

A Women's Guide to Health & Wellness

A supplement to *My Blue Health*

Tear out and
save the health
guidelines for
women on
PAGE 7!



Confidence comes with every card.®

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During your doctor's visit: Ask away

If you've ever been confused after a doctor's appointment or a trip to the pharmacy, you're not alone. Medical words can be hard to understand. Tell your doctors, nurses, pharmacists and other health care professionals when you don't understand something. Don't worry about being embarrassed about sharing personal information — they've heard it all before.

Be prepared to ask questions. Make a list of questions to bring to your appointment so you don't forget to ask them. The Institute for Healthcare Improvement started the Ask Me 3® program to help you make the most of your visit. Be more active in your care by asking these key questions:

1. **What is my main problem?**
2. **What do I need to do?**
3. **Why is it important for me to do this?**

If you think of more questions after your visit, write them down and call your doctor to talk about them.

Need transportation?

If you need a ride to and from covered medical services, call Transportation Services at 1-888-803-4947. TTY users should call 711.



Don't skip self-care

Women tend to do it all. Between managing your home, work and family, it's easy to forget about self-care. But you have to take care of yourself in order to take care of others. Blue Cross Complete of Michigan has put together this guide to help women stay healthy and well throughout every stage of life.

For starters, keep yourself strong and healthy by:

- Seeing your doctor once a year for a wellness and preventive care checkup.
- Discussing diet and exercise with your doctor — honestly. He or she should be able to offer advice on proper nutrition, as well as how to start a physical fitness routine.

- Having your body mass index and blood pressure checked yearly. Your BMI helps tell if you're at a healthy weight.
- Asking your primary care doctor or obstetrician-gynecologist if you need a mammogram or a cervical cancer screening. (See **pages 7 and 8** for a tear out of other important screenings, too.)
- Completing your *Health Risk Assessment* annually with your doctor.

Need a doctor?

Finding one online is easy. Visit mibluecrosscomplete.com and click on *Find a Doctor* to get started.

Get moving

Wondering how to fit exercise into your busy routine? Thirty minutes of moderate physical activity most days of the week will keep you fit and help prevent disease. Exercise can be cutting the grass, dancing, swimming or just walking. The important thing is to get moving.

Secrets to a healthier mouth

Keeping your mouth healthy can keep your body well, too. According to the American Academy of Periodontology, gum disease is associated with an increased risk for heart disease. It can make heart conditions worse, and play a role in your risk for a stroke. For women who are pregnant, gum disease can lead to premature birth or a low birth weight.

Pregnant? We've got your dental care covered

Preventive dental visits are especially important for pregnant members. All pregnant members have dental coverage so it's important to update your pregnancy status with Blue Cross Complete and your caseworker at the Michigan Department of Health and Human Services. You can report your pregnancy to Blue Cross Complete by contacting Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**. Your dental

coverage will last for three months after your expected due date.

For information about your benefits, call Dental Customer Service at **1-844-320-8465** from 9 a.m. to 5 p.m. Monday through Friday. TTY users should call **711**.

What you can do

Your first step toward a healthier smile is to visit your dentist twice a year. Other habits to adopt include:

- Brushing your teeth with a fluoride toothpaste twice a day
- Flossing daily
- Replacing your toothbrush every three or four months
- Avoiding tobacco use and heavy drinking
- Eating a healthy diet
- Wearing mouth guards when playing sports
- Rinsing with mouthwash for extra protection against cavities. Use one that has the American Dental Association seal of approval and follow the label's instructions

Kick your cigarette habit for good

No matter how long you've been smoking, quitting can add years to your life, help you breathe more easily and give you more energy. Quitting smoking also lowers your risk for cancer, heart attack, stroke and lung disease while helping your blood circulate better.

If you want to quit smoking, our Tobacco Quit program can help. This is a free, telephone-based support program.

The program offers:

- Help creating a plan to quit smoking or chewing tobacco
- Guidance, support and encouragement to stick with your plan to quit
- Medication to help you quit. We cover over-the-counter and prescription drugs that may be used to help you stop using tobacco.

We're here to help you quit.

To enroll, call **1-800-480-7848** from 8 a.m. to 1 p.m., seven days a week. TTY users should call **1-888-229-2182**.



Give your baby the right start with Bright Start®

Blue Cross Complete's Bright Start® program is designed for our pregnant members. The program gives you resources and information for a healthy pregnancy and baby.

Once you've joined, you'll receive a Bright Start Welcome Kit that includes information on:

- Keys to Your Care® texting program
- Maternal Infant Health Program
- Prenatal care
- Postpartum care
- Postpartum depression
- Pregnancy conditions
- Dental benefits
- Medicine safety
- Important numbers and resources

We're here to answer your pregnancy questions. We can also help you find the resources and services you need.

To reach a Bright Start team member, call **1-888-288-1722** and choose option 2. We're available 8 a.m. to 4:30 p.m. Monday through Friday. TTY users should call **1-888-987-5832**.

Find out more about Blue Cross Complete's maternity care programs at mibluecrosscomplete.com. Hover over *Member Benefits*, then select *Maternity Care*.

Five early signs of pregnancy



A healthy pregnancy requires the right care. But how can you tell if you're expecting? **Here are five signs you may be pregnant:**

- 1. Missed period:** This is typically the first indicator. However, you may still be pregnant even if you haven't missed your period.
- 2. Nausea or morning sickness:** This can strike day or night and sometimes begins as early as three weeks after conception. It can be with or without vomiting.
- 3. Sore breasts:** An increase of blood flow may make your breasts tender, sensitive or sore.
- 4. Fatigue:** Levels of the hormone progesterone soar, which can make you sleepy.
- 5. Light spotting or bleeding:** Light bleeding, called implantation bleeding, can occur when the fertilized egg settles into the lining of the uterus.

What should you do next? Seeing a doctor for a pregnancy test is the only reliable way to know if you're pregnant. Home tests may not be reliable until the week after your missed period. If you suspect you're pregnant, ask for a prenatal exam with your primary care doctor or obstetrician-gynecologist.

You're pregnant. Now what? Now that it's official, get prenatal care early and often. This is the care you receive when you're pregnant. The sooner in your pregnancy quality care begins, the better for the health of you and your baby. Your prenatal care should begin in the first 12 weeks, or first trimester of pregnancy. The most dramatic changes and development to the baby happen during this time.

Your doctor will determine how often you need to be seen. If you're a new Blue Cross Complete member, make sure to have your prenatal visit within the first 30 days after enrolling.

Texting program for pregnant moms

Keys to Your Care® is a texting program for pregnant Blue Cross Complete moms. The program will send you texts every week during your pregnancy and for the first few months after your baby is born.



**Keys to
Your Care**

Topics include:

- Joining our Maternal Infant Health Program for in-home services
- Eating right and avoiding certain foods
- Using your dental benefits
- Scheduling free rides to your doctor's appointments
- Joining a tobacco quit program if you smoke
- Preparing for your baby's arrival
- Learning the signs and symptoms of labor
- Managing after your baby is born

To join, text **BCCMOM** to **85886**. Or, call a member of our Bright Start® team at **1-888-288-1722** and select option 2. TTY users should call **1-888-987-5832**.



Get rewarded for your postpartum visits

The time after you have your baby is called postpartum. Try to take it easy during those first few weeks. If you have family and friends who can help you, let them. You should be given discharge instructions and follow-up appointments for you and your baby before leaving the hospital.

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

We'll send a free pack of Cuties™ diapers if you have these services during your baby's first year:

- **Postpartum visit:** New moms must have this visit three to eight weeks (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 Bright Start team at **1-888-288-1722** for more information. TTY users should call **1-888-987-5832**.





New moms and mental health

Being a new mom is exciting, but it can also be stressful. It makes sense if you're feeling a little sad or anxious. For most women, these feelings don't last long. But they might turn into postpartum depression or anxiety.

Postpartum depression

It's normal to feel a bit blue for a few days after giving birth. But if your sad or empty feelings get in the way of your day-to-day life, you may have postpartum depression. According to the American College of Obstetricians and Gynecologists, this condition can start any time in the first year after giving birth, but it usually begins one to three weeks afterward. It affects 10 to 20 percent of new moms, according to Mental Health America.

Watch for these symptoms, per the Office on Women's Health (part of the U.S. Department of

Health and Human Services):

- Feeling sad, hopeless or overwhelmed
- Losing interest in things you once enjoyed
- Being uninterested in your baby
- Lacking energy and motivation
- Having trouble paying attention or making decisions
- Feeling worthless or guilty
- Withdrawing from other people
- Thinking about hurting yourself or your baby

If you have these symptoms, contact your health care provider. When it isn't treated, it can get in the way of caring for and bonding with your baby. That puts your child at risk for language delays and behavioral problems later on.

Postpartum anxiety

Postpartum anxiety is estimated to affect anywhere from 13 to

40 percent of new mothers, according to an article in the *Journal of Psychiatry and Psychiatric Disorders*. Call your doctor if you experience these symptoms:

- Worrying excessively about a variety of things, such as your baby's well-being, your parenting ability and money
- Feeling restless, keyed up or irritable
- Having stress-related physical symptoms, such as muscle tension or an upset stomach
- Being unable to concentrate or feeling as if your mind has gone

If you're having thoughts of harming yourself or your baby, get help right away:

- Call **911** or go to the nearest emergency room.
- Call the National Suicide Prevention Lifeline at **1-800-273-8255**. TTY users should call **1-800-799-4889**.

Good health guidelines for women

Preventive health screenings are key to keeping you healthy. They can detect problems early when they're easiest to treat. Screenings may also find issues that, when treated, can lower your risk for more serious issues later.

The charts below and on **page 8** contain screenings and vaccines recommended for women. Your doctor may recommend others as well. This will depend on your medical history, lifestyle and where you live.

**TEAR
OUT AND
SAVE**

| SCREENING | AGE | FREQUENCY |
|---|--|--|
| Health exam | 18 – 65 years and older | Once a year |
| Blood pressure screening Consult a health professional for accurate blood pressure readings. Do not rely only on self-service machines at home or in stores and malls. | 18 years and older | Every year if blood pressure is higher than 120/80; more frequent screenings may be needed Every two years if blood pressure is at or below 120/80 |
| Cervical cancer/ Pap test screening | 21 – 29 years 30 – 64 years 65 years and older | Every three years Every five years with HPV test Ask your doctor |
| Chlamydia screening | 24 years and younger 25 years and older | Every year if sexually active. All pregnant women younger than 25 should be screened. Every year if at high risk. Pregnant women at high risk should be screened. |
| Cholesterol and lipid screening | 20 years and older | Every four to six years; more often with risk factors |
| Colorectal cancer screening | 18 – 50 years 51 – 75 years 76 years and older | If at high risk, ask your doctor Yearly stool-based test or a sigmoidoscopy every five years or a colonoscopy every 10 years Ask your doctor |
| Diabetes screening Those with diabetes should have these additional screenings: <ul style="list-style-type: none"> • Hemoglobin A1c (HbA1c) testing • Eye exam (retinal) • Blood pressure control • Medical attention for nephropathy | 18 – 75 years | Annually. Overweight and obese adults should be screened for Type 2 diabetes. |
| Glaucoma screening | 18 – 64 years | If at high risk, ask your doctor |

Continued on page 8

| | | |
|---|--|---|
| HIV screening | 13 – 64 years | At least once and then every year after if at high risk |
| Mammogram (with or without clinical breast exam) | 40 – 44 years 45 – 54 years 55 years and older | Ask your doctor Every year Every two years or every year |
| Osteoporosis screening | 50 – 64 years 65 years and older | Screening may be needed for women at high risk Test |
| Pregnancy (prenatal visits) | Childbearing | Week 8: First visit Weeks 8 – 28: Monthly Weeks 28 – 36: Every two weeks Weeks 36 – birth: Weekly |
| Pregnancy (postpartum visits) | Childbearing | Between three to eight weeks (21 to 56 days) after delivery, then ongoing as needed |
| VACCINE | AGE | FREQUENCY |
| HPV (human papillomavirus) | 9 – 26 years | 2 or 3 doses, depending on age at initiation |
| Tdap (tetanus, diphtheria and pertussis) | After age 12 | 1 dose if not previously vaccinated Tdap booster every 10 years Pregnant women need a dose in every pregnancy |
| Flu | All ages | Every year |
| MMR (measles, mumps and rubella) | 18 – 61 years | 1 – 2 doses, if needed |
| Varicella (chickenpox) | 18 – 65 years and older | 2 doses, if needed |
| Hepatitis A, hepatitis B, meningococcal | 18 – 65 years and older | If at high risk |
| Pneumococcal (meningitis and pneumonia) | 18 – 64 years 65 years and older | If at high risk 1 dose |
| Zoster (shingles) | 50 years and older | 2 doses |

Maternal Infant Health Program

The home-based Maternal Infant Health Program is for pregnant women and infants who are enrolled in a Medicaid health plan. It can help you and your baby stay healthy during pregnancy and after delivery.

MIHP is staffed with nurses, social workers and dietitians. MIHP staff can visit you at home to help you throughout your pregnancy.

The program also helps schedule 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.

How and where to get care



If you feel the sniffles or flu coming on, you may need to make a trip to your doctor's office or an urgent care clinic. Knowing where to go can save you time and money. Before you head to the emergency room, determine if you can get the necessary care somewhere else.

Keep in mind an emergency means:

- Your health or life may be in danger
- If you're pregnant, your baby's health or life may be in danger
- Your body functions may be seriously damaged
- An organ or part of your body is not working properly

See the information to the right to help you decide what symptoms and situations amount to an emergency.

Emergency

Go to the ER or call **911** immediately.



For any of these symptoms:

- An urge to hurt yourself or others
- Breathing problems
- Broken bones
- Chest pain
- Choking
- Drug overdose
- Loss of or blurred vision
- Loss of speech
- Poisoning
- Severe burns
- Severe dizzy spells, fainting or blackouts
- Severe spasms or convulsions
- Severe wound or heavy bleeding
- Sudden loss of feeling or not being able to move

Call your dentist

For help finding a dentist call **1-844-320-8465**. TTY users should call **711**.



Symptom:

- Toothache

Need a ride? If you need transportation to and from covered medical services, call Transportation Services at **1-888-803-4947**. TTY users should call **711**.

Call urgent care



To find the nearest urgent care clinic, call Customer Service at **1-800-228-8554**. TTY users should call **1-888-987-5832**.

For any of these symptoms:

- Bruises
- Colds
- Coughing
- Diarrhea
- Feeling depressed or anxious
- Pink eye
- Rashes
- Sore throat
- Stomachache
- Vomiting

Call your doctor



If your doctor's office is closed, visit an urgent care clinic. **Or, stay calm and call** our 24-hour Nurse Help Line at **1-888-288-1724**. TTY users should call **1-888-987-5832**.

For any of these symptoms:

- Animal or insect bite
- Burn, sprains, strains or other minor injury
- Earache
- Fever
- Minor cuts
- Rash or irritated skin
- Sexually transmitted disease

Keep mental health in mind

Many people find it hard to admit they're struggling with a behavioral health issue. They may feel ashamed or embarrassed. But remember that depression, anxiety, bipolar disorders and other behavioral health issues can improve with treatment. Talking with your doctor is an important first step toward managing the condition.

Depression: More than just the blues

Feeling sad from time to time is a part of life. But for people with depression, these feelings can

get in the way of everyday life. Talk with your doctor if you have any of these signs for more than two weeks:

- Extreme sadness
- You don't enjoy activities that you used to like
- You feel empty, worthless or helpless
- You have trouble concentrating or making decisions
- You're tired nearly all the time
- You're thinking of hurting yourself

Anxiety disorders: When worrying goes overboard

Short-term anxiety is normal.

But sometimes anxiety won't go away. Common types of anxiety disorders include:

- **Generalized anxiety disorder:** Excessive worrying, along with physical symptoms, such as sweating or trouble sleeping

- **Panic disorder:** Panic attacks, which are sudden bouts of extreme fear and anxiety
- **Social anxiety disorder:** A strong fear of embarrassment or judgment in social settings

Bipolar disorder: Extreme moods

People with bipolar disorder, or manic-depressive illness, have unusual mood changes and intense emotions. During a manic episode, they feel very "up" and have a lot of energy. They may also have bouts of depression.

Talk with your doctor if you think you might have a behavioral health condition. These conditions are treatable. Your doctor may suggest medication, counseling or both. And if you or a loved one are ever in serious emotional distress or at risk of self-harm, call the National Suicide Prevention Lifeline at **1-800-273-8255**. TTY users should call **1-800-799-4889**.

Here to help

Blue Cross Complete can help you make appointments to treat both physical and behavioral health conditions. If you need help, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**.



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Blue365[®]

The benefits of Blue365[®]

Blue Cross Complete members can receive savings on a variety of health products and services. Member discounts with Blue365 include:

- **Fitness:** Health magazines, fitness gear and gym memberships
- **Healthy eating:** Cookbooks, cooking classes and weight-loss programs
- **Travel and recreation:** Family activities, such as skiing and trips to the zoo
- **Personal care:** LASIK and eye care services, dental care and hearing aids
- **Wellness:** Mindfulness tools, vitamins and supplements and nutrition education

Visit mibluecrosscomplete.com, hover over *Resources* and select *Community Health Resources* to learn more. For weekly email alerts, visit blue365deals.com.

Stay connected with our free wireless program

Blue Cross Complete and SafeLink Wireless[®] are offering a special Lifeline program for members. The SafeLink Health Solutions program is free.

With this program, you'll get:

- A smartphone, 1GB of data and 1,000 minutes each month
- Unlimited text messages
- Free calls to Blue Cross Complete Customer Service that won't count toward your 1,000 minutes
- Text messages with health tips and reminders

Note: You must make at least one phone call or send one text per month to keep your benefits. To use an existing phone, it must be unlocked and GSM compatible.

To enroll, visit SafeLink.com or call **1-877-631-2550**.

