



<Month Day, 2021>

Parent or Guardian of
<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Dear Parent or Guardian of <First Name> <Last Name>,

Your child's health is important to us, so want to support you in managing their asthma. This letter includes the status of their asthma medication refills, a reminder to schedule a routine health checkup with their doctor, and how to connect with a Team Blue Care Manager.

<First Name> <Last Name>'s Snapshot

Condition	Recommendation	What Our Records Show*
 Asthma	Steroid inhaler or controller/ preventive medication to improve asthma (this is different from a rescue/emergency inhaler)	 You're filling prescriptions as scheduled.

IS YOUR CHILD'S ASTHMA UNDER CONTROL?

Asthma, when it's under control, can have minimal symptoms. Have your child's asthma symptoms, including coughing, wheezing, chest tightness, or shortness of breath, recently caused them to:

- Use a rescue/emergency inhaler more than twice per week?
- Wake up at night?
- Miss out on everyday activities?
- Visit the emergency room?

If you answered "yes" to any of the questions above, there's a chance your child's symptoms could be improved or better controlled. Please talk to your child's doctor.

WAYS TO HELP MANAGE YOUR CHILD'S HEALTH

Routine Health Checkup

Your child's doctor can identify health issues early, and advise you and your child on how to manage their asthma symptoms. During the checkup, you and your child's doctor can discuss any concerns about your child's health, develop an action plan, and review their medications. Call your child's doctor to see if it's time to schedule a checkup, or if your child is due for any immunizations.

*Our records are based on claims data. If you're taking medications as prescribed, you can disregard recommendations noted with a question mark.

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90-Day Refills Through Mail Order Pharmacy

You may be able save time and money refilling your child's controller medication by enrolling in mail order pharmacy. Most maintenance medications can be automatically refilled and shipped every 90 days at a lower cost. Learn more at bluecrossma.org/medication.

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 child's 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.

To explore all of the asthma management tools and resources your plan offers, go to bluecrossma.org/asthma.

SIGN IN TO MYBLUE

Go to bluecrossma.org or download the MyBlue app to learn about your benefits, view your family's member ID cards, 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



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.



MASSACHUSETTS

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).