



SPRING  
2025

# BLUE NEWS

*for Employers*

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CREDENCE



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## **Oncology Case Management: Coordinated Care, Better Outcomes**

Receiving a cancer diagnosis can be an overwhelming experience, and your employees and members may have many questions about what to expect, how to prepare for treatment or where to find support. Our dedicated oncology nurses are here to help members with a cancer diagnosis navigate this journey, provide answers, coordinate care and connect them with essential resources.

By effectively managing symptoms, medications and timely care, members can reduce health risks and improve their treatment outcomes. Participation in this program is voluntary, confidential and comes at no additional cost to members.

### **CREDENCE ONCOLOGY NURSES WILL:**

- ▶ Assist members in understanding their diagnosis and treatment choices
- ▶ Ensure members receive top-quality care
- ▶ Regularly monitor progress and adjust care plans as needed
- ▶ Prepare members for conversations with their healthcare team
- ▶ Support members' care team and loved ones
- ▶ Link members to local resources

Oncology nurses take a holistic approach to meet the care needs of members with a cancer diagnosis. This includes creating a personalized care plan, tracking health progress and offering mental well-being resources and guidance on nutrition. Encouraging healthy habits such as regular exercise, eating a balanced diet and managing stress can help members feel their best during and after treatment.

*Members can call 1-866-618-4405, Monday - Friday, 8 a.m. – 4:45 p.m. Central time, to speak with a registered nurse.*

This is for informational purposes only. Always seek the advice of your physician or other qualified healthcare provider regarding your healthcare needs.





## Women's Health and Cancer Rights Act

*Don't forget to remind employees about the protections provided by the Women's Health and Cancer Rights Act of 1998.*

This Act provides protection for members who are receiving benefits in connection with a medically necessary mastectomy.

Written notice of these protections should be provided to plan participants when they enroll in the plan and annually thereafter. Notification requirements may be met by simply providing benefit booklets to employees once per year. The benefit booklets provided by Credence include the necessary information to satisfy the notification requirement. If you distribute benefit booklets each year, a separate annual notice may not be needed.

If you prefer a separate annual notice, a pamphlet entitled "Women's Health and Cancer Rights Act" (MKT-375) is available online after logging in to **CredenceBlue.com/Employers** and then selecting Forms and Materials or by contacting Customer Service. You may also provide notice annually through a benefits or union newsletter or with open enrollment materials. These notices may be delivered electronically, provided the conditions in federal regulation 29 CFR 2520.104b-1 related to electronic delivery are met.



## Did you know?

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As of January 1, 2025, all self-funded groups have the option to invest in **Headspace**, a comprehensive virtual and digital mental health platform for members. Headspace combines on-demand skill-building resources with access to one-on-one coaching and clinical support—all via one easy-to-use app.

Self-guided content is available to all ages, and mental health coaching and clinical services are available for members aged 13 and up. Headspace provides a tailored care plan so members get the help they need at a time and place that is convenient for them.

***Headspace is available as a buy-up. Contact your account representative for more details.***

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Credence is an independent licensee of the Blue Cross and Blue Shield Association.

Headspace is an independent company providing virtual behavioral healthcare for Credence members.

## New Healthcare Reform Preventive Mandates

PREVENTIVE REQUIREMENT	PUBLISHED DATE	CREDENCE EFFECTIVE DATE	CHANGE TO CURRENT BENEFIT?
Contraceptive Methods, Mobile App	Existing recommendation originally published December 2016.	April 1, 2024	<b>YES:</b> Additional contraceptive management product added.
Routine Immunizations - RSV Vaccine (Adult)	New recommendation effective June 26, 2024.	June 26, 2024	<b>YES:</b> Addition of new immunization, mRESVIA, into existing routine immunization schedule.
Routine Immunizations - Pneumococcal Vaccine (Adult)	New recommendation effective June 27, 2024.	June 27, 2024	<b>YES:</b> Addition of new immunization, Capvaxive, into existing routine immunization schedule.
Multiple Services	Existing recommendation with updated ICD-10 (procedure and diagnosis) and HCPCS coding.	October 1, 2024	<b>NO:</b> Applicable procedural and diagnosis coding updates (new/ revised/deleted codes) to existing benefit services comprehensively reviewed and operationalized.
Multiple Services	Existing recommendation with updated CPT and HCPCS coding.	January 1, 2025	<b>NO:</b> Applicable procedural coding updates (new/ revised/deleted codes) to existing benefit services comprehensively reviewed and operationalized.

### HAVE QUESTIONS OR COMMENTS ABOUT BLUE NEWS?

Please send your feedback to your account management team.