

# Simply

Fall 2018

# Healthy



What Medicaid  
Expansion Means

Healthy Heartbeats  
for Three

Giving and Getting the Most  
from the Holidays

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# A Letter from Eric

We're proud to have been chosen to provide Medallion benefits, and we're proud to have you as one of our members.

The Medallion Medicaid managed care program serves adults, children and families all across Virginia, including those with special health care needs and those in foster care and adoption assistance programs. The upcoming expansion of Medicaid will increase the number of people covered.

We're helping to bring these benefits to every part of the state. Our Elite Individual and Elite Family plans put us in touch with Virginians with different backgrounds and different health concerns. This newsletter is an opportunity to deepen those connections. It will be a place for you to learn more about how to get the most out of your benefits to take care of your health.

But it will also be a place for you to reach out to us. You have ideas and experiences of your own, and we want to hear from you. So, if there are comments or a story you'd like to share with us, feel free to send them in. You can even include a picture, if it fits with your message. Just visit us online at **VirginiaPremier.com** and go to **Contact Us** to share your story.

Thank you for choosing us.

Sincerely,



**Eric Taylor, Associate Vice President of Medicaid Programs**





# Medicaid is Expanding

Beginning January 1, 2019, around 400,000 more Virginians will be able to get Medicaid coverage. That's because of Medicaid Expansion.

If you were denied Medicaid coverage in the past, or if you wonder if you're now eligible for Medicaid, visit Cover Virginia at [www.coverva.org](http://www.coverva.org). It's the place to go to find out who can sign up for Medicaid.

## Flu Season

Did you know flu season's at its worst December through February? That means if you haven't had your flu shot yet, now's the time to get it!

Why? Because the flu is a contagious respiratory illness. It's caused by influenza viruses infecting your nose, throat or even lungs. Commons symptoms include:

- fever
- cough
- sore throat
- runny or stuffy nose
- body aches
- chills
- fatigue

The best way to protect yourself against the flu is to be vaccinated. That means getting the flu shot each year.

Remember, the flu shot is a free benefit and can be done at your doctor's office or local pharmacy.

Here are some other steps you should also take:

- Wash your hands often.
- Avoid close contact with people who are sick.
- Take all medications prescribed by your doctor.

Learn more: Go to [VirginiaPremier.com](http://VirginiaPremier.com) to learn more about the flu and how to get your flu shot today.

Source: [cdc.gov](http://cdc.gov)



# Healthy Heartbeats<sup>SM</sup>, Times Three!

Rebeca Gomez joined our Medallion plan when she learned she was pregnant. But it was no typical pregnancy: she was carrying triplets.

Rebeca needed to travel from her home in Fredericksburg to a hospital in Charlottesville to get care for her high-risk pregnancy. Rebeca only speaks Spanish. Fortunately, one of our medical outreach representatives, Kayla Diaz, also speaks Spanish.

Kayla helped set up rides to and from all Rebeca's doctor's visits. She worked closely with Rebeca as Rebeca went through our Healthy Heartbeats<sup>SM</sup> program, which helps ensure healthy pregnancies for both babies and moms. Kayla got "baby boxes" for the triplets with "safe sleeping" information (and much-needed diapers). And she made sure Rebeca was able to get to the baby shower we hosted.

"Along with the medical care they need, we help our pregnant mothers get information on things like post-partum depression and breastfeeding," says Kayla. "We try to help them feel at ease and understand everything they're going through during their pregnancies. We work to empower them to be better parents from the start."

Rebeca agrees whole-heartedly. "I'm so grateful for Virginia Premier and Kayla," she says. "Any time I had a question and called, I would get the information and help I needed. When I learned one of my babies needed to wear a protective helmet, I called Kayla. She let me know that it would be covered by Virginia Premier."

Now just over a year old, the triplets — Eitan, Matthew and Zoe — are in our Healthy Footsteps<sup>SM</sup> program. Overall, all three babies are doing well. And, thanks to help provided by Kayla, they are off to a good start.



# For Our Youngest Members

We have two preventive care and wellness programs for kids and young adults:

**Healthy Footsteps<sup>SM</sup>**: birth – age 12

**Healthy Self<sup>SM</sup>**: ages 13 – 20

All members under age 21 are enrolled in these programs.

These programs focus on getting children and young adults the care they need to stay healthy. That means check-ups, immunization shots and screenings.

We'll stay in touch so your children can stay on the right track.

**For your child, check-ups (well visits) usually involve:**

Checking your:	Your doctor will:
<b>Vision</b>	Use a light to check their eyes
<b>Hearing</b>	See how they respond to sound
<b>Dental Health</b>	Check their mouth and teeth and ask if they are seeing a dentist
<b>Social Health</b>	Ask about how they feel and how they're doing at home and at school
<b>Nutrition and Physical Activity</b>	Discuss the importance of exercise and eating right
<b>Vaccinations</b>	Keep you up to date with your shots
<b>Flu Shots</b>	Give your child a flu shot if they haven't gotten one this year
<b>Lead Exposure</b>	Advise about lead screenings at 12 and 24 months of age
<b>Other Concerns</b>	Ask if there are any health worries about your child's health

## Activity Corner

**Can you spot the 5 differences?** (answers on page 6)



# Let's Meet

## Did you know that we hold Member Advisory Committee (MAC) meetings across the state?

MAC meetings are where we connect with members over lunch to listen to questions and share information. Our experts, including health educators, social workers and care coordinators, team-up to share information about your benefits and resources that can keep you healthy.

See the list to the right to find details about when and where MAC meetings happen. Member Services will let you know if there's an upcoming meeting in your area (either by mail or phone). You can also call Member Services at 1-800-727-7536 (TTY:711) to get details and let them know you're coming.

### Upcoming Meetings

MAC meetings for the areas below will be held on **February 20, 2019.**



#### Richmond

10800 Nuckols Road, Glen Allen, VA 23060



#### Tidewater

825 Greenbrier Circle #200, Chesapeake, VA 23320



#### Roanoke

5060 Valley View Blvd. NW, Roanoke, VA 24012-2040



#### Northern Virginia (NOVA)

Fairfax-Falls Church Community Services Board  
Merrifield Center Room 3-409

8221 Willow Oaks Corporate Drive, Fairfax, Virginia 22301



## Good to Know

### How do I update my address?

To update your address, contact your local Social Services Department. You can find it at: [dss.virginia.gov/localagency/index.cgi](http://dss.virginia.gov/localagency/index.cgi)

You should also let us know about your new address. Call Member Services at 1-800-727-7536 (TTY: 711).

### I lost my ID card, how do I get a new one?

There are two ways to get a new Member ID Card:

- Call Member Services at 1-800-727-7536 (TTY: 711). Have your Medicaid ID number with you.
- Log in to the Member Portal at [virginiapremier.com](http://virginiapremier.com).

### My children have health care coverage with Virginia Premier; can I get covered, too?

Starting January 1, 2019, we will be providing new health care coverage to adults through Medicaid expansion. This means more parents will be able to get low or no-cost health care coverage.

Go to [CoverVA.org](http://CoverVA.org), or call 1-855-242-8282 to see if you are now eligible for Medicaid and how you can apply.

### How do I find a doctor, specialist or pharmacy?

To find a doctor, specialist or pharmacy that works with Virginia Premier, visit us online at [VirginiaPremier.com](http://VirginiaPremier.com) and click **Find a Provider**. You can also call Member Services at 1-800-727-7536 (TTY: 711).

# Healthy Living, Healthy Giving

While the holiday season can be an exciting time of year, it's important to make it a healthy one, too.

Below are some easy tips to keep the holidays physically, financially, mentally and socially joyous and stress-free.

- ✔ **Think ahead:** The best-laid plans usually get planned sooner rather than later. Take some time today to map out your goals for the holiday.
- ✔ **Be creative:** Show how much you value your friends by thinking outside the box when it comes to gifts. Try searching online for meaningful and affordable ideas.
- ✔ **Get rest:** Holidays aren't the same as vacation days. There can be a lot to do, so make sure you're getting the sleep and relaxation you need.
- ✔ **Get some exercise:** The holidays are notorious for weight gain. So keep an eye out for opportunities to burn some extra calories.
- ✔ **Be flexible:** Our expectations about the holidays can be a source of joy and stress. Pick your battles so that you get more of the former and less of the latter. Sometimes plans change, and that can be a good thing. Keep in mind: there's always next year.

**Spot the Difference Answers:** ornaments in tree, stripes on scarf, snowman, snowball, cloud

## Healthy Habits

How many of these healthy habits have you taken up?



Smart Eating



Regular Exercise



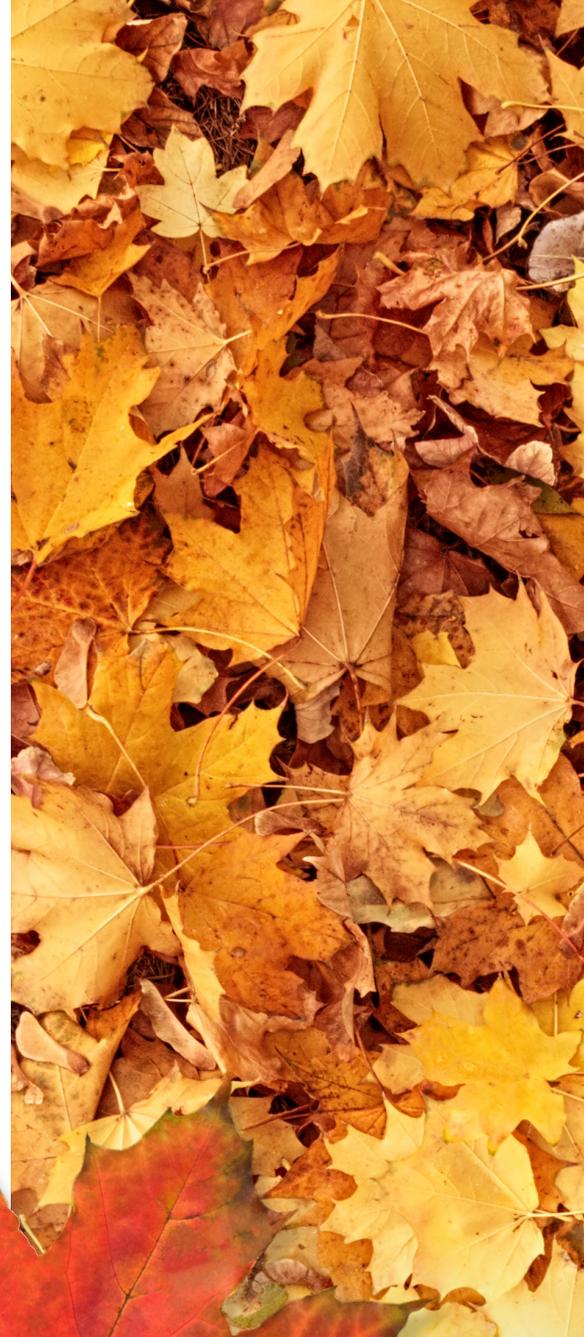
Annual Physicals



Watch Weight



Take Prescribed Medications





## Share Your Story

While you've been with us, have had an experience or health outcome that you would like to share? If so, we'd love to hear from you. Visit us online at **VirginiaPremier.com** and go to **Contact Us** to share your story.

## About Us

For almost 25 years, Virginia Premier has been offering affordable Medicaid health plans to communities across Virginia. We welcome the opportunity to serve adults and children who are eligible for Medicaid. To learn more, please visit us at **VirginiaPremier.com/Medicaid**.

## Follow Us!

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