



Prioritizing Prenatal and Postpartum Wellness

Prenatal and postpartum care help support you and your new baby. Getting good care before, during and after pregnancy is important for the well-being of both mother and baby. Appointments with your provider during all stages of pregnancy support a healthy pregnancy and help you to have peace of mind.



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Blue Cross Community Health Plans is provided by Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HSC), an Independent Licensee of the Blue Cross and Blue Shield Association.

Member Services: 1-877-860-2837 (TTY: 711)
24/7 Nurseline: 1-888-343-2697 (TTY: 711)

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c/o Member Services
PO Box 3418
Scranton, PA 18505

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Prenatal Care: Health During Pregnancy

- Early and regular prenatal care is the base of a healthy pregnancy journey. These visits are your chance to watch your health, talk about any concerns and get guidance from your doctor.
- Prenatal visits can include advice for nutrition and exercise and screenings for genetic conditions, gestational diabetes and preeclampsia. This makes sure any problems can be treated early, if needed.
- Establishing a strong relationship with your doctor gives you support and guidance for the ups and downs of pregnancy.

You may be able to get gift cards for completing your prenatal and postpartum checkups.

Register to get your gift card at Healthmine. Visit [BCBSIL.com/BCCHPILRewards](https://www.bcsil.com/BCCHPILRewards) or call **1-877-860-2837** for more information.

Postpartum Care: Recovery After Pregnancy

- Your care doesn't end with childbirth. Postpartum care is important for your physical and emotional wellbeing as you recover from childbirth and adjust to life with your newborn.
- Postpartum checkups allow your doctor to check your physical healing, screen for postpartum depression, offer breast feeding support and provide guidance on birth control and family planning.
- Taking care of yourself is just as important as caring for your baby. Reach out for support whenever you need it.

Knowledge and Support are Available to You

- You are not alone. Reach out to friends, family and your health care team for guidance and support along the way.
- Learn about the importance of prenatal care and advocate for the health and well-being of you and your baby.
- Trust your instincts and listen to your body. You know yourself and your baby better than anyone else.

Special Beginnings is available to help you through your pregnancy and beyond.

Call **1-888-421-7781** for program information.

Sources: The Centers for Disease Control and Prevention and the American College of Obstetricians and Gynecologists



Importance of Well-Child Visits

Well-child visits are important even when your child is not sick. Well-child visits or pediatric health exams can help your child stay healthy and avoid or catch health problems early when they are easier to treat.

Regular well-child visits help:

- Track growth and development, including height, weight and Body Mass Index (BMI) percentile according to age
- Monitor normal milestones of your child's social and mental development and learning abilities according to age
- Provide an opportunity for discussion with your child's doctor about physical activity and safety measures such as wearing a bike helmet or using a seat belt

Discuss Health and Development Concerns

Make a list of topics you want to talk to your child's doctor about when you visit them, such as developmental behavior, sleep habits, eating, physical activity or social development.

Talk with your doctor if you are struggling with making ends meet, navigating special education services or general community supports like food pantries. These needs are also a vital part of your child's health.

Schedule Vaccinations and Health Screenings

Vaccinations throughout childhood are important to help provide immunity before the child is exposed to potentially life-threatening diseases. Visit <https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html> for guidance on vaccinations your child may need.

Health screenings for physical, behavioral, developmental, dental, hearing, vision and lead can identify potential health problems. Many childhood health problems can be corrected so they are not carried into adulthood.





How to Prepare for the Well-Child Visit

To get the most out of your visit, follow these simple steps to prepare:

- Make notes about your child's health and development. Include any changes in behavior or family routines.
- Write a list of questions. Encourage teenagers to ask questions about their own health.
- Gather information that might be helpful for your doctor, such as information from school or childcare.

Regular well-child visits will create strong relationships among doctors, parents, caregivers and children. Make sure your child sees their doctor for well-child visits, and it will assist in raising a healthy child.

You may be able to get gift cards for completing your child's well-child visits and scheduled vaccinations. Register to get your gift card at Healthmine. Visit [BCBSIL.com/BCCHPILRewards](https://www.bcbsil.com/BCCHPILRewards) or call **1-877-860-2837** for more information.

If you need transportation assistance for your child's doctor's appointment or medical needs, call ModivCare at **1-877-831-3148** (TTY/TDD: **1-866-288-3133**).

Sources: Centers for Disease and Infection Control and Prevention (CDC) and American Academy of Pediatrics



Register for Blue Access for MembersSM to stay informed about your health care. BAMSM is a secure online portal where you can view your health plan info instantly.

With BAM, you can:

- Access your digital member ID card anytime
- Update your communications preferences
- Find doctors, health care providers, pharmacies and hospitals
- View your claims and prior authorization information
- See health care benefit information

Register today at: <https://mybam.bcbsil.com>

New BAM Features Just Rolled Out:

- **Health Risk Screening (HRS):** Take the HRS to find out more about your health care needs. You may qualify for additional services.
- **Gap in Care Alerts:** Get alert messages through the message center of new health actions for you to take.
- **Medicine Cabinet:** View general drug information such as how to take medications, common uses, possible side effects and more in the enhanced drug search. You can also view current and past medications.



Contact Information Updates

Recently moved, changed numbers or email addresses?

You can update your contact information on the state's website, or you can call member services.

<https://hfs.illinois.gov/medicalclients/addresschange.html>.

Member Rewards

Some of the rewards are redeemed for gift cards through BCCHP IL Rewards. To get started, you need to register for BCCHP IL Rewards. Register at **BCBSIL.com/BCCHPILRewards** or download the BCCHP IL Rewards mobile app. You will need your member ID card, date of birth and email address to register. Call Member Services at **1-877-860-2837** for help signing up for BCCHP IL Rewards.

To ask for supportive aids and services, or materials in other formats and languages for free, please call,
1-877-860-2837 TTY/TDD:711.

Blue Cross and Blue Shield of Illinois 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 and Blue Shield of Illinois does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Illinois:

- 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 Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Illinois 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: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960. You can file a grievance by phone, mail, or fax. If you need help filing a grievance, Civil Rights Coordinator 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 <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-860-2837 (TTY/TDD: 711)**.

ESPAÑOL (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-860-2837 (TTY/TDD: 711)**.

POLSKI (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-860-2837 (TTY/TDD: 711)**.

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-860-2837 (TTY/TDD: 711)**。

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-860-2837 (TTY/TDD: 711)**번으로 전화해 주십시오.

TAGALOG (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-860-2837 (TTY/TDD: 711)**.

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-877-860-2837 (رقم هاتف الصم والبكم: 711)**.

РУССКИЙ (Russian): ВНИМАНИЕ: Если Вы говорите на русском языке, то Вам доступны бесплатные услуги перевода. Звоните **1-877-860-2837 (Телетайп: 711)**.

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-877-860-2837 (TTY/TDD: 711)**.

اردو (Urdu):

یاد رکھیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ **1-877-860-2837 (TTY: 711)** پر کال کریں۔

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-860-2837 (TTY/TDD: 711)**.

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-860-2837 (TTY/TDD: 711)**.

हिन्दी (Hindi): ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। **1-877-860-2837 (TTY/TDD: 711)** पर कॉल करें।

FRENCH (French): ATTENTION: Si vous parlez français, des services d'assistance linguistique vous sont proposés gratuitement. Appelez le **1-877-860-2837 (TTY/TDD : 711)**.

ΕΛΛΗΝΙΚΑ (Greek): ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-877-860-2837 (TTY/TDD: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-860-2837 (TTY/TDD: 711)**.