

Thank you!

Thank you for being a Blue Cross and Blue Shield of Nebraska (BCBSNE) Medicare Advantage member. This newsletter is designed to provide you with tools and resources to help meet your health care needs.

Additional resources are also available online at Medicare.NebraskaBlue.com/MedicareAdvantage.

Important COVID-19 Information

Understand your benefits

COVID-19 testing and treatment is covered by your plan if you visit an in-network doctor's office, urgent care facility, emergency room or inpatient hospital. To learn more about BCBSNE's benefits during COVID-19, visit NebraskaBlue.com/Coronavirus

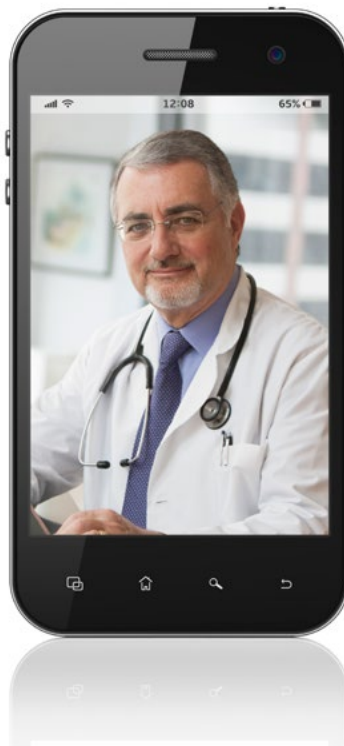
What you need to know

According to the CDC, COVID-19 spreads from person to person through droplets when an infected person coughs or sneezes. Symptoms of the virus include fever, cough, and shortness of breath.

Call your doctor or use Amwell's telehealth services if you have symptoms. To learn more, visit CDC.gov/Coronavirus

In this issue:

COVID-19 information	1
Telehealth	1
Health and safety tips	2
Pharmacy reminders	3
Connecting with loved ones . . .	3
Diabetes checklist.	4



TELEHEALTH

Until further notice, all telehealth visits from in-network providers will be paid with no member cost share if you are covered under a BCBSNE plan.

You can also use BCBSNE's preferred telehealth provider, Amwell® which allows you to connect with doctors, including behavioral health and counseling services, at your convenience.

You can register to use Amwell® at NebraskaBlue.com/Telehealth.

Amwell® is an independent company that provides telehealth services for BCBSNE.

COVID-19 health and safety **TIPS**



At BCBSNE, ensuring the health and safety of our members is our top priority. Use the following tips to help protect yourself from COVID-19.

Maintain proper hygiene:

Wash your hands frequently with soap and water for at least 20 seconds. Cover your cough or sneeze with a tissue, then throw it away. Disinfect surfaces that are touched often.

Limit exposure to others:

Stay home if you are sick and avoid close contact with people who are ill. Only go out for necessities. Check with your local grocery store for special hours for those over 60 or for people with underlying health conditions.

See social distancing as an opportunity:

Take time to focus on health, diet and physical activity.

Stay active:

Use your SilverSneakers™ benefits by logging in online and doing your workouts at home.

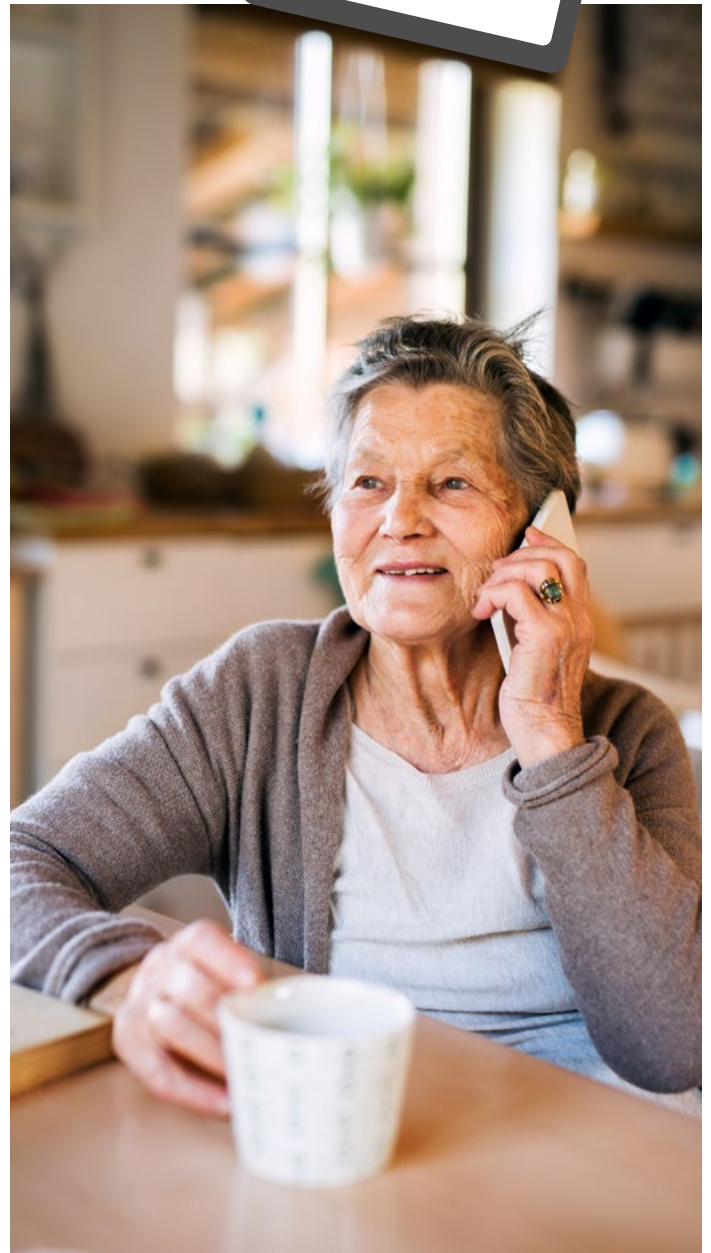
[SilverSneakers.com/Learn/OnDemand](https://www.silversneakers.com/Learn/OnDemand)

Engage in alternative activities:

Listen to music or sing, try dancing or meditation, sketch or paint, read books or novels, solve puzzles or board games or try a new recipe.

Don't isolate yourself completely:

Stay in contact with family and friends regularly with a phone call, on social media or through video chat.





! Medication REMINDERS

If you have a hard time remembering to take your medications, put a reminder in spots you see often, such as:

- A note by your toothbrush
- An alarm on your cell phone
- A note in a frequently used kitchen cupboard

If you need help remembering to order and pick up your medications:

1. Ask your pharmacy if they can deliver medications to your home.
2. Consider moving your prescriptions to mail order—it makes it easy to reorder, and your medications will arrive on your front doorstep.
3. Sign up for reminders at your pharmacy.
4. Set monthly reminders on your smart phone.



Registering for Mail Order Pharmacy

It's easy to register and order your first prescription through the mail order pharmacy

Online: Register at [Alliancerxwp.com/Home-Delivery](https://www.alliancerxwp.com/home-delivery). When you are done registering you will see a confirmation page. This page will tell you how to order your prescription.

By phone: Call our Customer Care Center at 800-345-1985 and ask if you are eligible for a 90-day supply. Have your insurance information on hand in case you need it.

- **Please note:** BCBSNE is now waiving early 30-day prescription medication refill limits, according to your plan.

♥ Connect with your loved ones

While following social distancing guidelines is key to protecting your health, it can make it hard to connect with family members and friends. It's important to stay in touch during these trying times. Luckily, plenty of apps make it easy to chat from the safety of your own home. Check out the following free options that can be downloaded onto your smartphone or tablet:

Free social connection:

Google Hangouts: can be used for messaging, video or voice calls

FaceTime: video chat on your iPhone or iPad

Zoom: a great option to include several family members or friends on one face-to-face call together

Skype: can be used for video or voice calls


Facebook: stay in touch by sharing statuses or commenting on someone's newsfeed, or by chatting on Facebook Messenger




DIABETES Checklist

Discuss, create and follow a diabetes management plan with your health care provider using the following suggestions:


Work with Your Health Care Provider


 Learn your levels and what your doctor would like them to be at by using the ABC's:


- "A" is for A1C, a measure of average blood glucose
- "B" is for blood pressure
- "C" is for LDL cholesterol

 Establish and maintain individualized target blood glucose levels. Find out how often you should measure your blood glucose levels and keep a record of readings to show your health care provider so they can best assist you in regulating your levels.


Take Care of Your Eyes, Feet and Teeth


 Ask your primary care provider about a dilated eye exam at least once a year. Early detection and treatment of diabetic eye disease can prevent or delay vision loss.


 Brush your teeth regularly and visit a dentist at least once every six months.

 Check your feet for sores and calluses every day, wear shoes that fit properly and get a comprehensive foot exam at least once per year with your health care provider.


Protect Your Heart and Kidneys


 Request regular blood pressure checks at every medical visit and cholesterol checks once per year to help lower your risk of a heart attack or stroke.


 If you smoke cigarettes, seek help from your health care provider to quit smoking, which will further reduce your risk for heart disease.

 Ask your health care provider for a urine test at least once a year to monitor the level of protein in your urine, so you can measure your kidney function.

Learn Diabetes Self-Care - Diet, Exercise, Medications

 Follow a meal plan developed with your health care provider. This can be an important step for maintaining desirable blood glucose levels and avoiding complications.

 Work with your health care provider to develop an exercise program. Exercise is important because it can help insulin work to better lower blood glucose levels and improve cardiovascular health.

 Follow your health care provider's recommendations on how and when to take your diabetes medications. Tell your health care provider if these medications do not seem to be working properly.



IS YOUR CONTACT INFORMATION CORRECT AND UP TO DATE?

- Please call Customer Service at **888-488-9850**, TTY users call 711
- **Oct. 1 – March 31**, we are available seven days a week, from 8 a.m. to 8 p.m. CT
- **April 1 – Sept. 30**, we are available Monday - Friday, from 8 a.m. to 8 p.m. CT