



# Health & Wellness Newsletter

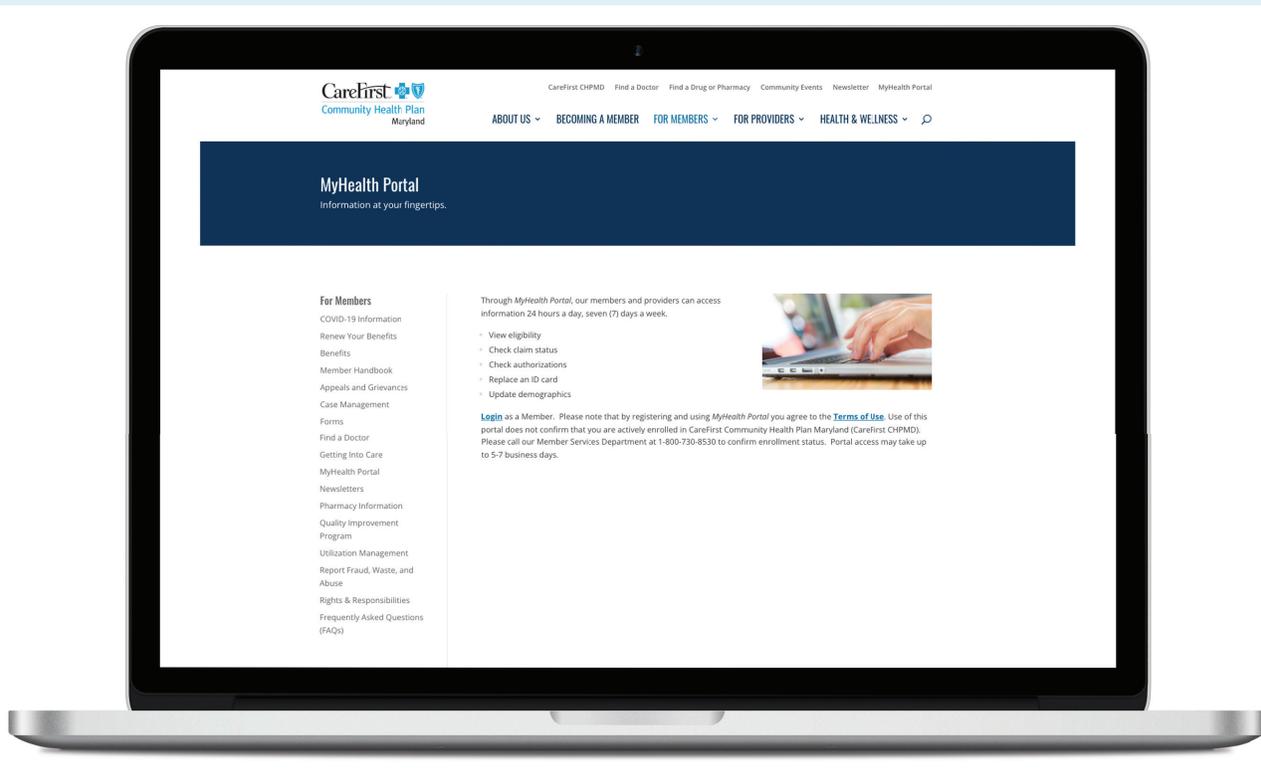
*Spring 2022*

# CareFirst BlueCross BlueShield Community Health Plan Maryland (CareFirst CHPMD) MyHealth Portal

## Want instant access to your plan information? It's easy!

Try the user-friendly member portal on our website. Through MyHealth Portal, members can access information 24/7. Easily:

- View if you're eligible
- Check claim status
- Check approvals
- Replace an ID card
- Update demographics
- Log in as a member



Please note that by using MyHealth Portal you agree to the Terms of Use. If you're newly enrolled, access to MyHealth Portal may take up to 5-7 business days. Use of this portal does not confirm plan enrollment. If you're looking to confirm whether you are enrolled in our health plan please call our Member Services Department at **1-800-730-8530**.



## Getting Into Care—Primary Care Providers (PCP)

Your primary care provider (PCP) is your personal care doctor or nurse practitioner. It is important that you visit your PCP regularly for wellness visits, even when you're not sick. Call your PCP today to schedule an appointment. The name of your PCP is printed on your CareFirst CHPMD ID card. Pick one of the following options to request a PCP change or a new ID card:

- Call Member Services at **800-730-8530** (TTY: 711).
- Fill out the PCP change form located under the "For Members" section on our website and fax it to **410-840-7493**.
- Log in to **MyHealth Portal** located at the top of our website.

### **You can schedule an appointment with your PCP by calling their office directly.**

Your PCP's number is on your member ID card. We encourage all members to schedule an appointment as soon as you are enrolled. It's important to visit at least once per year for a physical, even if you are not sick. If you need help making an appointment, call Member Services. We are happy to assist you.

## Arm Yourself Against COVID-19

Vaccination can slow the spread of COVID-19 and prevent serious illness. COVID-19 vaccines teach our bodies how to recognize and fight the virus. After your shot(s), it takes two weeks for you to build up protection (immunity).

### You are fully vaccinated two weeks after:

- A second dose of the Pfizer-BioNTech or Moderna COVID-19 vaccines
- A single-dose Johnson & Johnson's Janssen COVID-19 vaccine

For the best protection, you should get all recommended doses.

### What you need to know about COVID-19 vaccination:

- Everyone ages 5+ is eligible to get a COVID-19 vaccine.
- Not vaccinated but think you have had COVID-19? You should still get a COVID-19 vaccine.
- Been hospitalized recently? Check with your doctor before getting a COVID-19 vaccine.
- If you have any other questions, please reach out to your doctor.

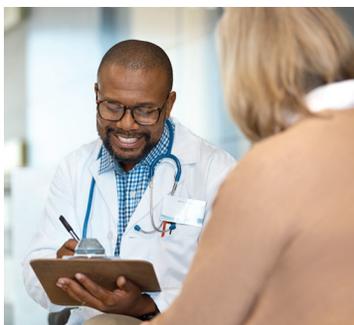


### What you need to know about COVID-19 boosters:

- COVID-19 boosters are a covered benefit.
- If you got the Pfizer or Moderna vaccine:
  - Get a booster six months after your initial vaccine treatment.
- If you got the Johnson & Johnson COVID-19 vaccine:
  - Get a booster two months after your first shot.
- It's OK to mix and match brands.

#### Get free at-home COVID-19 tests from the pharmacy.

CareFirst CHPMD members are covered. Get four FDA-authorized at-home tests within a 30-day period. Visit [www.carefirstchpmd.com/covid19](http://www.carefirstchpmd.com/covid19) to learn more.



## When Was Your Last Health Checkup?

A wellness exam serves as a health check for you as a patient. It's a way to touch base with your doctor and address any health issues or concerns you may have. Discussing preventative measures for your future can help in the long run. Ask questions, speak up on how you are feeling and what you feel you need help with. Keep your appointment when scheduled and schedule any follow up visits before you go to ensure you are set for the next visit.



## Good Health from the Start

Regular checkups are important to keep track of your little one's health and development. These well-child visits are a chance to learn as much as you can about the best ways to help your child grow and thrive! Here's what you can expect at a well-child (or well-care) visit.

### Your child's doctor may:

- Measure height, weight and head size
- Do a head-to-toe exam
- Check in on developmental milestones
- Update immunizations
- Give you tips on feeding and nutrition
- Provide advice on how to manage illness
- Answer questions you may have

### You can:

- Share your successes and milestones
- Bring up any concerns about your child's development
- Discuss any challenges

Your child's doctor will suggest a schedule for well-care visits. The American Academy of Pediatrics recommends well-care visits at these ages:

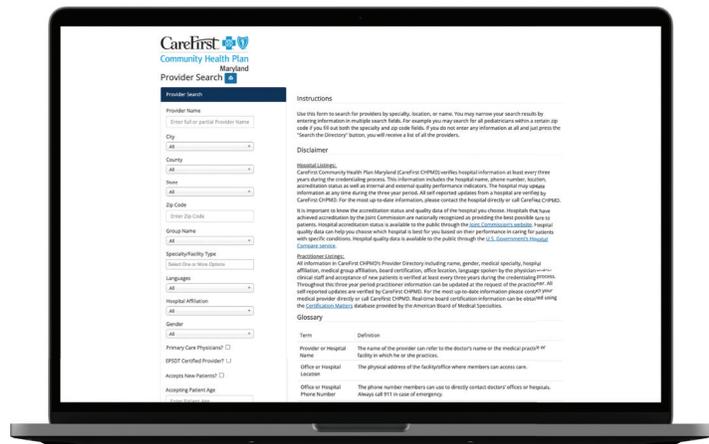
- |   |  |
|---|--|
| ■ Before a newborn is discharged from the hospital, or at 48 to 72 hours of age | ■ 15 months                                    |
| ■ 3 to 5 days   | ■ 18 months                                    |
| ■ 2 to 4 weeks  | ■ 24 months                                    |
| ■ 2 months  | ■ 30 months                                    |
| ■ 4 months  | ■ 3 years                                      |
| ■ 6 months  | ■ 4 years                                      |
| ■ 9 months  | ■ 5 years                                      |
| ■ 12 months   | ■ Annually, between the ages of 6 and 21 years |

## Take Steps to Understand Your Health

Choose a provider that's the best fit for you. Use our online directory on the homepage of our website at [www.carefirstchpmd.com](http://www.carefirstchpmd.com). Click on the *Find a Doctor* section to search for a provider by language and/or gender. If your provider does not speak your language, it's fine to ask for a translator. Translation services are offered free-of-charge.

### Here are some tips to take charge of your health during doctor's visits:

- Ask questions during your appointment:
  - What is my main health issue?
  - What do I need to do?
  - Are there any treatment alternatives?
  - Are there any side effects?
  - How will this help me?
- Ask someone to go to your appointment with you. They can help understand and remember answers to your questions.
- Take a list of your current medications, current conditions, and past surgeries and illnesses to every appointment.



## Switching from Pediatrics to Adult Care

Turning 21? That's a good time to choose a new primary care doctor to meet your adult healthcare needs. We encourage you to discuss this with your PCP. If you need help selecting a new PCP, call Member Services at **800-730-8530** (TTY:711).

## Have a Pharmacy Question?

Our pharmacists are a phone call away to assist you with the following needs:

- Understand your medications
- Pharmacy formulary changes (CareFirst CHPMD's approved list of drugs)
- Refills
- How to use Pharmacy Benefit Managers
- Explanation of any limits and quotas
- Find generic medications

To find pharmacies and a list of covered drugs, visit our website at [www.carefirstchpmd.com/find-a-drug-or-pharmacy](http://www.carefirstchpmd.com/find-a-drug-or-pharmacy).

CareFirst CHPMD updates its approved list of drugs every three months. This list is also called a formulary. These updates make sure the right drugs are available for your healthcare needs. Visit our website for an up-to-date list. Or contact Member Services at **800-730-8530** (TTY: 711).

### CVS/Caremark Member Portal Access

CareFirst CHPMD members get online access to pharmacy benefit information. This is through our partnership with CVS/Caremark. All CareFirst CHPMD members can use CVS/Caremark's member website. Visit [www.caremark.com](http://www.caremark.com) to:

- Request a drug not on CareFirst's approved drug list
- Locate an in-network pharmacy near you
- Learn about medications, including side-effects and interactions
- Learn about generic substitutes

If you have not used [www.caremark.com](http://www.caremark.com) before, click on the *Register Now* link. Have your Member ID card nearby. You'll need to enter some benefit information to sign up.



### \$0 Copay for Formulary Drugs

CareFirst CHPMD covers drugs on our formulary that include select over-the-counter (OTC) products. These include aspirin, acetaminophen, diabetic test strips and vitamins. Drugs and OTC products on the formulary must be prescribed by a provider. You can view our covered drugs and OTC products at the *Find a Drug or Pharmacy* section on the home page. If a drug is not listed on our formulary, it is not covered by CareFirst CHPMD. However, your provider may request a prior authorization and request approval from us for other drugs.



## Case Management

### Members with complex medical conditions can get support through case management.

CareFirst CHPMD members and their caregivers can request case management. These programs are optional, and they're no cost to you. One program is for Obstetrics (OB) case management. Our **Baby Steps Program** can support you with all your pregnancy care needs. An OB nurse case manager will support you on your journey. They'll make sure you're getting the care and information you need when you need it. Plus, they'll connect you to local resources.

Get more information in your *Member Handbook*. Find the handbook on our website in the *For Members* section.

To get support, call Member Services at 410-779-9369 or 800-730-8530 (TTY: 711). Or email [CHPMDMembers@carefirst.com](mailto:CHPMDMembers@carefirst.com).



## Population Health Management



Population Health Management Programs help you live your best. Living a healthy lifestyle? Managing chronic conditions? There's a program for you. To learn more and see if you're eligible, contact CareFirst CHPMD. Just call **410-779-9369** or **800-730-8530** (TTY: 711).

## Complete Diabetic Care

Diabetes is a complex group of diseases. It's marked by high blood glucose (or blood sugar). This happens when the body can't make or use insulin. If left unmanaged, diabetes can lead to serious problems like:

- Heart disease
- Stroke
- Hypertension
- Blindness
- Kidney disease
- Diseases of the nervous system
- Amputations

Proper diabetes management is key to living your best. You can do this by:

- Controlling blood glucose
- Self-care
- Taking medications as instructed
- Eating a healthy diet
- Moving your body

### Did you know that there is a Special Needs department at your fingertips?

This team can support you or your family members. Special needs coordinators are licensed clinical social workers. They support members with:

- Housing
- Support for mental health care
- Support for developmental conditions
- Substance abuse help
- HIV/AIDS care planning
- Care coordination for physical disabilities
- Other issues that affect your overall well-being

These services are free to you as a CareFirst CHPMD member.





## Stay Connected

CareFirst CHPMD is committed to providing the best healthcare and service to our members. To help you access the care you need and make the most of your benefits, we put together some helpful information and reminders. If you have any questions or problems, reach out to us—we are here to help!

### Contact Us

If you have any questions about the information in this newsletter or other healthcare services, please contact our Member Services Department. We will be happy to help you. We are available Monday through Friday 8 a.m. to 5 p.m. If you call us outside of normal business hours, listen to our after-hours message for instructions. You may also leave a voice mail message or email us. All voice mail messages and emails will be returned on the next business day.

- Local: **410-779-9369**
- Toll-free: **1-800-730-8530**
- TTY: **711**
- Email: **CHPMDMembers@CareFirst.com**
- Website: **www.carefirstchpmd.com**

### After Hours Care Assistance

If you think you need care after normal business hours, it's best to call your PCP's office. They will have an answering service or message center that can assist you.

### Who Do I Call When I Need Help?

Call CareFirst CHPMD Member Services if you need help. We are there to talk to you Monday to Friday from 8 a.m. to 5 p.m. at **1-410-779-9369** or **1-800-730-8530**. TTY users should call 711. If you think you need emergency care, call 911.

*Interpreter services are available at no cost for doctor office visits.*

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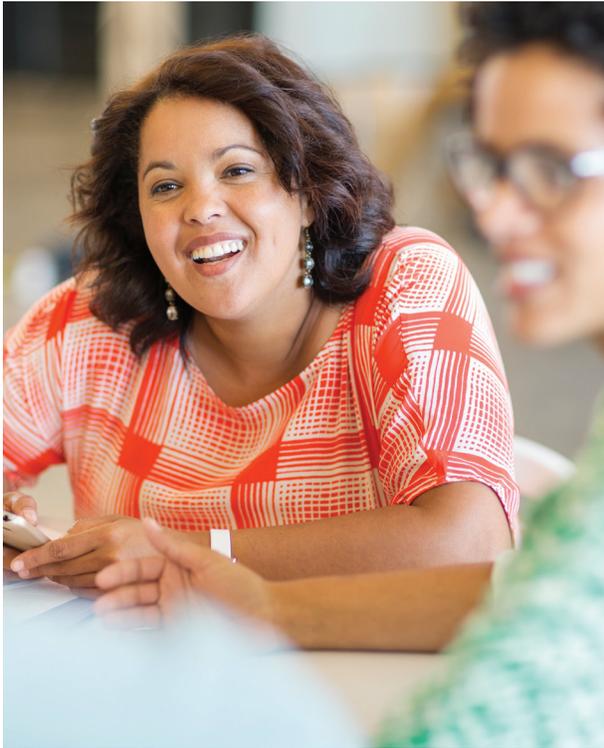
## Notice of Privacy Practices, Protected Health Information Use & Disclosure

This notice is available at the bottom of our website under Notice of Privacy Practices & HIPAA. If you would like to have the notice mailed to you, please contact Member Services. This notice tells you:

- How CareFirst CHPMD protects your protected health information
- When CareFirst CHPMD is able to disclose protected health information
- Your right to access your protected health information
- Responsibilities CareFirst CHPMD has in protecting your protected health information

## Rights and Responsibilities

CareFirst CHPMD provides health coverage to our members on a nondiscriminatory basis, according to state and federal law, regardless of gender, race, age, religion, national origin, physical or mental disability, or type of illness or condition. To review a full list of CareFirst BlueCross BlueShield Community Health Plan Maryland Member's Rights and Responsibilities, visit the *For Members* section of our website or call Member Services to request a copy of the *Member Handbook*.



## Join our Consumer Advisory Board!

CareFirst CHPMD has a Consumer Advisory Board (CAB) and we're looking for members to attend our meetings. This group of our very own members and parents/legal guardians of members meet every other month. During the meeting, we get your valuable input on member materials, listen to your experience about your health insurance and share information.

Meetings are held from 12 p.m.–2 p.m., about six times per year. Meetings are virtual—you can join from your cell phone, laptop or PC. If you are interested in joining us and want more information, please call us at **800-730-8530** or email [CHPMDMembers@carefirst.com](mailto:CHPMDMembers@carefirst.com). Even if you can't join CAB, you can make a suggestion to change CareFirst CHPMD policies or procedures. Just call the Member Services Department at **410-779-9369** or **800-730-8530**. TTY users should call 711. You can also send us a letter to CareFirst BlueCross BlueShield Community Health Plan Maryland, P.O. Box 915, Owings Mills, MD 21117.

## Non-discrimination Notice & Language Accessibility

CareFirst CHPMD complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CareFirst CHPMD does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### CareFirst CHPMD:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free 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 Member Services at **410-779-9369**, or toll-free at **1-800-730-8530**, 8 a.m. to 5 p.m. EST, Monday through Friday. TTY users should call 711.





P.O. Box 915  
Owings Mills, MD 21117

410-779-9369  
[www.carefirstchpmd.com](http://www.carefirstchpmd.com)

<First Name> <Last Name>

<Address line 1>

<Address line 2>

<City>, <State> <Zip>

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**The CareFirst CHPMD member newsletter is offered virtually!**

Check out our website—[www.carefirstchpmd.com](http://www.carefirstchpmd.com)—for the latest quarterly newsletter under the *For Members* tab.

CareFirst BlueCross BlueShield Community Health Plan Maryland complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-730-8530 (TTY: 711).

Chinese: 小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨 1-800-730-8530 (TTY: 711)。

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