

Welcome!

Welcome to our new members and welcome back to our returning members. We are glad you 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.

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

Call 888-488-9850 if you would like to stop receiving member communications.

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Schedule your **annual wellness visit**

Complete this important step in meeting with your doctor, and we'll 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.



2023 CAHPS results are in!

Every year, members like you are mailed surveys from the Centers for Medicare & Medicaid Services (CMS). 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 happy to share the 2023 Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results with you. Please see the table below to review strengths and areas of opportunity.

Survey Measure	2022	2023	2022 Benchmark
Rating of Personal Doctor	92%	92%	92%
Doctors Who Communicate Well	93%	92%	92%
Rating of Health Plan	85%	84%	88%
Rating of Drug Plan	86%	85%	87%
Getting Care Quickly	82%	82%	78%-
Getting Needed Care (tests, necessary treatment)	86%	86%	82%-
Getting Needed Prescription Drugs	92%	93%*	91%-
Health Plan Customer Service	88%	91%*	90%-
Care Coordination (office follow up with test results, etc.)	87%	88%*	86%-
Received Annual Flu Vaccine	81%	75%	75%

- * Improved year over year
- - Above benchmark

You play a key role in your health care experiences and outcomes. Understanding the way you perceive care can help ensure you have a positive experience.

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 confidential and will not affect your enrollment in the BCBSNE Medicare Advantage Plan.

We look forward to serving you in 2024!

Know where to go

You have options when you need health care right away. You can also call the **24-hour nurse line** at **833-968-1764** (TTY/TDD: **711**) in the event of a non-emergency or if you're not sure where to go for help.



Primary Care Provider

Facility Name/Address: _____
 _____ Phone: _____

Make appointments for:

- Treatment of illness or minor injury
- Monitoring or treatment of chronic conditions
- Annual wellness visits
- Screenings
- Vaccinations

Tip: Ask your provider's office about their telehealth services.



Urgent Care

Facility Name/Address: _____
 _____ Phone: _____

Seek immediate care for minor illness or injury, such as:

- Fever or flu-like symptoms
- Sprains and muscle strain
- Ear and sinus infections
- Shallow cuts
- Vomiting, diarrhea and nausea
- Wheezing or shortness of breath
- Pain when urinating or blood in urine
- Skin that is tender, red, swollen or hot to the touch



Emergency Room

Facility Name/Address: _____
 _____ Phone: _____

Call 911 or go to the emergency department for life threatening illness or injury, such as:

- Chest pain
- Signs of stroke
- Excessive bleeding
- Difficulty breathing or moving
- Difficulty staying awake or increased confusion

Note: You may need someone to drive you.



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**

