



# Health & Wellness Newsletter

*Fall 2023*



## Renewing Your Medicaid Benefits

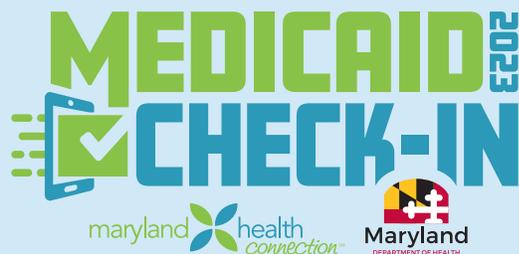
Do you or a family member currently have health insurance through Medicaid or the Maryland Children's Health Program (MCHP)?

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.



## Access to Utilization Management (UM) Department

CareFirst BlueCross BlueShield Community Health Plan Maryland (CareFirst CHPMD) staff are available to answer members 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, CareFirst CHPMD members can leave a voice message. Your call will be returned the next business day. If you would like to speak with the UM Department, please contact Member Services.



## CHPMD MyHealth Portal

### Want instant access to your plan information? It's easy!

Through MyHealth Portal, members can easily access information 24/7. You can:

- View benefits
- Check claim status
- Check approvals
- Request an ID card
- Update demographics
- Log in as a member



To learn more or register, visit [www.carefirstchpmd.com/for-members/myhealth-portal](http://www.carefirstchpmd.com/for-members/myhealth-portal).

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 **800-730-8530** to confirm enrollment status. Portal access may take up to 5-7 business days.



## How to 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: 800-730-8530
- TTY: 711
- Email: [CHPMDMembers@CareFirst.com](mailto:CHPMDMembers@CareFirst.com)
- Website: [www.carefirstchpmd.com](http://www.carefirstchpmd.com)



## 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.



## Preparing for Your Yearly Physical

Annual physicals are important ways to ensure you're enjoying the full benefits of staying healthy. Preparing for your exam is simple. These tips will help to make the most of your visit with your PCP:

- Schedule your appointment and complete online forms, if available, prior to your appointment.
- If you're getting blood work done, drink plenty of water and don't eat for as long as your doctor tells you before your appointment.
- Know your medication(s), the dosage and possible side effects.
- If you're experiencing any symptoms of severe illness or injury, document when it happened, any triggers that may have caused the symptoms, and how long it lasts.
- Prepare a list of any questions or concerns about your emotional, physical, and mental health that you want to discuss with your PCP.



## 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.



## Prenatal/Postpartum Care

### Prenatal care

Having a healthy pregnancy involves regular checkups with your prenatal doctor. These visits help spot any problems that may impact your delivery. These visits usually occur:

- Once each month weeks 4–28
- Twice a month for weeks 28–36
- Weekly for weeks 36 to birth

Members who are experiencing a high-risk pregnancy may have more frequent appointments.

Most prenatal visits include the following:

- Checking your blood pressure and weight
- Checking the baby's heart rate
- Measuring your abdomen to check your baby's growth

Forming a partnership with your doctor to manage your care during this time will make your delivery much easier.



### Postnatal care

After the baby is born, it's important for you to discuss your post-natal visits and your baby's immunization schedule with your doctor.

Typically, post-natal or after-birth visits are scheduled as follows:

- The first visit within the first week of birth
- The second visit 7–14 days after birth
- The third visit 4–6 weeks after birth

The first few weeks after your baby is born can be emotionally and physically demanding. Having support from your family and friends is critical to help keep you from feeling overwhelmed. Use your post-natal visits to discuss any feelings or pain that you're experiencing.

### Prenatal classes at CareFirst Engagement Center

Great News! CareFirst CHPMD provides pregnancy benefits to new parents. We have 2 gift cards that you may be eligible to receive as a plan member. The first is for attending a childbirth education class, breast feeding class, or infant care class worth \$125. Once we confirm your completion of the class, we will send the gift card to you. The second gift card is a \$105 and will be issued after you deliver your baby and can be used for baby safety items. Please call member services **800-730-8530** to be connected to your case manager or quality specialist to learn more.

### HealthChoice Benefits

Your benefits through Maryland's HealthChoice program can be found in the CareFirst CHPMD 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.



## Healthy Kids—Early and Periodic Screening, Diagnosis and Treatment

It's important for infants, children, and adolescents up to age 21 to receive regular checkups. The Healthy Kids/EPSTD program helps to identify, treat, and prevent health problems before they become complex and costly. EPSTD is a comprehensive benefit that covers medically necessary medical, dental, vision and hearing services. The table below shows the ages when children need well-child visits.

Age	Well-Child Exam Assess Development Health Education	Childhood Immunizations (*influenza recommended every year starting at 6 months of age)	Blood Lead Test (*additional if at risk)
Birth	X	X	
3-5 days	X		
1 month	X		
2 months	X	X	
4 months	X	X	
6 months	X	X	
9 months	X		
12 months (1 year)	X	X	X
15 months	X	X	
18 months (1.5 years)	X	X	
24 months (2 years)	X		X
30 months (2.5 years)	X		
36 months (3 years)	X		
4-20 years	X (yearly)	X (ages 4-6, 9-12 and 16)	

### National Child Passenger Safety Week (September 17-23, 2023)

Car crashes are a leading cause of death in children. By following these helpful tips, both you and your precious cargo can make it to your destination safely:

- Children up to age 12 should always ride in the backseat because when airbags deploy, it can be fatal for children.
- Buy the right car seat for your child's age and size.
- Get your car seat installation checked by a Certified Child Passenger Safety Technician (CPST). To find a CPST, child safety events or educational workshops near you, go to [Safe Kids](#).
- Children learn from their parents, so buckle up every time you're in the car!





## Take Steps to Understand Your Health!

### Choose a provider that meets your cultural needs

- Use our online directory in the “For Members” section under the “Find a Doctor” section to search for provider by language and/or gender.
- If your provider does not speak your language, it’s ok to ask for a translator. Translation services are offered free of charge.

### Ask questions during your appointment

1. What is my main health issue?
2. What do I need to do?
3. Are there any treatment alternatives?
4. Are there any side effects?
5. How will this help me?



## 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).

### 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

### Scene Health

Members with asthma, type 2 diabetes and/or hypertension have access to a new digital program from Scene Health to help manage their medication(s). Scene’s easy-to-use mobile app, Spotlight, allows you to connect with a team of pharmacists, nurses and health coaches through daily video check-ins—anytime and anywhere.

Scene makes it easy to stay on top of your medications, address medication challenges and improve your health.

Eligible members will be contacted by Scene for participation.



## Pharmacy Services

CareFirst CHPMD regularly updates its approved list of drugs (called a formulary) to ensure all appropriate drugs are available for your health care needs. These updates are made every 3 months and can be found in the *Drug List (Formulary Updates)* section on our website. You can also find our Pharmacy Management Procedures, medication limits, formulary exceptions and substitutions, which will help you and your provider obtain the drugs you need in the same section of our website at [www.carefirstchpmd.com](http://www.carefirstchpmd.com). This information can also be obtained by contacting Member Services at 800-730-8530 (TTY: 711).



## Finding a Provider

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](http://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 provider: name, address, phone number, professional qualifications, specialty, languages spoken, EPSDT status, hospital affiliation, and board verification status.

If you need information on medical school attended or residency completion, please call Member Services at **800-730-8530** (TTY: 711).

### 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 website under “Find a Doctor” at [www.carefirstchpmd.com](http://www.carefirstchpmd.com) to search for a specialist in your area.

### Out-of-service area coverage

If you need urgent or emergency care when you are out of town, go to the nearest urgent care, 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.

### 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 authorization for hospital services. Read the next section for information on accessing hospital services in an emergency.

### After hours care assistance

If you think you need care after normal business hours, the best number to start with is your PCP office phone number. Your PCP’s office will have an answering service or message center that can assist you in accessing the care or medical advice you need.

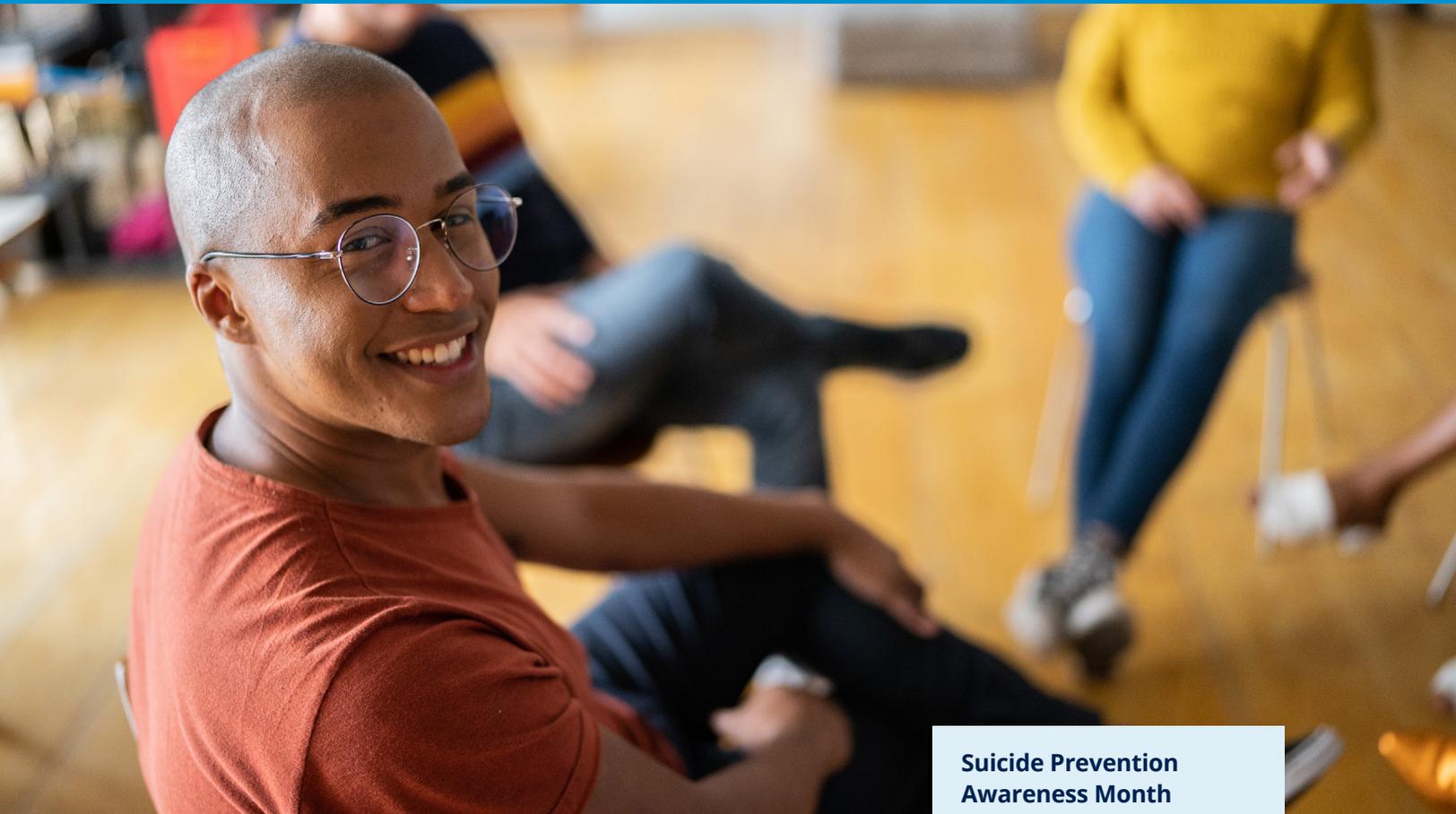
### Emergency services

For non-life-threatening emergencies, try the following:

- Call the 24/7 Nurse Advice Line at **800-231-0211** (TTY: 711) anytime for guidance on what to do in an emergency.
- Visit your PCP’s office as a walk in and provide an overview of your symptoms.
- Visit an Urgent Care center before going to the emergency room or hospital.
- Remember: If your emergency is life-threatening, call 911 immediately.

### Out-of-Network Services

Access to necessary and covered services by an out-of-network provider are covered only when these services are unable to be provided in-network, or for benefits available by self-referral. Out-of-network services for non-emergent needs require prior approval from CareFirst CHPMD, unless they are self-referral benefit. Your provider can request approval for these services by contacting our plan to make the request.



## Behavioral Health Services

In some cases, your CareFirst CHPMD PCP may be able to provide some basic behavioral health care or follow-up services. If you need more than just basic behavior health services, your PCP will refer you or you can call the Public Behavioral Health System, Optum Maryland at **800-888-1965** for specialty behavioral health services. You are automatically eligible for these services through HealthChoice and no referral is needed to access these services. Maryland Medicaid will reimburse for 2 separate 30-day residential treatment stays in a rolling year. Medical criteria based on the American Society of Addiction Medicine must be met. If you have questions, you can call CareFirst CHPMD Member Services at **800-730-8530** (TTY: 711) and ask to speak to a Special Needs Coordinator.



### Suicide Prevention Awareness Month

September is Suicide Prevention Awareness Month—a time to help raise awareness of the signs of depression and the treatments and support available to you. Your PCP can provide basic mental health services or refer you for treatment through the Public Behavioral Health System.

If you or a loved one are having suicidal thoughts, call the Suicide and Crisis Lifeline or seek professional help.

**Suicide and Crisis Lifeline: 988**

**Public Behavioral Health System: 800-888-1965**



## Community Violence Prevention Benefit

CareFirst CHPMD offers support services for members who faced intentional acts of interpersonal violence committed in public areas by individuals not family or intimate partners of the victim.

Services include conflict mediation, mentorship, crisis intervention, referrals to certified/licensed providers, and patient education.

To find a Community Violence Prevention hospital trauma center, please call CareFirst CHPMD Member Services at **410-779-9369** or **800-730-8530** (TTY 711).



## Population Health Management

CareFirst CHPMD has developed Population Health Management Programs to meet all of our members' needs, from members who are very healthy to those who are managing multiple chronic conditions. These programs are designed to meet the diverse, yet specific needs of each individual member. To learn if you are eligible for these programs, as well as how to use program services or opt out of a program, please call CareFirst CHPMD at **410-779-9369** or **800-730-8530** (TTY: 711).

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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 **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.

HealthChoice is a Program of the Maryland Department of Health.

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 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 800-730-8530 (TTY: 711)。

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