

Community resources

Local and national resources provided exclusively to Blue Cross and Blue Shield of Kansas members to help you maximize your health and wellness



Blue Medicare Advantage
Member Resources



bcbsks.com

Blue Cross resources

Medicare Advantage customer service – **800-752-6650 (TTY 711)**

Hours of operation: 8 a.m. - 8 p.m., Mon.-Fri. with weekend hours from Oct. 1 through March 31*

Email – medicare@bcbsks.com

For questions about your benefits, claims, providers in network, concerns, etc. Please have your policy number available when you call.

Medicare quick links

- Learn about Medicare
bcbsks.com/medicare/learn-about-medicare
- Medicare Guide
bcbsks.com/documents/medicare-and-you-mc922-sl
- Frequently Asked Questions
bcbsks.com/medicare/faqs
- Find a Doctor/Dentist/Eye Care/Hospital
bcbsks.com/medicare/find-a-doctor
- Find a Pharmacy/Prescription
bcbsks.com/medicare/find-a-prescription

Medicare Advantage member resources

bcbsks.com/medicare-advantage/member-resources

- Member portal
- Find care
- Find doctors and hospitals
- Find dentists
- Find eye care
- Find pharmacies
- Find prescription drugs
- Forms and documents
- Summary of Benefits
- Case Management/Coordination of Quality –
800-432-0216, ext. 6673, 8 a.m. to 8 p.m., Monday through Friday, with weekend hours Oct. 1 to March 31

- Member discounts
- Wellness articles and videos
- Strive+ wellness platform

Lucet (behavioral/mental health support)

bcbsks.com/health-and-wellness/behavioral-health
lucethealth.com

24/7 Phone Hotline: **800-952-5906**

Assist with resources related to anxiety, depression, bipolar disorder, eating disorder or mental health issues.

For treatment options or resources related to alcohol or drug abuse, the **Substance Use Disorder hotline** is available 24/7 at **877-326-2458**, Just Five provides online learning modules on addiction and substance abuse.

Hospital, Doctor, Eye Care & Dentist Finder

bcbsks.com/medicare/find-a-doctor

Phone: **800-752-6650***

Helpful numbers to have

Medicare – **800-MEDICARE** (1-800-633-4227)

TTY: 1-877-486-2048 24 hours a day/7 days a week

[medicare.gov](https://www.medicare.gov)

Social Security Administration – **800-772-1213**

TTY: 1-800-325-0778 [ssa.gov/medicare](https://www.ssa.gov/medicare)

Kansas Insurance Department – **800-432-2484**

TTY: 1-877-235-3151

Senior Health Insurance Counseling for Kansans

(SCHICK) – **800-860-5260**

Railroad Retirement Board – **877-772-5772**

TTY: 1-312-751-4701

National and state organizations

American Heart Association

heart.org

Phone: **800-242-8721**

- Healthy Living – health and wellness information
- Health Topics – information on specific heart conditions and caregiver/patient support network
- In Your Community – local resources and events in your area

American Diabetes Association

diabetes.org

Phone: **800-342-2383**

- Life with diabetes – information on being newly diagnosed, types of diabetes, education programs, devices
- Food and nutrition – understanding carbs, food hub/recipes, meal planning, food choices
- Health and wellness – fitness, weight management, medications, diabetes and your health
- Tools and resources – support for people diagnosed with diabetes and their caregivers

American Lung Association

lung.org

Phone: **800-586-4872**

- Lung health and diseases – information on specific lung conditions
- Quit smoking – information/resources to help with tobacco cessation including the Freedom from Smoking group, a step-by-step plan for tobacco users who are ready to quit

Tobacco cessation support

Online/text/phone applications – smokefree.gov

Online support – smokefree.gov/build-your-quit-plan

Texting programs to help with smoking cessation – smokefree.gov/tools-tips/text-programs

Smokefree phone applications – smokefree.gov/tools-tips/quitstart

Chewing tobacco cessation – veterans.smokefree.gov/quit-dip-vapes

E-cigarette cessation – smokefree.gov/quit-vaping-resources/ecigs

Vaping cessation – smokefree.gov/quit-vaping-resources

Kansas Tobacco Quitline – KanQuit!

kansas.quitlogix.org/en-US/

Phone: **800-784-8669**

The Quitline offers 3 programs: phone + online, phone only or online only. You can choose the best program for you.

Blue Cross and Blue Shield of Kansas tobacco cessation

bcbsks.com/health-and-wellness/health-coaching

Phone: **800-520-3137**

Members can enroll in our tobacco cessation program for help from our registered nurses to get and stay tobacco free.

Nutrition, fitness and weight loss

Academy of Nutrition and Dietetics

eatright.org

Detailed information on food/health/fitness.

eatright.org/find-a-nutrition-expert

Search a database of nutrition experts by location, specialty, language or insurance and payment options.

American Diabetes Association

diabetesfoodhub.org

Recipes and meal planning.

American Heart Association

heart.org/en/healthy-living/healthy-eating/eat-smart

Healthy eating.

Eat Real Food

realfood.gov

Dietary guidelines for Americans that include food and serving recommendations.

SuperCook

supercook.com

Recipes using ingredients currently in your kitchen.

Allrecipes

allrecipes.com/recipes/84/healthy-recipes/

Healthy recipes including desserts.

Darebee

darebee.com/program.html

A free online resource for those looking for a fitness option that's not a phone application. Darebee has information about starting an exercise program with a variety of exercises, programs, challenges, options for those needing accommodations and education opportunities.

Calorie King

calorieking.com

Free calorie counter and exercise journal. Phone application or online version available.

Mealime

mealime.com/recipes

Quick and easy meal planning.

My Fitness Pal

myfitnesspal.com

Food and exercise tracking. Phone application or online version available.

Weight loss support

loseit.com

Track the foods you love and lose weight.

Skinny Taste

skinnytaste.com

Delicious healthy recipes made with real food.

My Net Diary

mynetdiary.com

Free calorie counter and food diary application.

Budget Bytes

budgetbytes.com

Delicious recipes designed for small budgets.

Bariatric Bits

nourishedsimply.com/recipes/

Nutrition tips from a registered dietitian for weight loss surgery patients.

Community support

United Way

[211.org](https://www.211.org)

Call **211** from any phone

Connecting people to needed resources 24 hours a day, seven days a week, 365 days a year in any area.

Some resources that United Way provides:

- Shelter/housing options
- Utilities/mortgage/rent/bill paying/healthcare cost assistance (including prescription, medical treatment and health insurance costs)
- Food and nutrition programs
- Emergency information and disaster relief
- Employment and education opportunities
- Services for veterans, caregivers and those new to the country
- Health care, vaccination, and health epidemic information
- Addiction prevention and rehabilitation programs
- Reentry help for ex-offenders
- Support groups for individuals with mental illness or special needs
- Safe, confidential path out of physical/emotional domestic abuse
- Transportation options
- Free income tax filing for SIMPLE state and federal tax returns: [myfreetaxes.com](https://www.myfreetaxes.com)
- Cybercrime assistance

Kansas Abuse Hotline

800-922-5330

24 hours per day/seven days per week hotline to report abuse or neglect suspected for any adult or child in the community, including yourself.

Kansas Crisis Hotline

safehope.net/resources/

888-363-2287

24 hours per day/seven days per week hotline to link victims of domestic violence or sexual assault to crisis programs across Kansas.

988 Suicide and Crisis Hotline

988lifeline.org

Call **988/800-273-8255** or text a message to **988**

24 hours per day/seven days per week hotline provides resources to anyone in suicidal crisis or emotional distress. Caller can be the person in crisis or about a person who needs assistance.

Kansas Alcohol and Drug Helpline

866-645-8216, ext. 2

24 hours per day/seven days per week hotline provides help to those struggling with or those impacted by alcohol or drug abuse.

National Food Pantry

feedingamerica.org/find-your-local-foodbank

Registry to help anyone with food resources. There are no eligibility requirements.

Federal Food Assistance Programs

feedingamerica.org/advocate/federal-hunger-relief-programs

Resources for long term nutrition/food needs.

Community support *(continued)*

Government Benefits

[benefits.gov](https://www.benefits.gov)

Phone: **800-FED-INFO** (333-4636)

Monday–Friday, 7 a.m. – 7 p.m. CST

Offers assistance with insurance/healthcare, food, housing, financial assistance and more. (Does not offer direct assistance with medications or supplies.)

National Association of Area Agencies on Aging

[n4a.org](https://www.n4a.org)

Find resources for the aging of your community members, family or friends to assist with nutrition, information and assistance, health insurance counseling, disability resources, protection from abuse, senior care act, case management, fitness, legal, transportation, in home and long term care services, caregiver support services, state funds, personal emergency response systems, etc.

Benefits Check Up

[benefitscheckup.org](https://www.benefitscheckup.org)

Phone: **800-794-6559**

Monday–Friday, 7 a.m. – 6 p.m. CST

Benefits Check Up is a service of the National Council on Aging that has information on benefits programs for seniors with limited income and resources. Seniors can search for programs that help them pay for prescription drugs as well as health care, rent, utilities and other needs.

American Association of Poison Control

[poison.org](https://www.poison.org)

Phone: **800-222-1222**

Call 911 right away if the individual collapses, has a seizure, has trouble breathing, or can't be awakened.

Care Credit

[carecredit.com](https://www.carecredit.com)

Financing options for health and wellness expenses.

Find Help

[findhelp.org](https://www.findhelp.org)

Locate food pantries, meal programs, resources for financial assistance, health care, housing, and other services available in your community to provide anyone assistance.

Centers for Disease Control and Prevention (CDC)

[cdc.gov](https://www.cdc.gov)

Phone: **800-232-4636**

National Public Health resource for reliable information on health, emergency issues, immunization schedule, pandemic information.

Caring Bridge

[caringbridge.org/resources/what-is-caringbridge](https://www.caringbridge.org/resources/what-is-caringbridge)

Stay connected to family and friends through any health journey.



Mental health resources

Blue Cross and Blue Shield of Kansas Mental Health Resources

bcbsks.com/mental-health-resources

Resources to assist you or someone you care about to manage mental health with confidence.

Suicide Prevention Resources

dcca.org/program/kansas-suicide-prevention-find-support

National Alliance on Mental Illness

nami.org/Home

Phone: **800-950-6264** (Monday – Friday,
9 a.m. to 9 p.m. CST)

Text NAMI to 62640 or email helpline@nami.org

Monday – Friday, 9 a.m. to 9 p.m. CST

If needing crisis assistance outside of these hours call or text 988, 24/7.

Support for family, caregivers and those affected by mental illness.

HelpGuide

helpguide.org/find-help

Resource that provides online information and advice on mental health, health and wellness, children and family, relationships and aging.

Psychology Today

psychologytoday.com/us/therapists

Search for therapists, teletherapy, psychiatrists, treatment centers, or support groups in your area. See a short biography and picture of the mental health providers along with their contact information. Call your insurance provider to see if the provider is in network, and to see if there are mental health benefits in your policy.

Support Groups in Kansas

supportgroupsinkansas.org/support-groups

Find a support group of interest in your area.

Insight Timer

insighttimer.com

Guided meditation and wellness information resource to promote sleep, relaxation, reduce stress/anxiety and more.

Dental support

Oral Health Kansas

oralhealthkansas.org/SafetyNet.html

Resources for finding a dentist and assistance near you in Kansas.

Kansas Dental Charitable Foundation

ksdentalfoundation.org

Provides charitable dental services to Kansans through the Kansas Mission of Mercy.

Health care assistance

Free Clinics

freeclinics.com

Clinics that provide a range of medical services, including diabetes care, disease prevention, mental health help, overall wellness care, and dental services.

Community Health Centers

findahealthcenter.hrsa.gov

They provide general medical care, preventive services, patient education, pregnancy and mental health care, dental services and accept insurance, Medicare, Medicaid, and the Children's Health Insurance Program (CHIP). The health clinics that do charge for their services use the Federal income guidelines.

Free and Charitable Clinics

nafclinics.org

Safety-net health care organizations that utilize a volunteer/staff model to provide a range of medical, dental, pharmacy, vision and/or behavioral health services to disadvantaged individuals.

Hospitals

hrsa.gov/get-health-care/affordable/hill-burton

Most hospitals provide free or discounted care to uninsured or underinsured patients who meet certain eligibility requirements. To find a Hill-Burton hospital in your area visit the above website and contact the business office for eligibility requirements and details on applying for free or discounted care.

State Support

kdads.ks.gov

While not all states offer aid, many have programs that provide help to people over 65, the uninsured, and those with disabilities. You can find a list of state assistance programs at the above website.

Patient Advocate Foundation's Co-Pay Relief

copays.org

Phone: **866-512-3861** M-F 7:30 a.m – 4:00 p.m. CST

Offers financial assistance for diabetes and various ailments, as funds are available. Insurance is required, all insurance types accepted. Must reside and receive treatment in the United States.

Vital health links

communitylinks.vitalhealthlinks.com

Helps connect patients to free or reduced cost services like food, transportation, financial assistance, and more.

Medication information

MedlinePlus

medlineplus.gov/druginformation.html

Drugs.com

drugs.com

Medication information should always be confirmed with your personal physician.

Your pharmacist is an excellent resource for questions about prescription or over-the-counter medications and supplements. They have a wealth of knowledge to share with you.

DCCCA

dcca.org/program/kansas-naloxone-program/

DCCCA provides free naloxone (Narcan) nasal spray, fentanyl test strips and training to community organizations and any Kansas resident. DCCCA is funded for this project by the Kansas Department of Aging and Disability Services (KDADS) through the State Opioid Response (SOR) grant initiative from the Substance Abuse and Mental Health Services Administration (SAMHSA) and Healthy Blue of Kansas. DCCCA has placed FREE naloxone vending machines throughout Kansas.

Safe medication disposal

Walgreens

bcbsks.com/prescription-drugs/medication-disposal

Blue Cross and Blue Shield of Kansas is partnering with Walgreens to expand the availability of safe medication disposal kiosks in our service area. Refer to this web page for locations of the medication disposal kiosks.

US Department of Justice Drug Enforcement Administration Drug Disposal Locations

deadiversion.usdoj.gov/drug_disposal/takeback/takeback.html

Search for year-round pharmaceutical disposal locations and learn how to properly dispose of sharps/needles and unused medicines.



Medical information resources

Consult your physician for questions or concerns about your health. The following websites can provide education on health topics.

Mayo Clinic

mayoclinic.org/diseases-conditions

WebMD

webmd.com/a-to-z-guides/health-topics

MedlinePlus

medlineplus.gov/healthtopics.html

National Heart, Lung and Blood Institute

nhlbi.nih.gov

Medical identification

American Medical ID

americanmedical-id.com

Medical alert IDs save lives – they speak for you when you can't. Used to alert of drug or food allergies, diabetes, mental illness, disability, etc.

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Blue Cross and Blue Shield of Kansas offers PPO plans with a Medicare contract. Enrollment in Blue Cross and Blue Shield of Kansas Medicare Advantage depends on contract renewal.

Medicare Advantage, through Blue Cross and Blue Shield of Kansas, is only offered within a limited number of Kansas counties.

Visit us at bcbsks.com

