

Happy New Year!

Welcome to our new members and welcome back to our returning members. We are glad you have selected Blue Cross and Blue Shield of Nebraska (BCBSNE) as your health insurance provider and look forward to serving you! This newsletter is designed to provide you with tools and resources to keep you healthy, update you on plan information and connect with us.

Additional resources are available online at [Medicare.NebraskaBlue.com/MedicareAdvantage](https://www.Medicare.NebraskaBlue.com/MedicareAdvantage).

Would you like to receive this communication electronically? Please email GetStarted@NebraskaBlue.com or call 888-488-9850 to provide your contact information and email address.

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Schedule your **annual wellness visit**

By completing this important step in meeting with your doctor, we will send you a \$50 gift card for taking charge of your health. Any of the following wellness visits will qualify:



Welcome to Medicare visit: Within the first 12 months of your Medicare Part B coverage, your Welcome to Medicare wellness visit is available to you at no additional cost.



Yearly wellness visit: This visit includes a review of your health history and development of a personalized prevention plan to keep you healthy. After you have had Medicare Part B coverage for 12 months, a yearly wellness visit is available to you at no additional cost.



Annual physical exam: Every year a wellness physical exam by your health care provider is available to you at no additional cost.

Watch your mailbox for a welcome packet that includes information on your plan and details on how to receive your incentive.





Your Opinion matters!

Join us for a Medicare Advantage member meeting in February

Join BCBSNE in person or virtually for a Medicare Advantage member meeting. During the meeting, you'll hear from BCBSNE experts on a variety of topics, including:

- Learn about your 2023 plan benefits
- Ask questions about your Medicare Advantage plan

➔ Virtual

- **Thursday, Feb. 23 from 2 to 3 p.m. CT**

➔ In Person

- **Friday, Feb. 24 from 1-3 p.m. CT**

Blue Cross Centre
1919 Aksarben Drive
Omaha, NE 68180



RSVP to reserve your spot! Visit [NebraskaBlue.com/RSVP](https://www.nebraskablue.com/RSVP) or call **844-291-6881**.

If you are unable to attend, you can always call Customer Service at **888-488-9850** to ask questions about your plan.

Every year, the Centers for Medicare & Medicaid Services (CMS) mail surveys to members like you. The surveys ask about your experience with the health plan, drug plan, providers you see, health care facilities, changes to your health over time and your experience with medical treatments.

We are excited to share the 2022 survey results with you. Please see the table below for this year's results, comparisons to last year and the national benchmarks.

Survey Measure	2021	2022	2022 Benchmark
Rating of Personal Doctor	92%	92%	92%
Doctors Who Communicate Well	92%	93%*	92%-
Rating of Health Plan	86%	85%	88%
Rating of Drug Plan	85%	86%*	87%
Getting Care Quickly	83%	82%	78%-
Getting Needed Care (tests, necessary treatment)	86%	86%	82%-
Getting Needed Prescription Drugs	92%	92%	91%
Health Plan Customer Service	91%	88%	91%
Care Coordination (office follow up with test results, etc.)	88%	87%	86%-
Received Annual Flu Vaccine	81%	81%	75%-
Received Pneumonia Vaccine	78%	78%-	72%-

- * Improved year over year
- - Above benchmark

If you are selected and sent a CMS survey, we encourage you to respond. Your feedback will help us better understand your experiences and ensure you receive quality care. All responses are completely confidential and will not affect your enrollment in your Blue Cross and Blue Shield of Nebraska Medicare Advantage Plan. We look forward to serving you in 2023!

FIVE TIPS to keep your heart healthy

Did you know that February is American Heart Month? We invite you to check out the five tips below to keep your heart healthy.

- 1 Get your blood pumping:** Physical activity is essential for heart health. Yet, according to the American Heart Association, only one in five adults get the 2.5 hours of exercise they need each week. The good news is you can add more movement to your day by doing activities you already enjoy, like gardening, dancing and swimming.
 - 2 Manage your stress:** Mental health and physical health go hand in hand. If you're struggling with depression, anxiety or another condition, your overall well-being will be impacted. In fact, mental health conditions can lead to a number of heart problems, including increased blood pressure, reduced blood flow to the heart and irregular heart rate. Taking care of yourself by maintaining healthy sleep habits, spending time with loved ones and practicing gratitude can help you manage your stress. If you're struggling with your mental health, reach out to your doctor for support.
 - 3 Add color to your plate:** Fruits and vegetables are packed with essential nutrients, low in calories and full of fiber. Adding more whole foods to your meals is an easy way to help maintain a heart-healthy diet. Pro tip: Keep already-prepped fruits and veggies in your fridge to enjoy as a quick snack on the go and look for recipes featuring fresh produce as the star to incorporate more colorful, healthy choices into your diet.
 - 4 Maintain a healthy weight:** Keeping your weight in a healthy range helps prevent numerous conditions, including heart disease. To maintain a healthy weight, it's important to stay active and eat a balanced diet. But that doesn't mean you have to cut out all the foods your heart desires. You can – and should – continue to enjoy the salty snacks and decadent desserts you love. Just remember to enjoy them in moderation and fill your diet with plenty of fresh produce, whole grains and lean proteins.
 - 5 Kick habits that are bad for your body:** Everyone knows smoking is bad for your lungs, but did you know it's also bad for your heart? One in four deaths related to cardiovascular disease is caused by smoking, according to the Centers for Disease Control and Prevention. If you use tobacco, kick it to the curb to lower your risk and protect your heart health.
- ➔ For more articles like this, visit [Newsroom.NebraskaBlue.com](https://www.NebraskaBlue.com/Newsroom).



It's not too late to get your flu shot!

If you've already received your flu shot, thank you! **If not, there's still time** to protect yourself and your loved ones from getting sick, and it's **no cost** for you to get the flu shot. We understand that life gets busy, but there's no time like now to prevent getting sick. Don't delay! Ask your doctor or pharmacist about a flu shot today.

Important BCBSNE MA information. Health and wellness or prevention information.



Important **RESOURCES**

Customer Service

Update your contact information and ask questions about your plan

888-488-9850 (TTY users call 711)

Oct. 1 – March 31: seven days a week from 8 a.m. to 9 p.m. CT

April 1 – Sept. 30: Monday – Friday from 8 a.m. to 9 p.m. CT

Prime Customer Care

Call for questions related to prescription drug coverage or to set up home delivery for your prescriptions

855-457-1349

24 hours per day / 7 days per week

24/7 Nurse Line

833-968-1764

OTC Card Questions

To ask questions about benefits related to the over-the-counter (OTC) pharmacy card

800-706-5058

Learn More Online

**Medicare.NebraskaBlue.com/
MedicareAdvantage**

