



Attacking the Opioid Crisis

Stemming the flow and providing essential treatment

Prescription opioids serve a critical role in the treatment of post-surgical, chronic or cancer-related pain. However, the impacts of their misuse are devastating. Every day, more than 90 Americans die from overdosing on opioids.¹ The crisis is also creating a staggering economic burden through escalating health care costs, increased crime and lost productivity. Prescription opioid overdose, abuse and dependence carries high costs for American society—estimated at \$95 billion.²

CareFirst has developed a holistic approach to combat this epidemic



Restrict unnecessary or excessive opioid prescription use through formulary design.



Monitor members and prescribers for drug safety, potential fraud, waste and abuse.



Connect members with high-touch care coordination and essential treatment.



Reduce financial barriers through a cost-share waiver.

The integration of medical care with behavioral health and substance abuse services has been a central objective of CareFirst's Total Care and Cost Improvement Program. CareFirst's comprehensive approach attacks the crisis holistically: restricting the amount of prescription opioids in circulation; monitoring for misuse and abuse; and getting members who are struggling with substance use disorder the help they need.



Formulary management to reduce excessive opioid prescription use

On an average day in the U.S., more than 650,000 opioid prescriptions are dispensed while over 1,000 people are treated in emergency departments for misusing prescription opioids.³

CareFirst's strategy to deter opioid misuse incorporates recommendations from the *Centers for Disease Control and Prevention Guidelines for the Management of Chronic Pain*. Our formularies (list of covered drugs) are intentionally designed to balance the lowest effective dose with the shortest duration of treatment. To reduce the likelihood of dependence, CareFirst sets limits on the strength of the dose and the length of prescriptions.



Drug safety and monitoring for fraud, waste and abuse

Nearly half of all U.S. opioid overdose deaths involved a prescription opioid, with a recent study showing people can become dependent on opioids in as few as three to five days.^{4,5} Opioid abuse can have dangerous health impacts, potentially causing permanent damage to the brain, liver, heart and respiratory system. To protect members from serious or fatal consequences, CareFirst monitors member data for multiple prescribers/pharmacies, excessive use and high claims costs.

Once CareFirst identifies behavior patterns that signal possible misuse, pharmacists notify providers of the member's utilization history and work with them to outline and address concerns. CareFirst educates providers about pain medication treatment and how to recognize potential opioid misuse by members. As needed, members are referred for intensive case management and high-touch care coordination.

Additionally, to reduce costs associated with fraud and abuse, prescribers' pharmacy claims are also scanned for patterns that do not comply with established guidelines and further investigation is conducted with specific prescribers as needed.



Connecting members with essential treatment

Only one in 10 people with addiction to drugs and/or alcohol are diagnosed and receive treatment compared to 70 percent of people with hypertension or diabetes.⁶ The stigma of addiction often prevents those suffering from substance use disorder from seeking treatment. CareFirst is committed to providing members with access to comprehensive treatments that support sustainable outcomes.

Since many members with addiction have co-occurring medical and behavioral health disorders, primary care providers, nurses and behavioral health providers refer those in need to our Behavioral Health and Substance Use Disorder Program. Through this program, members are assessed and connected to specially trained clinicians who work 1:1 with them to identify the right mental health providers; help schedule and follow up to appointments; and coordinate their overall care.

Effective recovery programs recognize addiction is not a personal failure, rather a chronic disease requiring long-term treatment options. For members dealing with substance use disorder, CareFirst is collaborating with a number of high performing addiction recovery centers. These centers are leaders in intensive outpatient programs, providing highly individualized treatment, including relapse prevention, coping strategies and evidence-based medication assisted therapy.

Licensed counselors work with members to identify triggers, establish a plan to manage them and develop new healthy habits.

Through outpatient treatment, members attend therapy sessions, appointments, meetings, or other recovery activities while remaining in their home or transitional housing environment. This option—which can be as effective as inpatient programs—allows them to keep up with day-to-day responsibilities while they continue their path to recovery.



Eliminating financial barriers to care

To relieve the financial burden associated with treatment and allow members to focus on getting better, CareFirst has implemented a cost-share waiver. Members admitted to, and who remain compliant with, an approved intensive outpatient program within select addiction recovery centers are eligible for a waiver of in-network cost-sharing responsibilities (no copays, coinsurance or deductibles) for eligible services.



¹ NIH Director Francis Collins on America's opioid crisis (5:08) (Washington Post, September 20, 2017)

² Maria Castellucci. "Economic Burden of Opioid Epidemic Hit \$95 Billion in 2016," November 16, 2017. <http://www.modernhealthcare.com/article/20171116/NEWS/171119908>

³ CDC, MMWR, 2015; 64:1-5, www.hhs.gov/sites/default/files/Factsheet-opioids-061516.pdf

⁴ CDC. Prescription Opioid Overdose Data. Available at <https://www.cdc.gov/drugoverdose/data/overdose.html>

⁵ HealthDay News. Opioid Dependence Can Start in Just a Few Days. March 16, 2017. Accessed at: <https://consumer.healthday.com/bone-and-joint-information-4/opioids-990/opioid-dependence-can-start-in-just-a-few-days-720750.html> on 06.02.2017

⁶ Lloyd Sederer. "A Blind Eye for Addiction," June 1, 2015. www.usnews.com/opinion/blogs/policy-dose/2015/06/01/america-is-neglecting-its-addiction-problem



Notice of Nondiscrimination and Availability of Language Assistance Services

CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc. and all of their corporate affiliates (CareFirst) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. CareFirst does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

CareFirst:

- Provides free aid 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, please call 855-258-6518.

If you believe CareFirst 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 our CareFirst Civil Rights Coordinator by mail, fax or email. If you need help filing a grievance, our CareFirst Civil Rights Coordinator is available to help you.

To file a grievance regarding a violation of federal civil rights, please contact the Civil Rights Coordinator as indicated below. Please do not send payments, claims issues, or other documentation to this office.

Civil Rights Coordinator, Corporate Office of Civil Rights

Mailing Address	P.O. Box 8894 Baltimore, Maryland 21224
Email Address	civilrightscoordinator@carefirst.com
Telephone Number	410-528-7820
Fax Number	410-505-2011

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, D.C. 20201
800-368-1019, 800-537-7697 (TDD)

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

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Foreign Language Assistance

Attention (English): This notice contains information about your insurance coverage. It may contain key dates and you may need to take action by certain deadlines. You have the right to get this information and assistance in your language at no cost. Members should call the phone number on the back of their member identification card. All others may call 855-258-6518 and wait through the dialogue until prompted to push 0. When an agent answers, state the language you need and you will be connected to an interpreter.

አማርኛ (Amharic) ማስታበቃው፡፡ ይህ ማስታበቃው ስለ መደን ሰራተኞቸው ይሆል፡፡ ከተወሰነት ቁነ-ገዢበት በፈት ለፈጸምና የሚገበ ነገሮች ሌሎች አገልግሎት ወጥኩ ቅናት ለይዘን ይቻላል፡፡ ይኝነት መረጃ የማማገኘት እና የለምንም ከፍያ በቋንቃዋው እና የማማገኘት መብት አለዋቸው፡፡ አባል ካሁን ክመታዊው ክርድዎች በስተቀርባ ላይ ወደተጠቀሰው የስልክ ቅጥር መደዣዎች ይቻላሉ፡፡ አባል ካሁን ደንብ መደብ ለሳይ ቅጥር 855-258-6518 ደመለው ባንድ አንዳጂኑ አስተካርድ ይረዳ የማማገኘት መጠበቅ አለብቸው፡፡ አንድ ወከል መልሰ ለሰተዋዊ፣ የሚፈልገትኩን ቅንቃዋው፡፡ ከዘመናው ከተረጋግጣለሁ ይገኘኝለሁ፡፡

Èdè Yorùbá (Yoruba) Ìtétíléko: Àkíyèsí yíí ní ìwífún nípa isé adójútòfò re. Ó le ní àwọn déètì pàtò o sì le ní láti gbé ìgbésè ní àwọn ojó gbèdèke kan. O ni ètò láti gba ìwífún yíí àti ìrànlówó ní èdè re lófèé. Àwọn ọmọ-egbè gbódò pe nómbà fóònù tó wà léyìn káàdì ìdánímò wọn. Àwọn míràn le pe 855-258-6518 kí o sì dúró nípasè ijíròrò tití a ó fi sọ fún o láti tẹ 0. Nígbàtí aşojú kan bá dálhùn, sọ èdè tí o fé a ó sì so ó pò mó ògbufò kan.

Tiếng Việt (Vietnamese) Chú ý: Thông báo này chứa thông tin về phạm vi bảo hiểm của quý vị. Thông báo có thể chứa những ngày quan trọng và quý vị cần hành động trước một số thời hạn nhất định. Quý vị có quyền nhận được thông tin này và hỗ trợ bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Các thành viên nên gọi số điện thoại ở mặt sau của thẻ nhận dạng. Tất cả những người khác có thể gọi số 855-258-6518 và chờ hết cuộc đói thoại cho đến khi được nhắc nhở nhấn phím 0. Khi một tổng đài viên trả lời, hãy nêu rõ ngôn ngữ quý vị cần và quý vị sẽ được kết nối với một thông dịch viên.

Tagalog (Tagalog) Atensyon: Ang abisong ito ay naglalaman ng impormasyon tungkol sa nasasaklawan ng iyong insurance. Maaari itong maglaman ng mga pinakamahalagang petsa at maaaring kailangan mong gumawa ng aksyon ayon sa ilang deadline. May karapatan ka na makuha ang impormasyong ito at tulong sa iyong sariling wika nang walang gastos. Dapat tawagan ng mga Miyembro ang numero ng telepono na nasa likuran ng kanilang identification card. Ang lahat ng iba ay maaaring tumawag sa 855-258-6518 at maghintay hanggang sa dulo ng diyalogo hanggang sa diktahan na pindutin ang 0. Kapag sumagot ang ahente, sabihin ang wika na kailangan mo at ikokonekta ka sa isang interpreter.

Español (Spanish) Atención: Este aviso contiene información sobre su cobertura de seguro. Es posible que incluya fechas clave y que usted tenga que realizar alguna acción antes de ciertas fechas límite. Usted tiene derecho a obtener esta información y asistencia en su idioma sin ningún costo. Los asegurados deben llamar al número de teléfono que se encuentra al reverso de su tarjeta de identificación. Todos los demás pueden llamar al 855-258-6518 y esperar la grabación hasta que se les indique que deben presionar 0. Cuando un agente de seguros responda, indique el idioma que necesita y se le comunicará con un intérprete.

Русский (Russian) Внимание! Настоящее уведомление содержит информацию о вашем страховом обеспечении. В нем могут указываться важные даты, и от вас может потребоваться выполнить некоторые действия до определенного срока. Вы имеете право бесплатно получить настоящие сведения и сопутствующую помощь на удобном вам языке. Участникам следует обращаться по номеру телефона, указанному на тыльной стороне идентификационной карты. Все прочие абоненты могут звонить по номеру 855-258-6518 и ожидать, пока в голосовом меню не будет предложено нажать цифру «0». При ответе агента укажите желаемый язык общения, и вас свяжут с переводчиком.

हिन्दी (Hindi) ध्यान दें: इस सूचना में आपकी बीमा कवरेज के बारे में जानकारी दी गई है। हो सकता है कि इसमें मुख्य तिथियों का उल्लेख हो और आपके लिए किसी नियत समय-सीमा के भीतर काम करना ज़रूरी हो। आपको यह जानकारी और संबंधित सहायता अपनी भाषा में निःशुल्क पाने का अधिकार है। सदस्यों को अपने पहचान पत्र के पीछे दिए गए फोन नंबर पर कॉल करना चाहिए। अन्य सभी लोग 855-258-6518 पर कॉल कर सकते हैं और जब तक 0 दबाने के लिए न कहा जाए, तब तक संवाद की प्रतीक्षा करें। जब कोई एजेंट उत्तर दे तो उसे अपनी भाषा बताएँ और आपको व्याख्याकार से कनेक्ट कर दिया जाएगा।

Băsăjă-wùqù (Bassa) Tò Đùă Cáo! Bă nìà ke bá nyō bĕ kĕ m gbo kpá bó nì fă-ă-fă-tăă nyee jé dyí. Bă nìà ke bĕdĕ wé jéé bĕ bĕ m kĕ qe wa mă m kĕ nyuee nyu hwè bĕ wé bĕa kĕ zi. Č mă nì kpé bĕ m kĕ bă nìà ke kĕ gbo-kpá-kpá m măee dyé qé nì bădă-wùqù mă bĕ m kĕ se wădă qă păe. Kpooă nyō bĕ me qă făun-năbă nìà qé waă I.D. kăaă qeín nyę. Nyō tăă séin me qă năbă nìà ke: 855-258-6518, kĕ m me fă tee bĕ wa kĕe m gbo că bĕ m kĕ năbă mă 0 kăe dyi pădăin hwè. Č jă kĕ nyō qă dyi mă gă jăin, po wuđu mă mă poe dyie, kĕ nyō qă mu bó năn bĕ 0 kĕ nì wuđu mă ză.

বাংলা (Bengali) লক্ষ্য করুন: এই নোটিশে আপনার বিমা কভারেজ সম্পর্কে তথ্য রয়েছে। এর মধ্যে গুরুত্বপূর্ণ তারিখ থাকতে পারে এবং নির্দিষ্ট তারিখের মধ্যে আপনাকে পদক্ষেপ নিতে হতে পারে। বিনা খরচে নিজের ভাষায় এই তথ্য পাওয়ার এবং সহায়তা পাওয়ার অধিকার আপনার আছে। সদস্যদেরকে তাদের পরিচয়পত্রের পিছনে থাকা নশ্বরে কল করতে হবে। অন্যেরা 855-258-6518 নশ্বরে কল করে 0 টিপতে না বলা পর্যন্ত অপেক্ষা করতে পারেন। যখন কোনো এজেন্ট উত্তর দেবেন তখন আপনার নিজের ভাষার নাম বলুন এবং আপনাকে দোভাসীর সঙ্গে সংযুক্ত করা হবে।

اردو (Urdu) توجہ: بہ نوٹس آپ کے انشورینس کوریج سے متعلق معلومات پر مشتمل ہے۔ اس میں کلیدی تاریخیں بو سکتی ہیں اور ممکن ہے کہ آپ کو مخصوص آخری تاریخوں تک کارروائی کرنے کی ضرورت پڑے۔ آپ کے پاس یہ معلومات حاصل کرنے اور بغیر خرچ کیے اپنی زبان میں مدد حاصل کرنے کا حق ہے۔ ممبران کو اپنے شناختی کارڈ کی پشت پر موجود فون نمبر پر کال کرنی چاہیے۔ سبھی بیگر لوگ 855-258-6518 پر کال کر سکتے ہیں اور 0 دبائے کو کہے جانے تک انتظار کریں۔ ایجنت کے جواب دینے پر اپنی مطلوبہ زبان بتائیں اور مترجم سے مربوط ہو جائیں گے۔

فارسی (Farsi) توجه: این اعلامیه حاوی اطلاعاتی دربارہ پوشش بیمه شما است. ممکن است حاوی تاریخ‌های مهمی باشد و لازم است تا تاریخ مقرر شده خاصی اقدام کنید. شما از این حق برخوردار هستید تا این اطلاعات و راهنمایی را به صورت رایگان به زبان خودتان دریافت کنید. اعضا باید با شماره در پشت کارت شناسایی‌شان تماس بگیرند. سایر افراد می‌توانند با شماره 855-258-6518 تماس بگیرند و منتظر بمانند تا از آنها خواسته شود عدد 0 را فشار دهند. بعد از پاسخگویی توسط یکی از اپراتورها، زبان مورد نیاز را تنظیم کنید تا به مترجم مربوطه وصل شوید.

اللغة العربية (Arabic) تنبيه: يحتوي هذا الإخطار على معلومات بشأن تغطية التأمينية، وقد يحتوي على تاريخ مهم، وقد تحتاج إلى اتخاذ إجراءات بحلول مواعيد نهاية محددة. يحق لك الحصول على هذه المساعدة والمعلومات بلغتك بدون تحمل أي تكالفة. ينبغي على الأعضاء الاتصال على رقم الهاتف المذكور في بطاقةتعريف الهوية الخاصة بهم. يمكن للأخرين الاتصال على الرقم 855-258-6518 والانتظار خلال المحادثة حتى يطلب منهم الضغط على رقم 0 عند إجابة أحد الوكلاء، اذكر اللغة التي تحتاج إلى التواصل بها وسيتم توصيلك بأحد المترجمين الفوريين.

中文繁体 (Traditional Chinese) 注意：本聲明包含關於您的保險給付相關資訊。本聲明可能包含重要日期及您在特定期限之前需要採取的行動。您有權利免費獲得這份資訊，以及透過您的母語提供的協助服務。會員請撥打印在身分識別卡背面的電話號碼。其他所有人士可撥打電話 855-258-6518，並等候直到對話提示按下按鍵 0。當接線生回答時，請說出您需要使用的語言，這樣您就能與口譯人員連線。

Igbo (Igbo) Nrụbama: Okwa a nwere ozi gbasara mkpuchi nchekwa onwe gi. O nwere ike ịnwe ụbọchị ndị di mkpa, i nwere ike ịme ihe tupu ụfodụ ụbọchị njedebe. I nwere ikike ịnweta ozi na enyemaka a n'asusu gi na akwughị ụgwọ o bụla. Ndị otu kwesiri ikpo akara ekwentị dị n'azụ nke kaadi njirimara ha. Ndị ọzọ niile nwere ike ikpo 855-258-6518 wee chere ụbụbọ ahụ ruo mgbe amanyere ipi 0. Mgbe onye nnochite anya zara, kwuo asusu i chọrọ, a ga-ejikọ gi na onye ọkowa okwu.

Deutsch (German) Achtung: Diese Mitteilung enthält Informationen über Ihren Versicherungsschutz. Sie kann wichtige Termine beinhalten, und Sie müssen gegebenenfalls innerhalb bestimmter Fristen reagieren. Sie haben das Recht, diese Informationen und weitere Unterstützung kostenlos in Ihrer Sprache zu erhalten. Als Mitglied verwenden Sie bitte die auf der Rückseite Ihrer Karte angegebene Telefonnummer. Alle anderen Personen rufen bitte die Nummer 855-258-6518 an und warten auf die Aufforderung, die Taste 0 zu drücken. Geben Sie dem Mitarbeiter die gewünschte Sprache an, damit er Sie mit einem Dolmetscher verbinden kann.

Français (French) Attention: cet avis contient des informations sur votre couverture d'assurance. Des dates importantes peuvent y figurer et il se peut que vous deviez entreprendre des démarches avant certaines échéances. Vous avez le droit d'obtenir gratuitement ces informations et de l'aide dans votre langue. Les membres doivent appeler le numéro de téléphone figurant à l'arrière de leur carte d'identification. Tous les autres peuvent appeler le 855-258-6518 et, après avoir écouté le message, appuyer sur le 0 lorsqu'ils seront invités à le faire. Lorsqu'un(e) employé(e) répondra, indiquez la langue que vous souhaitez et vous serez mis(e) en relation avec un interprète.

한국어(Korean) 주의: 이 통지서에는 보험 커버리지에 대한 정보가 포함되어 있습니다. 주요 날짜 및 조치를 취해야 하는 특정 기한이 포함될 수 있습니다. 귀하에게는 사용 언어로 해당 정보와 지원을 받을 권리가 있습니다. 회원이신 경우 ID 카드의 뒷면에 있는 전화번호로 연락해 주십시오. 회원이 아니신 경우 855-258-6518 번으로 전화하여 0을 누르라는 메시지가 들릴 때까지 기다리십시오. 연결된 상담원에게 필요한 언어를 말씀하시면 통역 서비스에 연결해 드립니다.

Diné Bizaad (Navajo) Ge': Díí bee ił hane'ígíí bii' dahólóó bee éédahózin béeso ách'áqáh naanilník'ist'i'ígíí bá. Bii' dahólóó doo íiyisíí yoolkáálígíí dóó t'áádoo le'é ádadoolyíllígíí da yókeedgo t'áá doo bee e'e'aahí ájiil'ííh. Bee ná ahóót'i' díí bee ił hane' dóó niká'ádoowoł t'áá nínizaad bee t'áá jiik'é. Atah danilínígíí béis̄h bee hane'é bee wółta'ígíí nitl'izgo bee nee hóadolzinígíí bikéédéé' bikáá' bich'i' hodoonihjí'. Aadóó náánála' éí kojí' dahóoolnih 855-258-6518 dóó yii diiłts'ííl yałtí'ígíí t'áá níléjí áádóó éí bikéé'dóó naasbą́as bił adidiilchił. Áká'ánidaalwó'ígíí neidiitqáago, saad bee yániłt'i'ígíí yii diikił dóó ata' halne'é lá níká'ádoolwoł.