

MyBlueHealth

A Magazine for Blue Cross Complete of Michigan Members



Confidence comes with every card.®

SUMMER 2018
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mibluccrosscomplete.com



Lead poisoning in children



New dental benefit for pregnant members

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Our website is mibluecrosscomplete.com. While website addresses for other organizations are provided in *My Blue Health* for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.

The Healthy Michigan Plan is a health care program from the Michigan Department of Health and Human Services. Blue Cross Complete administers Healthy Michigan Plan benefits to eligible members.

This publication is provided to help you learn about your health condition. It isn't meant to take the place of your doctor. If you have questions, talk with your doctor. If you think you need to see your doctor because of something you've read in this information, please contact your doctor. Never stop or wait to get medical attention because of something you have read in this material.

YOGURT POPSICLES

INGREDIENTS:

- 1 cup plain low-fat or fat-free yogurt
- 1 banana, sliced
- 1 teaspoon vanilla
- 1 cup fruit juice or fruit chunks

DIRECTIONS:

1. Blend ingredients together and pour into small paper cups.
2. Freeze.
3. Place a plastic spoon or popsicle stick in each cup when yogurt mixture is half frozen.
4. To serve, turn cup upside-down and run hot water over it until the popsicle slips out. Keep the cups to use as a holder. Makes four or five small popsicles.



(For a simpler version, pour fat-free or low-fat drinkable yogurt — or regular yogurt — into a paper cup. Add a stick and freeze. Peel the cup and eat.)

Source: National Bone Health Campaign: Parents: Recipes | DNPA | CDC

SUMMER SAFETY WORD SEARCH

Beat the heat and stay safe this summer by using these key items. Find the words in the scramble below:

1. Sunscreen
2. Life vest
3. Hat
4. Sunglasses
5. Bug spray
6. Helmet



Finished? Check your answers on **Page 9**.

We want to hear from you!

Your opinion counts! At *My Blue Health*, we think there's no better way to inspire our readers than by having other members share their real stories. Has your health care plan helped you and your family become healthier? What motivates you to live a healthier life? Send us your story by writing to *My Blue Health* at the editor's address on **Page 2**.

LEAD POISONING IN CHILDREN: What you should know

Toy jewelry, paint and drinking water are just some of the potential sources of lead. A well-known health hazard, this toxic metal can cause serious damage to you and your family. The good news is that lead poisoning is preventable.

Here are facts that can help you keep your children safe:

- Even children who seem healthy can have high levels of lead in their bodies.
- Children can get lead in their bodies by breathing or swallowing lead dust. They can also get it from soil, paint chips or water contaminated with lead.
- Removing lead-based paint improperly can increase the danger to your family.



CDC estimates show that about half a million children from ages 1 to 5 living in the U.S. have an elevated level of lead in their blood. Lead is more dangerous to children than adults because:

- They often put their hands and other objects in their mouths that can have lead dust on them
- Their growing bodies absorb more lead
- Their brains and nervous systems are more sensitive to lead

Effects of lead in the body

Lead poisoning can affect just about every system in the body. Some of the most common results include:

- Damage to the brain and nervous system
- Behavior and learning problems
- Slowed growth
- Hearing problems
- Headaches
- Anemia

Lead is also harmful to adults and may cause:

- Problems during pregnancy
- Reproductive problems in both men and women
- Anemia
- Kidney damage
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

High levels of lead may also cause seizures, coma and death. The symptoms of lead poisoning may look like other conditions or medical problems. Always talk with your child's doctor for a diagnosis.

Testing blood lead levels in children

Lead exposure can harm young children and babies — even before they're born. Testing is important for children who are 6 months to 1 year old. All children should have a lead screening test by age 2.

A doctor can test your child's blood levels and explain the results. Blue Cross Complete covers lead screenings. Treatment can range from dietary changes to medicines or a hospital stay.



Guidelines to good health for children

Regular well-child visits and scheduled immunizations for childhood diseases can help keep your child on track. Talk with your child’s doctor about what schedule is right for him or her.

Vaccines protect communities

Getting vaccinated can protect both your child and other members of the community from contagious diseases. This concept is called herd immunity, or community immunity. If most of a community is immunized, it’s harder for a contagious disease to spread. When herd immunity is reached, it helps protect people who can’t be vaccinated, like those too young or sick for shots. Help keep Michigan kids

safe and healthy by making sure your child is immunized. Visit IVaccinate.org to learn more about protecting children from vaccine-preventable diseases.



We’ve got your child covered

Seeing a doctor regularly helps make sure your kids grow up healthy and stay healthy. Well visits, shots and lead testing are all part of your benefits. Your child can see a Blue Cross Complete pediatrician without a referral. Your child can do this even if his or her pediatrician isn’t his or her primary care doctor.

For boys and girls	Age	How often	Completed? (✓)
Well-child exam Parental education: nutrition, development, injury and poison prevention, SIDS, coping skills, tobacco use screening, secondhand smoke, height, weight and body mass index	0 – 30 months	11 visits	<input type="checkbox"/>
	3 – 21 years	Every year	<input type="checkbox"/>
Neonatal and hearing screening	Birth (after 24 hours)	Once at birth	<input type="checkbox"/>
	3 days – 2 months	Once	<input type="checkbox"/>
Cholesterol screening	9 – 11 years	Once	<input type="checkbox"/>
	17 – 21 years	Once	<input type="checkbox"/>
Blood lead testing	12 and 24 months	Twice	<input type="checkbox"/>
Vision screening	3 – 6 years	Every year	<input type="checkbox"/>
	8 – 12 years	Every 2 years	<input type="checkbox"/>
	15 years	Once	<input type="checkbox"/>
Preconception and pregnancy prevention and counseling	12+ years or earlier if sexually active	Every year	<input type="checkbox"/>
Chlamydia screening	Sexually active females younger than 24 years	Talk with your doctor	<input type="checkbox"/>
HIV screening	15 – 18 years	At least once	<input type="checkbox"/>
Sexually transmitted infection screening	11 – 21 years	Talk with your doctor	<input type="checkbox"/>

Immunizations for boys and girls	Age	How often	Completed? (✓)
HPV (human papillomavirus)	9 – 14 years	2 doses, at least 6 months apart	<input type="checkbox"/>
	Females 15 – 26	3 doses if not previously vaccinated	<input type="checkbox"/>
	Males 15 – 21	3 doses if not previously vaccinated	<input type="checkbox"/>
Diphtheria, tetanus and acellular pertussis vaccine, or DTaP	2, 4 and 6 months	1st, 2nd, 3rd dose	<input type="checkbox"/>
	15 – 18 months	4th dose	<input type="checkbox"/>
	4 – 6 years	5th dose	<input type="checkbox"/>
Rotavirus	2 months	1st dose	<input type="checkbox"/>
	4 months	2nd dose	<input type="checkbox"/>
	6 months	3rd dose may be needed	<input type="checkbox"/>
Tetanus, diphtheria and acellular pertussis booster, or Tdap	11 – 12 years	1 dose	<input type="checkbox"/>
Hepatitis A	12 months	1st dose	<input type="checkbox"/>
	18 – 24 months	2nd dose	<input type="checkbox"/>
Hepatitis B	Birth	1st dose	<input type="checkbox"/>
	1 – 2 months	2nd dose	<input type="checkbox"/>
	6 – 18 months	3rd dose	<input type="checkbox"/>
IPV — polio	2 months	1st dose	<input type="checkbox"/>
	4 months	2nd dose	<input type="checkbox"/>
	6 – 18 months	3rd dose	<input type="checkbox"/>
	4 – 6 years	4th dose	<input type="checkbox"/>
HIB — Haemophilus	2 months	1st dose	<input type="checkbox"/>
	4 months	2nd dose	<input type="checkbox"/>
	6 months	3rd dose may be needed	<input type="checkbox"/>
	12 – 15 months	3rd or 4th dose	<input type="checkbox"/>
Flu	6 months – 8 years	1 or 2 doses every year	<input type="checkbox"/>
	9 – 21 years	Every year	<input type="checkbox"/>
Measles, mumps and rubella, or MMR	12 – 15 months	1st dose	<input type="checkbox"/>
	4 – 6 years	2nd dose	<input type="checkbox"/>
Varicella (chickenpox)	12 – 15 months	1st dose	<input type="checkbox"/>
	4 – 6 years	2nd dose	<input type="checkbox"/>
Meningococcal	11 – 12 years	1 dose	<input type="checkbox"/>
	16 years	Booster	<input type="checkbox"/>
Pneumococcal conjugate — pneumonia	2 months	1st dose	<input type="checkbox"/>
	4 months	2nd dose	<input type="checkbox"/>
	6 months	3rd dose	<input type="checkbox"/>
	12 – 15 months	4th dose	<input type="checkbox"/>

Additional assistance for pregnant members:

- **REWARDS!** — Attend your timely prenatal appointment and get a gift card. Have your prenatal visit with your doctor within the first 12 weeks (or first trimester) of pregnancy and you'll earn a **\$50 gift card**. The gift card will be mailed within six to eight weeks of your billed prenatal visit.
- **BRIGHT START** — This is a special program for Blue Cross Complete's pregnant moms to help ensure you have what you need for a healthy pregnancy and baby. For more information, call **1-888-288-1722** from 8 a.m. to 6 p.m., Monday through Friday. TTY users should call **1-888-987-5832**.
- **TRANSPORTATION** — To get a free ride to and from your doctor's appointment, call our transportation service 24 hours a day, seven days a week at **1-888-803-4947**. TTY users should call **711**.
- **CUSTOMER SERVICE** — If you have questions or need help scheduling appointments, contact Blue Cross Complete's Customer Service 24 hours a day, seven days a week at **1-800-228-8554**. TTY users should call **1-888-987-5832**.

5 SIGNS YOU MIGHT BE PREGNANT



A healthy pregnancy requires the appropriate care. To get that care, you need to know if you're pregnant. It isn't always easy to know as many moms-to-be don't look pregnant. Here are five signs you may be pregnant:

- 1 **MISSED PERIOD:** This is typically the first indicator; however, you may still be pregnant even if you haven't missed your period.
- 2 **NAUSEA OR MORNING SICKNESS:** This can strike day or night and sometimes begins as early as three weeks after conception. It can be with or without vomiting.
- 3 **SORE BREASTS:** An increase of blood flow may make your breasts tender, sensitive or sore.
- 4 **FATIGUE:** Levels of the hormone progesterone soar, which can make you sleepy.
- 5 **LIGHT SPOTTING OR BLEEDING:** Light bleeding, called implantation bleeding, can occur when the fertilized egg settles into the lining of the uterus.

What should you do if you suspect you may be pregnant?

The only reliable way to know that you're pregnant is to see a doctor for a pregnancy test. Home pregnancy tests may not be reliable until the week after your missed period. Schedule an appointment with your primary care physician or obstetrician-gynecologist. Let them know that you think pregnancy is a possibility and you want to have a prenatal exam.

Congratulations! You're pregnant. Now what?

- **Get prenatal care early and often.** Prenatal care is the care you receive when you're pregnant. The sooner in your pregnancy quality care begins, the better for the health of you and your baby. Your prenatal care should begin in the first 12 weeks (or first trimester) of pregnancy. The most dramatic changes and development to the baby happen during this time. Ongoing care is needed throughout your pregnancy. Your doctor will determine the frequency of visits.
- **Dental coverage.** As of July 1, all pregnant women will have dental coverage. Learn more about this expanded benefit on Page 10.

Don't let asthma keep your child on the sideline

If your child has asthma, you quickly learn to do everything you can to help him or her avoid triggers that may cause an asthma attack. Dust mites, tobacco smoke, mold and pets may all be on your list of things to avoid. But what about exercise and sports?

For some kids, physical activity may set off symptoms such as breathlessness and wheezing. However, that doesn't mean kids with asthma can't exercise or play sports. In fact, they need physical activity for good health. The key is to find the right balance between fitness and asthma control.

Getting started

Before children with asthma can run around outside with the neighborhood kids or join a sports team, they need to know three things:

1. How to use medication to prevent symptoms from getting worse
2. How to deal with an asthma attack
3. How to recognize when they need to take a break

Whatever type of activity they're interested in, encourage children to start slowly. And always keep their reliever medication on hand in case of an asthma attack.

Exercising power over asthma

Getting regular exercise may improve asthma control in multiple ways:

- **Manage weight.** A physically active lifestyle helps kids stay at or get down to a healthy weight.
- **Improve mood.** Living with asthma can be a challenge at times. Regular physical activity helps give moods a boost.



- **Decrease symptoms.** Researchers found that sports and exercise may reduce asthma symptoms in the long run.

Teaming up for success

Work with your child's doctor to manage asthma and exercise. Talk about the right types and amounts of physical activity. If flare-ups are making it difficult for your child to stay active, ask about management strategies. For example, it may help to drink water. Or, do a warm-up and cool-down. In some cases, the

doctor may recommend your child use an asthma inhaler before every workout.

The bottom line

If kids manage their asthma well and are prepared for physical activities, there's no reason why they should avoid doing them. Exercise and sports can help children reduce their risk for obesity, heart disease, cancer and Type 2 diabetes. It's also a great way for them to relax and have fun. Asthma should never be a barrier to enjoying an active life.

Have a voice in this year's Board of Managers election

Vote for your representative



It's voting season! 2018 is an election year for Blue Cross Complete's Board of Managers. The board includes one Blue Cross Complete member who serves on the board for a three-year term. If you're elected by other Blue Cross Complete members, you'll represent them on the board. The board oversees the operations of Blue Cross Complete.

How to vote

Voting is easy! Read about the four candidates on **Page 8** (at right). Vote for **one** representative on the ballot card included between **Pages 8 and 9**.

Fill out the ballot, fold it in half and insert it in the provided envelope. Seal the envelope and mail the card back to us. No stamp needed. You must be 21 or older to vote in the election.

Why wait?

Return your ballot today. It must be postmarked by **Friday, August 3, 2018**.

MEET THE CANDIDATES:

Board of Managers — Enrollee representative bios

Kevin Barowicz:

Kevin lives in Harper Woods, and has degrees and experience with art and computers. He works with the Harper Woods redevelopment project and does charity work with several churches. Kevin has many ideas and projects that he would like to see become reality while serving on the Board of Managers.

Pastor Gary Beal:

Pastor Gary Beal lives in Flint and pastors a church in the area. He has been involved in the community through jail ministries and homeless programs. Gary has been a pastor for more than 30 years. He loves to golf and have large family dinners. He loves his 11 grandchildren. Gary would like to be on the Board of Managers for the opportunity to give back to his community and pay forward the blessing he's received by participating with Blue Cross Complete of Michigan.

Jeffrey Jones:

Jeffrey lives in Oak Park. After 25 years, he retired from AT&T where he worked in security, shipping and receiving. Serving as a deacon at his church, Jeffrey works with the homeless shelter and food bank. He enjoys fishing, and would like to bring fresh, new ideas about health care to the Board.

Kimberly Redd-Phillips:

Kimberly lives in Detroit. She's owned a construction and electrical contracting firm for the past 12 years. Kimberly often visits nursing homes with her church and works to raise donations for many organizations. She was a member of the board of directors at her church for 10 years, and enjoys winter sports and going to the movies. Kimberly would like to tell others about the great coverage Blue Cross Complete of Michigan provides and work to keep health insurance costs low.

Track your health care online

At mibluccrosscomplete.com, you can read your member handbook to learn more about:

- Your benefits and health coverage
- Copays and any charges you may be responsible for (not all members have copays)
- Submitting a claim or reimbursement request for covered services
- Getting help with translations and other language services
- Using in- and out-of-network doctors and getting care
- Getting care when you're outside of the state
- Getting emergency and after-hours care
- How to obtain specialty care, behavioral health care services and hospital services
- Submitting a complaint or appeal
- Prescription drug coverage, including restrictions
- How we add new services to your benefits

You can also learn about:

- Our privacy policy
- Your rights and responsibilities
- How to identify, prevent and report fraud, waste or abuse

We can also send you a member handbook, which includes your rights and responsibilities. To ask for one, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week.

Online drug search

Our online drug search includes all the medicines we cover. The drug search lists our guidelines for these drugs, such as:

- Quantity limits
- Prior authorization, meaning Blue Cross Complete needs to give permission for you to get some medicines
- Generic or a brand name

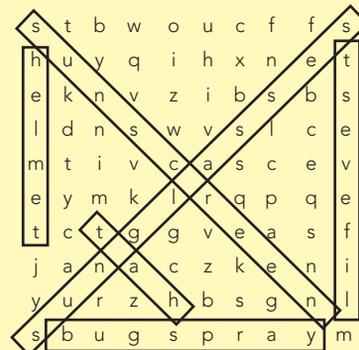
We can also send you this information. Call Pharmacy Customer Service at **1-888-288-3231**. TTY users call **1-888-988-0071**. You can call 8:30 a.m. to 6 p.m., Monday through Friday.



HAVE A BRIDGE CARD?

Get FREE fruits and veggies with Double Up Food Bucks! Find participating grocery stores and farmers markets near you at doubleupfoodbucks.org.

Word search answers from Page 2:

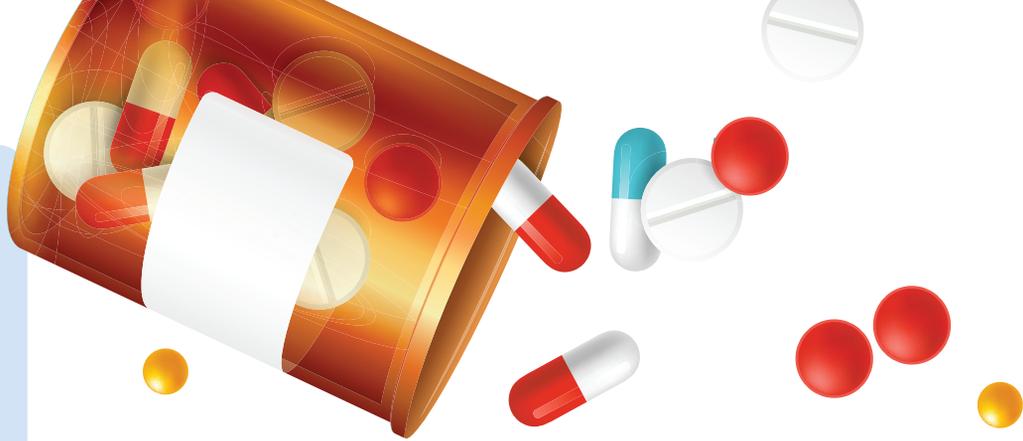


Pregnant members act now! New dental benefit available

As of **July 1**, all pregnant members will now have dental coverage. Make sure you update your pregnancy status with Blue Cross Complete and your case worker at the Michigan Department of Health and Human Services. You can report your pregnancy to Blue Cross Complete by contacting Customer Service at **1-800-228-8554**. TTY users should call **1-888-987-5832**. Then we can help you with your dental coverage.

As a pregnant member, preventive dental visits are important. Your dental coverage will last for three months after your expected due date, as long as you're covered by Blue Cross Complete. You can find a dentist by visiting mibluecrosscomplete.com. Or call **1-844-320-8465** for assistance. TTY users should call **711**.

If you already have Healthy Kids Dental coverage, you'll continue to get coverage through your current vendor. Healthy Michigan Plan members will maintain dental coverage as long as they're enrolled with Blue Cross Complete.



Easily access medication to help with opioid overdoses

In 2017, Michigan approved a standing order for naloxone. This means Michigan residents can get naloxone from a registered pharmacy without a prescription. Naloxone can treat a narcotic overdose in an emergency situation. Anyone who can help someone at risk of overdosing can get naloxone without a prescription. You can go to a pharmacy and ask for naloxone without a prescription. There won't be a copay. The pharmacy will bill Blue Cross Complete or Medicaid fee for service. There's a limit of four doses in 90 days. Healthy Michigan Plan members will have a copay through their MI Health account.

Those who get naloxone from a pharmacy will also get steps for what to do if someone overdoses, along with information about where to go for further treatment.

More than half of the state's pharmacies are registered for the standing order. Call your pharmacy to see if they're registered.

Help is available

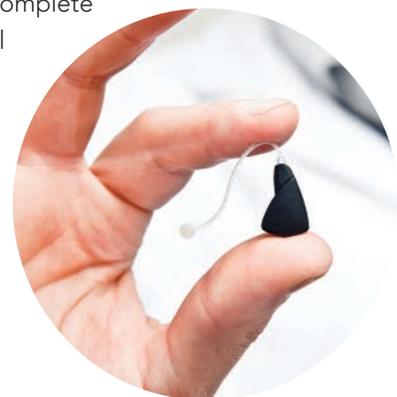
For more information about opioids and the additional steps residents can take to protect themselves and loved ones, visit michigan.gov/stopoverdoses.



For more information about available drug treatment services, visit michigan.gov/bhrecovery.

HAVE YOU HEARD? Hearing aid coverage expanding

Great news! Starting **September 1, 2018**, there will no longer be age limits on hearing aid coverage for Blue Cross Complete members. Hearing exams will be covered for all members. Benefits will also include fittings and batteries. Find a hearing aid provider at mibluecrosscomplete.com. Go to *Find a Doctor*, then search for "hearing aid." Call Customer Service at **1-800-228-8554** for assistance. TTY users should call **1-888-987-5832**.



Blue Cross Complete of Michigan co-hosts Baby Shower and Health Fair with the Detroit Parks & Recreation Department

Blue Cross Complete of Michigan co-hosted its annual Baby Shower and Health Fair with the Detroit Parks & Recreation Department on March 23, 2018. It was held at the Northwest Activities Center in Detroit. More than 361 people attended. There were 40 volunteers from Blue Cross Complete and Blue Cross Blue Shield of Michigan. There were also 39 vendors from 22 different community organizations.

"This event is such a joy to host," said Dena Nagarah, Blue Cross Complete Community Outreach Manager. "It's great to connect with new and expectant parents. We can share resources about prenatal care, healthy eating, breastfeeding and more all in one place."

One Blue Cross Complete volunteer, Carolyn Collins, IHCM Supervisor, described her experience at the Baby Shower, saying: "This event aligned with my life's purpose to serve others. It allowed me to build relationships within the community that I serve, which is extremely important for our continued growth as an organization."

During the event, there were consultations from:

- Black Mothers Breastfeeding Association
- Kohl's Safe 4 Kids
- Matrix Human Services
- Head Start
- Maternal Infant Health Program providers
- Mott Children's Hospital

Team Wellness Mobile Dental did 11 dental cleanings. The Detroit Health Department's Lead Prevention Program completed 20 lead screenings. Blue Cross Complete Chef Paul Penney gave out healthy and affordable cooking samples. There was a car seat safety presentation. Kids could enjoy a petting zoo, bounce house, games and face painting in the Kids Zone. Prize giveaways for car seats, strollers and gift baskets took place throughout the event. And everyone went home with a special gift for attending.

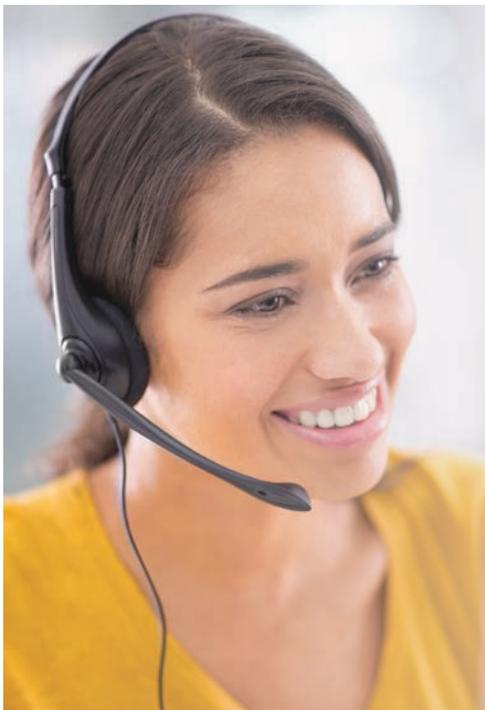
"At Blue Cross Complete, we know how important it is to bring expectant moms together with community resources," said Heidi Chan, Blue Cross Complete market president. "We're thankful to all the community groups who were involved in this important event that's designed to give new moms and babies a healthy start in life."

Baby Shower attendees enjoying the day's events.

Blue Cross Complete assists pregnant members through the Bright Start program. For more information, call Bright Start at 1-888-288-1722 from 8 a.m. to 6 p.m., Monday through Friday. TTY users should call 1-888-987-5832.

Baby Shower attendees received prizes throughout the event.





Peace of mind: Sharing information helps us understand our members

At Blue Cross Complete, we want to make sure you get the best care. So Member Services representatives ask questions to learn more about you and your family. When you call, we may ask you about your cultural background (such as race and ethnicity) and what language you're most comfortable speaking with a doctor or nurse.

You might be asked about your race, ethnicity and language preferences from these staff:

- Customer service
- Community health navigators
- Rapid response and outreach team
- Community educators
- Care managers

The more we know about you, the better we can meet your health care needs. If you choose to share this information, it will stay private. We'll only use it to better meet your needs. Thank you for helping us improve our services!

CARE MANAGEMENT: YOUR CHOICE

Care management helps patients and their families manage medical conditions. The goal is to improve health status by arranging care that helps members take charge of their health care and end reliance on others. If you don't want to be in care management, you can opt out. You can refuse care management services over the phone when you're contacted by your care manager. Or, you can opt out after you've already been receiving these services. To opt out, call our Rapid Response Outreach Team at **1-888-288-1722** to be removed. TTY users should call **1-888-987-5832**.

DID YOU KNOW? Immunization records now available online

According to a March 26, 2018, press release from the Michigan Department of Health and Human Services, immunization records are now available online for Medicaid beneficiaries. You can also access them through a mobile app on your smartphone or tablet device. It's important to know the status of your child's immunization records. See Pages 4 and 5 of this issue for a list of exams and immunizations for children.

To get immunization records online, go through the state of Michigan's myHealthPortal and myHealthButton. Create or access your account now at <https://myHB.state.mi.us>. This is available for current Medicaid, Healthy Michigan Plan, MICHild and Children's Special Health Care Services members.



Family planning confidentiality

Blue Cross Complete keeps our members' family planning information private. This includes your access to:

- Family planning counseling
- Exams
- Birth control
- Products and more
- Clinic services

We don't share this information with any vendors.



For Healthy Michigan Plan members: Committing to healthy behaviors



As a Healthy Michigan Plan member, you agree to complete a new Health Risk Assessment every year. This is an important part of being in the HMP program.

Q: What is a Health Risk Assessment?

A: The HMP Health Risk Assessment is a form that asks you some questions about your health and has you think about what changes you might want to make to be healthier.

Q: Where can I find the Health Risk Assessment?

A: You can get the HMP Health Risk Assessment form online by visiting mibluecrosscomplete.com. You can also visit michigan.gov/healthymichiganplan.

Q: Why do I need to fill it out?

A: If your income is above 100 percent of the poverty line, you'll need to complete an assessment and commit to a healthy behavior with your doctor each year. It gives you an opportunity to talk with your doctor about which behaviors you can work on in the upcoming year to improve your health. If you don't complete your Health Risk Assessment, you'll lose your Medicaid health plan coverage. This



change won't affect everyone. You're exempt if:

- You've picked a healthy behavior to work on with your doctor as part of the HMP Health Risk Assessment within the past 12 months.
- You've been in a health plan for less than a year.
- You're younger than 21 years old, are pregnant or are Native American.
- You're currently in a nursing facility or receiving hospice or home health services.
- You are or could be "medically exempt." This means you have a serious or complex health condition or you need help with some of your daily activities.

- Your household income is at or below 100 percent of the federal poverty level.

Q: How do I qualify for rewards?

A: If you complete your Health Risk Assessment, you could receive a \$50 gift card or a 50 to 100 percent discount on your cost-sharing contribution, depending on your income. This reward is our way of saying thank you for completing this form with your doctor and committing to making healthy choices.

To qualify for rewards, your MI Health Account must be up to date. Once your account payment is up to date, we'll review your record and send your incentive.

Look online for drug changes

The current list of drugs that Blue Cross Complete covers is available on our website. It's updated at least every three months. You can search the document online or print it out. Another document will show past and pending changes to the drug list.

You can also find this information in the member handbook.

To find the changes:

- Go to mibluecrosscomplete.com
- Click the *Member Benefits* tab and select *Pharmacy Benefits*
- Scroll to the *Preferred Drug List* tab
- Choose *Preferred Drug List Quick Reference (PDF)*

Find out how to contact Blue Cross Complete Utilization Management

Blue Cross Complete offers several ways members can contact us about utilization management issues:

- Our staff is available during normal hours for inbound collect or toll-free calls at **1-888-312-5713** (option 1, then 4). Our hours are 8:30 a.m. to 5 p.m. Monday through Friday.
- Our staff can receive inbound communications after normal business hours.
- We also offer TDD/TTY services for those who need them. To get these services, users should call **1-800-987-5832**.
- Language assistance is available for members.

Certified translation services are available to Blue Cross Complete members. Members qualify if English isn't their primary language. Or, if they have limited English proficiency.

Translation and interpretive services are available in more than 200 languages. Call **1-800-228-8554** to:

- Obtain these services immediately over the telephone.
- Schedule an appointment for services to be delivered. Let our staff know if you need the services over the phone or in person.

Members who access care in any setting can contact Customer Service at **1-800-228-8554**. Our staff can help translate health care plan documents. They can also get plan papers in different formats.



EPSDT program

The Early Periodic Screening, Diagnosis and Treatment program is Medicaid's health coverage for children and teens. For Blue Cross Complete members younger than 21, the following services are covered:

- Physical and developmental exams, including autism screening
- Height and weight
- Blood pressure test
- Hearing, vision and dental tests, including fluoride varnish and fluoride supplements
- Vaccines
- Lead screening
- Newborn bilirubin screening
- Cholesterol screening, as needed
- Behavioral health, developmental and special services
- Depression screening
- Maternal depression screening
- Sexually transmitted infections screening, beginning at age 11
- HIV screening, beginning at age 11

These services can be provided by your primary care physician as part of your child's annual physical. Having these services done early can help ensure that your child is developing normally. It also helps identify any potential health issues earlier to allow for proper diagnosis and treatment.



Suite 210
100 Galleria Officentre
Southfield, MI 48034

SUMMER EVENTS CALENDAR

KIDS FESTIVAL DAY AT THE MARKET

Allen Neighborhood Center has a weekly outdoor farmers market during the summer. July 18th is all about kids, with fun, interactive activities, health information and more.

Where: Allen Neighborhood Center Farmers Market – 1611 E. Kalamazoo St., Lansing, MI 48912

When: Wed., July 18 from 2:30 to 7 p.m.

2018 Community Health Fair

St. John Providence, Ascension staff will perform diabetes and blood pressure screenings. Blue Cross Complete mobile units will provide heart and vascular screenings and mammograms. There will also be fitness demonstrations, nutrition information, food, fun and entertainment.

Where: Conner Creek/Milbank Greenway – Detroit, Michigan 48234

When: Sat., July 28 from noon to 3 p.m.

Flint Community Day

This family-friendly event provides fun and information about health and fitness.

Where: Flint Development Center – 4121 Martin Luther King Ave., Flint, MI 48505

When: Sat., July 28 from 1 to 6 p.m.

Celebrating a Healthier Detroit Expo

This event closes the knowledge gap and reduces health disparities in metro Detroit, especially for those who were recently uninsured or underinsured.

Where: Milliken State Park – 1900 Atwater St., Detroit, Michigan 48207

When: Wed., Aug. 8 from 9 a.m. to 4 p.m.

Summerfest - Liberty Family Outreach

This free event provides: backpacks with school supplies, sports physicals, haircuts, face painting, hot dogs and bike repair, as well as other family services.

Where: Liberty Family Outreach – 3800 11 Mile Rd., Warren, MI 48091

When: Sat., Aug. 11 from noon to 6 p.m.

Hamilton Family Fun Day

Celebrate National Health Center Week with a fun day all about family, with interactive activities, health information and more.

Where: Hamilton Community Health Center – 2900 N. Saginaw St., Flint, MI 48505

When: Fri., Aug. 17 from 10 a.m. to 2 p.m.

Muskegon Family Care Health Fair

Celebrate National Health Center Week with free health screenings and oral exams, vendors, food, games, performances and entertainment.

Where: Muskegon Family Care Center – 2201 S. Getty St., Muskegon Heights, MI 49444

When: Sat., Aug. 18 from noon to 4 p.m.

Ypsilanti Heritage Festival

This is a three-day annual event. The free festival features arts, entertainment and includes a wide array of activities and events for the community.

Where: Riverside Park – 2 E. Cross St., Ypsilanti, MI 48197

When: Fri. Aug. 24 to Sun., Aug. 26

More summer fun

Visit mibluccrosscomplete.com for a full list of this season's events.



The National Committee for Quality Assurance is a private, nonprofit organization dedicated to improving health care quality.

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