



**Blue Cross Community  
Health Plans<sup>SM</sup>**



**HealthChoice  
Illinois**  
Illinois Department of  
Healthcare and Family Services

**LifeTimes<sup>™</sup>**

Your guide to **health, wellness and fitness**

Winter 2024

Health and wellness or prevention information

## Balancing your Diabetes and Blood Pressure

Six out of 10 people with diabetes also have high blood pressure. Making healthy choices and working with your doctor can help you better manage your diabetes and blood pressure. Blue Cross Community Health Plans is also here for you with guidance to better maintain your health.



*continued on page 2*

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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 (HCS), an Independent Licensee of the Blue Cross and Blue Shield Association.

**1-877-860-2837 (TTY: 711)**  
**1-888-343-2697 (TTY: 711)**

Member Services: 24/7 Nurseline:

c/o Member Services  
P. O. Box 3418  
Scranton, PA 18505



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## Balancing your Diabetes and Blood Pressure continued from page 1

Controlling diabetes may reduce the risk for high blood pressure. If you have diabetes:

- Monitor your blood sugar levels
- Talk to your doctor about lifestyle changes to keep blood sugar levels in control
- Complete your yearly diabetic preventive care visit (Hba1c and retinal eye exam) to reduce the risk of worsening symptoms
- Complete a high blood pressure visit at your doctor's office, during a telephone visit with your doctor or by completing an e-visit or e-check-in with your doctor

If you have high blood pressure, you can lower your risk for heart disease and improve blood pressure control by:

- Measuring your blood pressure at home with a monitor
- Visiting your health care provider for a blood pressure check
- Following your doctor's recommendation for taking medication, if needed
- Eat a DASH diet (Dietary Approach to Stop Hypertension) which is low in salt, low in saturated fat and rich in fiber and protein

Source: Centers for Disease Control and Prevention (CDC)

## Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for Members

Blue Cross and Blue Shield of Illinois (BCBSIL) is always looking for ways to improve the quality of care you and your family receive. BCBSIL sends members a CAHPS survey each year. The survey results help us increase member satisfaction. Members are asked to rate their experiences in a six-month period in these areas:

Topic	Question (Answer choices: Never/Sometimes/Usually/Always)
Getting care quickly	When you needed care right away, how often did you get care as soon as you needed it?
Getting needed care	Did you receive the care quickly and get urgent appointments/appointments with a specialist depending on your condition?
How well doctor communicates	Did your provider show respect, spend enough time and explain things in a way you could understand?
Customer service	How often did your health plan's customer service give you the information or help you need?
Smoking cessation	Did your provider talk with you about ways to stop smoking and using tobacco with medications?
<b>(Answer choices: Yes/No/Don't know)</b>	
Flu vaccination/shot	Did you get a yearly flu shot in 2023?

If you get a survey in February or March, complete and return it using the envelope provided. You can also complete the survey online or over the phone. Your feedback will help us better understand your concerns and improve your plan.



## Get ready to renew your Medicaid

Illinois Medicaid is checking to make sure you are still eligible to renew your Medicaid health plan. It is critical that you give them an address where mail can always reach you.

Medicaid pays for your health care, like doctor visits, prescription medicine and urgent emergency services.

**1.** Go to [abe.illinois.gov](http://abe.illinois.gov). Click 'Manage My Case' and:

- Verify your mailing address under 'Contact Us.'
- Find your renewal date in your 'Benefit Details.'

**2.** Watch your mail and complete your renewal right away.

## Submit your Medicaid redetermination one of these ways:

- **Online.** Click 'Manage My Case' at [abe.illinois.gov](http://abe.illinois.gov)
- **Mail or fax.** Based on the HFS notice
- **Over the phone.** Call **1-800-843-6154**
- **In-person.** At a Department of Human Services office near you. Go to [www.dhs.state.il.us](http://www.dhs.state.il.us) and select Office Locator to find the nearest office.

If you are no longer eligible for Medicaid, try to get coverage at work or through the official Affordable Care Act for Illinois site at [GetCoveredIllinois.gov](http://GetCoveredIllinois.gov).

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the Medicaid fraud hotline at **1-844-453-7283**.

## Health Benefits for Immigrant Adults and Seniors

On January 1, 2024, members in the Health Benefits for Immigrant Adults (HBIA) and Health Benefits for Immigrant Seniors (HBIS) program transitioned from fee-for-service to managed care. The program includes copays and provides full health benefits. Coverage is offered despite member's immigration status. Some of the benefits include doctor and hospital care, dental and vision services, prescriptions and care coordination. Care coordinators help you:

- Plan in-person visits or phone calls
- Get services and find health issues before they get worse
- Set up care with your doctor and other health care team members

BCCHP also offers members value-added benefits to keep you and your family healthy, including:

- \$25 quarterly for over-the-counter drugs
- Free non-emergency medical transportation
- Blue365® Member Discount Program
- \$40 for upgraded eyeglasses
- \$15 gift card for completing preventative services

Enrollment in a health coverage program with a Managed Care Organization, such as Health Benefits for Immigrant Seniors (HBIS) and Health Benefit for Immigrant Adults (HBIA), is not counted in the public charge test. Enrollment in these programs will not affect your immigration status and immigration application. For more information about public charge, visit the



<https://protectingimmigrantfamiliesillinois.org/about-us> website or <https://keepyourbenefits.org/en/il/> website. You can also call ICIRR's Family Support Hotline in English/ Spanish/ Korean/Polish: 1-855-HELP-MY-FAMILY (**1-855-435-7693**). If you have other questions, please call the Immigrant Family Resource Program at (**855**)-**437-7669**. If you are worried about how this program may change your immigration status you may also email Protecting Immigrant Families at [pifillinois@povertylaw.org](mailto:pifillinois@povertylaw.org)

For more details or to enroll in any of these programs, contact Member Services at **1-877-860-2837**. TTY/TDD users, please call **711**. We are available 24 hours a day, seven days a week. The call is free.



## New benefits for child and maternal health and your overall wellness

### Acupuncture

**Effective: Back to April 4, 2023**

Acupuncture is the practice of inserting thin needles into the skin. Providers use gentle hand movements or electrical stimulation of the needles to treat pain. Services are limited to lower back pain and breech baby.

### Lactation Support

**Effective: January 1, 2024**

Certified lactation consultants help pregnant members and their babies solve breastfeeding and lactation problems. Education and support are offered from pre-birth through infant weaning.

### Doulas

**Effective: February 1, 2024**

Doulas are trained birthing experts who work with other health providers to give birthing support. Doulas offer guidance, birth planning and postpartum support. Coverage for doulas include up to:

- 16 prenatal visits
- 16 postpartum visits
- support during labor and delivery

### Special Beginnings®

BCCHP has a maternity program to help members and their babies get off to a healthy start. The program offers education, monitoring and links to resources. Members are supported from early pregnancy through 12 weeks after giving birth. To join the Special Beginnings Program, please call **1-888-421-7781**.

# Learn to Live: Digital Mental Health Platform

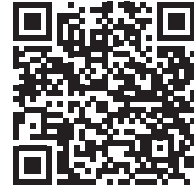
Life can sometimes be difficult. Are you feeling stressed, sleepless, anxious or discouraged? You are not alone.

If you have mild or moderate mental health concerns, BCBSIL has a program that may be just what you need. Learn to live as a no cost, fully online, mental health solution for BCBSIL members and their caregivers 13 and older.

The self-paced programs can help you with common challenges like stress, worry, depression, sleeplessness, social anxiety and substance use. Individual coaching is also offered if needed.

Find a program that is right for you. To start, take our online self-paced private assessment at <https://www.learntolive.com/welcome/bcbsilmedicaid?code=ilmed>

Access Code: **ILMED**



Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician.

Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Illinois. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.



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., 35<sup>th</sup> 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)**.