

## **Lead Screenings**

## **Protect your family with lead screenings**

Lead screenings are important to keep you and your family healthy. Lead poisoning can affect just about every system in the body. The good news is that it's preventable. Here are facts that can help you keep your children safe:

- Children can get lead in their bodies by breathing or swallowing lead dust. They can also get it from soil, paint chips or water contaminated with lead.
- Removing lead-based paint improperly can increase the danger to your family.

#### Why your children need to get screened

Even children who seem healthy can have high levels of lead in their bodies. It's very important to have your child tested for lead before his or her second birthday. Exposure to lead, a toxic metal, can be dangerous. Children have a higher risk for lead poisoning than adults. Their bodies take in more lead than adults' bodies. They also come into contact with lead more often, sometimes by touching lead-based things then putting their hands in their mouths.

Lead screenings are a covered benefit of Blue Cross Complete of Michigan. To find a doctor near you, visit our *Find a Doctor* page on **mibluecrosscomplete.com**.

#### Lead is also harmful to adults

Some effects that adults may experience include:

- Problems during pregnancy
- Reproductive problems in both men and women
- Anemia
- Kidney damage
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

High levels of lead may also cause seizures, coma and death. The symptoms of lead poisoning may look like other medical problems or conditions. Talk with your doctor for a diagnosis.

To learn more about lead screenings and ways to protect your family, visit mibluecrosscomplete.com, hover over Resources, then select Lead Screenings.

#### We can get you there

If you need a ride to and from covered medical services, call Transportation Services at 1-888-803-4947. TTY users should call 711. To schedule a ride online, visit mibluecrosscomplete.com, hover over Member Benefits, then select Transportation.

## Helpful resources



#### Your online account

Managing your health is as easy as going online. Visit mibluecrosscomplete.com and log in to your Blue Cross Complete online account. There you can:

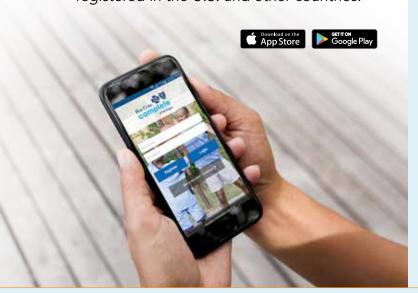
- Find your health history
- See a list of your current medicines
- Get the contact information of your primary care doctor
- Request a member ID card
- And more



#### Blue Cross Complete mobile app

Find your health information anytime, anywhere on our mobile app. It's available for iPhone and Android smartphones. Visit Google Play™ or the App Store® to download.\* It's free. Simply type "BCCMI" in the search bar.

\*Google Play is a trademark of Google LLC. App Store is a service mark of Apple Inc. registered in the U.S. and other countries.





### Important numbers

#### 24-Hour Nurse Help Line

**1-888-288-1724 (TTY: 1-888-987-5832)** 24 hours a day, seven days a week

#### **Bright Start®**

**1-888-288-1722, option 2 (TTY: 1-888-987-5832)** 8 a.m. to 4:30 p.m. Monday through Friday

#### **Customer Service**

**1-800-228-8554 (TTY: 1-888-987-5832)** 24 hours a day, seven days a week

#### **Dental Customer Service**

(For Healthy Michigan Plan and pregnant members)
1-844-320-8465 (TTY: 711)

9 a.m. to 5 p.m. Monday through Friday

#### **Healthy Kids Dental — BCBSM**

1-800-936-0935 (TTY: 711)

8 a.m. to 5 p.m. Monday through Friday

#### Healthy Kids Dental — Delta Dental

1-866-696-7441 (TTY: 711)

8 a.m. to 8 p.m. Monday through Friday

#### Fraud, Waste and Abuse

1-855-232-7640 (TTY: 711)

#### **Pharmacy Customer Service**

**1-888-288-3231 (TTY: 1-888-988-0071)** 8:30 a.m. to 6 p.m. Monday through Friday

#### **Tobacco Quit Program**

**1-800-480-7848 (TTY: 1-888-229-2182)** 8 a.m. to 1 p.m., seven days a week

#### **Transportation**

1-888-803-4947 (TTY: 711)

8 a.m. to 5:30 p.m. Monday through Friday

Blue Cross Complete of Michigan LLC is an independent licensee of the Blue Cross and Blue Shield Association.



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#### 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.

# Nondiscrimination Notice and Language Services

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 بر قم 8548-228-1800-1 (TTY: 1-888-987).

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:

اەتھەتى، ئى ئىسلاف چە ئەھورىدىلاف لۇتكى ئىلافەتتى، ھى بىلەف ھەدلىلاف يىللاھلام ھۆبئىلام داغىتى ھۆكتىبىلا، ھەف بىلى چىتتى TTY 1-888-987-5832) 1-800-228-8554

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 কর্নঃ যদি আপনি বাংলায় কথা বলেন, ভাহলে নিঃখরচায় ভাষা সহায়তা পেতে পারেন। 1-800-228-8554 (TTY: 1-888-987-5832) নম্বরে ফোন কর্ন।

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 (ТТҮ: 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**).