Many women don't know they have chlamydia in its early stages because there are no symptoms. In later stages, symptoms include:

- Mucous-like vaginal discharge
- Pain or burning when urinating
- Abnormal vaginal discharge
- Pain in the lower abdomen or lower back
- Nausea
- Fever
- Bleeding between menstrual periods
- Painful intercourse

Treatment and prevention

Treating chlamydia is quick and easy. Your doctor may give you a seven-day course of antibiotics or a single shot of a powerful antibiotic called azithromycin. It's recommended that you abstain from sex for at least a week after starting treatment. The CDC recommends you get tested again about three months after you finish treatment.

Expedited partner therapy

If you're diagnosed with an STD, you might want to try expedited partner therapy. EPT is a way of treating the sexual partners of people who receive chlamydia or gonorrhea diagnoses. Patients can provide partners with medicines or prescriptions without the health care provider having examined the partner. In other words, EPT is a fast and private way to help a sexual partner get treated.

To learn more about EPT or other STD issues, go to **michigan.gov/hivstd**.

Hepatitis A is on the rise in Southeast Michigan: Vaccination is key



According to the Michigan Department of Health and Human Services, there have been nearly 190 cases of hepatitis A in Southeast Michigan from August 2016 to June 2017. This is 10 times as many cases as last year.

Hepatitis A spreads through illegal drug use, close contact among household members and sexual activity. The virus can also be spread through contaminated food or water, though that isn't suspected to be the cause of this outbreak.

"Hepatitis A is a vaccine-preventable disease," said Dr. Eden Wells, chief medical executive for MDHHS. "And while the vaccine is recommended as part of the routine childhood schedule, most adults have not been vaccinated against the virus and may be susceptible to the illness."

Who should be vaccinated

To end the outbreak, the vaccination is being recommended if you:

- Live in, work in or visit SE Michigan and are concerned about getting hepatitis A
- Have liver diseases, such as hepatitis B or hepatitis C. Those with chronic liver disease have a higher risk of death from liver failure
- Want to be immune to hepatitis A
- Use injection and noninjection illegal drugs
- Have close contact with hepatitis A patients
- Are male and have sex with men
- Participate in commercial exchange of sexual practices

Symptoms of hepatitis A

People with hepatitis A are infectious for two weeks before symptoms are noticeable. Symptoms include:

- Abdominal pain
- Fatigue
- Fever
- Jaundice (yellowing of the skin)
- Loss of appetite
- Nausea
- Vomiting
- Dark urine
- Light-colored stools

Symptoms usually take a few days to appear and usually last less than two months. However, some people can be sick for as long as six months. Hepatitis A can also cause liver failure and death.



How to get vaccinated

Blue Cross Complete covers the vaccine at no cost to you. Talk with your doctor or contact your local health department to learn how to get the hepatitis A vaccine:

- Macomb County Health Department,
586-469-5372
- Oakland County Health Department,
1-800-848-5533 or email noc@oakgov.com

- Wayne County Communicable Disease Unit,
734-727-7078
- Detroit Health Department,
313-876-4000

For general information on hepatitis A, please visit cdc.gov/hepatitis/hav/afaq.htm.

You can also find contact information for your local health department at michigan.gov/mdhhs.

Getting the right care at the right time

Blue Cross Complete of Michigan follows these principles related to utilization management practices:

- UM decision-making is based only on appropriateness of care and services and existence of coverage.
- Blue Cross Complete of Michigan doesn't reward doctors or other employees for denying coverage.
- UM decision-makers don't get financial incentives to encourage decisions that result in underutilization.



Formulary change for diabetes medicine

Effective October 1, 2017, Lantus® was removed from the formulary (preferred drug list). Basaglar® is now the preferred glargine insulin.

- Basaglar and Lantus are both the same insulin type, also called glargine insulin.
- Basaglar has similar safety and effectiveness when compared to Lantus.
- Basaglar is only available in pen form. This adds convenience when compared to Lantus vials.
- Members should have received a letter in the mail with more details.
- Talk with your doctor if you have any questions about this change.



Outpatient behavioral health benefit expanding

Did you hear? There's no longer a limit on your behavioral health benefit. This means you can have more than 20 visits per year with a contracted mental health provider and still be covered.

This applies to anyone with mild to moderate behavioral health needs. Talk with your doctor to see if your symptoms meet the definition of mild to moderate behavioral health needs. If you were diagnosed with a chronic behavioral health condition, your services will still come from your community mental health department.

For more information about behavioral health services or to find a doctor, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**. You can also search for a doctor using our online provider directory at **MiBlueCrossComplete.com**.



GENERIC DRUGS: A good way to save money

Many brand-name medicines also have a generic equivalent. This includes over-the-counter and prescription drugs. For Blue Cross Complete, about 90 percent of prescriptions are filled with generics when they are available.

Generic medicines cost less than brand-name ones. That's because the generic drug maker didn't pay to develop the drug. And generics are just as good as the original brand-name drugs. In some cases, they are made by the same company.

Generics are safe and effective

The U.S. Food and Drug Administration makes sure that generic drugs match their brand-name versions. Generic drugs must prove that they work the same as the brand-name drug. They also have to be equal in safety, strength and quality.

Good for your health

Generics work just as well as brand-name drugs. They're available in the same strength and will often look the same as the brand-name drug. You may sometimes notice that the generic is a

different color or shape than the brand-name drug. This is okay, and won't cause a noticeable difference in effect. It's also important to remember that no matter what version you're taking, medicines work best and are safest when taken exactly as prescribed.

It's not hard to find generic drugs. Talk with your doctor or pharmacist about a less expensive version for any brand-name medicine. To see a list of new and generic drugs approved by the FDA each week, visit [fda.gov](https://www.fda.gov). Then, search "new and generic drug approvals."

Look online for drug changes

The current drug list is available on our website. We'll update the drug list at least every three months. You can search the document online or print it out. Another document will show past and pending changes to the drug list.

To find the changes:

- Go to **MiBlueCrossComplete.com**
- Select the *Pharmacy* tab at the top
- Choose *Preferred Drug List (PDF)*

You can also find this information in the member handbook by visiting our website.

NEED A RIDE? WE'LL PICK YOU UP

New online scheduling option available

Your health care is important to us. We want it to be easy for you to get to your doctor's appointments and to pick up your medicines.

To get a nonurgent ride for doctor's appointments and prescription refill pickups, or to schedule follow-up visits, call our ride service at **1-888-803-4947**. For nonurgent appointments, schedule two days before your appointment. If you need to cancel a ride, call four hours ahead of your appointment.

You can call our ride service 24 hours a day, seven days a week. Standard hours are from 8 a.m. to 5:30 p.m., Monday through Friday. TTY users should call **711**. A new option for scheduling rides is now available online.



When you schedule online, please retain both your reservation number and your confirmation number. You should receive a confirmation number within 24 hours of reservation submission.

Other benefits

Same-day transportation is also available for members. Call **1-888-803-4947** if you're scheduling a same-day trip.

Patients who are pregnant or have a need for an urgent appointment can obtain same-day transportation. Typical reasons for urgent visits include:

- Sick visits
- Follow-up appointments scheduled within 24 hours of a hospital discharge

For emergency transportation, members should always call **911**. Blue Cross Complete also provides gas and bus pass reimbursement.

To give feedback about your ride, call the ride service at **1-888-803-4947** or Blue Cross Complete Customer Service at **1-800-228-8554**.



Healthy Michigan Plan: Do I qualify?

The Healthy Michigan Plan gives low-cost health care coverage to those who meet the following eligibility requirements:

- Ages 19 to 64
- Don't qualify for or aren't enrolled in Medicare or other Medicaid programs
- Aren't pregnant when they apply
- Live in the state of Michigan
- Income is at or below 133 percent of the federal poverty level (\$16,000 for a single person or \$33,000 for a family of four)

When you have the Healthy Michigan Plan, you'll be mailed a health care card. This card will have the HMP logo.

Once you enroll in the plan, see your doctor right away for a checkup. Complete the HMP Health Risk Assessment form that's mailed to you. Bring this form to your doctor. This will help your doctor and health plan better meet your health care needs.

Once you have completed your Health Risk Assessment form, visited your doctor and committed to a healthy behavior, you'll qualify to receive a \$50 gift card or a 50 to 100 percent discount on your cost-sharing contribution, depending on your income.

To apply for the HMP, call **1-855-789-5610**, go online at **michigan.gov/mibridges** or visit your local Department of Health and Human Services office.

Use our new online scheduling option

To use the online scheduling option, follow these steps:

1. Visit **MiBlueCrossComplete.com**.
2. Select *Resources*.
3. Select *Transportation Services* from the drop-down list.
4. Click on **<https://member.logisticare.com/login>**.

You'll be taken to the LogistiCare Member home page. You'll need to create a username and password.

5. Select *Create My Account* on the right-hand side of the page.
6. Fill in the boxes on the Pre-register page.
7. Click *Continue*.

You will receive an email with a link.

8. Click on the link. You will be taken to a *Verify Member Information* page. You'll need your member number to complete your registration.

9. When you are finished, click *Find Member*.

Making a difference on the west side of Detroit

Throughout the year, you can find Blue Cross Complete of Michigan associates volunteering at a variety of events across the state. In August, they came together with Life Remodeled, a Detroit-based nonprofit that invests in one Detroit neighborhood each year. This year, nearly 40 volunteers from Blue Cross Complete of Michigan joined Life Remodeled and its 11,000 volunteers to clean up 300 city blocks in six days.

As this year marked the 50th anniversary of the 1967 Detroit uprising, Life Remodeled focused on the neighborhood surrounding Central High School. This was the city's first public high school, in the community where Detroit's civil unrest began.

Blue Cross Complete of Michigan spent the entire morning of August 3 mowing lawns, cutting hedges, cleaning front porches and picking up trash. The

volunteers from Blue Cross Complete of Michigan came together to help clean up a community where some of their own members live. Years ago, some of their own associates lived there.

"It was a beautiful area when I lived there," said Doug Curtis, community health navigator at Blue Cross Complete of Michigan. "It's hard to see so many homes being torn down. It's a sign of the times. Things change."

Working with his fellow Blue Cross Complete of Michigan associates as well as Life Remodeled gives Doug hope for the area. "It's a good feeling to see Life Remodeled breathing life back into the area. In a time when a lot of Detroit public schools are closing, Life Remodeled found a way to give the kids of Durfee Junior High somewhere to go."

The students of Durfee Junior High School will be moving to Central High

School in order to accommodate the full renovation of the Durfee building. According to Life Remodeled, it will become a Community Innovation Center focused on entrepreneurship, education and community. The center will provide recreation and after-school programming for Detroit Public School Community District students. And it will connect and provide a space for entrepreneurs and small businesses committed to innovating and launching impactful ventures in the Central neighborhood and throughout Detroit.

"At Blue Cross Complete of Michigan, we volunteer to improve the communities that our own members live in and try to make their homes and neighborhoods safer," said Dena Nagarah, community outreach manager at Blue Cross Complete of Michigan. "We can't wait to continue our work with Life Remodeled next year!"

Blue Cross Complete associates enjoyed giving back to the community while working with Life Remodeled.



AT HOME AND ON THE GO: Access your account anytime online

Member portal benefits

Managing your health is as easy as going online. Just visit our website at **MiBlueCrossComplete.com** and log in to your online account. Be sure to register for quick access to all your health plan information. Through our member portal, you can:

- See your health history, including reminders for important screenings and vaccinations
- Find information on how to stay healthy and support tools around creating a healthy lifestyle
- See a medicine cabinet with a list of your current medications
- Find a pharmacy in your area
- See a list of Blue365® discounts available to you
- Get the name, address and phone number for your primary care doctor
- Request a member ID card

Once on our website, you can also:

- Read the member handbook
- Review our privacy policy
- Take our health risk assessment
- View the approved drug list

Mobile app

And remember, you can access your account anytime, anywhere, using your mobile device. The new Blue Cross Complete mobile app keeps you up to date on your health care information.

On the app, you can:

- See your virtual member ID card
- Call Customer Service and our 24-hour Nurse Helpline
- Find doctors and hospitals
- Get directions to doctors offices
- Update your account information
- See a medicine cabinet with a list of your current medications
- Request a member ID card or member handbook be mailed



The mobile app is available for iPhone and Android smartphones. Once in the Google™ Play or Apple App® Store, type **"BCCMI"** in the search bar. It's free to download.

For iPhone users, your phone must run iOS 7.1.2 or better. For Android users, your phone must run version 5.0 or better.

For more information, call Blue Cross Complete Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**.

Track your health care online

At **MiBlueCrossComplete.com**, you can read your member handbook to learn more about:

- Your benefits and health coverage
- Copays and any charges you may be responsible for (not all members have copays)
- Submitting a claim or reimbursement request for covered services
- Getting help with translations and other language services
- Using in- and out-of-network doctors and getting care
- Getting care when you're outside of the state
- Getting emergency and after-hours care
- Submitting a complaint or appeal
- Prescription drug coverage, including restrictions
- How we add new services to your benefits

You can also learn about:

- Our privacy policy
- Your rights and responsibilities
- How to identify, prevent and report fraud, waste or abuse

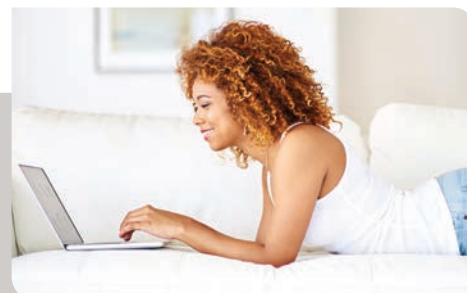
We can also send you a member handbook, which includes your rights and responsibilities. To ask for one, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week.

Online drug search

Our online drug search includes all the medicines we cover. The drug search lists our guidelines for these drugs, such as:

- If there are quantity limits
- If you need prior authorization
- If the medicine is a generic or brand drug

We can also send you this information. Call Pharmacy Customer Service at **1-888-288-3231**. You can call 8:30 a.m. to 6 p.m., Monday through Friday.



What to do in a dental emergency

When you have a toothache or other dental problem, your only thought is to get it fixed — and fast. Fast treatment means the emergency room, right?

Not when it comes to problems with your teeth or mouth. The ER can handle just about anything, but for mouth-related issues, your dentist is the better option. Dentists have the specialized equipment and training to figure out what is wrong and how to fix it.

Yet, 2.1 million people visited the ER for dental problems in 2010. Most of these visits were for tooth decay, which the ER isn't able to treat effectively.

To avoid a dental emergency, here are some tips:

- **DO brush twice a day and floss to keep your teeth healthy.**
- **DON'T** chew food that can crack a tooth, such as hard candy, popcorn kernels or ice.
- **DO schedule and keep dental appointments to address issues before they become more serious problems.**
- **DON'T** use a sharp object, like scissors or a knife, to remove anything from between your teeth.
- **DO wear a mouth guard when participating in sports.**

If you think you have a broken jaw, or if your mouth is bleeding and won't stop, then head to the ER. The same is true if your dentist's office is closed and you can't wait for help. But in general, when it comes to your teeth or mouth, think of your dentist first, even if all you can think about is getting relief as quickly as possible.

WHO TO CALL FOR DENTAL SERVICES

Traditional Medicaid coverage

Adults – Contact your local dentist to see if they accept FFS Medicaid coverage

Children up to age 21 – Healthy Kids Dental

- To find a dentist, visit **HealthyKidsDental.org**, or call **1-800-482-8915** for assistance. (TTY: 711)

Healthy Michigan Plan dental services

Covered through Blue Cross Complete

- To find a dentist, visit **MiBlueCrossComplete.com**, or call **1-844-320-8465** for assistance. (TTY: 711)

MiChild beneficiaries

- To find a dentist, visit **HealthyKidsDental.org**, or call **1-800-482-8915** for assistance. (TTY: 711)

The truth about caring for tooth pain

MYTH: The best place to take a child with a toothache is the hospital emergency room.



REALITY: Most hospital emergency rooms don't have dentists on staff. Hospitals can treat patients for pain by giving medicine, but they typically can't handle the main problem. Visit or call your dentist instead.

If you don't have a regular dentist, or if you're not a Healthy Michigan Plan member, call **1-888-988-3384**.

Healthy Michigan Plan members can call **1-888-988-3384** or visit **MiBlueCrossComplete.com**. Choose *Find a Doctor*, then *Find a Healthy Michigan Plan dentist*.



DID YOU KNOW?

Blue Cross Complete will send you a **\$50 Target® gift card** if you have your postpartum visit within three to eight weeks after delivery. And Blue Cross Complete now covers breast pumps for all new moms. Plus, you may also qualify for free diapers.

We'll send a free pack of Cuties™ diapers to women and children who have these services this year:

- **Postpartum visit:** New moms must have this visit 21 to 56 days after the delivery date.
- **Well visits for children 0 to 15 months:** Take your child for six well visits before he or she is 15 months old.

Call our Outreach Team at **1-888-288-1722** for more information.

CARING FOR BABY? Start with yourself

Caring for your baby begins well before birth. It starts by taking good care of yourself during your pregnancy. When you're pregnant, you need to see your doctor often for checkups. These visits are called prenatal care. During these checkups, your doctor makes sure both you and your baby are healthy.

Why do you need prenatal care?

Each pregnancy is different, so even if you've had a baby before, prenatal care is important. It's a good idea to see your doctor as soon as you know you're pregnant.

Your first prenatal visit is usually the longest. During this visit, your doctor will:

- Ask questions about your health and your family's health
- Do an exam, including a pelvic exam and a Pap test
- Check your weight, height and blood pressure
- Ask about your lifestyle habits, such as exercise, diet, smoking, drug use and drinking
- Run some blood tests
- Estimate your due date
- Talk with you about any other tests you may need
- Answer any questions you may have

As your baby gets bigger, your doctor will also check your baby's heart rate and growth.

Ask away

A prenatal visit is a great time to ask questions. Don't be shy — your doctor is there to help. Here are some examples of questions you might ask:

- Whom should I call if I have questions or problems between visits?
- Is it safe to take my medicines during pregnancy?
- Do I need to make any changes to my diet or other habits?
- Is it safe to exercise?
- Is it safe to have sex?
- Do I need to take birthing classes?
- Will I need a cesarean section?
- Who can stay with me during labor?
- What are the different types of pain relievers for labor?

Your care continues

About six weeks after your baby's birth, you will have a postpartum visit to see how you're feeling. Your doctor will examine you and talk with you about diet, exercise, mental health and birth control.

It's important to see your doctor for follow-up care even if you've lost your baby. You may need treatment or have tests to find out what went wrong.

Keeping mental health in mind for new moms

The home-based Maternal Infant Health Program is for pregnant women and infants who are enrolled in a Medicaid health plan. The MIHP is staffed with nurses, social workers and dietitians. It can help you and your baby stay healthy during pregnancy and after delivery. They typically visit you in the home to help you throughout your pregnancy.

But did you know it also includes mental health services? The MIHP includes visits with a mental health specialist and referrals to a mental health provider. This is important for moms who might have postpartum depression or anxiety. To find out more about MIHP, call Customer Service at **1-800-228-8554**. TTY users should call **1-888-987-5832**.

Discrimination is against the law

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

Blue Cross Complete of Michigan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) 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 Blue Cross Complete of Michigan 24 hours a day, 7 days a week, at **1-800-228-8554**. TTY users can call **1-888-987-5832**.

If you believe that Blue Cross Complete of Michigan 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:

- **Blue Cross Complete of Michigan Member Grievances**
P.O. Box 41789, North Charleston, SC 29423
1-800-228-8554 (TDD/TTY 1-888-987-5832)
- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service 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, through the Office for Civil Rights Complaint Portal, available at **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: **hhs.gov/ocr/office/file/index.html**.

Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call **1-800-228-8554** (TTY: **1-888-987-5832**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-228-8554** (TTY: **1-888-987-5832**).

Arabic: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-228-8554** (TTY: **1-888-987-5832**).

Chinese Mandarin: 注意：如果您说中文普通话/国语，我们可为您提供免费语言援助服务。请致电：**1-800-228-8554** (TTY: **1-888-987-5832**)。

Chinese Cantonese: 注意：如果您使用粵語，您可以免費獲得語言援助服務。請致電 **1-800-228-8554** (TTY: **1-888-987-5832**)。

Syriac: ܡܠܚܘܙܬܐ: ܐܕܐ ܕܐܢܬܐ ܬܚܕܬܐ ܠܠܓܐ ܥܪܒܝܬܐ, ܐܢ ܕܡܨܠܬܐ ܠܠܓܐ ܬܘܩܪܐ ܠܟ ܒܡܨܠܐ. ܐܬܘܬܠ ܒܥܡܠ **1-800-228-8554** (TTY: **1-888-987-5832**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-228-8554** (TTY: **1-888-987-5832**).

Albanian: VINI RE: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-228-8554** (TTY: **1-888-987-5832**).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-228-8554** (TTY: **1-888-987-5832**) 번으로 전화해 주십시오.

Bengali: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃখরচায় ভাষা সহায়তা পেতে পারেন। **1-800-228-8554** (TTY: **1-888-987-5832**) নম্বরে ফোন করুন।

Polish: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-228-8554** (TTY: **1-888-987-5832**).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-228-8554** (TTY: **1-888-987-5832**).

Italian: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-228-8554** (TTY: **1-888-987-5832**).

Japanese: 注意事項：日本語を話される場合、無料の通訳サービスをご利用いただけます。**1-800-228-8554** (TTY: **1-888-987-5832**) まで、お電話にてご連絡ください。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-228-8554** (TTY: **1-888-987-5832**).

Serbo-Croatian: PAŽNJA: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **1-800-228-8554** (TTY: **1-888-987-5832**).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-228-8554** (TTY: **1-888-987-5832**).



Quality improvement program gives our members better care and service

As part of our accreditation with the National Committee for Quality Assurance, Blue Cross Complete reports on the quality improvement program and our annual achievements. Blue Cross Complete has been accredited by the NCQA since 2007. We earned four out of four apples in the Michigan Department of Health and Human Services' 2017 Consumer Guide for keeping kids healthy. This means we were one of the top performing health plans in Michigan for this measure.

Additionally, we hold the **Multicultural Health Care Distinction** from the NCQA. This is for organizations that make efforts to improve health care for all by offering cultural and language services.

Blue Cross Complete has an active community outreach program. We'll support at least 500 community events in 2017. Community health workers also go to physician offices, community wellness centers and member homes to help members increase their overall health.

We're always working to improve the quality of service we provide and the care members receive from doctors in our

network. This year, we're mainly focused on getting people in to see their doctors, especially children and women.

Each year, Blue Cross Complete sends the CAHPS® survey* to a random group of members. This year's survey asked members about their health plan and care for the previous year. Members rated their experiences with their plan. They also rated the care and service they got from their doctors.

Blue Cross Complete also uses the Healthcare Effectiveness Data and Information Set.** This measures how well we provide care to members. HEDIS® compares the performances of health plans across the country.

The outcome of CAHPS and HEDIS will be shared once final results have been received.

For more information about these programs, call Customer Service at **1-800-288-8554**, available 24 hours a day, seven days a week. We also provide information in this magazine and online at **MiBlueCrossComplete.com**. To learn about our clinical practice guidelines, visit our website and **mjqic.org**.

**2017 CAHPS Adult Medicaid Satisfaction Survey. CAHPS stands for Consumer Assessment of Healthcare Providers and Systems. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)*

***HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).*

Blue Cross Complete protects your privacy

Blue Cross Complete's Notice of Privacy Practice is our policy for how we handle your private information, including your protected health information. We're allowed to use and disclose your protected health information only as stated in our notice.

Visit **MiBlueCrossComplete.com** to read our privacy notice. You can also ask Customer Service for a copy. We value your membership. We take our responsibility to protect the privacy and security of your health information very seriously.



Yasmine took her son, Alhassan, to the Detroit Tigers™ game versus the Chicago White Sox™.

UPDATE: DETROIT TIGERS PRIZE TICKETS GIVEAWAY

Thank you to everyone who participated in the Tigers ticket drawing! Congratulations to Yasmine from Ann Arbor, who won four tickets to a Detroit Tigers game. Remember to register for the member portal for quick access to all your health plan information!

Suite 210
100 Galleria Officentre
Southfield, MI 48034

Build a strong immune system to fight colds and the flu

A healthy immune system stands between our bodies and infections. During cold and flu season, it's especially important to keep your immune system strong. Here's how:

- **HIT THE HAY.** New research shows that lack of sleep leaves you more vulnerable to viruses. Adults should try to get seven to nine hours a night.
- **KEEP MOVING.** Regular physical activity helps your body fight infection. Experts recommend two-and-a-half to five hours of moderate exercise weekly.
- **EAT RIGHT.** A variety of nutrient-rich foods will keep your immune system at its peak. Include whole grains, beans, fruits and vegetables. Fish and dairy products fortified with vitamin D may be especially good for boosting immunity.
- **TAKE IT EASY.** Stress weakens your ability to ward off disease. Try a relaxation technique like meditation, which research shows can help you maintain your immune system.

Don't forget your free flu shot

Blue Cross Complete covers the flu shot at no cost to you! You can even receive your flu shot at a pharmacy. Remember to take your Blue Cross Complete member ID card with you.

The Centers for Disease Control and Prevention recommends yearly flu shots for all people ages six months and older. It's best to get vaccinated as soon as the shot is available, ideally by October. There used to be two options for the flu vaccine: the nasal spray vaccine and the traditional flu shot. However, the nasal spray vaccine is no longer recommended by the CDC.

If you have questions or concerns about how to stay protected from the flu this year, talk with your doctor or pharmacist.



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The National Committee for Quality Assurance is a private, nonprofit organization dedicated to improving health care quality.

