

MyBlueHealth

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

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INSIDE.**



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FALL 2018
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mibluccrosscomplete.com



Fight the flu
— Get your
free shot!



Texting
program for
new moms



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

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Our website is **mblucrosscomplete.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.

AT HOME AND ON THE GO: ACCESS YOUR ACCOUNT ANYTIME ONLINE

Your online account (member portal) Sign up. Log in. Stay connected.

Managing your health is as easy as going online. Visit **mblucrosscomplete.com** and log into your Blue Cross Complete online account, also known as the member portal. Through your online account, you can:

- Access 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

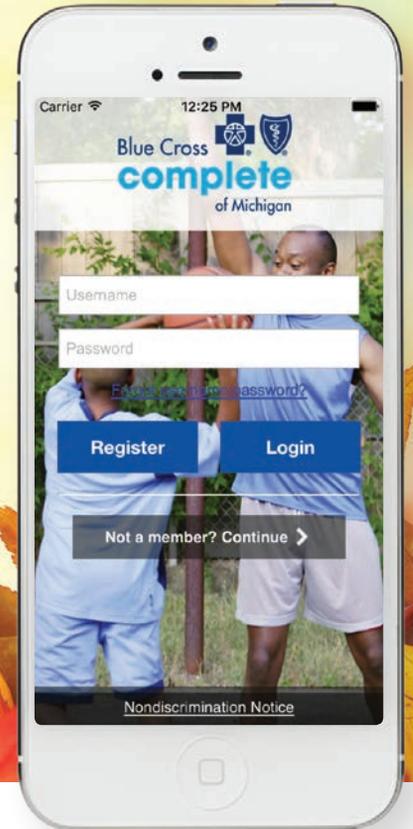
Our mobile app gives you access to your health information anytime, anywhere. It's available for iPhone and Android smartphones. Visit Google Play™ or the App Store®. It's free to download. Simply type "BCCMI" in the search bar.



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

On the app, you can:

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



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. Has your health care plan helped you and your family become 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 in the far left column on Page 2.

Flu shots are still important — Here's why

Last flu season was rough. Nationwide, there were more than 30,000 flu-related hospitalizations. Adults ages 65 and older were four times as likely as the general population to end up in the hospital due to complications of the flu.

Even some people who had their flu shots got sick last year. Yet getting the flu vaccine is still crucial. Although it can't prevent every case of the flu, it's your best protection. And if you do get sick, your symptoms may be milder.

How the flu vaccine works

Flu viruses occur in many varieties. Every year, scientists study which flu viruses will be most common in the coming months. Then they make a vaccine targeting three or four of those viruses. The flu vaccine helps your body build up a defense to the flu virus before it has a chance to make you sick.

In some years, the flu vaccine isn't perfect. But even in a year where the scientists' predictions turn out to be less accurate, the vaccine can still be helpful. That's because a vaccine targeting one virus may offer some protection against similar viruses.

Why you need the vaccine

It's especially important to protect yourself from the flu as you age. Older adults are at a higher risk for hospitalizations from the flu and flu-related deaths.

Why is your risk higher now? Aging weakens your immune system. This makes it harder for your body to fend off the flu. Other health conditions — such as heart disease, lung disease and diabetes — add to the risk for flu-related problems.

Vaccines work with your immune system to prevent illness. So your response to the flu vaccine may be a bit weaker now, too. Ask your doctor about special forms of the vaccine designed to overcome the impact of an aging immune system.

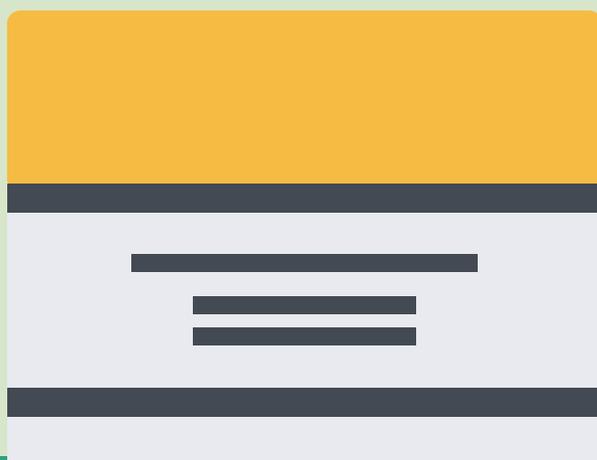
Don't forget!

Be sure to get your flu shot — ideally, this fall before flu season starts. Often, the vaccine will keep the flu away. But if you do get sick, it could make the difference between a minor issue and a life-threatening illness.

Remember: Your flu shot is free

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

The Centers for Disease Control and Prevention recommends yearly flu shots for all people ages 6 months and older. Talk with your doctor or pharmacist if you have questions.



WOMEN: Put self-care on top of your to-do list

Women do a lot day after day to ensure everything in our lives is taken care of: our homes, jobs, family, etc. The problem is that while doing this, we forget to take care of ourselves. Getting regular care is important because it may help to protect you from serious illnesses in the future. Below are a few things you can do to stay healthy and strong:

- See your doctor once a year for a checkup
- Have your blood pressure and your body mass index checked. A BMI lets us know if you're at a healthy weight
- Ask your doctor or OB-GYN if you need a cervical cancer screening and/or a mammogram

Remember, you have to take care of yourself to take care of others!

LEAD TESTING: WHAT YOU SHOULD KNOW



Lead exposure can harm young children and babies, even before they're born. That's why testing is important for children who are 6 months to 1 year old. All children should have a lead screening test by age 2. Blue Cross Complete covers lead screenings. Treatment ranges from dietary changes to medications to a hospital stay.

Flint Registry

If you were exposed to lead-contaminated water in Flint from April 2014 to October 2015, a registry has been created to help you. The Flint Registry will connect you to programs and resources aimed at lowering the effects of lead — while promoting recovery and health. Sign up at flintregistry.org.

ARE YOU EXPECTING? Give your baby a bright start: Sign up today! *You can earn rewards.*



Whether it's your first baby or your third, pregnancy can be overwhelming. You've got to keep track of a lot. You might be wondering: *What foods should I avoid? How often do I need to see the doctor? What vitamins do I need? Should I still visit the dentist? ...* The list goes on. Thanks to the Keys to Your Care® texting program, help is available with just one text!

Enrolling is easy: Text **BCCMOM** to **85886** to join the Keys to Your Care program. You'll get text messages every week during your pregnancy and for the first few months after your baby is born. The messages will be focused on your stage of pregnancy. What's more, you can find out how to:

- Join our Maternal Infant Health Program for in-home services
- Eat right and avoid certain foods
- Utilize your dental benefit during pregnancy
- Schedule rides to your prenatal and postpartum appointments
- Join a tobacco/smoking quit program
- Prepare for your baby's arrival
- Manage after your baby is born

Join today!

We'll send you helpful text messages during and after your pregnancy.



To enroll, text **BCCMOM** to **85886**.

You can earn gift card rewards when you:

- Sign up for the Keys to Your Care® text messaging program
- Attend your postpartum visit with your doctor

Contact our Bright Start® team at **1-888-288-1722** and select option 2, or contact Blue Cross Complete of Michigan Customer Service at **1-800-228-8554** to tell us that you're pregnant. We can connect you to supportive programs that are right for you. TTY users should call **1-888-987-5832**.

New advice on opioid overdoses

To reduce opioid-related deaths, the U.S. Surgeon General recently released a public health advisory on the use of the overdose-reversing drug naloxone. Naloxone is an FDA-approved medication that can be given through an injection or nasal spray when someone shows signs of opioid overdose. It's also known by the brand names Narcan and Evzio.

Overdoses on the rise

Opioids include prescription drugs used to treat pain, such as oxycodone, hydrocodone, codeine and morphine, and illegal drugs, including heroin. Overdose can occur when a person misuses the medication accidentally or on purpose.

Between 2010 and 2016, the number of opioid overdose deaths doubled from 21,000 to more than 42,000. When communities have access to naloxone and overdose education, overdose deaths decrease.

Who should carry naloxone?

Police officers and emergency medical technicians already carry naloxone. Now, the U.S. Surgeon General suggests others in the community should be prepared to use it. This includes health care providers, people at risk for an opioid overdose and family, friends and other community members who come into contact with people at risk.

See below for how you can get naloxone through Blue Cross Complete of Michigan.

Know the signs

Opioid overdose is a life-threatening emergency. If you suspect someone is overdosing, call **911** right away. Signs of overdose include:

- Unresponsiveness — person won't wake up or can't speak
- Limp body
- Pale or clammy face
- Breathing or heartbeat is slow or has stopped
- Fingernails or lips appear blue or purple
- Vomiting or making gurgling sounds



HELP SAVE A LIFE: Opioid overdose medication available without a prescription

In 2017, Michigan approved a standing order for naloxone. This means Michigan residents can get naloxone from a registered pharmacy without a prescription. Naloxone can treat a narcotic overdose in an emergency. Anyone who may be able to help a person at risk of overdosing can also get naloxone without a prescription. Blue Cross Complete members can go to a registered pharmacy and ask for naloxone without a prescription. There will be no copay. The pharmacy will bill Blue Cross Complete or the state directly. Both will cover the prescription. There's a limit of four doses in 90 days. Note: Healthy Michigan Plan members will have a copay through their MI Health account.

The pharmacist will also provide information for what to do if someone overdoses and information about where to go for further treatment.

More than half of the state's pharmacies are registered for the standing order. Call your pharmacy to see if they're registered.

Help is available

For more information about opioids and the additional steps residents can take to protect themselves and loved ones, visit michigan.gov/stopoverdoses.

For more information about available drug treatment services, visit michigan.gov/bhrecovery.



GUIDELINES TO GOOD HEALTH FOR ADULTS

Below is a chart of screenings and vaccinations recommended for adults. Your doctor may also recommend other screenings or vaccinations. This will depend on your medical history, lifestyle and where you live.



Men and women	Age	How often
Health exam (includes height and weight assessment, body mass index evaluation and obesity counseling, alcohol and drug abuse, tobacco use and injury)	18 – 65 years and older	Once a year
Blood pressure screening	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
Diabetes screening	18 – 75 years	Overweight and obese adults should be screened for Type 2 diabetes
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 Sigmoidoscopy every 5 years OR Colonoscopy every 10 years Ask your doctor
Glaucoma screening	18 – 64 years	If at high risk, ask your doctor
HIV screening	13 – 64 years	At least once and then every year after if at high risk
Chlamydia screening	Females 24 years and younger Females 25 years and older Males	Every year if sexually active. All pregnant women younger than 25 should be screened Every year if high risk. Pregnant women at high risk should be screened Talk with your doctor
Cholesterol and lipid screening	20 years and older	Every 4 to 6 years; more often with risk factors
Men	Age	How often
Prostate cancer (digital rectal exam or prostate-specific antigen test)	50 – 69 years 70 years and older	Talk with your doctor Should not be screened
Women	Age	How often
Osteoporosis screening	50 – 64 years 65 years and older	Screening may be needed for women at high risk Test
Mammogram (with or without clinical breast exam)	40 – 44 years 45 – 54 years 55 years and older	Ask your doctor Every year Every 2 years or every year
Cervical cancer/Pap test screening	21 – 29 years 30 – 64 years 65 years and older	Every 3 years Every 5 years with HPV test Ask your doctor
Pregnancy (prenatal visits)	Childbearing	Week 8: First visit; Weeks 8 – 28: Monthly; Weeks 28 – 36: Every two weeks; Week 36 to birth: Weekly
Pregnancy (postpartum visits)	Childbearing	Between 21 and 56 days after delivery, then ongoing as needed
Vaccinations for men and women	Age	How often
HPV (human papillomavirus)	Females 9 – 26 years Males 9 – 21 years	2 or 3 doses, depending on age at initiation 2 or 3 doses, depending on age at initiation
Tdap	After age 12	1 dose if not previously vaccinated; booster every 10 years. Pregnant women need a dose in every pregnancy
Flu	All ages	Every year
MMR	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 high risk
Pneumococcal (meningitis and pneumonia)	18 – 64 years 65 years and older	If high risk 1 dose
Zoster (shingles)	50 years and older	2 doses

How to help a family member in trouble

Many people find it hard to admit that they're struggling with a behavioral health issue. They may feel ashamed or embarrassed. Or they may feel like they should be able to solve the problem on their own. But it's important to let them know that they're not alone. Remember that behavioral health conditions like depression, anxiety and bipolar disorders are real medical conditions that can improve with treatment. According to the Centers for Disease Control and Prevention, more than half of Americans will be diagnosed with a mental illness in their lifetime. Talking with their doctor about symptoms is a critical first step toward managing them.

Mental health crisis

If your family member is being treated for a mental health problem, encourage him or her to contact his or her health care provider for non-life-threatening situations. If you think that your loved one is in serious emotional distress or at risk of self-harm, call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**.

Addiction

The best place to start when talking to someone with a substance abuse problem is to tell him or her to talk with a doctor. Often, people are



Here to help

Blue Cross Complete of Michigan can help you make appointments to treat both physical and behavioral health conditions. We can also arrange transportation to get you to the care you need. Call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**.

more likely to listen to a doctor than friends and family members. If you think a treatment center could help, you can find one online. Visit the Substance Abuse and Mental Health Services Administration website at **findtreatment.samhsa.gov**. Or call the SAMHSA National Helpline at **1-800-662-HELP (4357)**.

Homelessness

There is local support for those facing homelessness. Start by visiting the Department of Housing and Urban Development Resource Locator Tool at **resources.hud.gov**. The site helps you find places in your area that show people how to find low-cost housing and helps homeless individuals and families find housing.

Take advantage of care coordination

Your doctors can take better care of you when they're all on the same page. That's called coordinated care. It's important for your behavioral health specialist and your doctor to work together. Sign a *release of information* form from your doctor. That way, he or she can work with your behavioral health specialist. When they work together, you get the best care. If you aren't happy with your behavioral health services, call Customer Service at **1-800-228-8554**. You can call 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**.



UPDATE: No marketplace option

Michigan Department of Health and Human Services won't move forward with the MI Marketplace Option. This means that Healthy Michigan Plan members won't be sent to a MI Marketplace Option health plan. Go to michigan.gov/healthymichiganplan for more information as it becomes available.

Getting the right care at the right time

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

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



HAVE YOU HEARD? Hearing aid benefits have expanded

As of September 1, 2018, there's no longer an age limit on hearing aid coverage for Blue Cross Complete members. Here's a list of covered services:

- Hearing aid exams to evaluate what type or brand of hearing aid you need
- One hearing aid unit (or one per ear if medically necessary). This includes earphone (receiver or oscillator), ear mold, necessary cords, tubing and connections
- The hearing aid unit must be a conventional amplification device. It must also be an in-the-ear, behind-the-ear or on-the-body type and identified as basic to your hearing requirements
- Hearing aid fitting, which includes one follow-up visit to evaluate its performance and to determine its conformance to prescription
- Batteries, maintenance and repair for hearing aids

Hearing exams and hearing aid evaluations are available from a network provider. Find a hearing aid provider at mibluccrosscomplete.com. Go to *Find a Doctor*, then search for "hearing aid." If you have questions about this benefit, call Customer Service at **1-800-228-8554**. TTY users should call **1-888-987-5832**.

Let's welcome our newest Board of Managers member

Congratulations to Kimberly Redd-Phillips! Kimberly was elected by you to represent members on the Blue Cross Complete Board of Managers. She will serve on the board for a three-year term. She lives in Detroit. She's owned a construction and electrical contracting firm for the past 12 years. Kimberly often visits nursing homes with her church and works to raise donations for many organizations. She was a member of the board of directors at her church for 10 years. Kimberly would like to tell others about the great coverage Blue Cross Complete provides and work to keep health insurance costs low.

Thank you to everyone who applied, ran for election and voted. Your participation has helped set the direction of Blue Cross Complete.

Thank you to our outgoing board member, Kevin Barowicz, who has shared many great opinions and much enthusiasm with us over the past few years.



Getting care and appointments

When and where you get care matters. That's because your doctor's office, urgent care centers and emergency rooms have different resources for specific kinds of care. Don't forget that regular visits with your doctor help you get the best care. This chart shows how soon you should be able to get an appointment for certain kinds of care. Unless it's an emergency, make appointments with your primary care doctor.

Type of Care / Appointment	Length of Time
Emergency Services	Immediately, 24 hours a day, 7 days a week
Urgent Care	Within 48 hours of request
Routine Care	Within 30 business days of request
Non-urgent Symptomatic Care	Within 7 business days of request
Specialty Care	Within 6 weeks of request
Acute Specialty Care	Within 5 business days of request
Behavioral Health*	Routine care within 10 business days of request Non-life-threatening emergency within 6 hours of request Urgent care within 48 hours of request

*Behavioral Health is limited to covered services

GET CONNECTED: Free wireless program coming soon

Blue Cross Complete of Michigan 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 350 minutes each month
- Unlimited text messages
- Free calls to Blue Cross Complete Customer Service that won't count toward your 350 minutes
- Text messages with health tips and reminders

Look
for more
information in
your mailbox
coming
soon.





HEALTHY TEETH FOR CHILDREN: New Healthy Kids Dental provider

As of October 1, 2018, Blue Cross Blue Shield of Michigan is a new provider of Healthy Kids Dental services for children and adolescents through age 20. Delta Dental of Michigan also provides Healthy Kids Dental services for children and adolescents through age 20. You'll be enrolled in a plan automatically. You'll get an identification card from the dental plan.

Say "ahhh!": How to find a dentist



To select a dental provider, call Blue Cross Blue Shield of Michigan at **1-800-936-0935** or visit bcbsm.com/healthykids. Or call Delta Dental of Michigan at **1-866-696-7441** or visit deltadentalmi.com. If you don't know what dental plan you're enrolled with, call the MDHHS Beneficiary Helpline at **1-800-642-3195**. TTY users should call **1-866-501-5656**.



YOUR SMILE IS IMPORTANT TO US: Blue Cross Complete dental benefits

Regular dentist visits help keep your smile healthy. They can also catch oral health problems early, when they're easier to treat. And cavities aren't just kids' stuff. As you get older, you're more likely to get certain oral health issues. These include dry mouth, gum disease, oral cancer and more.

That's why Blue Cross Complete offers dental care. Your Healthy Michigan Plan dental coverage includes:

- Routine exams and cleanings every six months
- Four bitewing X-rays every year
- Full-mouth X-rays once every five years
- One filling per tooth every two years
- Emergency exams, no more than twice a month

Some procedures require special permission ahead of time, called prior authorization. These include:

- o Crowns
- o Gum disease-related cleanings
- o Root canals
- o Tooth extractions (removal)
- o Tooth repair — if attached to a bridge or partial

What you can do

Your first step toward a healthier smile is to visit your dentist regularly. Also:

- Brush your teeth with a fluoride toothpaste twice a day
- Floss daily
- Don't use tobacco and avoid heavy drinking
- Eat a healthy diet
- Wear mouth guards when playing sports

Got tooth pain?

Skip the ER: Call your dentist instead. Remember, most dental emergencies are better handled by dentists. They have special equipment and training to figure out what's wrong and how to fix it. Avoid the emergency room unless you think you have a broken jaw or if your mouth is bleeding and won't stop.

Brush up on oral health

To find a dentist or request prior authorization, call Blue Cross Complete Dental Customer Service at **1-844-320-8465**. TTY users should call **711**. Or visit mibluecrosscomplete.com. Choose *Find a Doctor*, then click on *Find a dentist*.

PREGNANT? We've got your dental care covered!

Great news! All pregnant members now have dental coverage through Blue Cross Complete. Make sure you update your pregnancy status with Blue Cross Complete of Michigan 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**. Then we can help you with your dental coverage.

Preventive dental visits are especially important for pregnant members. Your dental coverage will last for three months after your expected due date, as long as you're covered by Blue Cross Complete. You can find a dentist by visiting mibluecrosscomplete.com. Go to *Find a Doctor*, then choose *Find a dentist*. Or call **1-844-320-8465** for assistance. TTY users should call **711**.

If you already have Healthy Kids Dental coverage, you'll continue to get coverage through your current provider. Healthy Michigan Plan members will maintain dental coverage as long as you're enrolled with Blue Cross Complete.



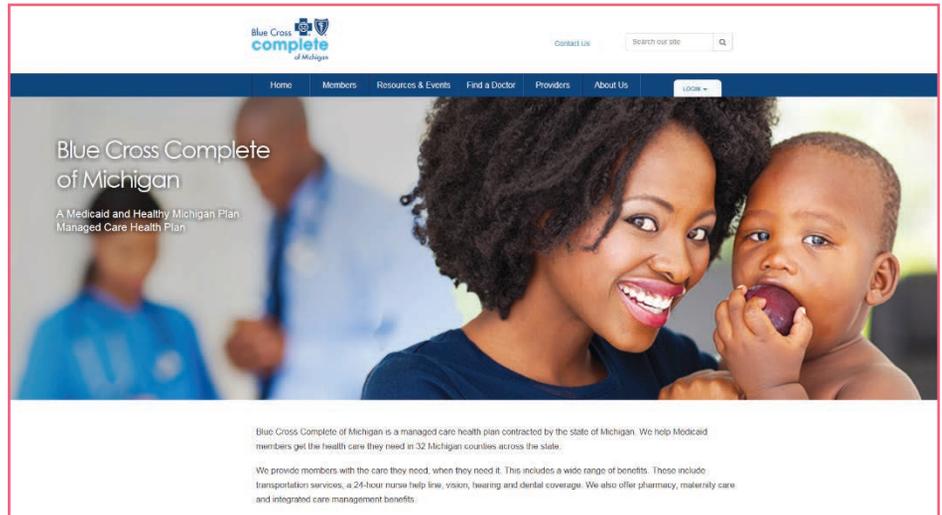
Need transportation to your dental appointment?

If you're part of Healthy Kids Dental, you can get help with a ride to and from the dentist. If you live in Wayne, Oakland or Macomb counties, call LogistiCare Solutions at **1-866-569-1902** to schedule a ride. If you live in any other county, call your MDHHS specialist.

Take a look: Our new website is live!

Blue Cross Complete launched a new and improved website this summer. It carries 30 new web pages with a variety of added features designed with our members in mind. The site is now:

- **Mobile-ready.** New mobile-readiness capability allows the site to adjust to the size of a smartphone, tablet or desktop device.
- **Accessible to all.** The site is 508 compliant, meaning all visitors, regardless of disability, can access the website.
- **Loaded with new content.** There are many new pages of dedicated content, including Medicaid basics, Healthy Michigan Plan, core benefits,



maternity care, area events, flu prevention, smoking cessation, transportation assistance, child and adult vaccine guidelines, *My Blue Health* newsletter and a new Community Resource Hub.

Check it out at mblucrosscomplete.com.

Track your health care online

At mblucrosscomplete.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
- How to obtain specialty care, behavioral health care services and hospital services
- 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

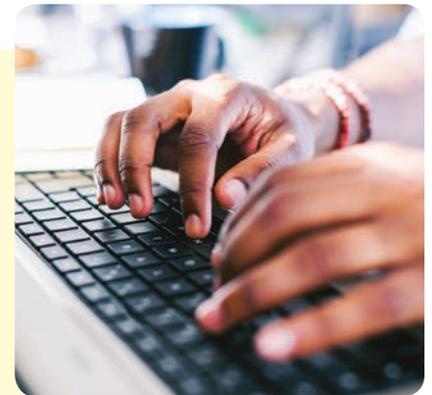
We can also send you a member handbook, which includes your rights and responsibilities. To ask for one, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week.

Online drug search

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

- Quantity limits
- Prior authorization, meaning Blue Cross Complete needs to give permission for you to get some medicines
- Generic or a brand name

We can also send you this information. Call Pharmacy Customer Service at **1-888-288-3231**. TTY users should call **1-888-988-0071**. You can call 8:30 a.m. to 6 p.m., Monday through Friday.



Drug list resources available online for Blue Cross Complete members

A list of covered drugs for Blue Cross Complete members is available on our website at mibluccrosscomplete.com. Click the *Member Benefits* tab, then choose *Pharmacy Benefits*. Both printable and searchable versions are available. See changes to our drug list by clicking the *Formulary Change Update (PDF)* link under the *Preferred Drug List* tab. Changes include drugs added or removed from the drug list and updates to drugs already on the drug list. We can also mail you this information. You can call Pharmacy Customer Service at **1-888-288-3231**, from 8:30 a.m. to 6 p.m. Monday through Friday, for assistance. TTY users should call **1-888-988-0071**.

Understanding limits

Specific medications on the drug list may include age limits, prior authorizations, quantity limits and step therapy. These limits are put in place to improve patient safety or to help a member get a more cost-effective dosage form or medication. Where a preferred medication, dosage or quantity isn't medically appropriate, the prior authorization process is important.

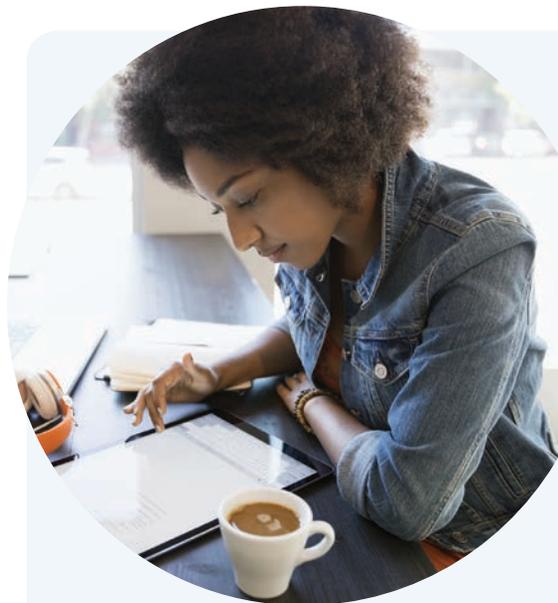
Prior authorization

Prior authorization and step therapy criteria are available at michigan.gov/mcopharmacy. If a nonformulary drug is prescribed, the prior authorization process allows for potential coverage. But before a nonformulary drug will be covered, all drug list criteria must be met. And preferred drugs must be tried first to see if they work or are medically inappropriate.

Providers must complete the Blue Cross Complete Medication Prior Authorization Request form and submit it with all appropriate documentation to help us make a coverage decision. Incomplete forms or missing documentation may delay or prevent a request from being processed.

Carve-out medications

Carve-out medications, such as antidepressants, antianxiety, antiepileptics, barbiturates, antihemophilic factors, CFTR agents, antivirals for the treatment of hepatitis C and antiretrovirals for the treatment of HIV, are covered under the Fee-for-Service Medicaid portion of the benefit. These medications shouldn't be billed to Blue Cross Complete. Find out more about these medications at michigan.fhsc.com/providers/druginfosp.



New online community resource program available

Our new Community Resource Hub can connect you with the resources you need close to home. To find community resources in your area, go to mibluccrosscomplete.com. Then under *Resources*, click *Community Health Resources*. Type in your ZIP code. Then select the category that fits your needs. You'll find a variety of programs offering free or reduced-cost services, including:

- Utilities
- Household items (clothing, home goods, medical supplies, toys)
- Transportation
- Housing
- Food
- And more



Get treatment for ADHD

If your child has attention-deficit/hyperactivity disorder, he or she isn't alone. Help is out there. Your child's doctor may prescribe medicine and behavioral health

therapy. Both the medicine and behavioral therapy may help with behavior changes.

Children who get a prescription for ADHD medicine should see their doctor for a follow-up visit within 30 days. Your child may need

a second and third follow-up visit to make sure the medicine is working.

With treatment, ADHD can be managed well. If your child has been diagnosed with ADHD, it's important that he or she gets the right treatment.

Giving back by cleaning up

For the third year in a row, Blue Cross Complete of Michigan associates volunteered with Life Remodeled. This Detroit-based nonprofit focuses on cleaning up one Detroit neighborhood each year. This year they continued working in the neighborhood surrounding Central High School. Central High was the city's first public high school. Life Remodeled committed four years to that area to honor the progress that's been made since the 1967 Detroit uprising. Two years remain on that promise.

This October, more than 10,000 volunteers returned to the same area at the request of students and community residents. Volunteers from Blue Cross Complete of Michigan cleaned up blight, mowed lawns and trimmed greenery throughout the neighborhood.

"We were so fortunate that the weather held out and we were able to get so much accomplished in just a few short hours," said Yvanna Marlin-Guanga, community health educator at Blue Cross Complete of Michigan. "It goes to show what amazing things can happen when you get such a large group of people working together."

RAISING AWARENESS AND ENHANCING EMPATHY: Associates participate in Community Action Poverty Simulation

Associates from Blue Cross Complete and Blue Cross Blue Shield of Michigan participated in a Community Action Poverty Simulation on Monday, May 21. The simulation educated participants about the realities faced by low-income families. It allowed them to step into the real-life situations of others to better understand what members may go through. It also helped break down stereotypes.

Issues of poverty aren't always associated with health care, but they can affect the health of our members. This includes stable housing, access to food, education and reliable transportation, and utilities assistance.

At the end of the simulation, participants shared their insights. They had a better understanding of the overall cost of transportation and how limited access affected their opportunities to get help. With all the other pressures of life, going to the health clinic wasn't a priority.

While we're aware of the economic and social circumstances our members face, briefly experiencing them firsthand provided a deeper understanding for associates. "In everything we do, our members are the heart of our work," said Julie Aronica, director of quality management and community outreach.



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