



What is blood pressure?

Blood pressure is the amount of force it takes for your heart to push blood through your body. When your blood pressure is high, your heart works harder than it should. High blood pressure is also called hypertension, and it puts you at risk for heart disease, stroke and other cardiovascular (blood vessel) diseases.

Normal
120/80 or lower
Higher than normal
between 120/80 and 139/89
High
140/90 or higher

Talk to your doctor today about ways to better manage your blood pressure.

What can I do if I have high blood pressure?

1. Maintain a healthy weight.
2. Exercise regularly but talk to your doctor first to make sure it's OK.
3. Eat foods low in saturated fats, trans fat and cholesterol.
4. Get help to stop smoking. If you don't smoke, don't start.
5. Measure and write down your blood pressure between doctor's visits, and share your results with your doctor. Talk to him or her about how often you should check it.
6. Take all medicines as directed, even if you feel well.



Inside: What can you do to stay ahead of the flu?

Quality of Care

At Anthem Blue Cross Cal MediConnect Plan, we have a quality program focused on helping our members, who qualify for both Medicare and Medicaid, get healthy and stay healthy.

Each year we look closely at our members' satisfaction and at the medical care and programs they use. We measure quality and safety, including the coordination of care. The results tell us what's working well and where we need to make improvements.

We test how we're doing by using tools from an outside group of experts. The group decides what to measure and how to measure it.

One tool is called the Healthcare Effectiveness Data and Information Set or HEDIS®. HEDIS measures the quality of many kinds of care.

We also use a survey that asks patients how happy they are with their care, plan and doctors. It's called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.

We focus on:

- 1. Coordination of Care:** Helping you and your providers work more closely together to get the care and services you need
- 2. Improved Access and Affordability:** Working with a large network of health care providers, hospitals and other facilities to meet your health care needs
- 3. Preventive Care and Treatment for Chronic Conditions:** Informing you about health screenings and services to help you get and stay healthy

To learn more about our quality program and goals and the most current outcomes, call **Member Services** or visit mss.anthem.com/CAmpp.

Clinical Practice Guidelines (CPGs)

are recommendations for your providers about the care of patients with specific health conditions to ensure the best outcomes for your care.

We have a specialized committee of board-certified and credentialed physicians who review the guidelines to ensure they're up-to-date. If you'd like a printed copy of any CPG, call Member Services.

Readmissions Quality Improvement Project

Our Quality Improvement Project (QIP) is an initiative that focuses on reducing the likelihood of a member being unnecessarily readmitted to the hospital within 30 days of their initial admission. It includes the Transition of Care Program, which ensures members are educated about their conditions and self-care, their medications are correct and they have help at home if they need it before they leave the hospital.

Behavioral Health Quality Improvement Project

We aim to coordinate your health care across different settings and support you in your self-care. This ensures that if you have a care plan, it is shared with your doctor, behavioral health provider, hospital and care coordinator to help you work toward reaching your goals with the support you need in each health care setting.



We're here for **you**

At times, you may receive many calls and perhaps mail from us. That's because your care and well-being are important to us.

Someone from Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) or on our behalf may contact you about:

- 1. An incentive program:** You could be eligible to receive a reward just for having a regular physical or simple screenings. If you receive a letter and an introductory kit with all the information on how to participate, please sign up.
- 2. Home visits:** We understand going to the doctor for regular tests may be challenging. A visit in your home by a health care specialist may be available in your area. That way, you can receive many of those screenings. If you receive a call, please set up an appointment.
- 3. Personalized mailings:** You may receive a list of recommended screenings or tests to help your doctor help you stay healthy. Instructions will be included on how to schedule them.
- 4. Osteoporosis:** For women who've had certain broken bones recently, you may receive a call to schedule a **bone density screening**. Let us help you with that.
- 5. A breast cancer screening:** A mammogram can help detect cancer at a very early stage, when treatment is very effective. If you receive a call, let us help you schedule an appointment that day.

We're always looking for ways to bring new services and programs to you. Talk to your doctor about these programs and other ways we can help you take better care of yourself.

To learn more about how we can help, visit mss.anthem.com/CAmmp or call Member Services.

Making decisions on care and services

Sometimes, we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don't base it on whether they might or we think they might deny or would be likely to deny benefits.

Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by Anthem Blue Cross Cal MediConnect Plan. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call Member Services at the phone number listed on your ID card or visit mss.anthem.com/CAmmp.



You can get this information for free in other languages. Call 1-855-817-5785 (TTY 711). The call is free.

English

Puede recibir esta información sin cargo en otros idiomas. Llame al 1-855-817-5785 (TTY 711). La llamada es gratuita.

Spanish

您可免費獲得本資訊的其他語言版本。請致電免費 電話 1-855-817-5785 (TTY 711)。

Chinese

Quý vị có thể nhận thông tin này miễn phí bằng các ngôn ngữ khác. Hãy gọi 1-855-817-5785, (TTY 711). Cuộc gọi này được miễn phí.

Vietnamese

Maaari ninyong makuha nang libre ang impormasyon na ito sa ibang mga wika. Tawagan ang 1-855-817-5785 (TTY 711). Libre ang tawag.

Tagalog



Did you know you can prepare now to stay healthy during flu season?

Help keep the flu away with these basic tips:

- Get your flu shot each year.
- Wash hands often.
- Avoid those who have the flu.
- Eat well.
- Drink more water.
- Get enough sleep.

You can get your flu shot and more information from:

- Your primary care provider (PCP) or care coordinator.
- Any of our network pharmacies if you're age 21 or older.
- Your local health department.

According to the Centers for Disease Control and Prevention (CDC), **everyone 6 months of age and older should receive the flu vaccine each year.**

If you are age 65 or older, the CDC suggests getting a pneumonia vaccine as well.

Beating the flu – the basics



How active is the flu in your state or city?

Visit [cdc.gov/flu/weekly/fluactivitysurv.htm](https://www.cdc.gov/flu/weekly/fluactivitysurv.htm) or scan this image with your smartphone.



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Anthem Blue Cross Cal MediConnect Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

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