



Health & Wellness Newsletter

Fall 2022

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

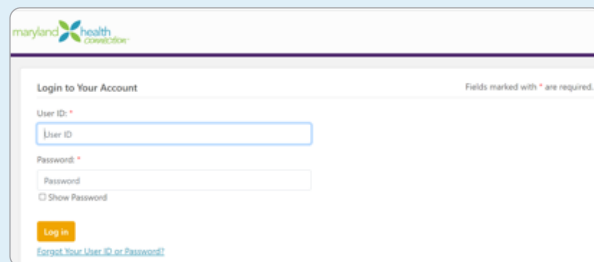
Accessing your information on the go is easy. Visit the two sites below for all of your needs.

How to update your personal information

Did you move or change your phone number? It's important for us to stay connected.

If you need to update any of the information below, please visit marylandhealthconnection.gov to sign into your account.

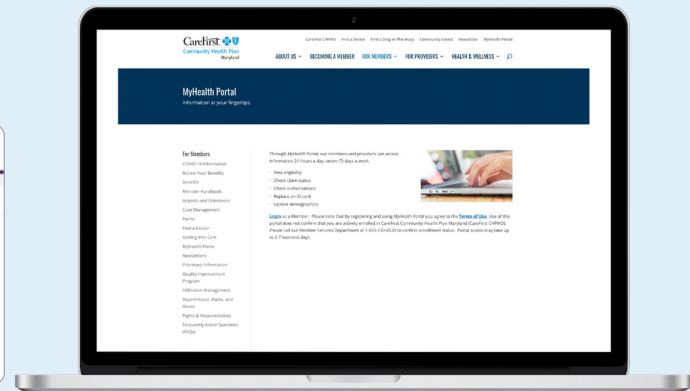
- Name
- Date of birth
- Address
- Phone number



Accessing your healthcare information

Visit the CareFirst CHPMD MyHealth Portal if you want to:

- Change your primary care physician (PCP)
- Check claims status
- View eligibility
- Order a new member ID card



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.

Reminder! The Public Health Emergency benefits will soon end and redetermination will be required. Please update your contact information with Maryland Health Connection in one of the following ways:

1. **Go to MarylandHealthConnection.gov**; use the "Change My Information" button on the homepage.
2. **Get in-person help** from a connector entity, local health department, or Department of Social Services.
3. **Download the free Enroll MHC app.**
4. **Call Maryland Health Connection at 1-855-642-8572** TTY: 1-855-642-8573.



Fight the Flu Get Your Flu Shot



The best way to protect yourself against influenza (flu) is to get the flu vaccine. The flu is different for everyone. It may mean a few days of feeling bad and missing school or work. Or it may result in more severe illness. Each year in the United States, 200,000 people are hospitalized because of the flu.

After getting the flu vaccine, it takes two weeks for your body to develop the antibodies that protect you against the virus. Because of the delay, it is important to get your flu vaccine as soon as you can.

What you need to know about the flu shot:

- You cannot get the flu from the vaccine.
- Flu vaccines are recommended for individuals six months of age and older.
- You can get the flu shot for FREE at your local pharmacy or doctor's office.
 - Check to see if you need to make an appointment first.



Case Management

Members with complex medical conditions can get support and information on case management services.

Members, their caregivers or their healthcare providers are able to request case management services. These programs are voluntary and are provided at no cost to you. Members identified with certain needs may be automatically enrolled or contacted. But it is your choice whether or not you participate in the program.

Obstetrics, or OB case management services are available through our Baby Steps Program. These services can support you with all your pregnancy care needs. Your OB nurse case manager will make sure you are getting the care you need

when you need it. That includes assistance with arranging required special consultations or tests. They will also provide you with pregnancy health information and connect you to community resources. You can get more information in your *Member Handbook*. Find the handbook on our website in the *For Members* section.

To learn more, call Member Services at **410-779-9369** or **800-730-8530** (TTY: 711) or email CHPMDMembers@carefirst.com.



Baby Steps: Your Obstetrics (OB) Wellness Program

If you're expecting, it is important to schedule your first obstetrics (OB) appointment NOW!

Regular OB visits help ensure the healthiest pregnancy possible. Your first prenatal visit should be in your first trimester of pregnancy. Or, within 42 days of enrolling with CareFirst BlueCross BlueShield Community Health Plan Maryland (CareFirst CHPMD).

You should schedule regular OB visits:

- Every 4 weeks for the first 6 months
- Every 2 weeks for the 7th and 8th months
- Every week during the last month

Your doctor may suggest more frequent visits. The number of OB visits depends on your health and risk factors.

What you can expect at your first visit:

- Early sonogram to confirm your pregnancy and due date
- Hear your baby's heartbeat
- Blood work to find any potential pregnancy risk factors

CareFirst CHPMD provides:

- Prenatal visits with no copay
- Free breast pump
- Prenatal vitamins
- Nutrition counseling
- Birthing and breastfeeding classes
- Support to quit smoking
- Dental care
- Over-the-counter medicines and supplies
- Hospital stays
- Home health services (when necessary)
- Doula services
- Postpartum gift card worth \$105 for baby safety and health needs

OB case management services are available through our Baby Steps Program. These services can support you with all your pregnancy care needs.



Your OB nurse case manager will:

- Help you get the care you need when you need it
- Provide you with healthy pregnancy information
- Assist you and your doctor to schedule any special consultations or tests
- Connect you to community resources like WIC and substance use programs
- Provide information on classes in childbirth, breastfeeding, and newborn care

If you have any questions or concerns about your pregnancy or care, please call Member Services. Ask to speak to your OB case manager.

Call Member Services and begin your OB care today!

Monday–Friday, 8 a.m.–5 p.m.

Local: 1-410-779-9369

Toll-free: 1-800-730-8530 | TTY: 711

Find OB doctors, pediatricians, health education and more on our website. Visit [carefirstchpmd.com](https://www.carefirstchpmd.com).



Get Your Child Tested for Lead

All children need a lead blood test when they are one and two years old. It's easy to overlook this test, but it's an important one. 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

CareFirst CHPMD is partnering with Quest HealthConnect™, a Quest Diagnostics® service to provide no cost lead testing. If you would like to schedule your child's lead test with Quest HealthConnect, call 1-888-306-0615 to get started.

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!

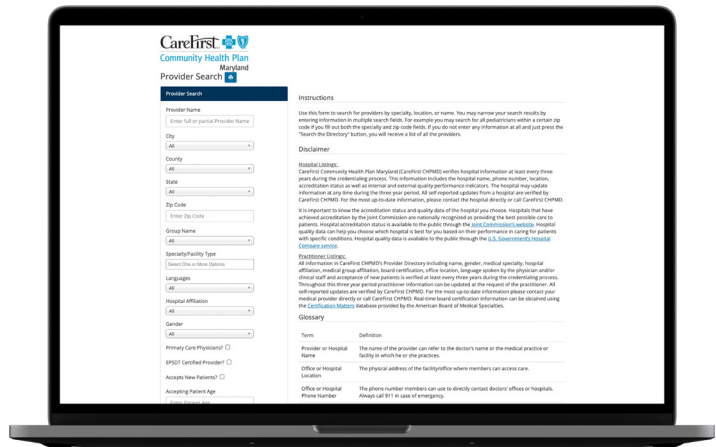


Take Steps to Understand Your Health

Choose a provider that's the best fit for you. Use our online directory on the homepage of our website at www.carefirstchpmd.com. 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.



Referral to a Specialist or Specialty Care

If you think you need specialty care, please call your PCP. They can assist you, or identify the appropriate specialist for your needs. If your PCP refers you to a specialist, please call Member Services to confirm they are within the CareFirst CHPMD provider network before your appointment. You can also visit the "For Members" section of our Web site under "Find a Doctor" at www.carefirstchpmd.com to search for specialists in your area.

Your Dental Benefits are Changing

On January 1, 2023, the Maryland Healthy Smiles Dental Program will cover your dental care.

Some covered benefits and services are:

- Regular checkups
- Teeth cleaning
- Fluoride treatments
- X-rays
- Fillings
- Root canals
- Crowns
- Pulling teeth—extractions
- Anesthesia

To learn more, call Maryland Healthy Smiles Member Services at 1-855-934-9812.

New Benefit in 2023: 24/7 Nurseline

Connect to a nurse to answer your health questions. Complete details coming January 1, 2023!

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

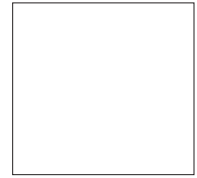
CareFirst CHPMD complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CareFirst CHPMD does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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)。

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