GUIDELINES
for staying healthy

Vaccines, checkups and health screenings

Working with your doctor to keep you up-to-date on vaccines, checkups and health screenings can help you stay healthy. Blue Cross and Blue Shield of North Carolina (Blue Cross NC) has compiled guidelines from health organizations to help you better manage you and your family’s health.

This information is based on advice from experts, including the U.S. Preventive Services Task Force and the American Academy of Pediatrics. This brochure is only a guide. You should work with your doctor to create a plan that’s right for you.

These services may be covered at no extra cost to you. Payment for these services is subject to each member’s preventive care benefits. Check your benefit booklet for details about your preventive care benefits.

To lower your costs, visit an in-network doctor for preventive care. Log in at BlueConnectNC.com to search for a doctor or facility and to compare costs of the services you need.

Adults (19+ years)

Adults ages 19 to 49 should visit their doctor for a routine checkup every one to three years and after 50, annually.

Routine screenings and tests

+ Height and weight (body mass index screening for healthy weight)
+ Blood pressure
+ Depression screening
+ Diabetes screening for overweight or obese adults
+ Chlamydia and gonorrhea tests for women ages 24 and younger
+ Cholesterol screening for adults 40–75. Statin medication may be prescribed for those with heart disease risk factors like diabetes or high blood pressure
+ Mammogram every one to two years for women ages 50–74
+ Colon cancer screening from ages 50–75
+ Pap test every three years for women starting at age 21, or for women 30–65; Pap test every 5 years if done with human papillomavirus (HPV) test
+ Bone density test for women to screen for osteoporosis, as recommended by your doctor
+ HIV screening, to age 65

Your doctor may also ask about the following issues:

+ Nutrition
+ Exercise
+ Seat belt use
+ Dental health
+ Smoking, alcohol and drug use
+ Depression
+ Safe sex

If your doctor does not ask about these issues, bring them up if you have questions or concerns.

Vaccines

+ Hepatitis A and hepatitis B vaccine (at-risk adults)
+ Hib (Haemophilus influenzae type b)
+ Human papillomavirus (HPV) protects against certain cancers in men and women
+ Influenza (flu) vaccine (every year)
+ Measles-mumps-rubella (MMR) vaccine (adults who have never received the vaccine)
+ Meningococcal (at-risk adults)
+ Pneumococcal vaccine (at-risk adults of any age or once after 64)
You should always discuss with your doctor, or your child’s doctor, which health screenings are appropriate, based on individual health needs. Treatment decisions are always between you and your doctor.

1. Services that are not delivered in an in-network, office-based setting or stand-alone clinic filing as an office visit and services that include additional procedures or diagnostic services may be subject to your copay, deductible and coinsurance.
3. One of the following screening tests is recommended for colon cancer screening: Annual fecal blood test (gFOBT or FIT) flexible sigmoidoscopy or CT/virtual colonoscopy, every five years; or colonoscopy, every 10 years.

To learn more, refer to the Blue Cross NC medical policy on Bone Mineral Density Studies on bcbsnc.com.

**Children and adolescents (3–18 years)**

Children ages 3 to 18 should visit their pediatrician for a routine checkup each year.

**Routine screenings and tests**

- Vaccines²
- Height and weight (screening for healthy weight)
- Blood pressure
- Vision screening
- Hearing
- Developmental and behavioral assessment
- Depression screening from age 11
- Chlamydia and gonorrhea tests for sexually active girls
- Sexually transmitted infections/HIV screening for adolescents ages 15–18
- Physical exam

**Babies and toddlers (0–35 months)**

Your growing child should visit the doctor for regular checkups at the following ages:

- 3 to 5 days
- 2 to 4 weeks
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months

**Routine screenings and tests**

- Vaccines²
- Length and weight
- Physical exam
- Developmental and behavioral assessment
- Anemia (at 12 months to test for iron in the blood)
- Hearing

**Your child’s doctor may also ask about these issues:**

- Diet and nutrition
- Exercise
- Accident and injury prevention
- Car seat and seat belt use
- Dental health
- Effects of secondhand smoke
- Smoking, drug use and safe sex practices for teenagers

If your child’s doctor does not ask about these issues, bring them up if you have questions or concerns.

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You should always discuss with your doctor, or your child’s doctor, which health screenings are appropriate, based on individual health needs. Treatment decisions are always between you and your doctor.

1. Services that are not delivered in an in-network, office-based setting or stand-alone clinic filing as an office visit and services that include additional procedures or diagnostic services may be subject to your copay, deductible and coinsurance.
2. Recommended childhood, adolescent and adult vaccine schedules can be accessed at https://www.cdc.gov/vaccines/schedules/index.html.
3. One of the following screening tests is recommended for colon cancer screening: Annual fecal blood test (gFOBT or RT) flexible sigmoidoscopy or CT/virtual colonoscopy, every five years; or colonoscopy, every 10 years.
4. To learn more, refer to the Blue Cross NC medical policy on Bone Mineral Density Studies on bcbsnc.com.

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+ Free aids and services to people with disabilities to communicate effectively with us, such as: qualified interpreters and/or written information in other formats (large print, audio, accessible electronic formats, other formats.)

+ Free language services to people whose primary language is not English, such as: qualified interpreters and/or information written in other languages

If you need these services, contact:

Customer Service
Call: 1-888-206-4697, 1-800-442-7028 (TTY and TDD)

If you believe that Blue Cross NC 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:

Blue Cross NC, P.O. Box 2291, Durham, NC 27702
Attention: Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office
Call: 919-765-1663, 1-888-291-1783 (TTY)
Fax: 919-287-5613
E-mail: civilrightscoordinator@bcbsnc.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office 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:

Online: https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Mail: U.S. Department of Health & Human Services
200 Independence Avenue, SW Room 509F
HHH Building Washington, D.C. 20201
Call: 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available online at:
http://www.hhs.gov/civil-rights/filing-a-complaint/index.html

This notice and/or attachments may have important information about your application or coverage through Blue Cross NC. Look for key dates. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Call Customer Service: 1-888-206-4697.
ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-206-4697 (TTY: 1-800-442-7028).


注意：如果您講廣東話或普通話，您可以免費獲得語言援助服務。請致電 1-888-206-4697 (TTY:1-800-442-7028)。


말حوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-206-4697.


ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-206-4697 (телетайп: 1-800-442-7028).


注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-206-4697 (TTY:1-800-442-7028)まで、お電話にてご連絡ください。