



# Health & Wellness Newsletter

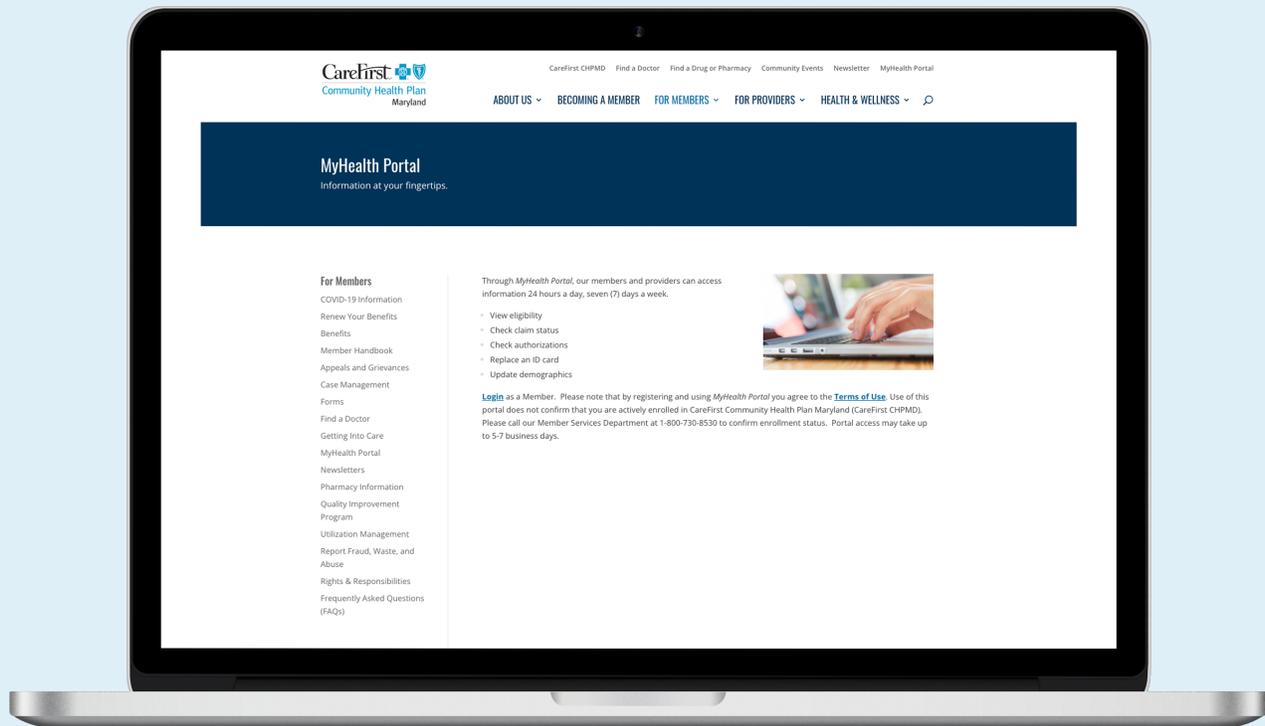
*Spring 2023*

# 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. Use of this portal does not confirm plan enrollment.

Please call our Member Services Department at **1-800-730-8530** to confirm enrollment status. Portal access may take up to 5-7 business days.



## Good Health from the Start

Regular checkups are important to keep track of your little one's health and development. These well-child visits are a chance to learn as much as you can about the best ways to help your child grow and thrive! Here's what you can expect at a well-child (or well-care) visit.

### Your child's doctor may:

- Measure height, weight and head size
- Do a head-to-toe exam
- Check in on developmental milestones
- Update immunizations
- Give you tips on feeding and nutrition
- Provide advice on how to manage illness
- Answer questions you may have

### You can:

- Share your successes and milestones
- Bring up any concerns about your child's development
- Discuss any challenges

Your child's doctor will suggest a schedule for well-care visits. The American Academy of Pediatrics recommends well-care visits at these ages:

- Before a newborn is discharged from the hospital, or at 48 to 72 hours of age
- 3 to 5 days
- 2 to 4 weeks
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 3 years
- 4 years
- 5 years
- Annually, between the ages of 6 and 21 years



## Getting Into Care—Primary Care Providers (PCP)

Your primary care provider (PCP) is your personal care doctor or nurse practitioner. It is important that you visit your PCP regularly for wellness visits, even when you're not sick. Call your PCP today to schedule an appointment. The name of your PCP is printed on your CareFirst CHPMD ID card. Pick one of the following options to request a PCP change or a new ID card:

- Call Member Services at **800-730-8530** (TTY: 711).
- Fill out the PCP change form located under the "For Members" section on our website and fax it to **410-840-7493**.
- Log in to **MyHealth Portal** located at the top of our website.

### **You can schedule an appointment with your PCP by calling their office directly.**

Your PCP's number is on your member ID card. We encourage all members to schedule an appointment as soon as you are enrolled. It's important to visit 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.



## Prenatal/Postpartum Care

Pregnancy is a remarkable experience. At times, though, it can be confusing. One thing you should remember: If you don't feel right, talk to your doctor.

You may have physical symptoms. But other issues such as anxiety and depression could be telling you something's wrong. It's your body—nobody knows it better. Don't be afraid or embarrassed to speak up.

### During pregnancy

Be sure to discuss any previous or current health issues with your doctor while you're pregnant. This can help you plan for any potential problems you may encounter later.

### After pregnancy

Your new baby needs care, but so do you. Feeling tired and having some pain—especially for the first few weeks after having a baby—is normal. But some symptoms may indicate larger health problems.

Source: <https://www.cdc.gov/earher/pregnant-postpartum-women/index.html>

### Talking to your doctor

When talking to a doctor, be sure to mention that you're pregnant or recently were pregnant. Mention any long-term conditions you may have like diabetes or high blood pressure. If you had a difficult pregnancy or delivery, be sure to bring that up as well. Consider bringing a friend to help support you and make sure all your questions are answered.

#### Maternal warning signs

- Changes in vision
- Chest pain
- Difficulty breathing
- Dizziness
- Fever
- Overwhelming tiredness
- Severe headache
- Severe nausea & vomiting
- Severe swelling
- Thoughts of harming yourself or your baby



## Easily access a PCP with CloseKnit

You can choose from thousands of PCPs as a CareFirst CHPMD member, but if you prefer a virtual provider you can choose CloseKnit. CloseKnit is a virtual-first primary care practice. 'Virtual-first' means most illnesses are treated virtually. Instead of going to a doctor's office, your 'visit' is done through an easy-to-use app—anytime, anywhere, 24/7/365. If you need in-person care, they can arrange that for you.

#### Primary care services include:

- Well care, preventive and urgent care
- Behavioral and mental health support

Register today at

<https://www.closeknithealth.com/chpmd>.

#### How to Get Started

##### 1. Download the app

- Use your phone or tablet to download the CloseKnit app.

##### 2. Register for an account

- Enter your email address and verify the code sent.
- Enter your name and member ID as they appear on your CareFirst CHPMD insurance card.
- Create and confirm a password of your choosing.

##### 3. Share your health priorities

- Create a profile with basic information so our care team can best support your needs.



## Doula Program

If you're pregnant or considering having a baby, you may have heard of doulas. Some of you may even be thinking of adding one to your pregnancy support team. But to others, the idea—even the title—may be completely new. Let's take a look at what doulas are and what services they provide.

### What is a doula?

A doula is a trained healthcare professional that provides physical, emotional and informational support to birthing parents before, during and after pregnancy. They are non-clinical worker—meaning they cannot replace or perform the work of a doctor, nurse practitioner or nurse-midwife.

### What does a doula do?

Doulas provide three kinds of services—before birth (prenatal), during birth and after birth (postpartum). Often, the doula will visit your home to discuss topics related to your child's birth. They also attend the birth to provide physical and emotional support.

### Why should I consider a doula?

Studies have shown that doulas help the health of both birth parents and their babies, especially for families of color. Birthing parents can feel more confident and less anxious about the birthing process when they have a doula.

Specifically, births with doula support are less likely to be preterm or by cesarean section, and babies are less likely to have low birthweight. Birthing parents also are much more likely to breastfeed their baby.



### Am I eligible for doula service?

If you are a Maryland Medicaid member and are or have been pregnant within the last 180 days, you're qualified for a doula.

### How do I find a doula?

For questions about the Doula Program at CareFirst CHPMD, please call 410-202-3033, ext. 6052.

Source: <https://health.maryland.gov/mmcp/medicaid-mch-initiatives/Pages/DoulaProgram.aspx>



## Case Management

### Members with complex medical conditions can get support through case management.

CareFirst CHPMD members and their caregivers can request case management. These programs are optional, and they're no cost to you. One program is for Obstetrics (OB) case management. Our **Baby Steps Program** can support you with all your pregnancy care needs. An OB nurse case manager will support you on your journey. They'll make sure you're getting the care and information you need when you need it. Plus, they'll connect you to local resources.

Get more information in your *Member Handbook*. Find the handbook on our website in the *For Members* section.

To get support, call Member Services at **410-779-9369** or **800-730-8530** (TTY: 711). Or email [CHPMDMembers@carefirst.com](mailto:CHPMDMembers@carefirst.com).

## Healthcare Education

CareFirst now has the facilities to provide in-person health services and support to the local community at the CareFirst Engagement Center (CEC) located in Baltimore's Canton neighborhood.

### Member services:

Get help with billing, benefits, enrollment, eligibility, claims processing and other questions.

### CloseKnit services:

CloseKnit offers a variety of in-person assistance at the CEC, including app support, plan consultation, referrals and more.

### Wellness resources:

Join us for wellness classes, community events and seminars to help you take charge of your health.

### Inquiries:

Looking for a new healthcare plan? Talk to a representative about how CareFirst can best meet your needs.

### Visit the CareFirst Engagement Center

The CareFirst Engagement Center brings community resources together to help you live your healthiest life.

#### The CareFirst Engagement Center

1501 S. Clinton Street  
Baltimore, MD 21224

Hours: 10 a.m.–6 p.m., Monday–Friday

For more info, visit: [carefirst.com/cec/](https://carefirst.com/cec/)

## Renewing Your Medicaid Benefits

Do you or a family member currently have health insurance through Medicaid or the Maryland Children's Health Program (MCHP)?

Your Medicaid renewal will not be automatic this year—even if it was last year.

Make sure your contact information is up to date with Maryland Health Connection. When it's your turn to renew, you will receive a notice in the mail or through your online account.

You'll have 45 days to respond, so don't wait!

Log in to your account at <https://www.marylandhealthconnection.gov/Checkin/> or call **855-642-8572** to get started.





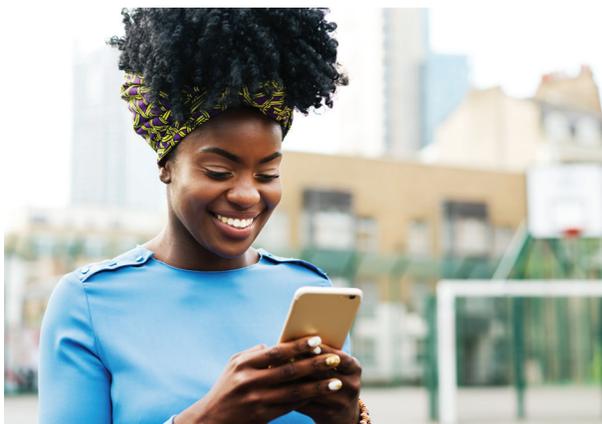
## Seasonal Allergies

Spring is here! Along with the flowers and budding trees, it's time to think about seasonal allergies. Keep these tips in mind.

### Limit your exposure

Limit exposure to indoor allergens:

- Vacuum, sweep and mop the floors at least once or twice a week.
- Keep counters and other surfaces clean and dust-free.
- Wash your sheets and pillowcases every week.
- Run a dehumidifier to help prevent dust mites and mold.
- Keep windows and doors closed to keep allergens and dust out.
- Fix any leaks to prevent mold from forming.
- Keep pets out of the bedroom since their fur could hold pollen this time of year.
- Limit exposure to outdoor allergens:
  - Stay off the grass, which could contain more pollen than usual.
  - Shower right away after you've spent time outdoors.



### Nurse Advice Line

Unsure if it's an emergency? Other medical questions? Call our 24-Hour Nurse Advice Line at **855-934-9812**.

### Treatment options

#### Non-medication treatments:

If you want to avoid allergen medications, the best treatment is to avoid exposure as much as possible. You can also reduce your symptoms by washing out your nose with a nasal saline rinse.

#### Medication treatments:

If your symptoms become serious, there are many prescriptions and over-the-counter medications you can use:

- Nasal corticosteroids reduce stuffy, runny and itchy nose caused by swelling. CareFirst CHPMD covers:
  - Flunisolide nasal solution (also called Nasalide)
  - Fluticasone propionate nasal suspension (also called Flonase)
- Antihistamines calm sneezing, itching, runny nose and hives. We cover a variety of antihistamines, including:
  - Benadryl
  - Zyrtec
  - Claritin
- Decongestants reduce a stuffy nose by shrinking the swelling. We cover products such as:
  - Zyrtec D
  - Allegra D
  - Claritin D

View a full list of medications we cover under each class. Visit [www.carefirstchpmd.com](http://www.carefirstchpmd.com).



## Stay Connected

CareFirst CHPMD is committed to providing the best healthcare and service to our members. To help you access the care you need and make the most of your benefits, we put together some helpful information and reminders. If you have any questions or problems, reach out to us—we are here to help!

### Contact us

If you have any questions about the information in this newsletter or other healthcare services, please contact our Member Services Department. We will be happy to help you. We are available Monday through Friday 8 a.m. to 5 p.m. If you call us outside of normal business hours, listen to our after-hours message for instructions. You may also leave a voice mail message or email us. All voice mail messages and emails will be returned on the next business day.

- Local: **410-779-9369**
- Toll-free: **1-800-730-8530**
- TTY: **711**
- Email: **CHPMDMembers@CareFirst.com**
- Website: **www.carefirstchpmd.com**

### After hours care assistance

If you think you need care after normal business hours, it's best to call your PCP's office. They will have an answering service or message center that can assist you.

### Who do I call when I need help?

Call CareFirst CHPMD Member Services if you need help. We are there to talk to you Monday to Friday from 8 a.m. to 5 p.m. at **1-410-779-9369** or **1-800-730-8530**. TTY users should call 711. If you think you need emergency care, call 911.

*Interpreter services are available at no cost for doctor office visits.*

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## Notice of Privacy Practices, Protected Health Information Use & Disclosure

This notice is available at the bottom of our website under Notice of Privacy Practices & HIPAA. If you would like to have the notice mailed to you, please contact Member Services. This notice tells you:

- How CareFirst CHPMD protects your protected health information
- When CareFirst CHPMD is able to disclose protected health information
- Your right to access your protected health information
- Responsibilities CareFirst CHPMD has in protecting your protected health information

## Rights and Responsibilities

CareFirst CHPMD provides health coverage to our members on a nondiscriminatory basis, according to state and federal law, regardless of gender, race, age, religion, national origin, physical or mental disability, or type of illness or condition. To review a full list of CareFirst BlueCross BlueShield Community Health Plan Maryland Member's Rights and Responsibilities, visit the *For Members* section of our website or call Member Services to request a copy of the *Member Handbook*.



## Join our Consumer Advisory Board!

CareFirst CHPMD has a Consumer Advisory Board (CAB) and we're looking for members to attend our meetings. This group of our very own members and parents/legal guardians of members meet every other month. During the meeting, we get your valuable input on member materials, listen to your experience about your health insurance and share information.

Meetings are held from 12 p.m.–2 p.m., about six times per year. Lunch is served and we can assist with transportation. If you are interested in joining us and want more information, please call us at **800-730-8530** or email [CHPMDMembers@carefirst.com](mailto:CHPMDMembers@carefirst.com). Even if you can't join CAB, you can make a suggestion to change CareFirst CHPMD policies or procedures. Just call the Member Services Department at **410-779-9369** or **800-730-8530**. TTY users should call 711. You can also send us a letter to CareFirst BlueCross BlueShield Community Health Plan Maryland P.O. Box 915 Owings Mills, MD 21117.

## Non-discrimination Notice & Language Accessibility

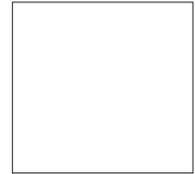
CareFirst CHPMD complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CareFirst CHPMD does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### 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](http://www.carefirstchpmd.com)

<First Name> <Last Name>

<Address line 1>

<Address line 2>

<City>, <State> <Zip>

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**The CareFirst CHPMD member newsletter is offered virtually!**

Check out our website—[www.carefirstchpmd.com](http://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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