

# Member Newsletter

Fall 2019



**Table of Contents**

**Coordination of Care.....2**  
What Does Coordination of Care Mean For You? .....2  
Does Everyone Need Coordination of Care? .....3  
How Can You Help with Coordination of Care? .....3  
**Chronic Care Management .....3**  
Join Virginia Premier’s Chronic Condition Management Program.....3  
**Changing from a Pediatrician to a Doctor Who Cares for Adults .....4**  
How you can switch to your new doctor .....4  
**Affirmative Statement.....4**  
**Evaluation of new Technology .....4**  
**Check out our Health Living Blog.....5**  
**Where to go when.....5**  
**Curious about your meds? .....6**  
**Learn More about Our Notice of Privacy Practices .....7**  
**Contact us.....8**



## Coordination of Care

If you're not sure what coordination of care is, you need not worry. Coordination of care is what it sounds like. Your care – including your doctors, services, insurance and medicines – is coordinated, or organized. The goals of care coordination are to:

- Improve health care
- Improve health and wellness for those with complex and special needs
- Integrate services around member needs
- Ensure members receive appropriate services and desirable treatment outcomes

Your Primary Care Provider (PCP) leads the coordination and ensures that your needs and preferences for health services are met by:

- Increasing communication among your PCP, Behavioral Health provider, and any specialists as part of your care.
- Making sure that all members of your care team are aware of any tests, procedures and services you're scheduled to receive.
- Sharing decision making among all of your providers.

## What Does Coordination of Care Mean For You?

Virginia Premier has care coordinators and care managers willing and ready to help you coordinate your medical, behavioral health, and substance abuse services. They will assist you and your providers in the authorization process for services, organizing and scheduling treatment meetings, and finding additional resources and referrals. Care coordinators at Virginia Premier can influence and assist with ensuring:

- Safety - Communication between your doctors helps to ensure that medical errors do not occur.
- Involvement - Communication between you and your doctor allows you to be more involved in your own health care.
- Better Care - You are more likely to receive the preventive care and services you need to remain healthy when care is coordinated.

You can contact Virginia Premier Member Services if you are interested in connecting with a care coordinator or care manager.

## Does Everyone Need Coordination of Care?

No, but it can be helpful for those with:

- Children with special needs
- Disabilities and complex medical conditions
- Behavioral health needs

## How Can You Help with Coordination of Care?

- Ask your behavioral health provider to give your PCP updates on your care.
- Ask your specialists to send reports to your PCP.
- Be sure your PCP knows about any specialists you are seeing, and why you are seeking care from the specialist.
- Give your PCP a list of all the medications you are taking.

If you don't already have a care coordinator or manager, you can call Virginia Premier Member Services to ask for one to be assigned. We will then do an assessment to see if care coordination is right for you.



## Chronic Care Management

Virginia Premier is committed to helping you take control of your health. Our Chronic Condition Management programs help you better understand the following conditions and health concerns.

- Asthma
- Behavioral Health
- Cancer (Breast, Lung, Colorectal, Hematologic)
- Childhood Nutrition
- Chronic Kidney Disease Management
- COPD (Chronic Obstructive Pulmonary Disease)
- Diabetes
- Heart Disease
- Heart Failure
- Hypertension

## Join Virginia Premier's Chronic Condition Management Program

Join today by calling us at 1-866-243-0937. Once you've joined, a Registered Nurse will talk to you about:

- Your overall health
- The effects of your condition(s), your feelings about them, and how well you are managing
- Important health exams you might need or benefit from
- How going to your doctor appointments will improve your health

## Changing from a Pediatrician to a Doctor Who Cares for Adults

If you're between the ages of 18 and 21, it's a good time switch from a pediatrician (a doctor for children and teens) to a doctor who cares for adults.

### How you can switch to your new doctor

First, start to look for a new doctor. You can use our online Find a Provider tool to see all of the doctors available in our network. It's a long list, so give us a call. We can help narrow down your search.

Then, get a copy of your immunization (shots) record from your pediatrician. You'll need to show it to your new doctor. If you're not up to date on your shots, then your new doctor can help you get caught up.

After you select one, transfer your medical records to your new doctor. Your pediatrician can help you with this. You may need to sign an authorization form.

Finally, schedule your first appointment with your new doctor. Make sure you bring your:

- Insurance card
- Treatment histories
- Immunization record

If you have any more questions, or you'd like a little more help, talk with your pediatrician about transitioning your care. They'll be able to walk you through the steps.

**NOTE:** If you take any medications, make sure you have enough until your next appointment with your new doctor. This is because there may be a short gap before you're able to see your new doctor. And that doctor will want to talk with you first before writing a prescription.



## Affirmative Statement

Virginia Premier affirms the following about its utilization management (UM) practices:

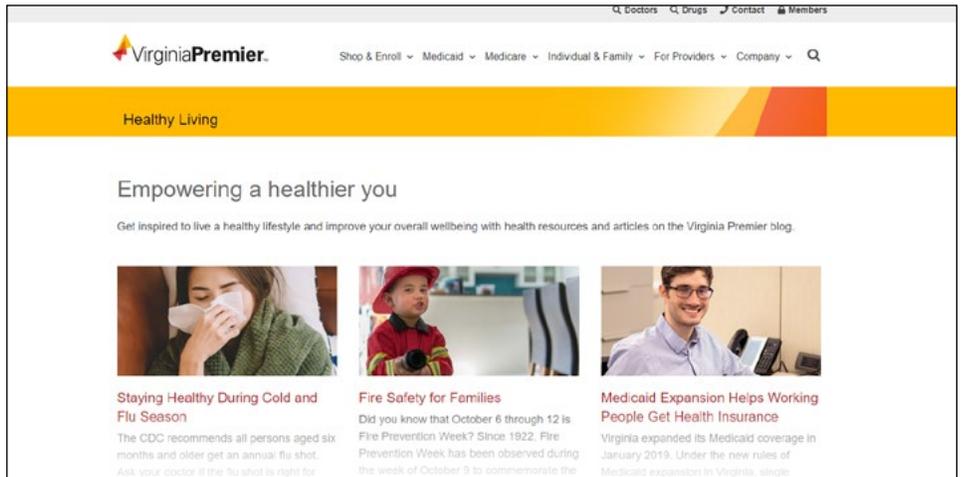
- UM decisions are based on medical necessity, which includes appropriateness of care and services, and the existence of available benefits
- Virginia Premier does not specifically reward physicians, UM staff, or other individuals for issuing denials of coverage
- UM staff does not receive money and/or gifts to encourage decisions that result in underutilization

## Evaluation of new Technology

An ever-changing health care market presents new rules, regulations, trends, best practices, and increasing needs to adapt to new technology. As such, Virginia Premier has a review committee to evaluate new technology. Virginia Premier's review committee appraises the inclusion of new technology and the new application of existing technology in its benefits plan, including medical and behavioral health care procedures, pharmaceuticals, and devices. While reviewing new technology, the review committee evaluates the utilization, potential for harm, cost, clinical trials, peer-reviewed medical literature from appropriate government regulatory bodies (e.g., FDA and CMS), recommendations from professional societies, and opinions from specialists.

## Check out our Health Living Blog

Live a healthy lifestyle and improve your overall wellbeing with health resources and articles on the Virginia Premier blog. Whether you're looking for prenatal resources, information on your chronic condition, or help navigating the world of healthcare, get inspired to take control of your health at [virginiapremier.com/blog](http://virginiapremier.com/blog).



### Where to go when...

If you fall and break a bone, what do you do? You call 911, and go to the Emergency Room (ER). Simple enough, right?

You'll know it's an emergency when there's a sudden or unexpected illness, severe pain, accident or injury that could lead to serious injury or death if not treated right away.

But, what if you need medical attention, and it's not an emergency situation? Say, for example, you have a sore throat. It may feel uncomfortable, but it doesn't require immediate attention. In this case, you would call your primary care provider (PCP) and schedule an appointment.

Now, here's a third situation. What if you sprain your ankle? That's not a life-threatening emergency, but it's also not something that can wait for a doctor visit. In these in-between situations, you would go to your nearest urgent care center. Urgent care is for situations when you need immediate care, but it's not life-threatening. This could be situations when you pull a back muscle, or get a cut that requires stitches. Think of urgent care as the middle ground between ER (immediate and life-threatening) and calling your PCP (not immediate or life-threatening).

If you're not sure where to go when you need medical attention, give us a call. We have a 24/7 Nurse Advice Line. Just call 1-800-256-1982 and one of our dedicated nurses will answer any medical questions you have.

If for any reason you're not able to reach either your PCP or our Nurse Advice Line, and you think it may be an emergency, please go to the nearest ER. Always make sure to show your Virginia Premier member ID card when you get care. If you go to the ER and it turns out there wasn't an emergency, the ER staff should let you know what kind of care you need.



## Curious about your meds?

Do you ever ask yourself questions like:

- Will my pharmacy cover my drug?
- Does my drug require an authorization or limit?
- What are drug authorizations and limits?

If so, then don't worry; you're not alone. Many people have these questions too, which is why we try to answer all of them on our website.

In the Pharmacy section of our website, there's information about: our covered drug list, authorizations, diabetic supplies, and more.

We also have a drug search tool that 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) - 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 number (or amount) of a drug covered within a certain time period. Often, quantity limits are in place so that we can make sure drugs are being prescribed within FDA recommended dosages.

Authorizations and limits are in place to help make sure the drug is being used safely and appropriately.

If you are prescribed a drug that needs authorization, your doctor should 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 EnvisionRx at 1-855-872-0005 or visit our website at **VirginiaPremier.com**.

## Learn More about Our Notice of Privacy Practices

At Virginia Premier, we make sure your private health information stays protected. But there are times when it needs to be shared. That's why we have a Notice of Privacy Practices. This notice lets you know how your health information may be used and shared. It also lets you know how you can get access to your health information.

Your medical information – also called Protected Health Information, or PHI – includes information about your health history and any health conditions you may have, as well as payment information, such as information about claims for services you received. Information like your age, gender or race, are also part of your protected medical information.

We have to use or share this information so that you can get the medical care you need, and also to make sure that your care is paid for correctly. There are also times where we may be required by law to share your medical information.

You can find a complete copy of our Notice of Privacy Practices online at **VirginiaPremier.com**.

If you prefer to read a paper copy of our Notice of Privacy Practice, then we can mail one to you. If you have any questions, or would like a paper copy of this notice mailed to you, call the

Virginia Premier Office of Privacy and Compliance at 1-800-727-7536 ext. 55173 or you can contact the Office of Privacy and Compliance at:

P.O. Box 5307,  
Richmond, VA 23220-0307

## Contact us

### **Medicare Advantage (Gold, Platinum, and Elite)**

Call 1-877-739-1370, TTY: 711. From October 1 to March 31, we are open daily from 8:00 am to 8:00 pm, 7 days a week. From April 1 to September 30, we are open Monday through Friday, 8:00 am to 8:00 pm. On certain holidays and on weekends from April 1 through September 30, your call will be handled by our automated phone system.

### **Medallion (Elite Individual and Elite Family)**

Call 1-800-727-7536, TTY: 711. We are open Monday through Friday, excluding certain holidays, from 8:00 am to 8:00 pm.

### **CCC Plus (Elite Plus)**

Call 1-877-719-7358, TTY: 711. We are open Monday through Friday, excluding certain holidays, from 8:00 am to 8:00 pm.

You can also contact us online at: [VirginiaPremier.com](https://www.VirginiaPremier.com)