

MyBlueHealth

A Magazine for Blue Cross Complete of Michigan Members



Confidence comes with every card.®

SUMMER 2023
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mibluccrosscomplete.com



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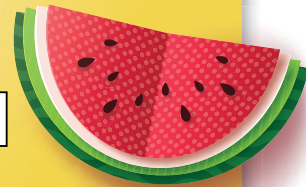
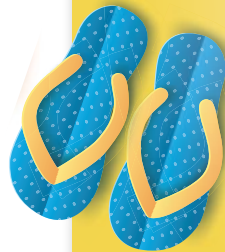
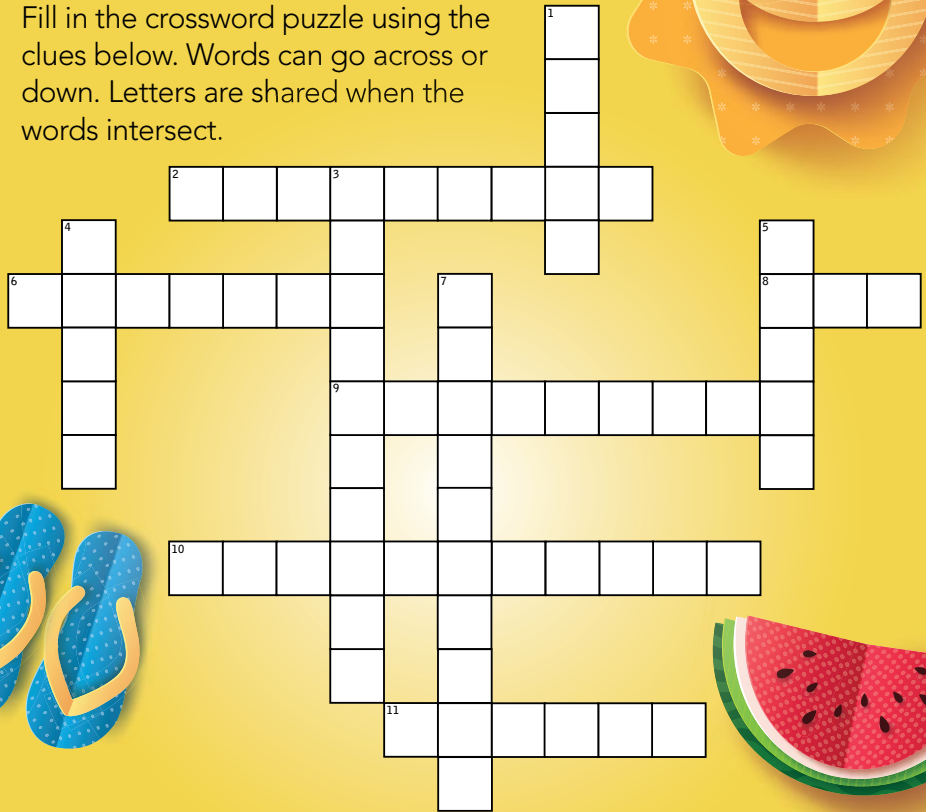
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KIDS' CORNER Sun-sational
summer safety crossword puzzle



Fill in the crossword puzzle using the clues below. Words can go across or down. Letters are shared when the words intersect.



ACROSS

2. Apply _____ about a half hour before you go outside to protect skin from dangerous sun rays.
6. Hot, painful skin caused by too much sun is known as _____.
8. A wide-brimmed _____ can help keep your face safe from the sun.
9. A _____ is the person who watches over swimmers at pools, lakes, water parks and beaches.
10. You can treat minor cuts, scrapes and burns with the supplies from a _____.
11. When you ride your bike or skateboard, be sure to wear a _____ to protect your head.

DOWN

1. Drink plenty of _____ even if you don't feel thirsty and especially before or after any activity.
3. Put on _____ to shield your eyes from bright sunlight.
4. Always follow the _____ to stay safe at the pool.
5. If you're feeling too hot when outside, find some cool _____ away from direct sunlight.
7. Wearing a _____ can help you stay afloat if you don't know how to swim.

➔ **CHECK YOUR ANSWERS ON PAGE 9.**

Is your student on track for a healthy fall?

Whether your child will go to day care, a classroom or a college campus this fall, now is the time to check wellness visits and routine vaccines off your to-do list.

Well-child visits

The American Academy of Pediatrics recommends well-child visits for infants, children, teens and young adults. These checkups allow your child's pediatrician to:

- Perform a physical exam and important screenings
- Offer recommended shots
- Track their development

This care can help prevent health problems or catch them early when they may be easier to treat. Over time, some parts of the visits will change.

Newborn to 30 months

Your little one's first well-child visit should happen when they're 3 to 5 days old. Other important firsts include blood lead level testing (12 and 24 months) and formal autism spectrum disorder screenings (18 and 24 months). It's important to have at least six well-child visits by the time your child turns 15 months old and at least two additional visits between 15 months and 30 months old.

Ages 3 to 6

At these visits, the pediatrician will continue asking about how your child is playing, learning, speaking, acting and moving. This helps determine if they're on track with developmental milestones. What else can you expect? According to the Centers for Disease Control and Prevention:

- Age 3 kicks off vision and blood pressure screenings.
- Age 4 means your child is due for a hearing test and several recommended immunizations.
- Age 5 often marks the start of kindergarten. The pediatrician can help make sure your child's immunization record is up to date and meets school requirements.
- Age 6 is a good time to talk about safety. Use their latest height and weight to confirm they're in the right car seat.

Ages 7 to 21

Yearly visits help older kids stay on a healthy path. You'll talk about physical activity, healthy eating, sleep, and how things are going at school and at home.

Believe it or not, kids can have high cholesterol. Screenings begin between ages 9 and 11. Your child should also start their meningococcal, human

papillomavirus, and tetanus, diphtheria and acellular pertussis, or Tdap, shots between ages 11 and 12.

For teens, private conversations will touch upon issues like smoking, depression, sexual activity, and alcohol and drugs.

Visit mibluecrosscomplete.com/findadoctor to find a pediatrician near you. You can search by location, languages spoken and other preferences.



Developmental screenings: What they are, why they're important

Your child's first step is a thrill. But it's also a key milestone — a behavior that usually starts around a certain age. A delay in hitting milestones is sometimes a sign of a bigger problem.

According to the American Academy of Pediatrics, developmental screenings are designed to help your child's doctor notice any delays as soon as possible. If there's a problem, your child can get help sooner. That can make a difference in their success at home and school.

WOMEN, IT'S TIME TO GET SCREENED



It's easy to put off visits to the doctor when life gets busy, but it's important to make time for your health. According to the U.S. Department of Health and Human Services, preventive services help keep you healthy. Read on to learn when you should start receiving critical tests and screenings.

Blood pressure screening:

According to the American Heart Association, you should have your blood pressure checked each year at your regular doctor visit.

Blood glucose test: This test can detect Type 2 diabetes and prediabetes. The American Diabetes Association recommends getting tested at age 35. If you're diagnosed with diabetes, you should get tested at least once a year.

Breast self-exams: Breast self-exams can be a supplement to your regular mammograms. The American Cancer Society suggests paying attention to what your breasts look and feel like. Talk with your doctor if you notice any changes.

Cholesterol: Have a cholesterol screening every four to six years, beginning after age 20, per the AHA.

Colonoscopy: The ACS and the U.S. Preventive Services Task Force say you should get your first colonoscopy at age 45.

Mammogram: The USPSTF recommends screening every two years for women starting at age 50, while the ACS says to start testing annually at age 45. Talk with your doctor about your risk factors and which timeline is best for you. Women ages 55 and older can switch to getting mammograms every other year, or they can choose to continue annual screenings.

Pap test: According to the USPSTF, women ages 21 to 29 should get a Pap test once every three years. Women ages 30 to 65 can choose to have a Pap test every three years, an HPV test once every five years, or a Pap test and an HPV test once every five years. Both the ACS and USPSTF note that women older than 65 who have had normal screenings don't need to be screened.

Visit mibluecrosscomplete.com/vaccinations to see our full *Guidelines to Good Health for Adults*. You should talk with your doctor about risk factors you may have and the screening schedule that works best for you.

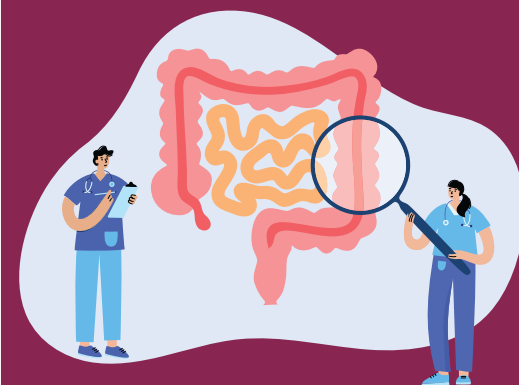
Colorectal cancer: Schedule a screening today

Since the early '90s, colorectal cancer rates have risen among people younger than age 50. What can you do to safeguard your health? Get screened. According to the U.S. Preventive Services Task Force, people should start screening at age 45 and continue until age 75.

Ask your doctor which of these tests may be right for you:

- Guaiac-based fecal occult blood test every year
- Fecal immunochemical test every year
- Stool DNA-FIT test once a year to every three years
- Flexible sigmoidoscopy every five years
- Flexible sigmoidoscopy every 10 years plus FIT every year
- Colonoscopy every 10 years

If you need transportation to your appointment, Blue Cross Complete can make sure you have a ride. Visit mibluecrosscomplete.com/transportation to learn more.



TIPS TO STAY SAFE THIS SUMMER

Summer is the time to make memories of sunshine, picnics in the park and dips in the pool that will get you through the chilly winter months. Here are some tips from the American Academy of Pediatrics and the Centers for Disease Control and Prevention to make sure your memories don't include going to the emergency department.

Practice water safety

As summer heats up, pools and beaches beckon. But according to the CDC, 4,000 people a year die from drowning. Drowning is the leading cause of death for children ages 1 to 4. Other swimming risks include brain and spinal cord injuries from diving into shallow water.

To avoid drowning, never let children swim alone. Always stay within reach. Don't use toys such as water wings in place of life jackets. And never dive in shallow water. Instead, enter the water feet first.

Learn CPR and consider enrolling your children in swimming classes. Even children ages 1 to 4 may be less likely to drown if they've had formal instruction.

Stay cool to beat heat illness

Hiking, biking and jogging are great ways to spend time in the great outdoors. But if the temperature and humidity are high, your body's cooling system doesn't work as well. This puts you at risk for dehydration, heat exhaustion and heatstroke.

Stay cool by drinking plenty of fluids. Wear loose-fitting,

lightweight clothing. Schedule outdoor activities for early morning or after sunset. To protect your skin from the sun, slather on a broad-spectrum sunscreen with an SPF of 30 or higher before heading outside.

When it comes to heat illness, call **911** if you or a family member has the following symptoms:

- Skin that's hot, red, dry or damp
- Confusion
- Fainting
- Nausea
- Body temperature of 103 degrees or higher

Fire up the grill — safely

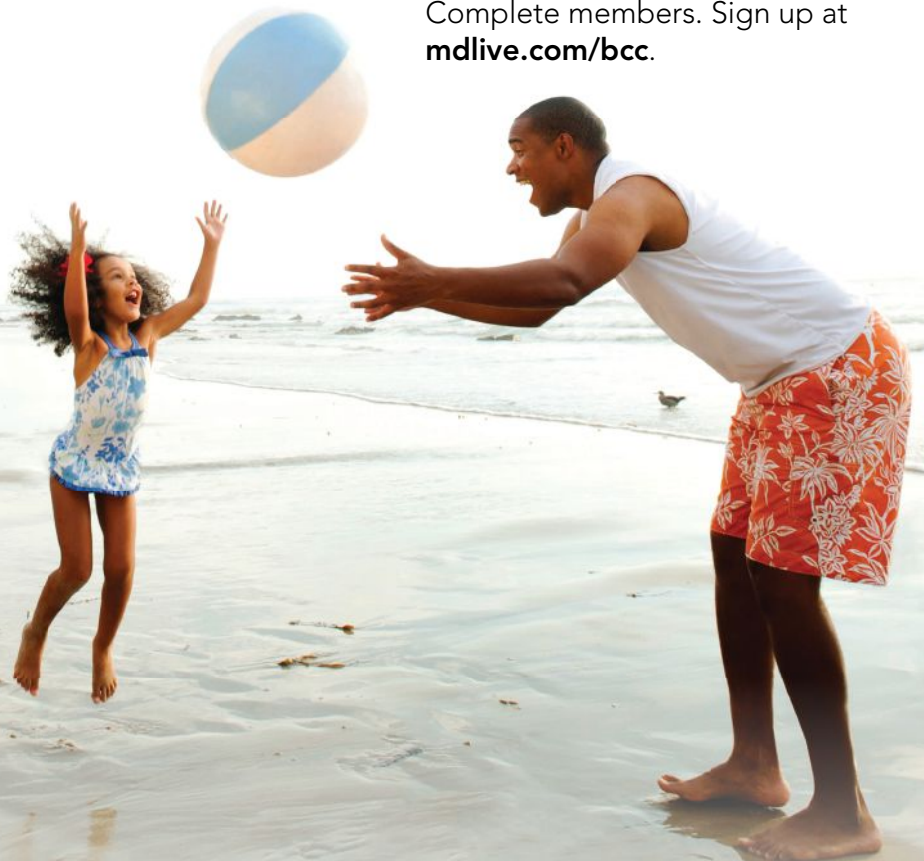
Each year, about 10,600 fires are started by charcoal, wood or propane grills in the U.S., according to the National Fire Protection Association.

To prevent fires, propane and charcoal grills should only be used outdoors. Don't pour lighter fluid on already-lit charcoal. After your food is cooked, let coals cool and then place them in a metal container.

Bacteria can also be an unwanted guest at outdoor meals, causing foodborne illness. Beat bacteria by keeping hot foods hot and cold foods cold. Wash your hands often, and don't use the same plates and utensils for raw and cooked dishes.

Lastly, know the common signs of food-related illness: diarrhea, stomach cramps, fever, nausea and vomiting. Increasing fluid intake often brings relief.

You can schedule a telehealth appointment with an MDLive® provider, 24 hours a day, seven days a week. MDLive is a no-cost service available to Blue Cross Complete members. Sign up at mdlive.com/bcc.



Diabetes complications from head to toe

If you have diabetes, you probably know about the most common complications: eye problems and foot issues. But you may also experience complications outside those well-known areas. Let's start at the top of the body and work our way down with tips from the Centers for Disease Control and Prevention.

If you have these symptoms:	... it could be a sign of this diabetes complication:	... which is caused by these issues:	... and which you can prevent by taking these actions:
Trouble hearing	Hearing loss	High blood sugar damaging the small blood vessels and nerves in your inner ear	<ul style="list-style-type: none"> • Avoid loud noises and other causes of hearing loss • Get your hearing checked yearly
Dry mouth, bleeding gums or slow-healing mouth infections	Dental problems, including gum disease	Bacteria feeding on the sugar that's in your saliva	<ul style="list-style-type: none"> • Visit your dentist regularly • Brush with fluoride toothpaste at least twice a day • Floss at least once a day
Abdominal discomfort, bloating or constipation	Digestive issues	Nerve damage that prevents your gut muscles from moving food through your digestive system	<ul style="list-style-type: none"> • Drink lots of water • Avoid alcohol and carbonated drinks • Eat more often • Eat smaller meals
Leaking bladder, incomplete urination	Urinary tract infections	Kidney damage, nerve issues and higher blood glucose that prevent the bladder from functioning properly	<ul style="list-style-type: none"> • Empty your bladder before it's full • Drink lots of water
Erectile dysfunction in men, vaginal dryness in women	Sexual dysfunction	Testosterone level changes in men, nerve damage and hormonal changes in women	<ul style="list-style-type: none"> • Be open with your doctor about sexual concerns • Use medicines, lubricants or other sexual treatments

Sign up for our Diabetes Prevention Program

Blue Cross Complete of Michigan is joining the National Kidney Foundation of Michigan to offer a Diabetes Prevention Program to help manage symptoms of diabetes. In a small group led by a trained lifestyle coach, you'll learn how to make healthy changes. The program runs for 16 weeks, with groups meeting weekly for one-hour virtual sessions. Discussion topics include:

- Healthier ways to eat
- How to be more active

- Ways to manage stress

Potential participants will need to attend an online information session before enrolling. Our program team will follow up with you by phone to help you learn more about the program. They can also help you sign up for an information session. To learn more, visit readysetprevent.org.

Solutions to common asthma medicine problems

It's important to take your asthma medicine correctly so it works as well as possible. This is true all year round, but especially during the summer, when asthma and allergy triggers, such as pollen and mold, are more common. Make sure you understand the different types of medicine so you can take yours as prescribed.

The National Institutes of Health says most people with asthma take two types of medicines. Long-term control medicines help prevent flare-ups. Quick-relief, or rescue, medicines control asthma attacks when they're happening. Together, they can help you live a healthy, active life.

Follow these other fixes for common problems from the American Lung Association.

Problem: You have trouble using your inhaler.

The fix: Ask your doctor, nurse, respiratory therapist or pharmacist to watch and review how you use your inhaler. You can also ask your doctor about using an inhaler with a spacer. A spacer is a small device that helps more of the medicine reach your lungs.

Problem: You don't like your medicine's side effects.

The fix: Write down your side effects when they occur so you can tell your doctor what happened. They may adjust your dose or have you try a different medicine. Be sure to tell them about all the medicines you use. Taking certain medicines together can cause different side effects or serious health issues.

Problem: You forget to refill your rescue inhaler before it runs out.

The fix: Ask your doctor to write two prescriptions for your rescue inhaler. This way you'll be able to get a replacement quickly. If transportation issues are making it hard to pick up your prescriptions, you can schedule no-cost rides to and from the pharmacy at mibluecrosscomplete.com/transportation.

Problem: It's difficult to keep track of all your medicines.

The fix: Write a schedule that includes everything you take and when to take it. Set an alarm on your watch or phone for the times you need to take a dose.



Use Modivcare for transportation services

Blue Cross Complete members can get transportation to and from medical services covered, such as doctor's appointments or picking up prescriptions, at no cost. Schedule a ride today through our transportation provider, Modivcare.

The Modivcare app allows you to book or change rides, see your driver's location in real time, manage scheduled rides, and text or call your driver. To download it, search "**Modivcare app**" on the App Store® or Google Play®.* You'll need an email address to create an account. Learn more at mibluecrosscomplete.com/transportation. Call Modivcare with questions at 1-800-803-4947 (TTY: 711). *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.



Frequently asked questions about hepatitis C



You may know about hepatitis C without knowing how it's spread or what you can do to protect yourself. These frequently asked questions from the National Institutes of Health cover the basics.

Q: What is hepatitis C?

A: Hepatitis C is a type of liver disease. Acute hepatitis C lasts for six months or less. Chronic hepatitis C can last for your entire life.

Acute hepatitis C often leads to chronic hepatitis C. Sometimes, however, people with acute hepatitis C clear the virus from their bodies without treatment.

Q: How does someone get hepatitis C?

A: Hepatitis C is spread by blood from one person to another. People may get hepatitis C from sharing needles to inject drugs.

It can also be spread through sex or sharing personal care items, such as razors or toothbrushes. Sometimes, a mother with hepatitis C can spread it to her baby during birth, but this is uncommon.

Q: What are the symptoms?

A: Many people have no symptoms, so you can have the

virus without feeling sick. If you do have symptoms, they usually occur two to 12 weeks after you're exposed to the virus.

Symptoms can include:

- Bowel movements that are clay-colored or gray-colored
- Dark-colored urine
- Fatigue
- Fever
- Jaundice (yellow-colored eyes or skin)
- Joint pain
- Loss of appetite
- Nausea
- Stomach pain
- Vomiting

Q: How do I find out if I have hepatitis C?

A: The only way to know if you have hepatitis C is to get tested for it. The screening test is called a hepatitis C antibody test.

Q: Who should get tested?

A: All adults should get tested at least once. You may need to test more often. For example, pregnant women should get tested during each pregnancy.

You should get tested if you:

- Are 18 years or older
- Are exposed to blood at your job
- Are on hemodialysis
- Are pregnant

- Inject or have ever injected drugs in the past
- Have HIV
- Have liver disease or abnormal liver tests
- Received a blood transfusion or organ donation before July 1992
- Received clotting factor concentrates before 1987
- Were born between 1945 and 1965
- Were born to a mother who had hepatitis C

Q: How serious is hepatitis C?

A: Chronic hepatitis C is a serious condition that can cause liver damage, liver scarring and liver cancer. But, once you know you have it, you can take steps to keep your liver healthy.

Q: Are there treatments?

A: Yes. There are medicines you can take to treat hepatitis C. Talk to your doctor about treatment.

If you have hepatitis C, you can enroll in a Blue Cross Complete care management program. As part of the program, you'll receive information in the mail. You can also request a case manager to help you manage your health care needs. Learn more at [mbluecrosscomplete.com/hepc](https://www.mbluecrosscomplete.com/hepc).

LIVING WELL WITH SICKLE CELL DISEASE

Sickle cell disease is a blood disorder caused by a genetic defect passed down by your parents. With SCD, damaged red blood cells (sickle cells) clump together and block blood flow. According to the Centers for Disease Control and Prevention, this can cause pain and hurt your organs.

Risk factors

SCD can occur in people whose families came from Africa and in Hispanics whose families are from the Caribbean. The CDC reports that approximately one out of every 365 Black babies and one out of every 16,300 Hispanic babies in the U.S. are born with SCD.

The gene has also been found in Native Americans and people

whose families are from the Middle East, India, Latin America and Mediterranean countries. A family history of SCD also raises your risk for the disease, according to the CDC.

Signs of SCD

Symptoms, which can be mild or severe, may include:

- Anemia, which could lead to dizziness, shortness of breath and fatigue
- Yellowing of the skin, eyes and mouth
- Sudden pain in the chest, arms and legs
- Fever, pain and a violent cough
- An enlarged and painful spleen
- Blocked blood vessels in the penis

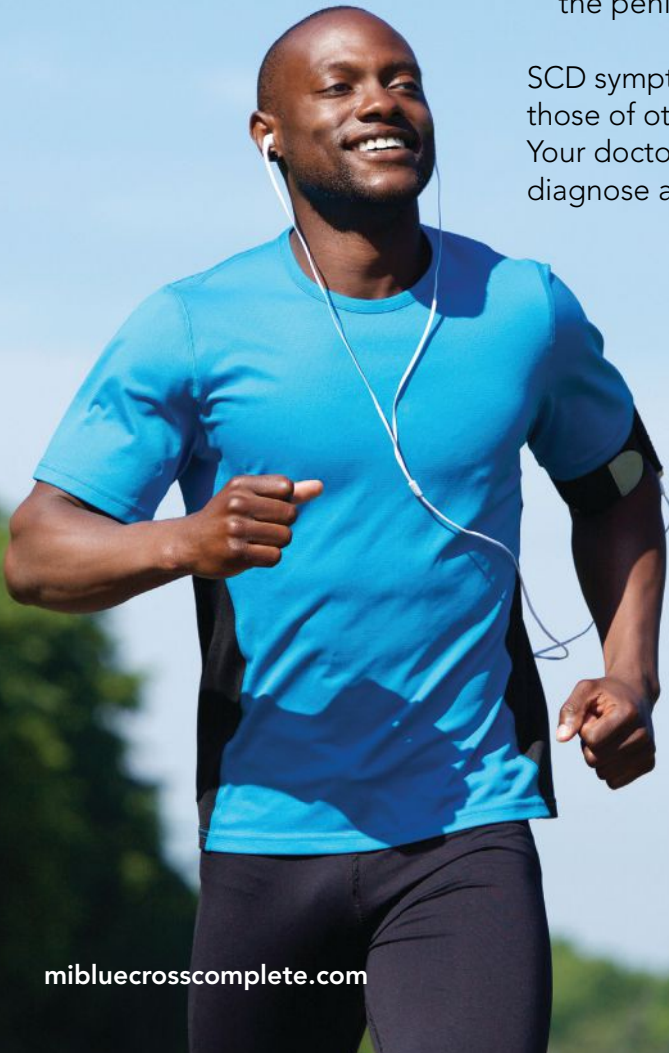
SCD symptoms may look like those of other health problems. Your doctor can help you diagnose and treat SCD.

Support is available

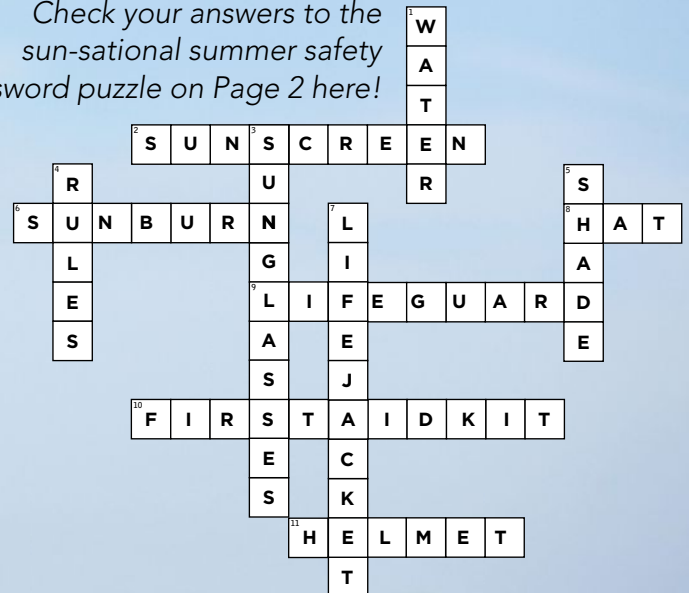
Adults with SCD are now covered through the Michigan Department of Health and Human Services Children's Special Health Care Services program. Coverage includes services related to sickle cell, including copays, deductibles, transportation, care coordination and access to CSHCS clinics and case management.

Residents looking to apply can contact their local health department. Blue Cross Complete members can also call Customer Service for assistance at **1-800-228-8554 (TTY: 1-888-987-5832)**.

Members with SCD should talk with a Blue Cross Complete care manager at least once a year. Care managers can help with access or care issues. Learn more about Blue Cross Complete's care management program for sickle cell disease at mibluecrosscomplete.com/member-benefits/special-programs.



Check your answers to the sun-sational summer safety crossword puzzle on Page 2 here!



WHAT'S POSTPARTUM DEPRESSION?

Close to three-quarters of new mothers feel what the American Pregnancy Association calls the “baby blues” — a short-lived emotional response that makes them feel irritable, restless and anxious.

Postpartum depression differs from the baby blues in that the symptoms are more serious and last longer. According to the Centers for Disease Control and Prevention, this type of depression affects around 13% of moms.

Many women who experience postpartum depression begin to feel its effects right after giving birth. However, symptoms can occur as many as six months or more later.

Signs and symptoms

If you have several of the symptoms listed below for more than two weeks, talk with your doctor and ask to be screened for postpartum depression.

Symptoms vary from person to person, but the U.S. Department of Health and Human Services says they may include:

- Feeling sad, hopeless and helpless
- Experiencing a change in eating and sleeping patterns
- Crying for no apparent reason
- Having little interest in your child

If you have thoughts of harming your child or yourself, call **911**. You can also call **988** to be connected to the Suicide & Crisis Lifeline.

Risk factors

Women with the following risk factors are more likely to develop postpartum depression:

- Previous depression
- Family history of depression
- Lack of support from family and friends
- Financial or relationship problems

Self-care steps to take

Postpartum depression can be treated. A mental health professional can recommend a mixture of medicine and talk therapies.

Speaking with other mothers and learning from their experiences can also help you

feel better. Try these other steps from the American Academy of Family Physicians.

- Ask family and friends to care for your child for short periods of time and help with chores and errands, giving you time to rest or exercise
- Don't expect to be a perfect parent or to pick up your life where it left off before you became a mom
- Join a support group for mothers with postpartum depression
- Accept that being a parent is difficult and that it's okay to ask for help

It may help to connect to other new parents who are going through a similar stage of life. Blue Cross Complete has a list of maternity and paternity support groups by region at mibluecrosscomplete.com/maternity.



Medicaid members: Doula services are available

As of January 1, 2023, doula services are covered for eligible Medicaid members. Moms-to-be can use a doula for physical, emotional and educational support during pregnancy, labor and delivery, and after birth. Any licensed health care provider can recommend you for doula services, including a licensed practical nurse, registered nurse, social worker, midwife, nurse practitioner, physician assistant, certified nurse midwife or doctor.

How can doulas help?

According to the National Partnership for Women & Families, parents who get doula support throughout pregnancy are less likely to have low-birth-weight babies. They're also more likely to start breastfeeding. This is especially true for Black mothers. Doulas can also have a positive effect on reducing racial and health disparities.

A doula can help you create a birth plan that supports your personal and cultural wishes for childbirth. Your doula will speak up for you and can give you important information about how to stay healthy during and after pregnancy. They'll even talk with you about caring for and feeding your newborn. But remember, a doula is not a clinical practitioner and doesn't take the place of your doctor. You should still schedule a prenatal visit with your doctor.

Doulas also offer emotional support. During labor and delivery, they can help make sure you're comfortable. After giving birth, they'll be there to remind you how important it is to take care of your mental and physical health. They'll be able to direct you to local resources, including support groups.



Doula visits now covered

You can receive up to six total doula visits during the pregnancy and postpartum periods, and one additional visit for labor and delivery. You must see your doula in person unless you need a telehealth visit. To find a doula, go to mibluecrosscomplete.com/findadoctor and look for the Doula Registry, or call Blue Cross Complete's Bright Start program at **1-888-288-1722** and select option 2 from 8 a.m. to 4:30 p.m. Monday through Friday. TTY users should call **1-888-987-5832**.

Finding the right doula for you

Doulas providing services to Medicaid members are required to be registered with the Michigan Department of Health and Human Services and enrolled as Medicaid providers. Visit mibluecrosscomplete.com/findadoctor to find a doula near you who fits your needs.

Online resources

You can download the *Member Handbook* online at mibluecrosscomplete.com. The handbook includes your rights and responsibilities. You can also find the privacy notice there. We can send you these documents upon request. Call Customer Service at **1-800-228-8554 (TTY: 1-888-987-5832)**, 24 hours a day, seven days a week.

Spring event recap at the Wellness and Opportunity Center



This May, the new Wellness and Opportunity Center in Detroit hosted two events for Blue Cross Complete members: our Community Baby Shower and Mobile Dental Day.

Baby shower and health fair

The Blue Cross Complete of Michigan Community Baby Shower and Health Fair took place on May 5, 2023, from 11 a.m. to 2 p.m. This special event was for new moms, moms-to-be and children to learn about pregnancy care, healthy eating, car seat safety, breastfeeding and more.

Everyone who attended was eligible for prize giveaways and a gift. Prizes included car seats, strollers and gift baskets filled with goodies for moms and babies. Kids had their own play area during the event.

Mobile Dental Day

On May 25, 2023, Blue Cross Complete members were invited to our Mobile Dental Day from 9 a.m. to 4 p.m. Members could get a teeth cleaning and dental exam at no cost. There were also dental giveaways to help maintain good oral health.

The Wellness and Opportunity Center was open for members to come in after their exam to learn more about how they could support their health and well-being.

Follow Blue Cross Complete on social media to learn about Wellness and Opportunity Center events and offerings. Or visit mibluccrosscomplete.com/resources/wellness-center.

Stop by to say hello at the Wellness and Opportunity Center

Now is the time to visit the new Wellness and Opportunity Center in Detroit! The Wellness and Opportunity Center is a safe place to meet with community health navigators and educators, and other health experts for one-on-one guidance. You can ask how to understand your benefits, find community resources or fill out your annual Health Risk Assessment.

Community health navigators are on site Tuesdays, Wednesdays and Thursdays from 9 a.m. to 5 p.m. Contact your care manager to make an appointment, or just stop by. The Wellness and Opportunity Center is inside the Durfee Innovation

Society. Here, you can find other community services and amenities for metro Detroiters.

The Wellness and Opportunity Center is located at:
2470 Collingwood St.
Suites 306 and 307
Detroit, MI 48206

The Wellness and Opportunity Center also offers events and activities, including healthy cooking events and community baby showers.

Visit mibluccrosscomplete.com/resources/wellness-center to learn more.

Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided in *My Blue Health*SM for reference, Blue Cross Complete of Michigan 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 publication, contact your doctor. Never stop or wait to get medical attention because of something you've read in this material.

Mission GED can help you achieve your GED® goals

Did you know your education can affect your health? According to the U.S. Department of Health and Human Services, people with higher levels of education are more likely to be healthier and live longer. It's okay if you don't take the traditional path. Blue Cross Complete members looking to earn their high school equivalency diploma, or GED®, can do so at no cost through the new Mission GED program.*

You'll be paired with a Blue Cross Complete coach for as long as you're in the program. They'll help connect you with online resources and check in with you regularly to provide encouragement and answer questions about the testing process.

You can complete the program at your own pace. You get to choose when and where you take the test. When you're ready, your

coach will help you find a testing location and provide vouchers so you can take the GED® Ready Test, GED® Subject Test and any retake tests you need at no cost.

Visit **mibluccrosscomplete.com/resources** to apply. You must be a Blue Cross Complete member age 16 or older who isn't currently enrolled in high school or college and doesn't have a high school diploma or equivalent. If you have questions, call Blue Cross Complete's Rapid Response Outreach Team at **1-888-288-1722** Monday through Thursday from 8 a.m. to 7 p.m., or Friday from 8 a.m. to 5 p.m. TTY users should call **1-888-987-5832**.

**Mission GED is an AmeriHealth Caritas social determinant of life program. AmeriHealth Caritas is an independent company providing administrative services to Blue Cross Complete of Michigan.*



Take action to avoid a gap in coverage

At the beginning of the COVID-19 pandemic, the federal government declared a Public Health Emergency, allowing Medicaid members to keep their health care coverage. Per recent federal legislation, eligibility renewals started again in June. Monthly renewal notifications will be sent by mail beginning in May. If you opted to receive digital notifications from the Michigan Department of Health and Human Services, you may receive a text message instead.

Get ready to renew now

Following these steps will help determine if you still qualify:

- Make sure your contact information is up to date on **michigan.gov/mibridges**
- Check mail or text messages for a renewal notification
- Complete your renewal form (if you get one)

If you're a Medicaid member, learn more about how these changes may affect your health care coverage at **michigan.gov/2023benefitchanges**.

Dental coverage expanded to adult Medicaid members



As of April 2023, all adults ages 21 and older who have Medicaid health care coverage will also be covered for dental services.

What's covered

One of the most important ways you can use your dental benefit is to have a dental checkup every six months, even if you don't notice any problems or no longer have your natural teeth. Your dentist will clean your teeth and can point out any concerns they notice. These visits are now included in your dental coverage along with cleanings, extractions, X-rays and other services, such as crowns and root canal therapy.

Your dental benefits include:

- 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
- Sealants, once every three years
- Topical fluoride up to age 21, twice a year
- Fluoride varnish up to age 21, twice a year
- Crowns, once every five years on the same tooth
- Root canal therapy
- Retreatment of previous root canal, once per tooth per lifetime
- Periodontal evaluation, once every 12 months
- Periodontal maintenance, once every six months

- Complete and partial dentures, once every five years per arch

Periodontal services, including scaling and root planing, require the dentist to submit a prior authorization request to Blue Cross Complete. Blue Cross Complete will send written notice to the dentist and to the member if the requested treatment is denied.

Need a dentist?

Visit miblucrosscomplete.com/findadoctor to search for dentists by location, language preference

and other options. For more information about dental care, visit miblucrosscomplete.com/dental.

If you have questions about your dental coverage, call Dental Customer Service at **1-844-320-8465** Monday through Friday from 9 a.m. to 5 p.m. TTY users should call **711**.

If you're younger than 21, your dental benefits are provided through Healthy Kids Dental. Visit healthykidsdental.org. Healthy Michigan Plan members continue to have coverage through Blue Cross Complete.





MDLive® telehealth service is here to help

You can now access our MDLive telehealth service at no cost. This allows you to connect with a health care professional virtually, 24 hours a day, seven days a week, for conditions that aren't an emergency. This can help if your doctor doesn't have an appointment soon enough, or if you feel too sick to leave home. MDLive can be useful for allergies, fever, pinkeye, respiratory issues and more.

To sign up for MDLive or connect to an MDLive health care provider:

- Download the MDLive mobile app. It's available for iPhone and Android smartphones at no cost. Search "**MDLIVE**" on the App Store® or Google Play™.*
- Go online to **mdlive.com/bcc**.
- Call toll-free: **1-833-599-0443 (TTY: 1-800-770-5531)**.
- Text **TELEDR** to **635483**.

Learn more at **miblucrosscomplete.com/member-benefits/telehealth**.

*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.

Treating children with ADHD

If your child has been diagnosed with attention-deficit/hyperactivity disorder, it's important to get the right treatment. Your child's doctor may prescribe medicine and behavioral health therapy. Both treatments may help with behavior changes.

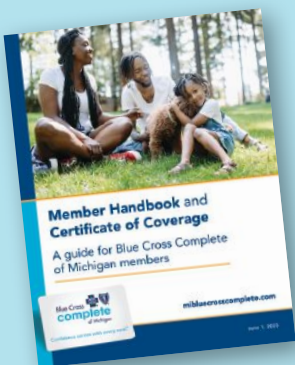
A child who gets a prescription for ADHD medicine should see their doctor for a follow-up visit within 30 days. If your child needs to use the medicine for 210 days or more, they may need a second and third follow-up visit nine months after starting the medicine. This will ensure the medicine is working. With treatment, ADHD can be managed. Children with ADHD aren't alone. Help is available.



Changes to Member Handbook

Our *Member Handbook* is your resource to learn about your health coverage and prescription information. You can find the most current version of the handbook at **miblucrosscomplete.com**. Since April 2023, we've added information about expanded dental benefits. You can also learn more about these benefits on Page 14 of this newsletter.

If you have questions or would like a printed copy of the handbook mailed to you, call Customer Service 24 hours a day, seven days a week, at **1-800-228-8554 (TTY: 1-888-987-5832)**.



Mental health resources are available from Blue Cross Complete

It can be difficult to cope when a sad and shocking event happens close to home, as it did this winter on the Michigan State University campus. If you're finding it hard to process this event or others, reach out for help. Blue Cross Complete of Michigan wants you to know there are mental health resources available to you at no cost as part of your health coverage, including counseling for managing the aftereffects of a traumatic event.

Members can use our *Find a doctor* tool at mibluecrosscomplete.com/findadoctor to find a behavioral health provider. Search "Doctors by specialty" and type "Behavioral Health" into the search bar. Members don't need a referral or prior authorization to make an appointment with an in-network therapist.

You may also want to try these tips from the Centers for Disease Control and Prevention:

- **Connect with others.** Talk about your feelings with people you trust.
- **Take a break from the news.** This includes social media. You may want to stay informed, but be mindful that overexposure can raise your stress. Consider limiting news to just a couple times a day.

- **Take care of yourself.** Try to get enough rest and exercise, and eat healthy foods. Avoid alcohol, illegal drugs and smoking.
- **Honor your feelings.** Be gentle with yourself and your healing process.

If you have questions, call Blue Cross Complete's Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**.

Find help at Common Ground's Behavioral Health Urgent Care

When it comes to mental health and substance use issues, people may feel they have only hospital emergency rooms to turn to when they can't see their doctors, run out of medicine or face other problems.

Common Ground is changing that with their Behavioral Health Urgent Care program. Their virtual visit platform helps provide instant support from licensed providers. They also have a Resource & Crisis Center in Pontiac, Michigan, that offers recovery-focused services.

"We're trying to give alternatives to the ER before things get so bad that it becomes a

life-or-death situation for folks," Common Ground President and CEO Heather Rae said.

Common Ground is a 24/7 crisis agency that has served Michigan communities for 50 years. Their Behavioral Health Urgent Care can help with anxiety, depression, panic, grief, mood swings, suicidal thoughts and more. They're open six days a week for confidential same-day appointments with a trained clinician.

For more information on Common Ground's Behavioral Health Urgent Care, visit bhuc.squarespace.com or call **248-983-5454** to start an intake process.

Blue Cross Complete is collaborating with eviCore for medical reviews

Blue Cross Complete of Michigan has contracted with eviCore Healthcare. eviCore's medical experts will perform a medical review for certain services. This process is known as prior authorization.

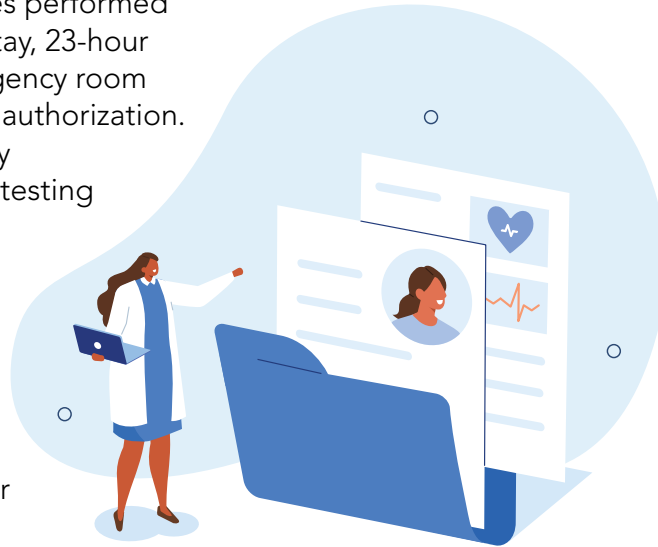
As of May 1, 2023, the services listed below require prior authorization. Services performed during an inpatient stay, 23-hour observation or emergency room visit don't need prior authorization.

- Radiation oncology
- Molecular genetic testing
- PT/OT services
- Pain medicine
- Spinal medicine
- Joint services
- Sleep medicine

Your doctor will submit the request for prior authorization to eviCore, who will either approve or deny the requested service. Doctors will have access to eviCore's Provider Portal, where they can check the status of the request. We've updated your doctors about this change.

This doesn't change your benefits or services. You won't need a replacement Blue Cross Complete member ID card.

If you have questions, call Blue Cross Complete's Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**. To learn more about eviCore and the prior authorization process, visit their website at [evicore.com/patients](https://www.evicore.com/patients).



Online, anytime

Blue Cross Complete has you covered with these online options, available from home or when you're on the go.

Member app

Download our mobile app to securely access your health information whenever and wherever you need it. It's available for iPhone and Android smartphones at no cost. Visit the App Store® or Google Play® to download.* Just 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.*

Access your account

Managing your health is as easy as going online. Visit mibluecrosscomplete.com and log in to your Blue Cross Complete account. You'll be able to see your health history and a list of your current medicines.

Be social

Follow us on Facebook, Instagram and Twitter to stay up to date on member news, health and well-being tips, events in your community and helpful resources.

- [Facebook.com/mibluecrosscomplete](https://www.facebook.com/mibluecrosscomplete)
- [Instagram.com/mibluecrosscomplete](https://www.instagram.com/mibluecrosscomplete)
- [Twitter.com/bcc_mi](https://twitter.com/bcc_mi)



HEALTHY MICHIGAN PLAN MEMBERS: Complete your annual Health Risk Assessment

All Healthy Michigan Plan members should complete a Health Risk Assessment each year. Call your doctor to schedule a checkup. You may be able to complete your assessment using telehealth services. Find the assessment at mibluecrosscomplete.com/HRA or **scan the QR code**. When you finish the assessment and make healthy changes, such as exercising more or quitting smoking, your out-of-pocket amounts may be reduced.



Nondiscrimination Notice and Language Services

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 (no cost) 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 Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **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**, 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
(TDD/TTY: **1-800-537-7697**)

Complaint forms are available at:
hhs.gov/ocr/office/file/index.html.

mibluecrosscomplete.com

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

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:

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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: UWAGA: 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: ATTENZIONE: 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).

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Suite 1300
4000 Town Center
Southfield, MI 48075



CONNECTING TO RESOURCES

We can connect you to food, housing, utilities, clothing, behavioral health services, ride services, education resources and more. If you need immediate assistance, call our Rapid Response Outreach Team at **1-888-288-1722 (TTY: 1-888-987-5832)**. They're available from 8 a.m. to 5:30 p.m. Monday through Friday.

You can also find resources through our Community Resource Hub at mibluccrosscomplete.com/resources or by **scanning the QR code**. Enter your ZIP code and click *SEARCH* to find programs and resources near you. The Resources webpage also includes information about the Blue365® discount program, a free cookbook download and more.



Your benefits checklist

Our members have access to the following services and programs to help them lead healthier lives:

- Care management and counseling
- Childhood immunizations
- Children's special health care services
- Dental care (ages 21 and older and Healthy Michigan Plan members)
- Doula services
- Emergency services
- Family planning
- Hearing and speech services
- Hospice care
- Immunizations
- Inpatient and outpatient hospital care
- Maternal and infant health
- Medical supplies
- Mental health services
- Nonemergency medical transportation
- Nursing home care
- Physical and occupational therapy
- Prescription drug coverage
- Preventive care for children and adults
- Smoking cessation
- Telehealth
- Vision care



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

ME-077Rev051823 | July 2023

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