



Health & Wellness

Spring 2024

Happy Spring!

Welcome to the spring edition of Health & Wellness, a digital publication designed specifically for members of the CareFirst BlueCross BlueShield Community Health Plan of Maryland. Each quarter, we'll send you a new issue full of useful information about your plan and tips on making the most of all your benefits.

Those of you who are already familiar with Health & Wellness may notice a bit of a change. Call it spring cleaning: We figured there was no better time to give our pages a fresh, new look than when Mother Nature was doing something similar herself.

We hope you enjoy this issue!

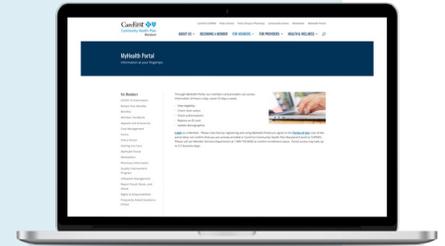
With Care

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 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.

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.



Is Having a Primary Care Physician Important?



These days, it's not uncommon to see a different doctor every time you need care. While this may seem convenient, the interruption of care can create problems in the long run. Having a primary care provider (PCP) can help eliminate these potential gaps in care.

A PCP specializes in you. They learn about your medical issues, your family history and your personal preferences. And they use this knowledge to guide you to the kind of care that best fits your individual needs.

When you need a specialist, your PCP can refer you to one who is capable and trustworthy—providing added peace of mind while saving you the time and trouble of finding one on your own. Plus, having a PCP eliminates need to complete your medical history and insurance paperwork every time you visit a new doctor.

When you're looking for a PCP, look for someone who is a good match for you personally. Check their background. Read their patient reviews. Schedule a routine physical with someone you're considering to see how you get along with them.

Your primary care provider 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:

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

Let's Spring Into Wellness

Take advantage of Spring!

Flowers are blooming, the weather is getting warmer, so there is no better time to enjoy the benefits of Spring!

1. **Get moving and take advantage of the outdoors.** Try hiking, jumping rope, taking long walks, or playing childhood games like hopscotch.
2. **Stay hydrated** by drinking plenty of water.
3. **Sign up for a 5k!** There are plenty of race opportunities and walking challenges to join now that the weather is getting warmer.
4. **Visit your national, state, or local parks** to enjoy nature on a trail walk.
5. **Go fishing and eat more fish!** Seafood is packed with protein and heart healthy and brain boosting omega-3 fatty acids.

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 [CareFirst BlueCross BlueShield's Engagement Center](#) and plan to join us at:

CareFirst Engagement Center
1501 South Clinton Street
Baltimore, MD 21224

Hours: 10 a.m.-6 p.m., Monday-Friday



Health and wellness is a big deal at Blue365

Blue365 is a free health and wellness discount program offered to you as a CareFirst CHPMD member. We offer year-round discounts on gym memberships, fitness gear, healthy eating options and more. To begin enjoying these benefits, visit and join blue365deals.com/CareFirstBCBS/offers.

Eat Healthy

Springtime is a great time to take advantage of the fresh vegetables and herbs that become available at farmers markets and local gardens. This healthy vegetarian quiche recipe is as easy to make as 1-2-3. It's a quiche without the fussy crust! It's filled with sweet wild mushrooms and savory Gruyere cheese. Enjoy it for breakfast, brunch, or serve it with a light salad for lunch.



Ingredients

- 2 tablespoons extra-virgin olive oil
- 8 ounces sliced fresh mixed wild mushrooms such as cremini, shiitake, buton and/or oyster mushrooms
- 1-1/2 cups thinly sliced sweet onion
- 1 tablespoon thinly sliced garlic
- 5 ounces fresh baby spinach (about 8 cups), coarsely chopped
- 6 large eggs
- 1/4 cup whole milk
- 1/4 cup half-and-half
- 1 tablespoon Dijon mustard
- 1 tablespoon fresh thyme leaves, plus more for garnish
- 1/4 teaspoon salt
- 1/4 teaspoon ground pepper
- 1-1/2 cups shredded Gruyere cheese

Spinach Mushroom Quiche

Directions

1. Preheat oven to 375 degrees F. Coat a 9-inch pie pan with cooking spray; set aside.
2. Heat oil in a large nonstick skillet over medium-high heat; swirl to coat the pan. Add mushrooms; cook, stirring occasionally, until browned and tender, about 8 minutes. Add onion and garlic; cook, stirring often, until softened and tender, about 5 minutes. Add spinach; cook, tossing constantly, until wilted, 1 to 2 minutes. Remove from heat.
3. Whisk eggs, milk, half-and-half, mustard, thyme, salt, and pepper in a medium bowl. Fold in the mushroom mixture and cheese. Spoon into the prepared pie pan.
4. Bake until set and golden brown, about 30 minutes. Let stand for 10 minutes, slice. Garnish with thyme and serve.

Nutritional Facts

Nut-free	Calories: 270
Soy-free	Fat: 20 g
Vegetarian	Carbs: 7 g
Gluten-free	Protein: 17 g

Servings: 6

Prep Time: 25 minutes

Total Time: 1hr 5 mins



Pharmacy Corner

Formulary change

CareFirst CHPMD regularly updates its approved list of drugs (called a formulary) to ensure all appropriate drugs are available for your health care needs.

Effective 3/1/24, brand name drug Humira is no longer a covered drug. If you are taking this medication, please talk to your doctor about switching to the formulary alternative adalimumab-adaz, adalimumab-fkjp, or Hadlima. You can find more information on our website at carefirstchpmd.com. This information can also be obtained by contacting Member Services at 800-730-8530 (TTY: 711).



Copay update

Effective 5/1/24, copayments will be implemented for all Managed Care Organizations (MCOs) as below:

- \$1.00 for generic drugs, preferred/formulary brand drugs, and HIV/AIDS drugs
- \$3.00 for non-preferred/non-formulary brand drugs
- Excluded from the above co-pays (\$0 co-pays): pregnant women, American Indians, individuals under the age of 21, individuals receiving hospice care
- Copayments do not apply to family planning drugs, such as birth control

Certain drugs, such as mental health and substance use disorder medications, are covered by the Maryland Department of Health, and co-pays may apply to those drugs.

Access to Utilization Management (UM) department



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.

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
- Website: www.carefirstchpmd.com

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 any 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*.

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.



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. 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.



P.O. Box 915
Owings Mills, MD 21117

410-779-9369
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)。

CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, Inc., an independent licensee of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.