

PREPARE NOW TO STAY HEALTHY DURING FLU SEASON

Influenza, also known as the flu, can make you feel terrible. But there are things you can do now to help keep the flu away.

Some basic tips:

- Get a flu vaccine, or shot, each year.
- Wash your hands often.
- Stay away from people who have the flu.
- Eat more foods like fruits and vegetables that can help protect you from the flu.
- Drink more water.
- Get more rest.

The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older, especially those at high risk of serious complications from the flu, get a flu shot every year. And if you're age 65 or older, the CDC suggests getting a pneumonia vaccine as well.

When should you get a flu shot?

Even though the flu season usually peaks in January or later, try to get a flu shot as soon as the vaccine becomes available — before the flu season even begins and reaches your community. This will give your body time to develop the antibodies needed to protect against the flu.

Where can you get a flu shot and more information?

- Your primary care provider (PCP) or case manager
- Any of our network pharmacies if you're age 21 or older
- Your local health department



How active is the flu in your state or city?
Visit cdc.gov/flu/weekly for more details.



Member Services
and 24/7 NurseLine:
1-866-231-0847 (TTY 711)



BlueCross BlueShield
of Western New York

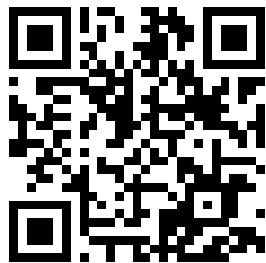
NEED HELP STAYING UP-TO-DATE ON YOUR PERSONAL MEDICAL INFORMATION?

The Express Scripts mobile app can help you keep up with your medicines anytime, anywhere.

From the mobile app, you'll have instant access to features* such as:

- **Your Medicine Cabinet** to check interactions, set reminders, manage medications and update your history.
- **Pharmacy Care Alerts** to help you keep up with your prescribed treatment plan.
- **Claims and History** to view your prescription activity and details.
- **Locate a Pharmacy** to search for network pharmacies, contact information and directions.
- **Drug Information** to find side effects, drug interactions, pill images and more.

**Some features may not be available unless they are turned on for your group at express-scripts.com.*



To learn more about whether the Express Scripts mobile app is available for your mobile device or how to download it today at no cost, visit express-scripts.com or scan this image with your smartphone.



Choosing a primary care provider

A primary care provider (PCP) is a health care professional who sees people who have common medical problems. Your PCP can be a doctor, physician assistant or nurse practitioner.

Why is it important to have a PCP you know and trust?

Your PCP oversees your health care and is your main provider in nonemergency situations. They can:

- Provide preventive care and teach healthy lifestyle choices
- Identify and treat common medical problems
- Assess your medical problems and help you get the right treatment
- Make referrals to medical specialists

If you have a PCP you know and trust, make sure their name is listed on your BlueCross BlueShield of Western New York ID card. If it is not listed, BlueCross BlueShield will not pay for the services you receive from your PCP.




If you need to change the PCP listed on your BlueCross BlueShield ID card, just call Member Services at **1-866-231-0847 (TTY 711)**.

We'll make the change and you can start seeing your new PCP right away. You'll get a new ID card in the mail within 10 working days.

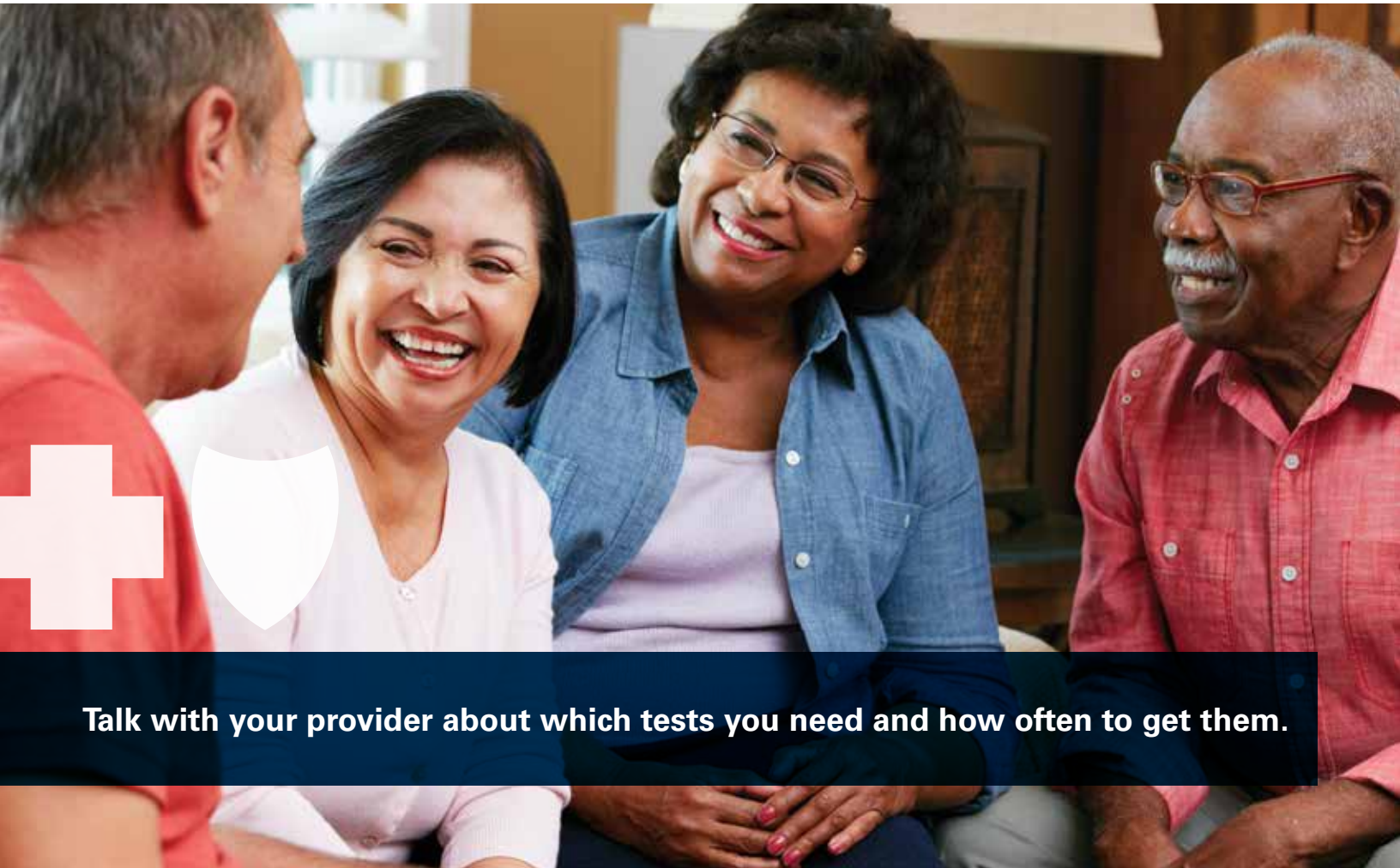
REGULAR SCREENINGS CAN HELP PREVENT COLORECTAL CANCER

Screening tests can give you peace of mind that everything is okay. They can also find growths early when they are more easily treated.



If you're between 50 and 75 years of age, you can be screened with one of these tests:

Test	What does it do?	How often?
Stool tests	Looks for signs of cancer in the stool	Once a year
Sigmoidoscopy	Looks at the lower third of your colon	Every five years
Colonoscopy	Looks at the entire colon	Every 10 years



Talk with your provider about which tests you need and how often to get them.

LADIES, PROMISE YOURSELF GOOD HEALTH

When was your last well-woman checkup?

Many women put off getting a well-woman checkup for different reasons. What might get in the way of going to your well-woman checkup?

- I'm too busy to schedule an appointment
- I'm nervous about getting these screenings
- I'm worried it's going to hurt
- Something else: _____

If you need a little encouragement, ask a friend to go with you. We're here to answer any questions you might have towards taking that first step in scheduling your appointment.

Some important things to talk with your health care provider about at this appointment are:

- A Pap test to screen for cervical cancer.
- A mammogram (X-ray of the breast) to screen for breast cancer.
- Any other screenings or services you may need, such as a colonoscopy.



Direct access for well-woman care

Seeing a woman's health specialist doesn't require a referral. Just verify that the specialist is in the BlueCross BlueShield network and that you're being seen for a covered service. If you're not sure if a service is covered, you can call Member Services at **1-866-231-0847 (TTY 711)**.

For help finding a provider, please call Member Services at **1-866-231-0847 (TTY 711)** or visit www.bcbswny.com/stateplans to search our provider directory.



What if your teen has outgrown pediatric care?

It may be time for a new PCP

As children near adulthood, their health needs start to change. By age 18, your teen may want to find a PCP who treats adults.

Adult PCP offices include:

- Family practice
- Internal medicine
- Gynecology



Getting a yearly wellness checkup can help your teen stay well and keep up with everyday life.

Asking your teen’s current PCP to recommend a new adult PCP is a great place to start. BlueCross BlueShield is here to help, too. You can change your teen’s PCP at any time.

If you, or someone you’re helping, has questions about BlueCross BlueShield of Western New York, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-866-231-0847 (TTY 711).

ENGLISH

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de BlueCross BlueShield of Western New York, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-866-231-0847 (TTY 711).

SPANISH

如果您或您幫助的人有關於 BlueCross BlueShield of Western New York 的問題，您有權利免費取得您所使用語言的幫助和資訊。如需口譯員服務，請致電 1-866-231-0847 (TTY 711)。

CHINESE

Если у Вас или у того, кому Вы помогаете, появятся вопросы о BlueCross BlueShield of Western New York, у Вас есть право бесплатно получить помощь и информацию на Вашем языке. Чтобы поговорить с переводчиком, позвоните 1-866-231-0847 (TTY 711).

RUSSIAN

Si ou menm, oswa yon moun w ap ede, gen kesyon konsènan BlueCross BlueShield of Western New York, se dwa ou pou yo ede ou ak ba ou enfòmasyon nan lang ou gratis. Pou pale ak yon entèprèt, rele 1-866-231-0847 (TTY 711).

HAITIAN CREOLE

귀하 또는 귀하가 도움을 주고 있는 다른 사람이 BlueCross BlueShield of Western New York에 대한 질문이 있는 경우, 귀하는 무료로 귀하가 사용하는 언어로 도움을 받고 정보를 얻을 수 있는 권리가 있습니다. 통역자와 통화하려면 1-866-231-0847 (TTY 711)로 전화하십시오.

KOREAN

Se lei o qualcuno che sta assistendo dovesse avere domande relative a BlueCross BlueShield of Western New York, ha il diritto di ottenere aiuto e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, contatti 1-866-231-0847 (TTY 711).

ITALIAN

אויב איר אדער עמיצער וועם איר העלפט האט פראגעס איבער BlueCross BlueShield of Western New York, האט איר די רעכט צו באקומען הילף און אינפארמאציע אין אייער שפראך פריי פון אפצאל. צו רעדן מיט א דאלמעטשער רופט 1-866-231-0847 (TTY 711).

YIDDISH

যদি আপনার, বা যাকে আপনি সাহায্য করছেন তার, BlueCross BlueShield of Western New York সম্পর্কে কোন প্রশ্ন থাকে, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাবার অধিকার আপনার আছে। একজন দোভাষীর সাথে কথা বলতে, 1-866-231-0847 (TTY 711)

BENGALI

Jeśli macie Państwo pytania lub osoba, której Państwo pomagacie, ma pytania na temat BlueCross BlueShield of Western New York, przysługuje Państwu prawo do bezpłatnej pomocy i informacji w Państwa języku. Aby skorzystać z usług tłumacza, proszę zadzwonić pod numer 1-866-231-0847 (TTY 711).

POLISH

إذا كانت لديك أو لدى أي شخص تقوم بمساعدته أي أسئلة حول BlueCross BlueShield of Western New York، فيحق لك الحصول على المساعدة والمعلومات بلغتك الأم بشكل مجاني. للتحدث إلى مترجم، اتصل على 1-866-231-0847 (TTY 711).

ARABIC

Si vous ou une personne que vous aidez avez des questions sur BlueCross BlueShield of Western New York, vous pouvez recevoir de l’aide et des informations dans votre langue à titre gratuit. Pour parler à un interprète, appelez le 1-866-231-0847 (TTY 711).

FRENCH

اگر آپ، یا جس کسی کی آپ مدد کر رہے ہیں، ان کے پاس BlueCross BlueShield of Western New York کے بارے میں کوئی سوال ہے، تو آپ کو تعاون حاصل کرنے اور کسی بھی قیمت پر معلومات حاصل کرنے کا حق ہے۔ ایک مترجم سے بات چیت کرنے کے لئے، کال کریں 1-866-231-0847 (TTY 711)۔

URDU

Kung may mga katanungan ka, o isang tao na tinutulungan mo tungkol sa BlueCross BlueShield of Western New York, may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang gastos. Para makipag-usap sa isang interpreter, tumawag sa 1-866-231-0847 (TTY 711).

TAGALOG

Εάν εσείς ή κάποιο άτομο το οποίο βοηθάτε έχει ερωτήσεις σχετικά με το BlueCross BlueShield of Western New York, μπορείτε να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας δωρεάν. Για να μιλήσετε με έναν διερμηνέα, καλέστε στο 1-866-231-0847 (TTY 711).

GREEK

Nëse ju ose dikush tjetër që po ndihmoni keni pyetje për BlueCross BlueShield of Western New York, ju keni të drejtën të merrni ndihmë dhe informacione falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi 1-866-231-0847 (TTY 711).

ALBANIAN



**BlueCross BlueShield
of Western New York**

MY HEALTH



Making decisions on care and services

Sometimes we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don't base it on that they might or we think they might deny or would be likely to deny benefits.

Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by BlueCross BlueShield. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call Member Services at the phone number listed on your ID card or go online to www.bcbswny.com/stateplans.

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