



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

<Month Day, 2022>

<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Dear <First Name> <Last Name>,

Preventive care is too important to miss. That's why we're sending you this letter with your personalized health chart. You can use your chart to see where you stand on the care you need, then take the following steps to make sure you're on track.

1. REVIEW YOUR PERSONALIZED HEALTH CHART

Look at your personalized health chart on the back of this letter. If you see a check mark, you're on track! If you see a question mark, you may need to follow up on the listed recommendation.

2. TALK TO YOUR DOCTOR ABOUT NEXT STEPS

Call your doctor to talk about your personalized health chart. They can tell you which screenings, tests, medications, and other health actions are recommended next. In some cases, your doctor may want you to schedule an appointment to address gaps in your care.



Find a Doctor

If you need a new doctor, you can search for one with our Find a Doctor & Estimate Costs tool. To get started, download the MyBlue app or create an account at bluecrossma.org. Once signed in, select **Find a Doctor & Estimate Costs** under **My Care**.








If you have any questions, call Team Blue at the Member Service number on your ID card.



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











Sincerely,

Karl Laskowski, MD
Vice President and Medical Director
Clinical Programs and Strategy

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

Condition	Recommendation(s)	Next Step†
 Heart Disease (also known as coronary artery disease)	Take cholesterol-lowering medication.	 Continue to take your medication as prescribed.
 Diabetes	Take cholesterol-lowering medication.	 Talk to 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. Talk to 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).	 Talk to your doctor.
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Preventive Care	Why It's Recommended	Next Step†
 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.	 Talk to your doctor. You may need an appointment.
 Cervical Cancer Screening	Helps to 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.

† These recommended next steps are based on claims data through June 30, 2022, and clinical guidelines. If you recently received a service or are taking medications as prescribed, then 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).