



Welcome

**CareFirst BlueCross BlueShield
Community Health Plan Maryland
(CareFirst CHPMD)**

Hello!

We're so glad you enrolled in the CareFirst CHPMD plan. You will have access to all Medicaid covered benefits at no cost-sharing, and a ton of extra benefits such as vision, transportation, over the counter items and more!

We can't wait to support you in your healthcare journey! Throughout the year, we will reach out to you via telephone, text message or email. You may get outreach from our CareFirst CHPMD Care Management team directly or one of our partners—we are all focused on providing you services and support to keep you healthy and active in your healthcare journey.

We're here to help!

If you have questions, please call Member Services at **410-779-9369** or **800-730-8530** (TTY: 711), 8 a.m.-5 p.m., Monday through Friday or visit www.carefirstchpmd.com.



CareFirst BlueCross BlueShield (CareFirst) has been named by the Ethisphere Institute as one of the **World's Most Ethical Companies®** for 13 consecutive years!

"World's Most Ethical Companies" and "Ethisphere" names and marks are registered trademarks of Ethisphere LLC.

Getting started

We want to make it easy for you to get started enjoying the benefits of your new plan right away. Here's what you need to do:

- ✓ **Schedule a PCP visit**
Schedule your annual wellness visit with your PCP. Ask about preventive screenings you may need.
- ✓ **Check your Member ID Card**
Review the information on your Member ID card including your PCP, plan name and important telephone numbers on the back.
- ✓ **Answer the call**
A Care Manager Coordinator from CareFirst CHPMD may call to talk about your healthcare needs.
They can help you:
 - Understand your benefits
 - Learn more about Case Management and connect you with a Nurse Case Manager
 - Discuss both your health and wellbeing (financial, housing, food) needsTo connect with a Care Manager, call the Member Services number on the back of your ID card.
- ✓ **Review benefits online**
Your benefits and programs, Provider and Pharmacy locator are available online at carefirstchpmd.com. If you have questions, call Member Services at **410-779-9369** or **800-730-8530** (TTY: 711).



- ✓ **Finding a provider**
If you need to find a provider in your network, you can use the online search tool at providersearch.carefirstchpmd.com. This tool lets you search for providers by specialty, location and name. To find doctors who provide Gender Affirming Care, choose your criteria, then go to the Languages and Skills section and select "Gender Affirming Care."

Please note that all the information in CareFirst CHPMD's Provider Directory, like the doctor's name, gender, specialty, hospital, medical group, board certification, office location, languages spoken and if they're accepting new patients, is checked every three years. Doctors can update their information at any time.

For the most current information, contact the provider directly or call Member Services at **410-779-9369** or **800-730-8530** (TTY: 711).








Options for care

Establishing a relationship with a primary care provider (PCP) is the best way to receive consistent, quality care. Below is a chart with other choices for care, including some options that are available anytime, day or night.

Location	Virtual	In-Person	24/7
Virtual care 24/7/365 virtual-first primary care, preventive care, urgent care, mental health, nutrition and other specialty services.	✓	✓	✓
24-Hour Nurse Advice Line Call 800-231-0211 for general questions about health issues or where to go for care. Needs or symptoms can include cough, cold, rashes and medication questions.	✓	✗	✓
PCP Visit Discuss diagnosis, treatment of illness, chronic conditions, routine check-ups. Needs or symptoms can include routine physical, diabetic care, cough, cold, bronchitis or allergies.	Verify availability with your provider	✓	✗
Specialty Services Health care services provided by specially trained doctors, advanced practice nurses or physician assistants. You may need a referral from your PCP before you can see a specialist.	✗	✓	✗
Emergency room visit Life-threatening illness or injury. Needs or symptoms can include chest pain, difficulty breathing, uncontrolled bleeding and major burns.	✗	✓	✓

Our whole health approach

Our additional benefits, preventive care and behavioral health programs are an important part of our whole health concept. Our care and case management activities are customized to you, with programs that work on your schedule and require minimal time commitment.

- 
Post hospital stay—Helps you get back on your feet
- 
New diagnosis—Navigate a new disease or condition
- 
Education—Review processes and medications
- 
Care and treatment options—Work with providers to improve member experience and outcome
- 
Coordinate care—Simplify communication with providers
- 
Assist with additional needs—Connect you with food, shelter & more
- 
Finding providers—Locate doctors and specialists



Care that goes beyond the doctor's office

There's more to your plan than just providers and prescriptions. Managing your care needs can be every bit as important to your whole health as regular checkups. But it can also be a challenge. That's why your CareFirst CHPMD plan gives you access to a dedicated care team including registered nurses, social workers and care coordinators. The best part? All of this is part of your plan. It costs you nothing.

Your plan can help you with almost anything related to your care, such as:

-  Making appointments and navigating the healthcare system
-  Taking care of chronic conditions like diabetes or heart disease
-  Getting back to your regular routine after a hospital visit
-  Connecting you with community resources for food, transportation and other needs



We're here to help you

One of our care team members will call you to discuss your needs in detail. But if you need help now, don't wait. Just call the number on the back of your member ID card.



Earn Gift Cards for Staying Healthy with CareFirst CHPMD

Your health is very important to us. That's why CareFirst BlueCross BlueShield Community Health Plan Maryland (CareFirst CHPMD) offers a free program called MyHealth Rewards. If you are eligible, you can earn gift cards by doing healthy activities. Not only will you get a gift card, but you'll also improve your health. This program is free, so make sure to participate.

Activity	Gift Card Amount	Eligible Members
Adult Wellness Activities		
SSI* Annual Doctor Visit Visit with doctor to check on your overall health	\$75 January–July; \$50 August–December	CareFirst CHPMD members ages 21–64
A1C Test Diabetes test to check your A1C hemoglobin level	\$50	CareFirst CHPMD members ages 18–64
A1C Control Diabetes test to check your A1C hemoglobin level	\$80	CareFirst CHPMD members ages 18–64
Diabetes Eye Exam Exam to check your eye health and vision	\$50	CareFirst CHPMD members ages 18–64
Breast Cancer Screening Exam to check breast for cancer	\$50	CareFirst CHPMD Members ages 50–64 who have had at least one breast screening mammogram in the last two years
Cervical Cancer Screening Exam to check for cervical cancer	\$50	CareFirst CHPMD Members ages 24–64 who have had at least one cervical cancer screening in the last three years
Colorectal Screening Exam to check for colon cancer	\$25	CareFirst CHPMD Members ages 50–75**

*Supplemental Security Income

** To get the gift card for colorectal screening, you also need to have completed one of these tests: fecal occult blood test (in the last year), flexible sigmoidoscopy (within five years), colonoscopy (within ten years), CT colonography (within five years), or stool DNA test (within three years).

Activity	Gift Card Amount	Eligible Members
Pediatric Wellness Activities		
SSI* Annual Doctor Visit Visit with child's doctor to check on their overall health	\$75 January–July; \$50 August–December	CareFirst CHPMD members ages 0–20
Well-Child Visit (First 30 Months) Visit with child's doctor to check on their overall health	\$15 per visit; no more than eight visits before the age of 3	CareFirst CHPMD members ages 0–3
1-Year-Old Lead Test Blood draw to check for lead in your child's blood	\$75	CareFirst CHPMD members who turn 1 in 2025
2-Year-Old Lead Test Blood draw to check for lead in your child's blood	\$50	CareFirst CHPMD members who turn 2 in 2025
Well-Child Visit (School-Aged Children 10–13) Visit with child's doctor to check on their overall health	\$30	CareFirst CHPMD members aged 10–13 years old
Well-Child Visit (Older Children 18–21) Visit with child's doctor to check on their overall health	\$75	CareFirst CHPMD members aged 18–21 years old
Immunizations (0–2 years) Visit with child's doctor to get necessary vaccines	\$30	CareFirst CHPMD members up to 2 years old who have received all vaccinations, including the flu vaccine
13-Year-Old Birthday Immunization Review Visit with child's doctor to make sure they got all important vaccines	\$30	CareFirst CHPMD Members who are 13 years old**

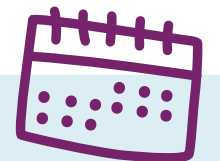
*Supplemental Security Income

** To get this gift card, 13-year-olds need to have: one dose of the meningococcal vaccine, one Tdap vaccine and the complete HPV vaccine series.

Activity	Gift Card Amount	Eligible Members
Maternity Wellness Activities		
Prenatal Education Classes Attend breastfeeding, childbirth or infant care classes at participating facilities	\$125	CareFirst CHPMD members who are pregnant
Baby Steps Program Gift card for newborn safety and health needs	\$105	CareFirst CHPMD members who have a newborn

How to get your gift card:

1. Complete activities: Do the healthy activities between January 1, 2025–December 31, 2025.
2. You can get one gift card for each Adult and Pediatric Activity.
3. Maternity Activities: You can get one gift card for each pregnancy.
4. Claim your gift card: Make sure to claim your gift card by January 31, 2026.
5. See a doctor: To get the Adult and Pediatric Wellness gift card(s), you or your child must see a doctor. Find a doctor at [carefirstchpmd.com](https://www.carefirstchpmd.com) under the For Members tab, then select Find a Doctor or call the Quality Team at 410-921-2130 (TTY:711) Monday–Friday 8 a.m.–5 p.m. for help.
6. Contact us: After you complete the activity, call the Quality Team at 410-921-2130 (TTY:711) Monday–Friday 8 a.m.– 5 p.m. and give them:
 - Your Member ID Number
 - Date of your visit or class
 - Provider's Name



It may take 6–8 weeks to get your prepaid gift card after we get your information.

Get the most out of your plan!



Over the Counter Medications and Supplies (OTC)

Over-the-counter (OTC) items through the CareFirst CHPMD Formulary with a prescription from a provider.



24-Hour Nurse Advice Line

Call **800-231-0211** to speak to a nurse whenever you need to, at no charge.



Routine Eye Exams and Eyewear Allowances

- \$0 copay for a routine exam (limit 1 every two years for adults 21+, every year under 21)
- \$150 annual allowance for eyewear or contact lenses



Transportation

As a member, you get 6 free one-way rides for all non-emergency medical needs.

Call SafeRide at **833-509-0250** to book a ride.



Diabetes Care

Prevention and management programs, special services, medical equipment and supplies provided for you with diabetes.



Podiatry

- Foot care when medically needed.
- Have diabetes or vascular disease affecting the lower extremities



Home Delivered Meals Post-Discharge from a Hospital Stay

CareFirst CHPMD will provide eligible members, with up to 18 nutritious meals, who are recovering from an inpatient stay in a hospital and have no support at home upon discharge.

Family planning programs

Family planning

If you're pregnant or thinking about having a baby, CareFirst CHPMD is here to support you every step of the way.

Our Baby Steps program is here to ensure you have the healthiest pregnancy possible. We provide a variety of services at no extra cost to you, including:

- Prenatal Visits with \$0 copay
- Prenatal Vitamins
- Free Breast Pump
- Free Meal Service for members between 20-28 weeks pregnant
- A \$125 gift card for attending a childbirth class, breastfeeding class, or infant care class
- A \$105 gift card for baby safety and health needs

Your plan also provides a full range of family planning and reproductive health services including contraceptive supplies, health screenings, and sexually transmitted infection and disease treatments.

Chat with a nurse 24/7

When you have questions about your health, or you may not be sure where to go you can speak with a nurse. Instead of waiting and worrying, call the 24-Hour Nurse Advice Line staffed by experienced nurses 24 hours a day, 7 days a week, 365 days a year at **800-231-0211**.

Mommy Meals Program

When you are 20-28 weeks into your pregnancy, you can participate in a program designed to support your pregnancy with healthy food at no cost to you!

Here is what you'll enjoy with Mommy Meals:

- Healthy Food Delivered to Your Door: Fresh, nutritious food customized to your needs.
- Custom Nutrition Coaching: Expert guidance from a dedicated nutrition coach.
- Education and Resources: Learn how healthy eating benefits you and your baby.

Visit: nourishedrx.com/enrollment/mommymeals
Call/Text: **833-428-1488** (TTY 711) 8 a.m.–8 p.m. ET
Email: mommymeals@nourishedrx.com



Additional benefits

Blue365 (Health and Wellness Discount Program)

Blue365 offers discounts for CareFirst CHPMD members for:

- Gym membership
- Footwear
- Amusement parks
- Food
- And more

Visit and join:

blue365deals.com/CareFirstBCBS/offers

Meals for members post-hospital visit or with specific chronic conditions

You have access to a meals benefit after a hospital stay or if you have a specific chronic condition. Please work with your care manager to learn more about how to access these benefits.



See a vision provider

The Superior Vision network includes access to local private practices as well as national retailers.

Visit providersearch.carefirstchpmd.com or call Member Services at 410-779-9369 or 800-730-8530 (TTY 711).

Adult Vision

Contact lens and glasses allowance \$150 limit for glasses or contact lens. Contact Member Services at 410-779-9369 or 800-730-8530 (TTY 711) to learn more.

Education on opioid risks and alternative treatments

Prescription opioids can be used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions.

While these medications can be an important part of treatment, they also carry serious risks of addiction, accidental overdose, and death. The prolonged use of opioids can also lead to tolerance (needing more of the medication for the same pain relief) and physical dependence (experiencing symptoms of withdrawal when a medication is stopped). Even when taken as directed, the use of prescription opioids can have a number of side effects like constipation, nausea, vomiting, dry mouth, sleepiness, dizziness, confusion, depression, irritability, itching, and difficulty breathing.

What treatment options don't involve opioids?

Chronic pain can often be managed without opioids, and many other options have been shown to work better with fewer side effects. Examples include:

- Over-the-counter medications like Tylenol (acetaminophen), Advil (ibuprofen), and Aleve (naproxen)
- Non-opioid prescriptions such as lidocaine and Non-Steroidal Anti-Inflammatory Drugs (NSAIDs)
- Physical therapy and exercise
- Some medications that are also used for depression or seizures

How to protect against overdose risk if opioid use is continued long-term?

We recommend and encourage you to have a discussion with your doctor about getting a prescription for naloxone. Naloxone is a prescription drug that can be given during an opioid overdose and may reverse the effects. In the event of an opioid overdose, this rescue agent could save your life and provide some peace of mind for you and your family members to have available.

What is medication-assisted treatment (MAT)?

Medication-assisted treatment (MAT) is the use of medications in combination with counseling and behavioral therapies, which is effective in the treatment of opioid use disorders (OUD) and can help some people to sustain recovery. There are three drugs approved by the FDA for the treatment of opioid dependence: buprenorphine, methadone, and naltrexone. All three of these treatments have been demonstrated to be safe and effective in combination with counseling and psychosocial support.

Primary mental health services are basic mental health services provided by your PCP or another provider within the MCO. If more than just basic mental health services are needed, your PCP will refer you to, or you can call the Public Behavioral Health System at 800-888-1965 for specialty mental health services

For more information about any of the information in this notice, please contact CareFirst CHPMD at:

- 410-779-9369 or toll free: 800-730-8530 (TTY:711) Monday–Friday, 8 a.m.–5 p.m.
- Website: carefirstchpmd.com/find-a-drug-or-pharmacy

Connect with CareFirst

Want to connect directly with your health plan? Visit us or attend an event.

Join Our Consumer Advisory Board (CAB)

Throughout the year CareFirst CHPMD members can attend a CAB meeting and earn a \$50 gift card. We hold six CAB meetings a year. During these meetings, you can meet our CareFirst CHPMD leaders, provide feedback to us about benefits, enrollment, programs and services, and ask questions and share concerns about CareFirst CHPMD.

To join, simply respond to the invitation when you receive it either through email or a text message.

CareFirst Community Engagement Center

Join us for free classes, lectures, events and more at our two Baltimore locations. We're located at:

CareFirst BlueCross BlueShield Engagement Center—1st Floor
1501 S. Clinton Street
Baltimore, MD 21224

CareFirst BlueCross BlueShield Engagement Center
3201 Tioga Parkway Suite W
Baltimore, MD 21215

Learn more at carefirst.com/CEC.



Renewing with Medicaid

The Maryland Health Connection (MHC) will send you a notice in the mail or to your online account to update your information to avoid losing coverage.

Visit marylandhealthconnection.gov/how-to-enroll/medicaid to make sure your contact information is up to date so that you can receive important notices on any changes to your health insurance. When the time comes for you to renew, you will receive a notice from Maryland Health Connection in your account or in the mail when it's your turn to renew.

To learn more, visit carefirstchpmd.com/formembers/renew-your-benefits

There are three ways to renew

Online: Visit marylandhealthconnection.gov/after-you-enroll/renewal

- By phone: Call 855-642-8572
- Through the mobile app: Download the free MHC mobile app to renew your coverage
 - Google Play
 - App Store



For more information

Visit marylandhealthconnection.gov/after-you-enroll/renewal



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CONNECT WITH US:



HealthChoice is a Program of the Maryland Department of Health.

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