



Health & Wellness Newsletter

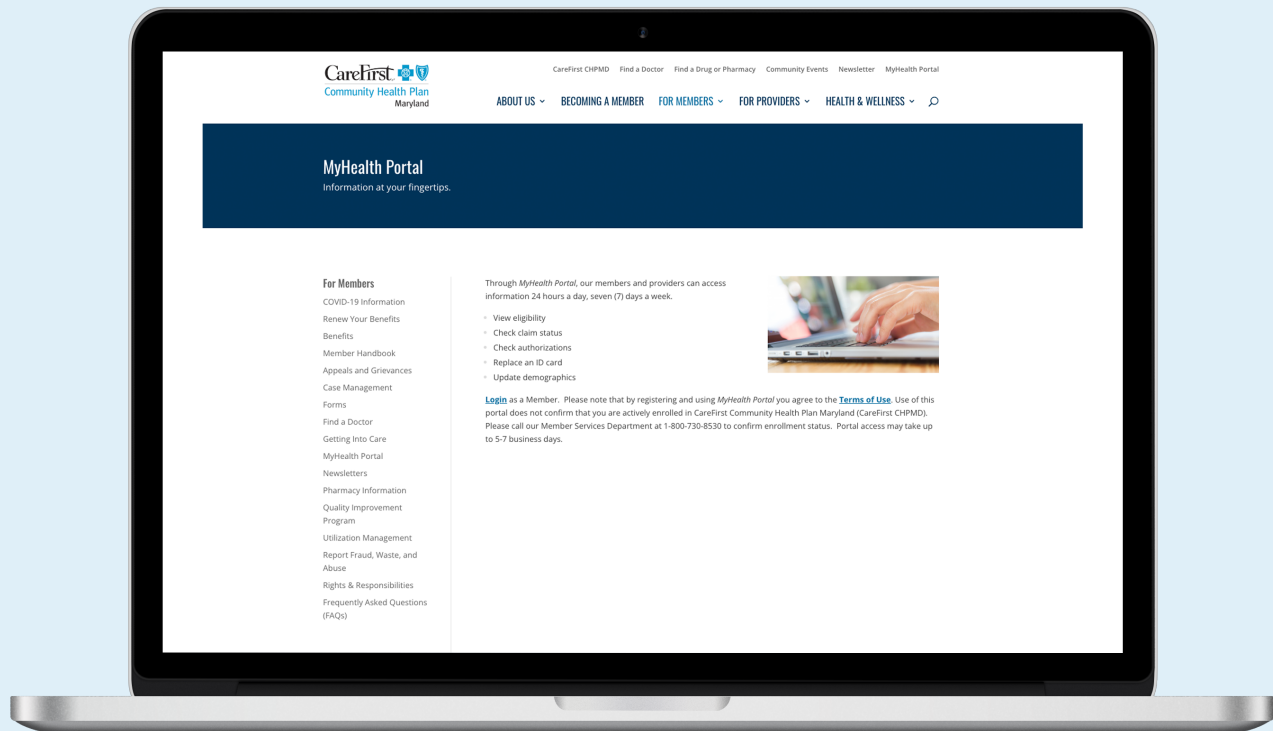
Summer 2022

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**.



Is Your Child Overdue for Lead Screening?



All children need a lead blood test when they are one and two years old.

Lead can be found in paint, soil, water, painted toys, furniture and toy jewelry. Even low levels of lead can result in:

- Behavior and learning problems
- Lower IQ and hyperactivity
- Slowed growth
- Hearing problems
- Anemia

Help protect your family from lead poisoning:

- Get your child's lead blood test
- Don't let your child peel chipped paint
- Wash your child's hands and toys often

If you need help finding a provider or scheduling an appointment, call CareFirst BlueCross BlueShield Community Health Plan Maryland at **410-921-2130**. You may be eligible for a gift card!



Diabetes Prevention Program

The national Diabetes Prevention Program (DPP) is a collection of public and private groups working together to prevent or delay type 2 diabetes. Their CDC-recognized lifestyle change program is designed to help at-risk individuals improve their overall health through better eating, physical activity and other behavioral changes.

CareFirst CHPMD members between the ages of 18 and 64 who meet the following criteria are eligible for participation in the DPP lifestyle change program:

- Receive services through CareFirst CHPMD
- Are overweight or obese
- Have an elevated blood glucose level or a history of gestational diabetes mellitus
- Have never had a previous diagnosis of type 1 or type 2 diabetes prior to enrollment
- Are not currently pregnant



Currently, the providers below offer the DPP through CareFirst CHPMD:

- Calvert County Health Department
<http://calverthealth.org>
- Cecil County Health Department
<http://cecilcountyhealth.org/>
- Frederick Health Medical Group
<https://www.frederickhealth.org/services/endocrine>
- Garrett Regional Medical Center
<https://www.grmc-wvmedicine.org/services/diabetes-and-nutrition>
- St Agnes Healthcare
<https://www.stagnes.org>
- Welldoc
<https://www.welldoc.com>
- Vibrant Health & Wellness Foundation
<https://vhwf.org>
- Amani Nicol Wellness
<https://amaninicol.com>
- Prince George's Health Department
<https://www.princegeorgescountymd.gov/3089/Before-Diabetes>
- Nucaaway Health Services LLC
<https://www.nucaaway.com/health-care-staffing-and-training-diabetes>
- Taylored 4 Life
<https://taylored4lifewellness.com>

To learn more, visit the Maryland Department of Health's DPP Website at <https://health.maryland.gov/mmcp/Pages/HealthChoice-DPP.aspx>. If you're interested in participating in the DPP, call Case Management at **410-202-3033** or toll-free at **844-613-8978**.

Breast Cancer Screening

Breast cancer is one of the most common cancers among women. Your risk goes up with age. You could also be at risk if you have a family history of breast cancer or certain gene changes or genetic syndromes.

Ask your doctor if breast cancer screening is right for you. He or she may recommend it if you are over age 40 or are high risk. Screening helps detect cancer before you have any symptoms. It's easiest to treat when it's found early.

The most common screening test is a mammogram. It takes an X-ray of the breast and can find lumps that are too small to feel. This type of test can also reduce your risk of dying from breast cancer, especially for women ages 50–69.



Source: National Cancer Institute, "Breast Cancer Screening (PDQ®)-Patient Version," retrieved from <https://www.cancer.gov/types/breast/patient/breast-screening-pdq>

Cervical Cancer Screening

Causes

A virus called HPV (human papillomavirus) causes almost all cervical cancers. The virus is spread through sex, and it's very common. Most people will get HPV at some point in their lives. The virus usually clears on its own, but sometimes it can lead to cancer.

Screening

Screening can help find cancer early, when it's easiest to treat. Your doctor may use the Pap test HPV test or both. The Pap test looks for changes in the cells on your cervix. The HPV test looks for the virus that causes cancer.

Treatment

If your test results aren't normal, your doctor may recommend a follow-up appointment or treatment. Treatment usually helps prevent cervical cancer.

Experts recommend the following screening schedule:

- Age 21: All women should start screening with a Pap test.
- Ages 21–29: Repeat the Pap test every 3 years if results are normal.
- Ages 30–65: Your doctor may use a Pap test, HPV test or both; repeat screening every 3–5 years if results are normal.
- Ages 65+: You may not need to get screened if you've had normal results for several years or if you've had a total hysterectomy.

Ask your doctor if you should be screened at your next appointment.

Sources: Centers for Disease Control and Prevention, "What Are the Risk Factors for Cervical Cancer?" retrieved from https://www.cdc.gov/cancer/cervical/basic_info/risk_factors.htm and "What Should I Know About Screening?" retrieved from https://www.cdc.gov/cancer/cervical/basic_info/screening.htm

Chlamydia Awareness & Screening

Like any STD, chlamydia is spread through sex. If left untreated, it can make it hard for a woman to get pregnant. You can get it even if you've been treated for it in the past. If you have it and are pregnant, you can pass the infection to your baby when you give birth.

Symptoms

Both women and men have some of the same symptoms. They may notice an abnormal discharge. Or have a burning sensation when they urinate.

Screening

Ask your doctor if you should be tested for chlamydia and other STDs. Experts recommend the following guidelines:

- Women younger than age 25: If sexually active, get screened every year.
- Women 25+: Get screened every year if you have a new sex partner or a partner who has an STD.

Treatment

If your test is positive, your doctor will give you medicine to treat the infection. You'll need to wait a week until you have sex again. Make sure you and your partner both get treated.

Prevention

If you are sexually active, you can't completely eliminate your risk. But it can help to limit your number of sexual partners. Also make sure to use a condom every time you have sex.

Centers for Disease Control and Prevention, "Chlamydia—CDC Fact Sheet," retrieved from <https://www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm>



Your Pharmacy Benefits

As a member of CareFirst CHPMD you have access to many pharmacy benefits including 90-day prescription fills, mail-order benefits, and more.

To learn more visit www.carefirstchpmd.com and click on pharmacy information under the *For Members* tab.

Need to reach us?

Staff Access:

Our staff is available at least 8 hours a day for you! You can call member services at **410-779-9369** or **800-730-8530** Monday–Friday from 8 a.m.–5 p.m.

Staff can receive calls about urgent medical issues during normal business hours.

TDD/TTY services are available if needed: TDD/TTY 711

Fraud, Waste and Abuse

What is health care fraud?

Health care fraud is a crime. Healthcare fraud means to deceive someone by intentionally misrepresenting or concealing a material fact(s) to obtain money or property. That can include healthcare coverage or benefits. Fraud takes many forms, including half-truths and omissions. Some common types of healthcare fraud, waste and abuse are:

- Intentionally misrepresenting facts about payment of benefits
- Billing for medically unnecessary items or services
- Providing treatment inconsistent with the diagnosis
- Withholding medically necessary services
- Upcoding claims (billing at a higher rate than is appropriate)
- Misrepresenting facts affecting eligibility for benefits (like employment status, health history or marital status)
- Forging or altering bills or receipts
- Using someone else's coverage, personal information or insurance card

Help avoid and prevent healthcare fraud

Here are some easy ways you can protect yourself from healthcare fraud:

- Ask questions about the services you receive (Why are they needed? What do they cost?)
- Beware of advertisements or promotions that offer free tests, treatment or services. Especially when someone requests your insurance information or your member ID card.
- Question charges that you are asked to pay by a provider. Were the services truly performed?
- Report suspected fraud to Special Investigations.

- Be careful about disclosing your insurance information. Do not give out your policy numbers to door-to-door salespeople, telephone solicitors or over the Internet. Protect your CareFirst CHPMD ID card like you would your credit cards! It represents your benefits.

Don't be a victim of identity theft

Remember:

Only give your information to doctors, other providers and plans contracted by the State. And to people in the community who work with Medicaid, such as your State Health Insurance Program (SHIP) or Social Security.

If you think you have been a victim of identity theft or fraud:

Call any of these numbers:

- The Fraud Hotline of the HHS Office of Inspector General, toll-free at **1-800-HHS-TIPS (1-800-447-8477)**. TTY, call toll-free **1-800-377-4950**. You can also email HHSTips@oig.hhs.gov.
- The Federal Trade Commission's ID Theft Hotline toll-free at **1-877-438-4338** to make a report. TTY users, call toll-free **1-866-653-4261**.
- The Maryland Department of Health Office of the Inspector General, toll free at **1-866-770-7175**. You can also email at MDH.OIG@Maryland.gov.

To report a potential case of fraud, call CHPMD's dedicated compliance line at **410-998-5480** or toll-free at **800-336-4522** (phone calls can remain anonymous).

Your Rights, Benefits and Other Information

Your benefits through Maryland's HealthChoice program can be found in the CareFirst Community Health Plan Maryland Member Handbook. The Member Handbook can be found on our website in the "For Members" section. If you would like a copy to be mailed to you, please contact Member Services at **800-730-8530** (TTY:711). Our Member Services staff are also available to answer any questions you may have about your benefits. There are no costs to HealthChoice members for covered medical services. Please call us if you receive a bill for covered services.

Appeals & Grievances

If you wish to make a complaint or file an appeal, please visit the "For Members" section of our website to obtain a copy of the Appeals and Grievance Form. After filling out the form, please fax it to **1-410-779-9367** or mail it to the address below. You may also make a complaint or file an appeal over the phone by contacting Member Services; however, phone appeals should be followed up with a written appeal. Mail to: P.O. Box 915, Owings Mills, MD 21117

Access to Utilization Management (UM) Department

CareFirst CHPMD staff are available to answer member calls Monday through Friday from 8 a.m. to 5 p.m. CareFirst CHPMD staff identify themselves by name, title, and name of organization when placing or receiving a call. After normal business hours, members can leave a voice message. Your call will be returned the next business day. If you would like to speak with the Utilization Management Department, please contact Member Services.

Schedule An Appointment

You can schedule an appointment with your primary care physician (PCP) by calling his or her office directly. Your PCP's phone number is on your member ID card. We encourage all members to schedule an appointment as soon as you are enrolled and 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.

Information About CareFirst BlueCross BlueShield Community Health Plan Maryland Network Providers

Call Member Services for assistance in finding a provider or to request a printed provider directory to be mailed to you. You can also visit our website at www.carefirstchpmd.com and click on "For Members," then "Find a Doctor" to search for providers by name, specialty and location. You may narrow your search results by entering information in multiple search fields. For example, you may search for all pediatricians within a certain ZIP code if you fill out both the specialty and zip code fields then select "search" for a listing of pediatricians in that ZIP code. The web-based provider directory includes the following information about the providers: name, address, phone number, professional qualifications, specialty, languages spoken, EPSDT status, hospital affiliation, and board certification status. If you need information on medical school attended or residency completion, please call Member Services at **800-730-8530** (TTY:711).

Getting Into Care—Urgent Care

There are illnesses and injuries that can turn into an emergency if they are not treated within 48 hours. Some examples are:

- Coughs and Congestion
- Diarrhea
- Ear Infections
- Insect Bites
- Rashes
- Sore Throats
- Urinary Tract Infections

For these types of urgent medical situations, members should call their PCP for an appointment. To locate an Urgent Care Center, use the provider search option on the CareFirst CHPMD website. This is located under the "For Members" section, then "Find a Doctor."

Hospital Services

Inpatient and outpatient hospital services are covered for CareFirst CHPMD members. Most hospital services require an authorization. Contact Member Services with any questions about authorizations for hospital services. Read the next section for information on accessing hospital services in an emergency.

Emergency Services

If you think you have a true medical emergency, you do not need a referral from your PCP to go to the ER or dial 911. After you are treated for an emergency condition, you may need additional services to make sure the condition does not return. Call your PCP within 24 hours after you visit the emergency room. If you cannot call, have someone else call for you. Your PCP will provide or arrange any follow-up care you may need. If you need additional care, you can also call the CareFirst CHPMD Member Services department to request assistance. Our healthcare professionals can help you arrange the care you need after your emergency room visit or hospitalization. If you need additional hospital or emergency services, CareFirst CHPMD will work with the hospital staff to assist in planning for your needs. If you would like information about how this is decided, contact Member Services.

Out-of-Service Area Coverage

If you need urgent or emergency care when you are out of town, go to the nearest urgent care center, hospital emergency room or call 911. If you need routine care like a checkup or prescription refill when you are out of town, call your PCP or Member Services.

Non-discrimination Notice & Language Accessibility

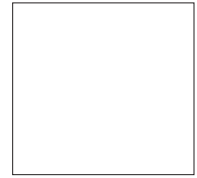
CareFirst CHPMD complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CareFirst CHPMD does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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

<First Name> <Last Name>

<Address line 1>

<Address line 2>

<City>, <State> <Zip>

The CareFirst CHPMD member newsletter is offered virtually!

Check out our website—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)。

CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, Inc., an independent licensee of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

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. CareFirst BlueCross BlueShield Community Health Plan Maryland does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CareFirst BlueCross BlueShield Community Health Plan Maryland:

- 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 AM to 5 PM EST, Monday through Friday. TTY users should call 711.

If you believe that CareFirst BlueCross BlueShield Community Health Plan Maryland 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:

CareFirst BlueCross BlueShield Community Health Plan Maryland
c/o Appeals and Grievance Department
P.O. Box 915
Owings Mills, MD 21117
Phone: 410-779-9369 or toll-free at 1-800-730-8530
Fax: 1-844-405-2158

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Appeals and Grievance Department 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, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-730-8530 (TTY: 711).

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)。

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-800-730-8530 (TTY: 711)로 연락주시기 바랍니다.

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-730-8530 (TTY: 711).

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-800-730-8530 (TTY: 711).

TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang 1-800-730-8530 (TTY: 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: 1-800-730-8530 (телетайп: 711).

AMHARIC

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-730-8530 (መስማት ለተሳናቸው: 711)።

KRU (Bassa)

Dè dɛ nìà kɛ dyédé gbo: Ɔ jũ ké m̄ [Bàsó ò -wùdù-po-nyò] jũ ní, n̄í, à wuɖu kà kò dò po-poò bé in m̄ gbo kpáa. Đá 1-800-730-8530 (TTY:711)

IBO

Ntị: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n’efu, defu, aka. Call 1-800-730-8530 (TTY: 711).

YORUBA

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfé ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹrọ-ibanisọrọ yi 1-800-730-8530 (TTY: 711).

URDU

زبان ،بیس بولتے انگریزی آپ اگر :توجہ 1-800-730-8530 . بیس دستیاب کو آپ مفت ،خدمات معاونت (711 : وائی ٹی ٹی) کریں کال

FARSI

توجه: چنانچه به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان، در اختیار شما قرار خواهد گرفت. تماس بگیرید. 1-800-730-8530 (TTY: 711) با شماره

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-730-8530 (TTY: 711).

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-800-730-8530 (TTY: 711).

ARABIC

ملاحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً (الهاتف النصي: 711). 1-800-730-8530 من أجلك. اتصل بالرقم

GUJARATI

◆: જો તમે જરાતી બોલતા હો, તો િન: ૯૬૬ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છ. ફોન કરો 1-800-730-8530 (TTY: 711).