



## Spring Calendar

May 5 & May 26

Virtual Enrollment  
Training  
[Zoom Meeting](#)

May 15

Member Advisory Board  
[Zoom Meeting](#)

June 9 & June 26

Virtual Enrollment  
Training  
[Zoom Meeting](#)

## Get Social with Western Sky!



# Welcome to Western Sky's Community Newsletter

We love New Mexico and we especially love the unique communities this state has to offer. We are very excited to launch this community newsletter and provide you with the latest health information, as well as, inform you about events we are sponsoring all across this Land of Enchantment.

In this edition, we will introduce you to our **Community Outreach Team** and our **Tribal Liaisons Team**, showing you where they go and what they do all across our state. We will also give you tips on how to **quit smoking**, and **indoor fun for kids**.

Plus, we will tell you about some of Western Sky Community Care's **Value Added Services (VAS)**.

Our VAS are a unique list of extra health care benefits Western Sky members receive each year, like **Farmacy** tokens to local farmer's markets and **GED** preparation study materials.



*Great Fit! Our partnership with City of Albuquerque Senior Affairs department.*



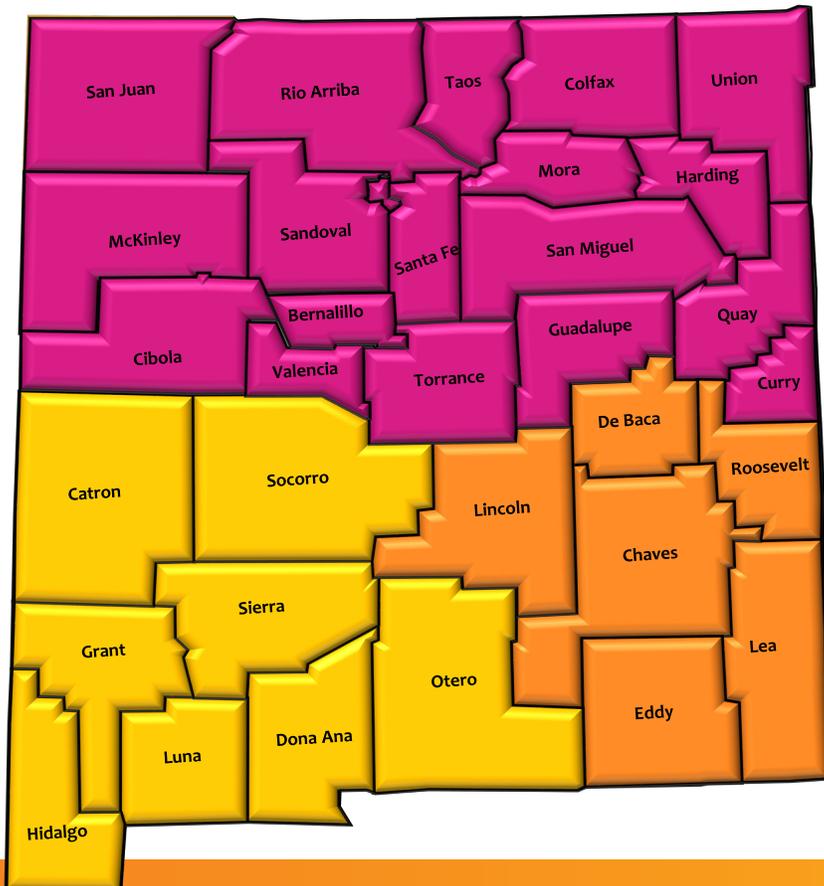
We hope this newsletter gives you the information **you and your family** need to make the best health care choice.

# Meet Our Community Outreach Teams

Community is our middle name and our outreach teams work with a variety of organizations around the state to assist you with the services you need and support New Mexico public health initiatives.

Established to deliver quality healthcare in the state of New Mexico through local, regional and community-based resources, Western Sky Community Care is a Managed Care Organization and subsidiary of Centene Corporation (Centene). Western Sky Community Care exists to improve the health of its beneficiaries through focused, compassionate and coordinated care. Our approach is based on the core belief that quality healthcare is best delivered locally.

Whether we are a sponsor for an event or are there putting a grocery bag in your vehicle, Western Sky's Outreach Coordinators and Tribal Liaisons create ways to serve the needs of New Mexicans.



## Meet the WSCC Team



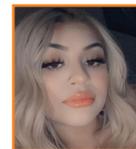
Wendy works out of our main office in Albuquerque. She has close relationships with a variety of non-profit organizations throughout NM.



Kris coordinates all our southern New Mexico outreach programs from our Las Cruces office. He also coordinates our virtual Enrollment Training events.



Debbie also offices in Albuquerque, where she coordinates events and organizes our virtual Baby Shower and a variety of member mailings.



Nayeli, our intern, assists everyone on the team. Her extra set of hands have saved the day on more than one project or event.

# Our Tribal Liaisons support NM native populations

## What is a Tribal Liaison?

Serves as a liaison for care coordination, member connections, and quality improvement to improve health outcomes for members. Support members in understanding their benefits and services and provide culturally relevant resources. Community outreach to educate on Western Sky's benefits and services.

## What is a Peer Support Liaison?

Provides assistance through wisdom from their own lived experience to help support members on their own unique recover process.

## What is Provider Relations Specialist?

Tribal provider and governmental engagement and contracting for IHS or ITU claims and billing questions, please email WSCC\_IHS\_Claims@Centene.com



# Clear the Air. Break the Habit.

Smoking and using other tobacco products are linked to many health risks for both smokers and nonsmokers. Even still, these habits are hard to quit. The good news is that once you stop smoking, you can experience health benefits, no matter how long you've been a smoker.

Among the health issues linked to smoking is lung cancer. The risk of developing lung cancer as a direct result of smoking has been on the rise in recent years because of the harsher chemicals in cigarettes.

Your Western Sky Community Care benefits include a tobacco cessation program with helpful information and support, 1-883-706-2880 (TDD 1-800-730-6219). This includes coverage of quitting aids that can make your process smoother. We understand that quitting isn't easy.



You can take charge of your health by kicking your habit. Here are some steps to help you quit smoking:

- **Set a date to quit.** Schedule a date to quit seven to 14 days from today's date. Choose a time when you can relax and focus on this change. Holidays and other stressful times are probably not the best times to quit.
- **Learn from your past.** Think about what you did the last time you tried to quit. What worked? What didn't? Plan for the times, places and activities when you did smoke, like having a cup of coffee, after a meal or driving.
- **Get support and create a smoke-free life.** Tell others you are quitting. And set rules that keep other people from smoking in your house, car or in front of you. Take all cigarettes and ashtrays out of your car, home and workspace. You can also find a quit-smoking mobile app to help keep you honest with your progress.
- **Talk to your doctor.** Contact your primary care provider (PCP) about your decision to quit. Your doctor may offer possible medications and products that can help you quit. Some work better than others. Ask for a recommendation.



# No-Screen Indoor Fun for Kids

Being stuck inside doesn't mean the only way to keep kids having fun is by sitting them in front of a screen. Here are a few ways to get children up, moving and having a good time without leaving the comfort of home.

- 1. Stay on Course.** Choose a room with some open space, like the living room or basement. Now, make an obstacle course! Stack up some books to hop over, skip to the end of the room and set up a jump rope station. Furniture in the way? Use it as another obstacle to run around or leap over! The kids will be laughing and breaking a sweat in no time.
- 2. Play Musical Chairs.** Grab the kitchen chairs, some music and your family for a fun-filled game that will get your blood pumping. In between the laughter, you'll find out who's the most competitive!
- 3. Hoop It Up.** Clear a space that's free of furniture, sharp edges and breakables and then take out the hula-hoop. This old standard is a great way to get kids moving. Plus, it strengthens core muscles! For a creative twist, have them walk backwards while hula-hooping or spin the hoop around their arms or ankles.
- 4. Have Farm Fun.** Remember animal races from when you were a kid? Bring back some of the classics for your children. Have them bunny hop across the living room, squat and waddle like a duck through the kitchen and jump like a frog in the hallway. Ask them to imitate the moves of their favorite animal, then have everyone join in!
- 5. Go Scavenger Hunting.** Create a set of clues on index cards or small pieces of paper. These will tell where to find the "treasures" — small items or prizes that you will have hidden around your home. You can make this game as easy or as hard as you'd like. If your kids aren't old enough to read, draw pictures!



# Check Out the Value Added Services from Western Sky



Boys & Girls Club  
Membership

 western sky  
community care

Wellness &  
Emotional  
Support

 western sky  
community care

Eyeglass Repair  
& Replacement

 western sky  
community care

Holistic Care  
Grants

 western sky  
community care

Farmacy

 western sky  
community care

Find  
Your Fit

 western sky  
community care

Post  
Discharge  
Meals

 western sky  
community care

Full Medicaid  
Maternity  
Services

 western sky  
community care

COVERAGE THAT COVERS MORE.

It's all part of my plan.



Western Sky Community Care is committed to providing the quality healthcare you deserve.

*Centennial Care, New Mexico's Medicaid program, offers **vision benefits, dental services and transportation services** in addition to medical coverage. Western Sky Community Care is a **quality health plan in the Centennial Care program**. They offer **extra benefits** on top of your Centennial Care benefits:*

#### BOYS & GIRLS CLUB MEMBERSHIP

A \$30 credit for the membership fee to the local Boys & Girls Club. For children between 6 and 18 years old.

#### NATIVE AMERICAN TRADITIONAL HEALING BENEFIT

Reimbursement to Members for ceremonial or spiritual healing that may assist in their improved behavioral health or physical health management. \$250 per member, per calendar year.

#### WELLNESS & EMOTIONAL SUPPORT

Access to the [MyStrength.com](http://MyStrength.com) online program. Helps members overcome depression and anxiety. Resources include daily tips and weekly exercises.

#### INFANT CAR SEAT

Pregnant members will receive a car seat at no charge. Members are limited to one car seat per delivery through the community baby showers.

#### GED PREPARATION MATERIALS

Official GED testing practice materials upon request.

#### HOME MODIFICATIONS

Appropriate, non-cosmetic changes to help members remain independent and safe in their home; increases length of time spent in the community; improves independent living skills; reduces in-home care; prevents environment related falls.

#### HOLISTIC CARE GRANTS

Supports whole health that considers the whole person -- body, mind, spirit and emotions. The requests can be made by Western Sky Community Care staff, providers, or caregivers. \$250 per member, per calendar year.

#### ELECTROCONVULSIVE THERAPY (ECT)

Treatment for psychiatric symptoms for members who meet ECT medical necessity criteria.

#### EYEGLASS REPAIR & REPLACEMENT

Minor repairs to eyeglasses for members of all ages. Replacement lenses are covered for members of any age if broken or deteriorated or there is a change in prescription. 1 pair of eyeglasses (frames and lenses) every 12 months.

#### POST-DISCHARGE MEALS

Delivery of up to 10 meals to a member's home. Follows a hospital stay or move away from a nursing facility.

#### TRANSPORTATION TO PHARMACY

For members who discharge from a PH/BH inpatient setting, Skilled Nursing Facility, Institutional Nursing Facility, Inpatient Rehab and/or LTAC to get to and from the pharmacy to pick up medication. This transportation will be available up to 7 days post-discharge to ensure appropriate discharge medications are filled, and retrieved.

**Read more:** [westernskycommunitycare.com](http://westernskycommunitycare.com)

# Flu Run Out

**It's not too late!** If you haven't received your flu vaccine, run into your local pharmacy for a flu vaccine to protect yourself and your family.

- Pregnant women, children, adults over age 50, and those with an illness like or heart disease are more likely to get the flu.
- Remember: You can't get the flu from a flu vaccine.
- There is no cost to members for flu vaccines. Make sure to present your member card at the pharmacy.
- Most pharmacies also have a way to set up an appointment on-line and provide information for a quick visit. Most retail and local pharmacies can also provide flu vaccines and other vaccines to young children. Check with your local pharmacy for age limits.



## COVID-19 Vaccine Information

The New Mexico Department of Health (NMDOH) is leading the State of New Mexico's [COVID-19 vaccination](#) planning and implementation in close collaboration with other state agencies, as well as public, private and tribal partners throughout the state.

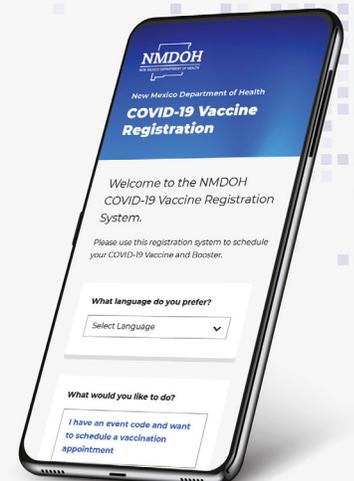
**Do you want to register for your COVID-19 Vaccine?**

Please use this tool [to register](#) with the New Mexico Department of Health (NMDOH). When vaccine is available, NMDOH will send you a notification to schedule your appointment. Users who have questions or would like support with the registration process – including New Mexicans who do not have internet access – can dial 1-855-600-3453, press option 0 for vaccine questions, and then option 4 for tech support.



**REGISTER  
TODAY  
FOR YOUR  
COVID-19  
VACCINE**

[VACCINENM.ORG](https://vaccinenm.org)



# Statement of Non-Discrimination

Western Sky Community Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Western Sky Community Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Western Sky Community Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Western Sky Community Care at 1-844-543-8996, TDD/TTY: 711.

If you believe that Western Sky Community Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Western Sky Community Care Grievance Coordinator

5300 Homestead Road NE

Albuquerque, NM 87110

1-844-543-8996 (TDD/TTY: 711)

Fax: 1-844-320-2479

Email: nmqi@westernskycommunitycare.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Western Sky Community Care is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW., Room 509F, HHH Building

Washington, DC 20201

Phone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Such services are funded in part with the State of New Mexico.

**English:** Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call 1-844-543-8996 (TDD/TTY: 711).

Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame 1-844-543-8996 (TTY: 711).

**Navajo:** Diné k'ehjí saad bee shiká a'doowoł nínizingo bee ná haz'á, t'áá haada yit' éego kodóo naaltsos da nich'i' ál'jigo nitsaago ak'e'eshchijigo da dóó há ata' hane'go da éi doodago t'áá ha'át'ihída Diné k'ehjí bee shiká a'doowoł nínizingo bee ná ahóót'i'. Kót'éego nínizingo koji' hólné' 1-844-543-8996 (TTY: 711).

Western Sky Community Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Western Sky Community Care cumple con las leyes federales de derechos civiles aplicables y no discrimina en base a raza, color, origen nacional, edad, discapacidad o sexo.

**Navajo:** Western Sky Community Care éi Wáashindoondóo bee haz'áanii bee hak'i'adées't'j' t'áá át' é hódéét'i'go bee jizinígíí éi yik'e hól'i' al'aa dine'é bitsi' al'aa ádaat'éhígíí, al'aa dine'é danilínígíí, háádéé' shíí nidaakaiígíí, al'aa béédaahaiígíí, bich'i' nidahwii'nánígíí dóó hastiin dóó asdzáni danilínígíí t'áá át' é yik'e hól'jigo aheelt'éego yaa nitsikees.