



101 Huntington Avenue
Suite 1300
Boston, MA 02199-7611
bluecrossma.org

<Month Day, 2021>

<First Name> <Last Name>

<Address 1>

<Address 2>

<City>, <State> <Zip>

Dear <First Name> <Last Name>,

We understand that keeping up with preventive care might have been challenging over the past year. Your health is important to us, so this letter is a reminder to stay on track with your doctor visits, medical screenings and tests, and medications. We recommend that you take the following actions:

GET A ROUTINE HEALTH CHECKUP

Your doctor can identify health issues early, and together you can make a plan for living the healthiest life possible. During your checkup, you can talk one-on-one with your doctor about any concerns, and review your treatment plan and medications. Some screenings can even be completed at home, so speak with your doctor about options.

Call your doctor to see if it's time to schedule a checkup. If you need a doctor, sign in to MyBlue at bluecrossma.org to use our **Find a Doctor & Estimate Costs** tool. It's an easy way to search for nearby doctors, hospitals, and other providers in your network.

REVIEW YOUR HEALTH CHART

Take a look at your personalized health chart on the back of this letter. It includes helpful information based on our records, like whether you're on track with your medication, or if it's time to schedule a medical screening or test.

TALK TO A TEAM BLUE CARE MANAGER

Our Team Blue Care Managers provide one-on-one support at no additional cost. They can guide you to resources and help coordinate your care. To speak with a Care Manager, call **1-800-392-0098**, Monday through Thursday from 8:30 a.m. to 8:00 p.m. ET, and Friday from 8:30 a.m. to 4:30 p.m. ET.

SIGN IN TO MYBLUE









Go to bluecrossma.org or download the MyBlue app to learn about your benefits, see your member ID card, review the status of your claims, check your account balances, and more.

Thank you for being a member of Blue Cross Blue Shield of Massachusetts.

Sincerely,

Katherine Dallow, MD, MPH
Vice President and Medical Director
Clinical Programs and Strategy

<First Name> <Last Name>'s Health Chart

Condition	Recommendation(s)	What Our Records Show*
 Heart Disease (also known as coronary artery disease)	• Take cholesterol-lowering medication (statin) to help protect your heart.	✓ Continue to take your medication as prescribed.
 Diabetes	• Take cholesterol-lowering medication.	? Check with your doctor.
	• Get your blood glucose control test (HbA1C) at least once a year, or more frequently if that's what your doctor recommends.	? You've completed at least one earlier this year, but you MAY need another. Check with your doctor.
	• Get a retinal eye exam.	✓ You're up to date with this test.
	• Get a urine test for kidney function.	✓ You're up to date with this test.
 Asthma	• Use a steroid inhaler or controller/preventive medication (this is different from a rescue/emergency inhaler).	? Check with your doctor.
Preventive Care	Why It's Recommended	What Our Records Show*
 Breast Cancer Screening	• Helps with the early detection of breast cancer.	✓ You're up to date with this test.
 Colorectal Cancer Screening	• Helps with the early detection of polyps or cancer.	? Check with your doctor. You may need an appointment.
 Cervical Cancer Screening	• Helps detect abnormal cells on the cervix.	✓ You're up to date with this test.
 Routine Health Checkup	• Talk with your doctor about your health, develop or review your treatment plan, and review medications.	✓ You've had an appointment this year.
 Dental Checkup	• Helps to keep your teeth and gums healthy, and identify any potential problem areas.	✓ You've had an appointment this year.

*Our records are based on claims data. If you recently received a service or are taking medications as prescribed, you can disregard the recommendations noted with a question mark.



**Commercial HMO
and PPO plans**

Your Privacy Is Important to Us

Your information is always treated in accordance with the Blue Cross Blue Shield of Massachusetts policy on confidentiality. For more information, or to be removed from future mailings, call us at 1-800-392-0098. Thank you for being a member.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).