



2018 Fall Newsletter Addendum

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Our Bereavement Program

Losing a child is one of the most difficult things a person or family can go through. We hope you never have to experience it. If it ever happens though, we'll be there to help you through the grieving, or bereavement period. This is the time period right after loss. The support you receive during this time is critical for coping with the loss. That support may come from friends, family or religious groups. We recognize how difficult grieving can be and want to be a part of your support system.

Upon the death of a child or baby, we will send you a sympathy card, bereavement support booklet and a "Living with Loss" magazine to help you during your time of loss.

Also, one of our Case Managers will reach out to you to see how you are doing, assess your needs, and help you with needed services.

Affirmative Statements About Incentives

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 under-utilization

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.

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 a 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.
- Call Virginia Premier to have the correct PCP put on your card.
- Call Virginia Premier Member Services to ask for an assigned care coordinator or care manager.

Virginia Premier is committed to your well-being and coordination of care