



www.bcbswny.com/stateplans

CHILDHOOD IMMUNIZATIONS

What are immunizations? Why are they important?

Immunizations, or shots, help protect your child from getting sick. Infants and toddlers receive most of their shots before age 2. If your child has missed any shots, they should get them as soon as possible.



Call your child's primary care provider (PCP) today to see whether their immunizations are up-to-date.

For help finding a PCP or making an appointment, call Member Services at 1-866-231-0847 (TTY 711) toll free Monday through Friday from 8:30 a.m. to 6 p.m. Eastern time.

To learn more, visit cdc.gov/vaccines.



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



BlueCross BlueShield
of Western New York



PRENATAL AND POSTPARTUM CARE STARTS WITH YOU

If you're pregnant, you may wonder what's next. The most important thing to remember is that you and your baby's care starts with you. **See a doctor as soon as you realize you may be pregnant.**

It's a good idea to go to your prenatal appointments. These are the checkups you have with your doctor before your baby is born. During these visits, your doctor will see how you're doing and how your baby is developing. You can write down when and where your appointment is to make it easy to remember.

After your baby arrives, your doctor will make sure your body is healing properly and discuss birth control options. This is called a postpartum checkup. Taking good care of yourself is one of the best things you can do while caring for your baby.

Healthy teeth for life

Healthy teeth are important to your child's overall health. From the time a child is born, there are things that can be done to help prevent cavities and gum disease. Forming good habits early can help keep your child's teeth healthy for life.

What are some important health steps to keep your child's teeth healthy?



- Brushing teeth daily as recommended
- Eating healthy and avoiding sugary foods and drinks
- Taking your child to regular dental exams and cleanings every six months

All BlueCross BlueShield of Western New York members have dental coverage through LIBERTY Dental. That means your child can get routine dental care at no cost.

Call 1-833-276-0846 to find a dentist in our plan and set up your appointment. When you call the dentist to schedule a visit, be sure to tell them you have coverage through LIBERTY Dental.



You could wait a long time in the ER for things that aren't emergencies, like a cough, itch, or sprain.

Instead, consider these instead of going to the ER:

- Call your primary care provider (PCP). They will know what services you need.
- If you can't reach your PCP, call the 24/7 NurseLine anytime, day or night. They can help you decide what to do.
- Go to an urgent care facility or walk-in clinic for things like sudden illnesses, injuries, or conditions that aren't an emergency but need to be treated right away. They're open evenings and/or weekends and can see you without an appointment.



LET'S PREPARE TO STAY HEALTHY DURING FLU SEASON!

Influenza (flu) is a viral infection that typically comes on quickly and without prior illness.

Some of the symptoms to look for are:

- Fever
- Body aches
- Headache
- Dry cough
- And unusual fatigue



The worst part of the illness tends to last for 3 to 4 days, but it can take up to two weeks to feel completely well.

Since it's a virus, antibiotics won't work. It's often best treated at home with hydration and rest. If symptoms persist or get worse, call your primary care provider (PCP) right away. If you're unable to reach your PCP, go to an urgent care or emergency room.

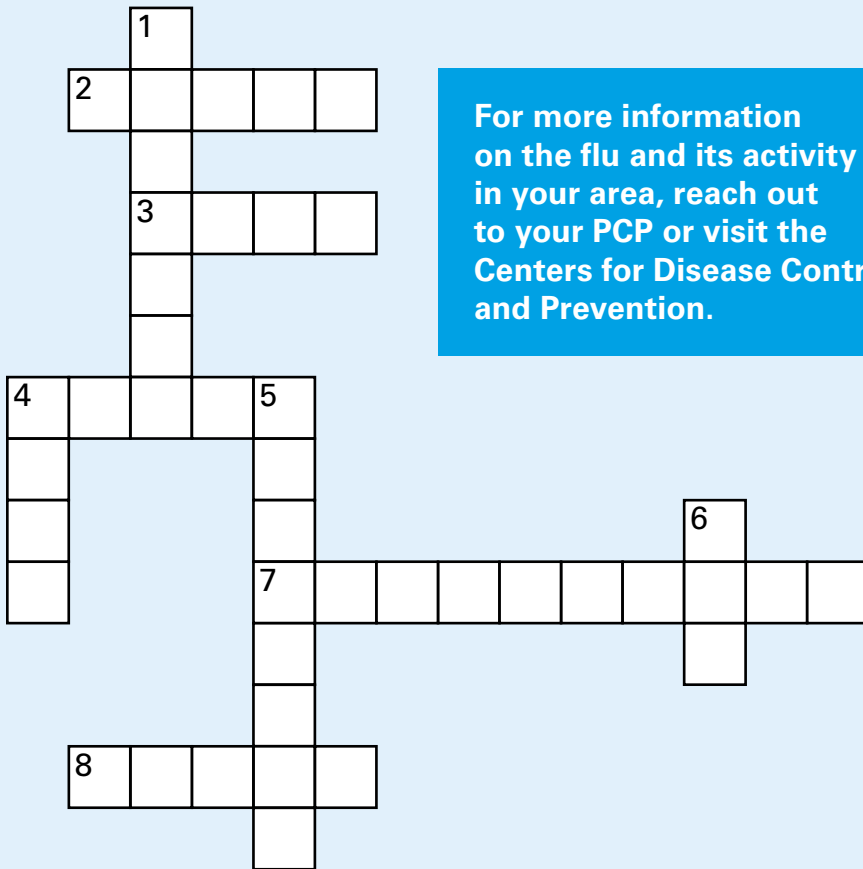
Here are some things you can do to help prevent the spread of the flu:

- Getting a flu vaccine at or before the beginning of flu season.
- Avoiding close contact with those who have the flu whenever possible.
- Washing your hands often with soap and water.
- Covering your nose and mouth with a tissue when coughing or sneezing.
- Avoiding touching your eyes, nose and mouth.



How can you prepare for flu season and a healthy you?

Here's a fun puzzle to get you started:



For more information on the flu and its activity in your area, reach out to your PCP or visit the Centers for Disease Control and Prevention.

Across

2. Washing these helps minimize the spread of the flu
3. Symptoms similar to the flu but less severe
4. A way for the body to rest and repair
7. These provide vitamins and nutrients to help boost the immune system
8. Drinking more of this helps hydrate the body



Down

1. Lowers your risk of getting the flu each year
4. Staying away from people while they are this helps prevent the spread of flu
5. This person can help answer your questions about the flu and vaccine
6. A viral infection of fever, body aches, headache, dry cough and sore throat

Source: cdc.gov/flu/index.htm.

FLU SHOTS

What?

The Centers for Disease Control and Prevention (CDC) recommend everyone 6 months of age and older get an injectable flu vaccine.

When?

The flu season usually peaks in January so getting a flu shot as soon as the vaccine becomes available in the fall allows your body time to develop the necessary antibodies to protect against the flu before it reaches your community.



Where?

- Your PCP
- Any of our plan pharmacies if you're age 21 or older
- Your local health department

If you're an adult 65 years or older, talk with your provider about getting a pneumonia vaccine as well.

Crossword puzzle answers:
Across
 2. Hands
 3. Cold
 4. Sick
 5. Provider
 6. Flu
 7. Vegetables
 8. Water
Down
 1. Vaccine
 4. Sleep
 5. Person



This letter is available in other formats for members with special needs or who speak languages other than English. If you need assistance with translation or obtaining alternate formats of this letter, please call our Member Services department at 1-866-231-0847 (TTY 711) for help.

Esta carta está disponible en otros formatos para miembros con necesidades especiales o que hablan idiomas distintos al inglés. Si necesita asistencia con la traducción o la obtención de formatos alternos de esta carta, llame a nuestro departamento de Servicios al Miembro al 1-866-231-0847 (TTY 711).

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 עמיצעער 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 কে না কোনো প্রশ্ন থাকে, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাবার অধিকার আপনার আছে। একজন দো ভাষীর 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 and others involved in UM decisions do not get any reward for limiting or denying care. When we hire, promote or fire providers or staff, it isn't based on their likelihood 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 the customer service number on the back of your ID card or go online to www.bcbswny.com/stateplans.

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