



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

<Month Day, 2022>

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



Explore all of the asthma management tools and resources your plan offers at bluecrossma.org/asthma.

Dear Parent or Guardian of <First Name>,

We know it can be challenging to help your child deal with asthma. However, when it's properly managed, asthma can have minimal symptoms. That's why it's important — and rewarding — to have an up-to-date asthma action plan to follow. If <First Name> doesn't have one, talk to their provider about the right plan for them.

Read this letter for information about managing your child's health, starting with this snapshot of their asthma medication refills below:

<First Name>'s Snapshot

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

THREE WAYS TO HELP MANAGE YOUR CHILD'S HEALTH

1. Schedule a 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, review the asthma action plan, and go over 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.

2. Sign Up for 90-Day Refills Through the Mail Order Pharmacy

You may be able save time and money by filling your child's controller medication through the mail order pharmacy. Most maintenance medications, including asthma controller medications, can be automatically filled and shipped every 90 days at a lower cost. To sign up, call Express Scripts®, an independent company that administers your pharmacy benefit on our behalf, at 1-800-892-5119, or learn more at bluecrossma.org/medication.

3. 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.

*Our records are based on claims data through June 30, 2022. If your child is taking medications as prescribed, you can disregard recommendations noted with a question mark.

IS YOUR CHILD'S ASTHMA UNDER CONTROL?

Have your child's asthma symptoms, which may include 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 these questions, there's a chance that your child's asthma symptoms could be improved or better controlled. Talk to your child's doctor about the right steps to take.

VIEW ALL YOUR BENEFITS ON 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, manage your medications, and more.

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



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).