



# Health & Wellness

Quarter 2 | 2025

## Hello!

CareFirst BlueCross BlueShield Community Health Plan Maryland (CareFirst CHPMD) wants you to get out and move! Take advantage of warm summer days and nights to work up a sweat...you can read all about the benefits of sweating in our feature article on [page 7](#). On the hottest days, remember to limit your outside exercise to earlier and later in the day to avoid the worst effects of the summer heat and sun.

Whether you're feeling great or not feeling your best, we also want you to know as much as you can about the benefits of being a CareFirst CHPMD member. Whether you need case management services for a chronic condition like diabetes, help finding healthcare providers who speak Spanish, or information about the best ways to make important appointments, this newsletter can point you in the right direction.

Your good health and wellness is our main priority. CareFirst CHPMD urges you to engage with us and let us know how we're doing!

We wish you the best of health this season.

## With Care



### Renewing your Medicaid benefits

If anyone in your household is enrolled in Medicaid or the Maryland Children's Health Program (MCHP), they do not need to take any action during the open enrollment period unless they have received a notice telling them to renew coverage. Medicaid/MCHP enrollees generally renew coverage every 12 months.

Make sure the contact information you have on file with Maryland Health Connection (MHC) is up-to-date. Log in to your account at [marylandhealthconnection.gov](https://marylandhealthconnection.gov) or call 855-642-8572 to get started.

## We want to hear from you!

In the coming months, you may receive a survey about your healthcare experience. This is your chance to share your experience and help us improve the care and services we provide. Be on the lookout for the survey by mail or phone. Thank you for helping us serve you and your community better!

### How to contact us



If you have any questions about the information in this newsletter, want to speak to someone in the Utilization Management (UM) department, need help scheduling an appointment with a Primary Care Physician, or want to discuss other healthcare services, please contact our Member Services Department. We'll be happy to help.

- CareFirst CHPMD staff identify themselves by name, title, and name of our organization when placing or receiving a call. We are available Monday through Friday, from 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: [carefirstchpmd.com](https://carefirstchpmd.com)

# Family Corner

## Is your child overdue for lead screening?

All children need a lead blood test screening for lead poisoning at ages one and two. Even low levels of lead can result in behavior and learning problems, lower intelligence quotient (IQ) and hyperactivity, slowed growth, hearing problems and anemia in children.

Lead can be found in paint, soil, water, painted toys, furniture and toy jewelry. In addition to having your primary care provider (PCP) do a blood test, you can help protect your family from lead poisoning by washing your child's hands and toys often and keeping your child from peeling any paint on toys or furniture.

## Case management services

Members with complex medical conditions can call Member Services at **410-779-9369** or **800-730-8530** (TTY: 711), or email [CHPMDMembers@carefirst.com](mailto:CHPMDMembers@carefirst.com), for information on case management services. If a member is unable to call or email, caregivers and/or healthcare providers can also request case management services for members.

These programs are voluntary and are provided at no cost to you. Members identified with certain needs may be automatically enrolled or contacted, but it is always your choice to participate in a program.

Obstetric (OB) case management services are available through our Baby Steps Program to help you with your pregnancy care needs. Your OB nurse case manager will make sure you are getting the care you need when you need it, including assistance with arranging special consultations or tests. They'll also provide you with pregnancy health information and connect you to community resources.

You can get more information about case management services in your Member Handbook, which can be found on our website at [carefirstchpmd.com](http://carefirstchpmd.com) in the *For Members* section.



## Diabetes prevention program

The national Diabetes Prevention Program (DPP) is a collection of public and private groups working together to prevent or delay type 2 diabetes for those diagnosed with prediabetes. The DPP utilizes the highly recognized Center for Disease Control and Prevention (CDC) lifestyle change program to help at-risk individuals improve their overall health through better eating, physical activity and other behavioral changes.

CareFirst CHPMD members between the ages of 18 and 64 who meet the following criteria are eligible for participation in the DPP lifestyle change program:

- They receive healthcare services through CareFirst CHPMD
- They are overweight or obese
- They have an elevated blood glucose level or a history of gestational diabetes mellitus
- They have never had a previous diagnosis of type 1 or type 2 diabetes prior to enrollment
- They are not currently pregnant

## For more information

To learn more about the HealthChoice Diabetes Prevention Program go to: **Pages - HealthChoice Diabetes Prevention Program.**

If you're interested in participating in the DPP or learning more about the lead blood test, you can call and speak to a member of our Quality team at **410-921-2130** (TTY:711).

## Finding a provider

If you need to find a provider in your network, you can use the online search tool at [Search - CareFirst CHPMD Providers](#). This tool lets you search for providers by specialty, location and name.

To find doctors who provide Gender Affirming Care, choose your criteria, then go to the *Languages and Skills* section and select *Gender Affirming Care*.

Please note that all the information in CareFirst CHPMD's Provider Directory, like the doctor's name, gender, specialty, hospital, medical group, board certification, office location, languages spoken and if they're accepting new patients, is verified by us every three years. Doctors can update their information at any time.

For the most current information on provider status, contact the provider directly or visit [Search - CareFirst CHPMD Providers](#).

## Schedule PCP appointment and accessing specialty care

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 your PCP at least once per year for a physical, even if you're not sick.

Your PCP can also help you with getting specialty care. Your PCP can identify the appropriate specialist for your needs and provide you a referral. If your PCP refers you to a specialist, please visit [Search - CareFirst CHPMD Providers](#) to make sure the specialist is within the CareFirst CHPMD network before you make an appointment.

## Member Handbook

Your benefits through the Maryland 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 at [carefirstchpmd.com](#). If you would like a copy mailed to you, please contact Member Services at 410-779-9369 or 800-730-8530 (TTY: 711).

Access to medically necessary covered services from an out-of-network providers are covered only when these services are unable to be provided by in-network providers, or for benefits available by self-referral like emergency care, family planning and services from school-based health centers.

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. The CareFirst CHPMD Member Handbook, Section II, contains a complete list of covered benefits, benefits that are considered self-referral benefits such as emergency care, family planning, and school-based health centers, as well as services that are excluded from coverage.

## New: interpreter services

Interpreter services are available at no cost to CareFirst CHPMD members for doctor office visits.

## CareFirst 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 [members.carefirstchpmd.com](#).

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 410-779-9369 or 800-730-8530 (TTY: 711) to confirm enrollment status. Portal access may take up to 5-7 business days.



## Introducing Zócalo Health

Zócalo Health is a group of doctors that deliver medical and social care services in both English and Spanish. They can help you get the care you need as a CareFirst CHPMD member.

Zócalo Health helps with medical and social care. They can refill prescriptions, help with checkups and support you when you are sick. They also help you take care of health problems like diabetes, get support from programs like WIC and SNAP, provide rides to your appointments, and send you to specialists, if you need one.



### For more information

Visit [zocalo.health/patients](https://zocalo.health/patients), call or text 240-262-4470.



## Coming Soon: Quarterly Member Town Hall Meetings



Thank you for attending our Consumer Advisory Board (CAB) meetings. We have had record attendance, which shows just how much you value the chance to share your feedback with us. To ensure that our meetings are most valuable to you, we are excited to announce that we will soon launch quarterly Member Town Hall meetings!

These meetings will review plan benefits, explore incentives and programs that you have access to, and provide you with an opportunity to let us know what we are doing well and what we can improve.

Please note that we are not able to provide a gift card for participating in these Town Hall Meetings. However, as a member of CareFirst CHPMD, you can earn member incentives and gift cards through our other health programs. We encourage you to attend the Town Hall to learn more about how you can qualify and earn your member incentives.

We look forward to seeing you at the first Town Hall in September! Stay tuned for an update regarding the date, time, and location.

## Emergency Services



If you need urgent care or emergency services when you're out of town, go to the nearest urgent care center or 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.

# Pharmacy Corner

Getting your maintenance medications through mail order is a convenient way to make sure you never miss a refill. Members can use our mail-order pharmacy for most chronic, non-opioid medications, including medications on our 90-day prescription fill list. These medications can be delivered directly to your home if you have a working phone number and an updated home address.

Your formulary is the list of drugs covered by your plan and is frequently updated to best meet the needs of our members. To view and search your formulary, [click here](#). You can [click here](#) for the 90-day prescription fill list.

**Some medications, even if they are on your formulary, are not available through mail order.**

Members can contact CVS Caremark at **855-566-8397** to enroll in the mail-order benefit or to ask questions about the mail-order benefit. Your provider can help you enroll by contacting CVS Caremark at **800-378-5697** and selecting option 3.

Providers can also print and complete an enrollment form from [caremark.com](http://caremark.com) and fax the form to **800-378-0323**.

If your medication does not arrive on time and you are out of medication, you may be eligible for a smaller “bridge supply” that can be picked up at a CVS Pharmacy near you while the balance of your prescription is being mailed.



## Continuity of care



If you are currently receiving care for a medical condition and qualify for one of the following reasons, then you have special “continuity of care” rights in Maryland:

- New to HealthChoice (the Managed Care Program (MCO) in Maryland)
- Switched your HealthChoice MCO from another MCO
- Switched to HealthChoice from another company’s health benefit plan.

If your previous MCO pre-approved surgery or other services, you may not need to get new approval from CareFirst CHPMD to have the surgery or to continue receiving the services. Also, for certain conditions, if you are seeing a provider who is a participating provider with your old company or MCO but not with CareFirst CHPMD, you may continue to see your provider for a limited time as though the provider were a participating provider with us.

For more information on how you could qualify for Continuity of Care, check the Member Handbook at [carefirstchpmd.com](http://carefirstchpmd.com).

# Word Search

## Instructions:

- Find the words that represent benefits you receive as a CareFirst CHPMD member.
- Highlight the words found in the grid.
- The words can be arranged horizontally, vertically, diagonally and can be spelled forwards or backwards.

Z Y R H T I L A E C R T S N O R R B  
 E Y E G L A S S E S P R I G O D P N  
 A R E M G N D N E P R U U S I O L P  
 N O I T A T R O P S N A R T Q U A D  
 L N R R G P C U S E G K A L P L K I  
 A P P E A L S H Q S Z S T K S A A Z  
 R O U T I N E P H Y S I C A L S O C  
 E P A L E T T I R A T N E C N E N B  
 N U R S E H O T L I N E T G N I P F  
 T N E M E G A N A M E R A C W P E Y  
 G R I E V A N C E S M E A L S T Q V  
 H E A L T H E D U C A T I O N T S M  
 D I A B E T E S P R E V E N T I O N  
 M Y H E A L T H R E W A R D S N A L  
 S I X F R E E R I D E S P R O G B A

### HealthChoice benefits

- |                       |                     |                    |
|-----------------------|---------------------|--------------------|
| ■ Transportation      | ■ Eyeglasses        | ■ Nurse Hotline    |
| ■ Six free rides      | ■ Meals             | ■ Health Education |
| ■ Diabetes Prevention | ■ Care Management   | ■ Appeals          |
| ■ MyHealth Rewards    | ■ Doulas            | ■ Grievances       |
|                       | ■ Routine Physicals |                    |



# Fitness: Benefits of Sweating

## The benefits of sweating: why it's good for you!

Most of us know that sweating is the body's way of managing our temperature. Sweat—made mostly of water but also salt and other materials—evaporates from the skin, creating a cooling effect that keeps us from getting too hot and helps us function normally.

There's more to sweating than just the basics, though. The fact is that the positives of sweating far outweigh the negatives. The temporary discomfort and body odor from a good sweat are easily washed away quickly by a shower and a cool room, but, as you'll see below, the proven effects of working up a sweat are predictors of better health for the long run.

For sure, the sweat you get from exercise, at the right level of effort for your body, is proof of a good workout or another goal met on a journey to weight loss, increased strength or general fitness. Here are a few more reasons that sweating can be good for you...

### Sweat removes toxins

No matter how well you eat or how well you've taken care of your health, your body will contain small amounts of harmful substances. Sweating helps remove them from your body, with your skin acting like a tiny filter for the "good stuff" to remain while the harmful substances and chemicals leave. It's important to remember, of course, that most of the job of filtering those toxins goes to your liver and kidneys.

### Sweating is good for your skin

Have you ever heard of a "sweat glow?" When you sweat, your pores open, removing dirt, oils and dead skin that can clog them. This can help keep your skin clear and healthy. After sweating, many people feel their skin looks fresh due to the increased blood flow. Remember, your skin is the largest organ in your body!



### Sweating is a sign of overall fitness

Sweating is also a sign that your body is working hard, in a good way, and getting stronger and healthier. The more you exercise, the better your body becomes at cooling itself. So, if you notice you're sweating more when you play your favorite sport or do your favorite movement activity, it means you're getting fit!

### Sweating boosts your mood

Did you know that sweating can make you feel happier? When you exercise and sweat, your body releases special chemicals called endorphins. These endorphins can make you feel good and even reduce stress. That's why after playing a sport or going out for a run, you might feel happy...even if you didn't win or set a personal best!

### Sweating helps you hydrate

When you sweat, it's more likely that you're drinking water or other fluids to stay hydrated during and after your activity. That means that you're making sure your body is full of the things it needs to work properly. Drinking enough water is important for everyone, but especially if you sweat a lot!

Now you know—sweating is not just about getting a little sticky and staying in shape! The next time you start to sweat, remember all the good things it's doing for your body. Just make sure to replace what you lose with plenty of fluids and know your limits when it comes to exercise, especially in the hot summer months.



## Engage with CareFirst

The CareFirst Engagement Center brings community resources together to help you live your healthiest life! We offer FREE fitness classes, CPR/AED training, women's self-defense classes, wellness classes, and so much more!

Register at [eventbrite.com/o/carefirst-engagement-center-57586381553](https://eventbrite.com/o/carefirst-engagement-center-57586381553) and plan to join us at one of two locations:

- CareFirst Engagement Center, 1501 South Clinton Street, Baltimore, MD 21224
- CareFirst Engagement Center, 3201 Tioga Parkway, Suite W, Baltimore, MD 21215

## 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



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

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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## 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.–5 p.m. EST, Monday through Friday. TTY users should call 711.

## 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 any type of illness or condition. To review a full list of CareFirst CHPMD 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.