

Healthy Steps

Lovelace is committed to helping you take charge of your health by providing you with health-wise information and resources. We encourage you to explore our Healthy Steps benefit feature and make use of the services and education provided.

Find out more about the Healthy Steps benefits:

- **Baby Love**
Ensure your baby's health by learning more about pregnancy
- **Healthy Trails**
Help your kids grow up strong and healthy
- **Case Management**
For members with complex health care needs
- **Lifelong Steps**
Take care of yourself with our disease management programs
- **S.T.O.P.**
Stop tobacco for optimal prevention
- **NurseAdvice New Mexico**
Talk to a registered nurse about your health issues or concerns
- **Body Balance**
Experience the rewards of healthy living
- **Ask Me 3**
Increase communication with your provider
- **Healthy Steps Webinars**
Learn more about Healthy Steps with our free web based seminars.



baby love

ENSURE YOUR BABY'S HEALTH BY LEARNING MORE ABOUT PREGNANCY

The more you know about pregnancy, the healthier your baby is likely to be. That's why Lovelace offers a pregnancy program for members. Baby Love provides pregnant women with phone advice and education materials specific to their pregnancy. The Baby Love line is open 24 hours a day to answer your questions. Members can access this program up to six weeks after the baby is born. To get started just call our Baby Love line at 1.877.708.5777 as soon as you know you're

pregnant.

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healthy trails

HELP YOUR KIDS GROW UP STRONG AND HEALTHY

Healthy Trails is designed to help parents track the growth and development of their children from birth all the way through their 18th birthday. During Healthy Trails visits the doctor will make sure your child gets the care they are due including:

- **Physical examinations**
- **Vaccines and immunizations**
- **Hearing tests**
- **Eye exams**
- **Referrals to specialists (if needed)**

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case management

FOR MEMBERS WITH COMPLEX HEALTHCARE NEEDS

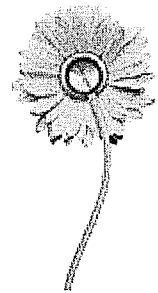
Lovelace provides Case Management services to members with multiple or complex healthcare needs. Case Managers coordinate care between physical health and behavioral health, as well as assist members with community services, social services or medical equipment needs in the home.

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lifelong steps

TAKE CARE OF YOURSELF WITH OUR DISEASE MANAGEMENT PROGRAMS

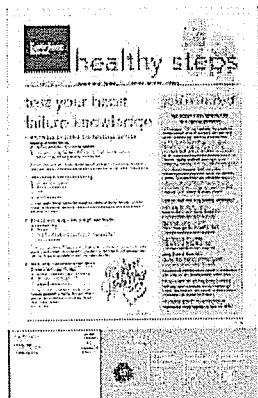
Lovelace’s LIFELONG Steps Program is a service to members living with any of the chronic conditions listed below. Our goal is to provide you with the knowledge and tools you need to manage your condition from day to day. A registered nurse will guide and support you in setting realistic goals and making healthy lifestyle changes.



- **Asthma**
- **Chronic obstructive pulmonary disease (COPD)**
- **Type 2 diabetes**
- **Heart disease**

LIFELONG Steps includes a Healthy Weight program to assist members with weight loss and weight maintenance. Call 505.727.5344 or Toll-free 877.480.9368 for any of the LIFELONG Steps offerings.

[Download the Healthy Steps Newsletter:](#)

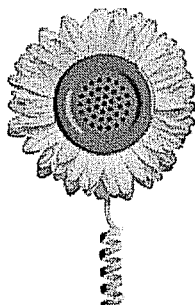


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s.t.o.p.**STOP TOBACCO FOR OPTIMAL PREVENTION**

Quitting smoking isn't easy but we're here to help you through the process. The S.T.O.P. Program offers 7 individualized phone-counseling sessions over a 2-month period at no cost to you. A registered nurse helps you set up a personalized "quit plan." Throughout the process, the RN will guide and support you towards a smoke-free life. Medicine to help with the cravings may also be available. For information call 505.727.5344 or Toll-free 877.480.9368.

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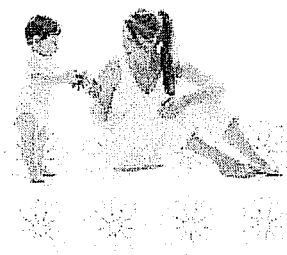
**nurseadvice new mexico****TALK TO A REGISTERED NURSE ABOUT YOUR HEALTH ISSUES OR CONCERNS**

NurseAdvice New Mexico offers members telephone access to registered nurses 24 hours a day, seven days a week to answer questions and provide guidance on health and illness topics. This statewide nurse advice line can help you with your healthcare decisions regarding self-care at home or when it is best to go to the doctor or hospital. Just call 877.725.2552 to speak with a nurse.

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body balance**EXPERIENCE THE REWARDS OF HEALTHY LIVING**

Body Balance provides Lovelace members with access to discounted services and health products, as well as FREE education materials. Body Balance is separate from your regular health plan benefits and therefore no claim forms or co-payments apply. Just show your Lovelace ID card and receive savings at the time of service. Click here for discounts on [acupuncture](#), [chiropractic care](#), [massage therapy](#), [natural supplements](#), [online health and beauty products](#), and online weight loss and smoking cessation programs.



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ask me 3**INCREASE COMMUNICATION WITH YOUR PROVIDER**

The key to understanding between patients and healthcare providers is communication. Ask Me 3 encourages members to communicate with their provider by asking these three questions to promote better health care:

- **What is my main problem?**
- **What do I need to do?**