

Spring 2018

Living Healthy

Preventive Services

Maximize your health care

Urgent Care Options

How to decide

Your Prescription Coverage

What you need to know

Summers at the Farmers Market

Do you want to enjoy warm summer mornings, meet new people and get the freshest fruits and veggies? Try going to your local farmers market.

Dating back to the early 1700s, farmers markets are a place where local farmers can sell their crops straight to the shopper. It's a more personal way to buy your food because you get to know the people who grow it. This is also what makes it such a healthy and affordable option. Your food doesn't have to travel a long distance to get to you, making it fresher and cheaper. It also makes shopping for fruits and vegetables fun – which makes you more likely to buy, cook and eat them.

Virginia Premier believes in the importance of good nutrition. Eating fresh food from the farmers market is one way of getting that nutrition. For information about how to make healthy food choices please call one of our Health Educators at 1-877-739-1370 (TTY: 711).

For a nationwide list of farmers markets please visit:
www.ams.usda.gov/local-food-directories/farmersmarkets



A few popular farmers markets:

South of the James Market

New Kent Ave & 42nd Street
Forest Hill Park
Richmond, VA 23225
Saturdays (May to Oct), 8 am to noon

Lakeside Farmers Market

6110 Lakeside Ave
Henrico, VA 23228
Saturdays, 8 am to noon
Wednesdays, 8 am to noon and 3 pm to 7 pm

Ashland Farmers Market

101 Thompson Street
Ashland, VA 23005
Saturdays, 9 am to noon

Downtown Hampton Farmers Market

On Queensway off Settlers Landing Road
Hampton, VA 23669
Saturdays (May 22nd to Sept 4th), 9 am to 1 pm

Grandin Village Farmers Market

2080 Westover Ave SW
Roanoke, VA 24015
Saturdays (April 21st to Nov 10th), 8 am to noon

Madison Farmers Market

Hoover Ridge Park
1110 Fairground Road
Madison, VA 22727
Saturdays (May to Oct), 8 am to noon



Tell Us Your Story

If you have received help from our Member Services department, or care from one of our providers, we'd like to hear your story. More specifically, we want to hear about any positive experiences you've had as a Virginia Premier member. Email us at medicarenews@vapremier.com

Keep Us in the Loop!

We want you to stay informed about Medicare services and Virginia Premier plan updates. Please register your change of address to make sure this happens.

First, contact the Social Security Administration at www.ssa.gov with your updated address. Or call them at 1-800-772-1213 (TTY: 1-800-325-0778), Monday through Friday from 7 am to 7 pm.

Then notify our Member Services team at 1-877-739-1370 (TTY: 711). Virginia Premier cannot change your information before it is updated first with Social Security.

Fitness Scramble Answers (Page 8)

1. Aerobic, 2. Flexibility, 3. Jog, 4. Play, 5. Stretch, 6. Bike, 7. Fun, 8. Lungs, 9. Run, 10. Swim, 11. Exercise, 12. Heart, 13. Muscle, 14. Strength, 15. Physical Activity



Did you know?
“Being overweight can cause the cells in your body to stop using insulin.”

Managing Diabetic Emergencies: High Blood Sugar

What does ‘high blood sugar’ mean?

High blood sugar occurs when you have more sugar in your bloodstream than you need to function. As with low blood sugar, episodes of high blood sugar can be very dangerous for individuals with diabetes. These episodes should be avoided to prevent long-term health problems that cannot be reversed.

High blood sugar can happen when your pancreas or injected insulin medication does not supply enough insulin to lower your blood sugar. It can also happen when your cells cannot use the insulin to lower blood sugar. Being overweight can cause the cells in your body to stop using insulin. Weight management is essential to help prevent this problem.

What causes high blood sugar?

- Your insulin dose may be too low
- Your cells have stopped using the insulin over time, due to obesity
- You overeat during meals

How to manage high blood sugar episodes

When your blood sugar is high you may feel very hungry, thirsty, and feel the urge to urinate more than usual. If you feel this way, consider checking your blood sugar. If your blood sugar monitor shows an error because the reading is outside the higher limit of what it can report, call your doctor.

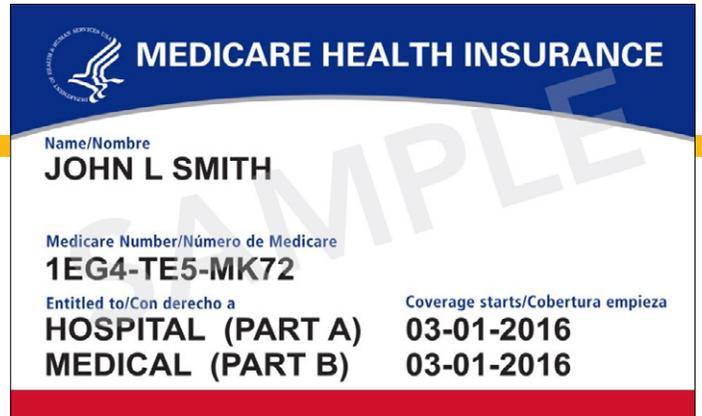
Getting advice from your doctor when this happens is important because:

- Uncontrolled high blood sugar can cause a condition that can lead to death within days if untreated
- High blood sugar makes it take longer for wounds to heal
- You may need an adjustment to the dose of insulin you take, or need to start using insulin to keep your blood sugar in range



New Medicare Cards Are Coming

Starting in April 2018, new cards are being mailed to everyone on Medicare. The cards are being sent out by the Centers for Medicare & Medicaid Services.



10 things to know about your new medicare card

1. Your new card will be sent to you. As long as your address is up-to-date, you don't need to do anything. If you need to update your address, contact the Social Security Administration at www.ssa.gov.
2. Instead of your Social Security number, your new card will have a unique Medicare number to help protect your identity.
3. Your Medicare coverage and benefits will stay the same.
4. Millions of new cards are being sent out. Your card may arrive at a different time than your friend's or neighbor's.
5. The new cards are paper. Your doctor's office should find it easier to use and copy.
6. Once you get your new Medicare card, start using it right away. Please destroy your old Medicare card.
7. You have another ID card from your Medicare Advantage plan with Virginia Premier that you can keep using when you need care. However, you may also be asked to show your new Medicare card, so you should carry it with you as well.
8. Doctors, hospitals and other health care providers know about the new cards. Please show them your new card the first chance you get.
9. Keep your new Medicare Number safe. Only give it to doctors, pharmacists, other health care providers, your insurers or people you trust to work with Medicare on your behalf.
10. If you forget your new card, your doctor or other health care provider may be able to find your Medicare Number online.

Watch out for scams

Beware of scam artists trying to get personal information from you (like your current Medicare Number) by contacting you about your new card. Medicare will never call you unsolicited and ask you to give them personal or private information to get your new Medicare Number and card. If someone asks you for your information, for money, or threatens to cancel your health benefits, hang up and call

the Centers for Medicare & Medicaid Services at 1-800-MEDICARE (1-800-633-4227), TTY: 1-877-486-2048. The call center is open 24 hours a day, 7 days a week.

Source: The Centers for Medicare & Medicaid Services website: www.medicare.gov/forms-help-and-resources/your-medicare-card.html

Understanding Your Prescription Drug Coverage

Have you ever wondered if your prescription drug would be covered before you went to the pharmacy? Or, have you been told your drug requires an authorization or limit but weren't sure what that meant?

The Virginia Premier website has useful information about your pharmacy benefit – including our covered drug list (formulary), authorizations, diabetic supplies, over-the-counter medications and more.

Find it at www.medicare.virginiapremier.com by clicking Pharmacy and selecting Pharmacy Benefits.

We also have a drug search tool on our website which can be found by clicking Pharmacy and selecting Find a Drug. Our drug search tool will show you if your drug is covered, or if there are any limits on it.

For example, a drug may need:

Prior authorization (PA)

In these cases, your doctor must provide medical information to back up the request for the drug before it will be covered.

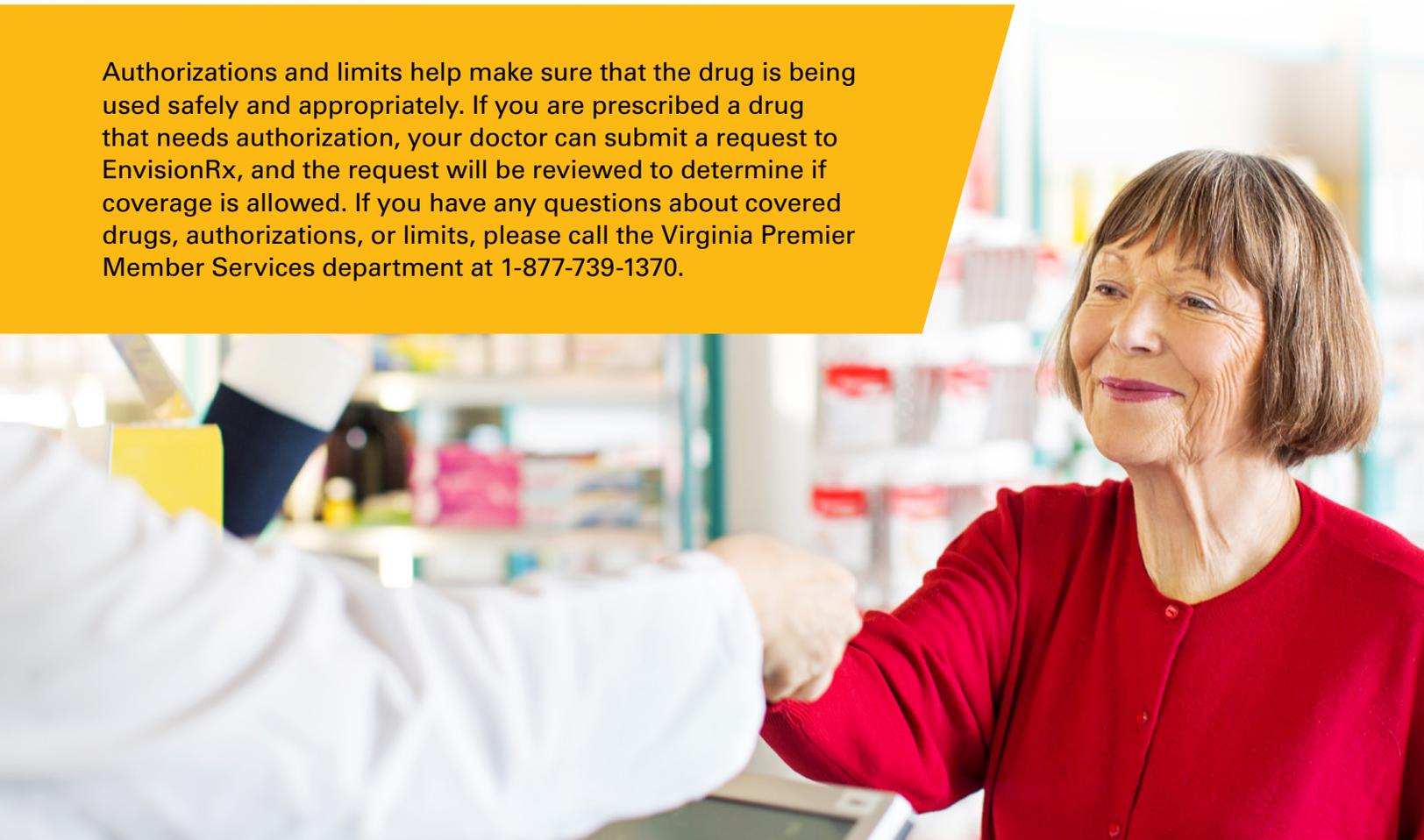
Step therapy (ST)

This means that you must try one or more other drugs before a step therapy drug is covered. These other drugs treat the same condition as the step therapy drug.

Quantity limit (QL)

This is a limit on the amount of a drug covered within a certain time period. Often, quantity limits are in place to make sure drugs are being prescribed within FDA recommended dosages.

Authorizations and limits help make sure that the drug is being used safely and appropriately. If you are prescribed a drug that needs authorization, your doctor can submit a request to EnvisionRx, and the request will be reviewed to determine if coverage is allowed. If you have any questions about covered drugs, authorizations, or limits, please call the Virginia Premier Member Services department at 1-877-739-1370.



Understanding Your Preventive Care and Services

Preventive care services are the tests and measurements that keep you from getting an illness. Preventive care is important because it can help your doctor find – and therefore treat – an illness while it's still in the early stages.

Your Welcome to Medicare Visit

When you are first eligible for Medicare, you should schedule your Welcome to Medicare visit with your doctor. The purpose of this visit is to set realistic goals for your health. At this visit, your doctor will:

- Talk with you about your medical history
- Review all your medicines, both over-the-counter and prescription (take your bottles with you)
- Check your height, weight and blood pressure
- Give you a simple vision test
- Talk with you about your specific health risks
- Order any tests or screenings that you need
- Discuss advance care planning – for when you may become sick and unable to speak for yourself

Annual Wellness Visit

This visit is a two-way conversation between you and your doctor to update your medical history and discuss any changes that may have happened to you in the past year. You will be asked questions about your mood, how well you get around, what medications you are taking and other concerns.

Usually, an annual physical exam is not part of the Annual Wellness Visit, but your doctor may choose to add an annual physical exam to gather more information.

Note: The Welcome to Medicare and the Annual Wellness Visit with your doctor are covered at no charge to you. If the doctor does combine other care, testing, and treatment at the same visit, those portions of the visit may have a co-payment. There is a time span of 12 months between your Welcome to Medicare preventive visit and your first Annual Wellness Visit. If you have any questions about scheduling these appointments, please contact our Member Services department at 1-877-739-1370.

And don't forget the other free preventive services that are recommended:

- Annual flu shot in the fall or winter
- Pneumonia vaccine
- Breast cancer screening for women every 12 months (for women aged 40 and older)
- Cervical and vaginal cancer screening, once every 24 months
- Prostate cancer screening (for men aged 50 and older)
- Colorectal cancer screening (for people aged 50 and older)
- Diabetes screening if you have certain risk factors
- Alcohol use screening
- Depression screening, once per year
- Bone mass measurement



Pictured above: Carolyn Simon,
Medicare Benefit Advisor

Sharing Is Caring!

Carolyn Simon is more than a dedicated Virginia Premier Medicare Benefit Advisor – she is a passionate advocate for her community. Carolyn recently participated in the Annual TRIAD Senior Day in Midlothian, which offered information and services from over 60 local businesses and non-profit organizations. See more at www.chesterfield.gov/Triad/.

Carolyn knows the importance of Medicare and how it can impact this population. “A Medicare choice is a big decision,” says Carolyn. Her commitment to help others find the perfect health care plan makes her a great fit in her role as Medicare Benefit Advisor at Virginia Premier.

Do you share our commitment? Then tell your friends, family and neighbors about the personalized care Virginia Premier offers. They can call us Monday through Friday, 8 am to 8 pm at 1-877-739-1370 (TTY: 711). Our Benefit Advisors make it easy to understand Medicare and the value of a Medicare Advantage plan.

Virginia Premier is an HMO and HMO SNP organization with a Medicare contract. Enrollment in Virginia Premier depends on contract renewal. Benefit information in this newsletter is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments and restrictions may apply. Benefits, premiums and/or co-payments may change on January 1 of each year. The provider network may change at any time. You will receive notice when necessary. You must continue to pay your Medicare Part B premium. This information is available for free in other languages. ©2018. All rights reserved. Printed in the USA.

Keep Your Mind Sharp

Unscramble the words below. The first letter of the word has been capitalized to get you started.

1. **bAicroe** _____

2. **iillxbtyeiF** _____

3. **oJg** _____

4. **yaIP** _____

5. **Srtecht** _____

6. **kBei** _____

7. **nFu** _____

8. **ngLus** _____

9. **uRn** _____

10. **Siwm** _____

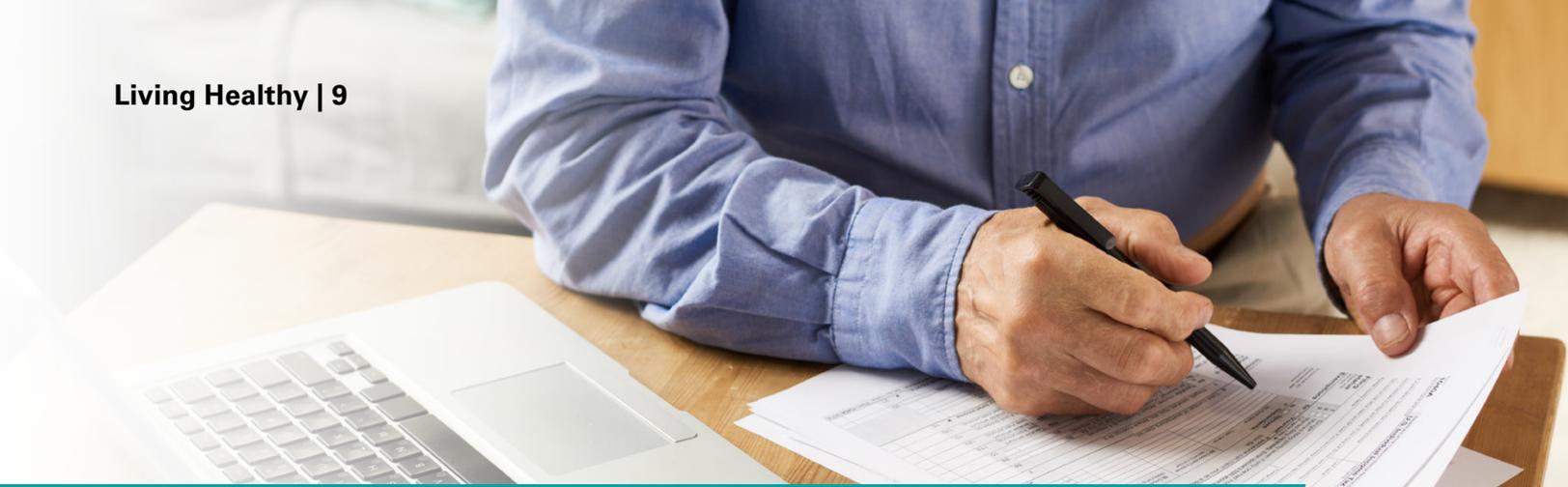
11. **ericsxeE** _____

12. **raHte** _____

13. **uceMsl** _____

14. **tgnthrSe** _____

15. **viAscyai Pttclhiy** _____



Making the Most of Your Dental and Hearing Benefits

Dental

Dental health is closely linked to your overall physical health. It's important to get cleanings and oral exams twice a year, as well as a yearly bitewing X-ray.

Dental benefits are provided through our partner, DentaQuest. To find a dentist, follow the directions below:

1. Go to DentaQuest's website at www.dentaquest.com/home/
2. Click Members tab at top left
3. Select Virginia
4. Select Find a Dentist
5. On the Find a Dentist page, select your plan's name on the drop-down menu
6. Scroll down and enter your ZIP Code
7. Scroll down and click the Search button
8. A list of dentists who are part of our network will appear
9. Choose one, call them and make appointment

You can also contact DentaQuest at 1-844-822-8115. Or you can call Virginia Premier Member Services at 1-877-739-1370 (TTY: 711) to find a particular dentist or a list of dentists in your area.

Hearing

We're proud to offer one free routine hearing exam each year. We also cover tests that can diagnose hearing and balance issues. Your allowance for a hearing aid is \$750, \$1000 or \$1250 every three years, depending on your plan.

To get the covered reimbursement for your hearing aid costs, download the member reimbursement form on our website.

1. Go to www.medicare.virginiapremier.com
2. Select Members
3. Select Plan Documents
4. On the Plan Documents page, select Member Reimbursement Form

Print the form and fill it out. Mail it along with the required documentation (e.g., invoices) to the address on the form. Reimbursements will be processed within 30 days. If you have questions or would like a form sent to you, contact Member Services.

Where to Go When?

Emergency Care, Urgent Care and your doctor's office

You're injured or ill and it's after doctors' hours: should you go to the emergency room? Or to an urgent care center? Or should you wait to see your doctor when their office reopens?

Below are some guidelines on how to make the right choice.

Emergency Room (ER)

The ER is the best choice when conditions are life-threatening and might require extraordinary treatment such as immediate surgery. There is usually a longer wait time and higher cost than urgent care centers.

Medical problems that may require emergency room care include:

- Head injury
- Coughing up blood
- Severe chest pain or abdominal pain
- Drug overdoses
- Severe cuts and burns
- Seizures or loss of consciousness
- Shortness of breath
- Severe vomiting and/or diarrhea
- Uncontrolled bleeding
- Sudden change in vision

Urgent Care

Urgent care centers are available to Virginia Premier members to treat immediate illnesses and injuries that are not life-threatening. They are open more often than a doctor's office and generally have shorter waiting times than an emergency room. They are a good choice when you need medical care for a condition that's serious or unexpected, but not catastrophic.

Examples of medical problems that can be treated at an urgent care center include:

- Fever and flu symptoms
- Ear aches
- Animal bites
- Headaches
- Simple fractures and sprains
- Minor burns
- Vomiting
- Skin rashes

To find a list of Urgent Care Facilities:

- Visit www.medicare.virginiapremier.com
- Select Find a Doctor
- For the type of provider, select Hospital or Facility and then Urgent Care

Your doctor's office

This is the top choice for routine or preventive care. It's also a place to build a relationship with a doctor who will help you keep track of medications and your overall health.

Examples of medical services at your doctor's office include:

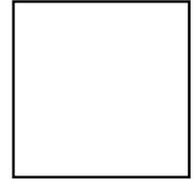
- Treatment for general health issues
- Routine checkups
- Immunizations and screenings

Free 24-hour Nurse Advice Line

If you're not sure what to do, you can call our free 24-hour Nurse Advice Line at 1-800-256-1982. This phone number is also on the back of your Virginia Premier member ID card. This service is free and is offered seven days a week to our members.

The Nurse Advice Line is staffed by nurses who can help you understand and make good decisions about your health issues.

Note: This is intended as general information and is not an inclusive list of medical problems that can be treated. Members are encouraged to consult with their primary care doctor when selecting health care providers and facilities. During a medical emergency, go to the nearest hospital or call 911.



Virginia Premier
 P.O. Box 4250
 Richmond, VA 23220-8250
 1-877-739-1370 (TTY: 711)
 www.medicare.virginiapremier.com

First name, Last name
 Address Line 1
 Address Line 2
 City, State, Zip

Health and wellness or prevention information.

Sunshine Salad

Makes: 5 servings

Oranges help to brighten up this tasty veggie salad. It is quick and easy to make. Top it off with your favorite vinaigrette.

Ingredients

- 5 cups spinach leaves (packed, washed and dried well)
- 1/2 red onion (sliced thin)
- 1/2 red pepper (sliced)
- 1 cucumber (whole, sliced)
- 2 oranges (peeled and chopped into bite-size pieces)
- 1/3 cup vinaigrette dressing ('lite,' around 15 calories per tablespoon or less)

Directions

Toss all ingredients together in a large bowl. Add dressing and toss again. Serve immediately.

Source: "A Healthier You," booklet from the US Department of Health and Human Services



Follow Us!

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-  @VAPremierHealth
-  @vapremierhealth

Contact our Member Services department at 1-877-739-1370 (TTY: 711). From October 1 to February 14, we are open daily from 8 am to 8 pm, 7 days a week. From February 15 through September 30, we are open Monday through Friday, 8 am to 8 pm. On certain holidays your call will be handled by our automated phone system.