

Making HEALTHY LIVING *Easy*

Spring 2016 Member Newsletter

CONTENTS:

- HAVE YOU HAD YOUR PAP TEST YET.....2**
- 20 TIPS TO HELP PREVENT MEDICAL ERRORS2**
- COMPLIANCE CORNER.....2**
- STEP-BY-STEP INSTRUCTIONS TO ENTER THE VIRGINIA PREMIER PORTAL4**
- STI PREVENTION4**
- NOTICE OF PRIVACY PRACTICES5**
- MEMBER ADVISORY COMMITTEE (MAC) MEETING.....6**
- QUESTIONS TO ASK YOUR DOCTOR.....6**
- MEMBER RIGHTS AND RESPONSIBILITIES7**
- THREE TIPS TO IMPROVE YOUR HEALTH AS WINTER FADES TO SPRING9**
- PATIENT SAFETY: CULTURAL COMPETENCY COURSE...9**
- ADVANCE DIRECTIVES9**
- DISEASE MANAGEMENT NEWS: SPRING10**
- SERVICES PROVIDED BY MEMBER SERVICES.....10**
- GETTING RID OF DRUGS SAFELY11**
- SMILES FOR CHILDREN12**



**Disponible
en español**

KICK START TO 2016

Do you want to be healthier or is that something to say because it sounds good? If you really want to be healthier here are some small tips to help make 2016 a healthier year:

- Make healthier food choices - Choose fresh fruits and vegetables whenever possible. Your next option should be frozen, but if neither are available go with canned. Whole grain choices are best, and try fat-free or low fat milk products.
- Be active and if you are not already, get active - Small changes make big differences. See how many times you can go up and down the steps in a day. Each day try to beat your own record. Use the stairs instead of the elevator in public places. Dance to the music, push your vacuum like you have somewhere to go.

- Be smoke free! If you smoke, get smoke free! - Call 1-800-Quit-Now for free help that includes free mailings, a quit coach and resources in your area.
- Get enough sleep - No matter how old you are, you need the proper rest. Turn off your TV, computer and other devices. Set a bedtime and stick with it. This helps your body form a routine. Don't eat a large meal right before going to bed.
- Wash your hands! - Use soap and water to prevent the spread of germs and illnesses.

Want more information? Contact your Virginia Premier health educator.



HAVE YOU HAD YOUR PAP TEST YET

A simple test can help prevent cervical cancer. It is called the Pap test (or Pap smear). The Pap test looks for abnormal changes in the cells of the cervix.

Where is the cervix?

The cervix is the narrow, lowest part of the uterus. It forms an opening between the uterus (where the baby grows when a woman is pregnant) and the vagina.

What is a Pap test?

The Pap test is a simple and routine way to find cell changes. During a Pap test the doctor or nurse will collect a few cells from your cervix to send to a medical lab for testing. You can get the Pap test at your doctor's office, clinic, or community health center.

Why should I have a Pap test?

Sometimes cells in a woman's cervix begin to change and look abnormal. These abnormal cells may not be cancer yet. But if you don't have the cell changes treated, the changes may become cancer. Having Pap tests regularly gives you the best chance of finding cell changes or cervical cancer early, when they are easy to treat.

The Pap test is the best way to protect your cervical health. Make your appointment today!

20 TIPS TO HELP PREVENT MEDICAL ERRORS

1. The single most important way you can help to prevent errors is to be an active member of your health care team.
2. At least once a year, bring all of your medicines and supplements with you to your doctor's appointment.
3. Make sure your doctor knows about any allergies and adverse reactions you have had to medications.
4. When your doctor writes you a prescription, make sure you can read it.
5. Ask for information about your medications in terms that you can understand. When your medications are prescribed and when you receive them at the pharmacy.
6. When you pick up your medications from the pharmacy ask: Is this the medication that my doctor prescribed?
7. If you have any questions about the directions on your medication labels, ask your pharmacist.
8. Ask your pharmacist for the best device to measure your liquid medicine. Also, ask questions if you're not sure how to use it.
9. Ask for written information about the side effects your medicine could cause.
10. If you have a choice, choose a hospital at which many patients have had the procedure or operation you need.
11. If you are in a hospital, consider asking all health care workers who have direct contact with you whether they have washed their hands.
12. When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will use at home.
13. If you are having an operation, make sure that you, your doctor, and your surgeon all agree and are clear on exactly what will be done.
14. Speak up if you have questions or concerns.
15. Make sure that someone, such as your personal doctor, is in charge of your care.
16. Make sure that all health professionals involved in your care have important health information about you.
17. Ask a family member or friend to be there with you and to be your advocate (someone who can help get things done and speak up for you if you can't).
18. Find out why a test or treatment is needed and how it can help you.
19. Ask about test results.
20. Learn about your condition and treatment by asking your doctor and nurse and by using other reliable sources.

COMPLIANCE CORNER

How Do I Report A Concern? VPHP Compliance Help Line.

Your integrity counts. VPHP maintains a confidential compliance help line where you can report a compliance concern. Please call our help line at 800-620-1438. This number is toll free, anonymous and available 24 hours/7 days/365. Bilingual reps are available if needed. You can also contact the health plan directly by dialing 800-727-7536, ext. 55173 or 55011.

Si desea una copia en español, por favor llame al 1-800-727-7536 y oprima la opción número 7. Avísele al representante que desea una copia del boletín de noticias en español. Gracias.

Are you going to be a mom?



Do you have a new baby at home?

Join our Healthy Heartbeats Mom's Facebook Support Group!

This is a **private Facebook group**. It is open to **all Virginia Premier moms** who are looking to **connect with other moms**. Come share your challenges and successes and hear from other moms!

Here are just a few things that you can talk about with other moms:

- Baby needs (car seats, bottles, Toys, strollers and more)
- Sleeping and safe sleep
- Working out after baby
- Postpartum depression or baby blues
- Breastfeeding
- Bath time
- Teething
- Solid foods
- Calming a fussy baby



How to join:

Login to your Facebook account and **search Healthy Heartbeats**. You can also go to **facebook.com/groups/HealthyHeartbeats** and then login with your Facebook account.

Connect with Us



www.vapremier.com

healthyheartbeats@vapremier.com

Please note: In general, email communication is NOT a secure way to send messages if you have sensitive information to discuss with Virginia Premier.

STEP-BY-STEP INSTRUCTIONS TO ENTER THE VIRGINIA PREMIER PORTAL

Great News! Virginia Premier now has a doorway that you can use to take control of your health. You can take an assessment to see what your needs are and what you can do to about those needs. All you need is access to a computer, tablet or Smart Phone. You can take quizzes, watch health videos, plan your meals, and much more. You can even do challenges and win prizes. Follow the simple instructions below to take the first step to a healthier you. What's stopping you?

Go to www.vapremier.com

Start Here

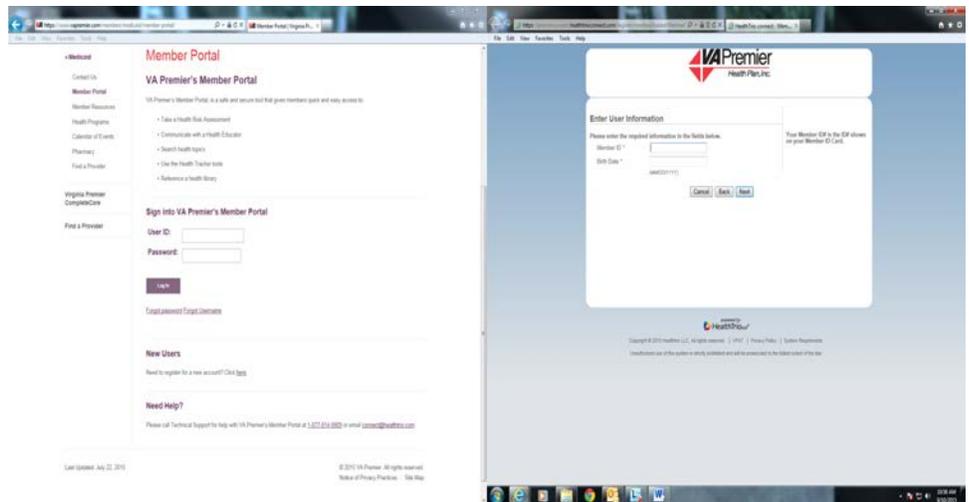


Click Member, Medicaid, Member Portal



First time click "New Users"

Enter your Medicaid ID and Birth Date



Follow Instructions from there to get into the portal and complete Health Appraisal

STI PREVENTION

Sexually Transmitted Infections (STI) are diseases that pass through sexual contact to another person. Sexual contact can be oral, anal or genital. Some of these infections can also be contracted in nonsexual ways and through drug use. It can also be passed to a baby during pregnancy, delivery or during breastfeeding. These infections live in liquids like blood and genital fluids.

Many people have an STI and do not know it. There are about 20 million new sexually transmitted infections in the United States every year and one out of four teenagers contract a sexually transmitted disease every year.

There are different types of STI's. They include bacteria's like Chlamydia, Gonorrhea and Syphilis. 50% of the time people with these infections do not have any signs of it. However, if left untreated these infections can lead to severe genital infections, abdominal pain, rash, ulcers, infertility, and even death. These can be treated and cured with antibiotics.

On the other hand, viral causes of sexually transmitted infections which include Human Papilloma Virus, HIV, Herpes and Hepatitis have no cure. This means that they can be passed to others for the rest of your life. There are medications available to reduce symptoms like blisters and decreased immune system. Also there is a vaccine available for boys and girls age of nine and older to prevent them from catching different strains of Human Papilloma Virus. There is also a vaccine to protect against Hepatitis B for everyone.

Parasitic causes of STI feed off the body and include Pubic lice, Scabies and Trichomonas. They can cause genital burning, itching and discharge if not treated and cured.

Other ways to prevent STI's include abstaining from sex, using condoms and being monogamous. Follow up with your doctor regularly to know your status, and spread the word about STI prevention.

Si desea una copia en español, por favor llame al 1-800-727-7536 y oprima la opción número 7. Avísele al representante que desea una copia del boletín de noticias en español. Gracias.

NOTICE OF PRIVACY PRACTICES

Office of Privacy and Compliance • Virginia Premier Health Plan, Inc.

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

(800) 727-7536

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

If you have any questions about this Notice, please contact the Program Integrity Department at PO Box 5307, Richmond, VA 23220-0307 or at 800-727-7536, extension 55173.

It is the policy of the Virginia Premier Health Plan, Inc. (Virginia Premier) to provide you with a privacy notice that explains how your health care information is being used or disclosed. Virginia Premier is required to maintain the privacy of your information and provide a notice of duties and privacy practices pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH Act).

This Notice of Privacy Practices describes how Virginia Premier may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by state or federal law. It also describes your rights to access and control your protected health information. "Protected health information" is information collected from you or created or received by Virginia Premier that relates to your past, present or future physical or mental health or condition and related health care services, including demographics that may identify you.

Virginia Premier is required to abide by the terms of this Notice of Privacy Practices currently in effect. We may change the terms of our notice, at any time. The new notice will be effective for all protected health information that we maintain at that time and will be sent to you within 60 days of the change. We retain prior versions of the Notice of Privacy Practices for six (6) years from the revision date.

1. USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

This Notice of Privacy Practices will tell you the ways in which Virginia Premier may use and disclose medical information about you. We will also describe your rights and certain obligations we have regarding the use and disclosure of medical information.

• **For Treatment:** We may use medical information about you to provide you with medical treatment or services and to work with your doctors to plan for quality care. For example, in a case of diabetes, we would work with your provider to get and give you dietary education and/or home health nursing as needed. Different departments of Virginia Premier also may share medical information about you in order to coordinate the different things you need, such as authorization review. We also may disclose medical information about you to people outside Virginia Premier who may be involved with your medical care.

• **For Payment:** We may use and disclose medical information about you so that the treatment and services you receive at a treatment facility may be billed and payment made. For example, we may use your medical information from a surgery you received at the hospital so that the hospital can be paid. We may also use your information to approve or decline your eligibility for treatment you may receive.

• **For Health Care Operations:** We may use and disclose medical information about you for medical operations. These uses and disclosures are necessary to make sure all patients receive quality care. For example, we may use medical information to review your treatment and services and to evaluate the performance of the staff caring for you. We may also combine medical information about many patients to decide what additional services should be covered, what services are not needed, and whether certain new treatments are effective.

Other Permitted and Required Uses and Disclosures That May Be Made Without Your Consent, Authorization or Opportunity to Object

We may also use or disclose your protected health information in the following situations without your consent or authorization:

Abuse or Neglect: We may disclose your protected health information to a public health authority that is authorized by law to receive reports of child abuse or neglect. In addition, we may disclose your protected health information if we believe that you have been a victim of abuse, neglect or domestic violence to the governmental entity or agency authorized to receive such information. In this case, the disclosure will be made consistent with the requirements of applicable federal and state laws.

Business associates: We may use or disclose your protected health information to the business associates that provide services to our organization. Examples include legal services, financial auditing, and administrators of health plan subcontracts (prescriptions, vision, dental). When these services are contracted, we may disclose your protected health information to our business associate so that they can perform the job we've asked them to do and file your claims for services rendered. To protect your health information, however, we require the business associate to agree in writing to appropriately safeguard your information.

Communicable Diseases: We may disclose your protected health information, if authorized by law, to a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading the disease or condition.

Coroners, Medical Examiners, and Funeral Directors: We may disclose protected health information to a coroner or medical examiner for identification purposes, cause of death determinations or for the coroner or medical examiner to perform other duties authorized by law. We may also disclose protected health information to funeral directors, as authorized by law, in order to carry out funeral-related duties. We may disclose such information in reasonable anticipation of death.

Organ and Tissue Donation: Protected health information may be used and disclosed for cadaver organ, eye or tissue donation purposes.

Criminal Activity: Consistent with applicable federal and state laws, we may disclose your protected health information, if we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. We may also disclose protected health information if it is necessary for law enforcement authorities to identify or apprehend an individual.

Food and Drug Administration: We may disclose your protected health information to a person or company required by the Food and Drug Administration to

report adverse events, biologic product deviations, product defects or problems; to track products; to enable product recalls; to make repairs or replacements; or to conduct post marketing surveillance, as required.

Health Oversight: We may disclose protected health information to a health oversight agency, such as the Virginia Department of Health, for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.

Inmates: We may use or disclose your protected health information if you are an inmate of a correctional facility and we created or received your protected health information in the course of providing and coordinating services to you.

Law Enforcement: We may also disclose protected health information, so long as applicable legal requirements are met, for law enforcement purposes. These law enforcement purposes include (1) legal processes and purposes otherwise required by law, (2) limited information requests for identification and location purposes, (3) treating victims of a crime, and (4) suspicion that death has occurred as a result of criminal conduct.

Legal Proceedings: We may disclose protected health information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized), and in certain conditions in response to a subpoena, discovery request or other lawful process.

Military Activity and National Security: When the appropriate conditions apply, we may use or disclose protected health information of individuals who are Armed Forces personnel (1) for activities deemed necessary by appropriate military command authorities; (2) for the purpose of a determination by the Department of Veterans Affairs of your eligibility for benefits, or (3) to foreign military authority if you are a member of that foreign military services. We may also disclose your protected health information to authorized federal officials for conducting national security and intelligence activities, including for the provision of protective services to the President or others legally authorized.

Public Health: We may disclose your protected health information for public health activities and purposes to a public health authority, such as the Centers for Disease Control (CDC), which is permitted by law to collect or receive the information. The disclosure will be made for the purpose of controlling disease, injury or disability. We may also disclose your protected health information, if directed by the public health authority, to a foreign government agency that is collaborating with the public health authority.

Required Uses and Disclosures: Under the law, we must make disclosures when required by the Secretary of the U.S. Department of Health and Human Services to investigate or determine our compliance with the requirements of 45 C.F.R. Section 164.500 et. seq.

Research: We may disclose your protected health information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your protected health information.

Required by Law: We may use or disclose your protected health information to the extent that the use or disclosure is required by law. The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law. You will be notified, as required by law, of any such uses or disclosures.

Workers' Compensation: We may disclose your protected health information as authorized to comply with workers' compensation laws and other similar legally established programs.

2. MEMBERSHIPS

Virginia Premier is solely owned by Virginia Commonwealth University Health System (VCUHS). The Medical College of Virginia Hospitals (MCVH) and the Medical College of Virginia Physicians (MCPV) are also owned by VCUHS. These three groups participate together in an organized health care arrangement for payment activities, utilization review, and quality assessment activities. Additionally, Virginia Premier functions as a business partner of the Virginia Department of Medical Assistance Services (DMAS). Members of VCUHS and DMAS may also use your protected health information solely for your treatment, payment and/or for the health care operations permitted by HIPAA.

3. YOUR RIGHTS

You have the following rights regarding medical information we maintain about you:

Right to Inspect and Copy. You have the right to inspect and copy certain protected health information that may be used to make decisions about your benefits. Usually, this includes medical and billing records but does not include behavioral health management notes.

To inspect and copy your medical information, you must submit your request in writing to the Virginia Premier Program Integrity Department at the address on the front of this Notice. If you request a copy of the information, we may charge a reasonable fee for the costs of copying, mailing, and other supplies associated with your request. If the information you request is maintained electronically, and you request an electronic copy, we will provide a copy in the electronic form and format you request. If the information cannot be readily produced in that form and format, we will work with you to come to an agreement on form and format. If we cannot agree on an electronic form and format, we will provide you with a paper copy.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to medical information, you may request the denial be reviewed by submitting a written request to the address on the front of this Notice. For more information, call the Virginia Premier Program Integrity Department at 800-727 7536, extension 5173.

Right to Amend. If you feel that medical information about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment as long as the information is kept by or for Virginia Premier. To request an amendment, your request must be made in writing and submitted to the Virginia Premier Office of Privacy and Compliance at the address on the front of this Notice. In addition, you must provide a reason that supports your request. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the medical information kept by or for Virginia Premier;
- Is not part of the information that you would be permitted to inspect and copy; or
- Is already accurate and complete.

If we deny your request, you have a right to file a statement of disagreement with us and any future disclosures of the disputed information will include your statement.

Right to an Accounting of Disclosures. You have the right to request an "accounting" of certain disclosures of your protected health information. This is a list of the disclosures we made of medical information about you. To request this list, you must submit your request in writing to the Virginia Premier Program Integrity Department at the address on the front of this Notice. Your request must state a time period for the disclosures, which may not be longer than six (6) years before the date of the request. Your request should indicate in what form you want the list (for example, on paper, or electronically). The first accounting you request within a 12-month period will be provided free of charge. For additional accountings, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

Right to Request Restrictions. You have the right to request a restriction or limit on the medical information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the medical information we disclose about you to someone who is involved in your care, like a family member or friend. For example, you can ask that we not use or disclose information about a surgery you had.

We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

To request restrictions, you must make your request in writing to the Virginia Premier Program Integrity Department at the address on the front of this Notice. In your request you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply, for example, disclosures to your spouse.

Right to Request Confidential Communications. You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example you can ask that we only contact you at work or by mail.

To request confidential communications, you must make your request in writing to the Virginia Premier Program Integrity Department at the address on the front of this Notice. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

Right to Be Notified of a Breach. You have the right to be notified in the event that we (or our business associate) discover a breach of your unsecured protected health information.

Right to a Paper Copy of this Notice. You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. To obtain a copy of this notice, call the Virginia Premier Program Integrity Department at 800-727-7536, extension 5173. This notice is posted on our website and can be downloaded at: www.vapremier.com.

4. COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with Virginia Premier or with the Secretary of the US Department of Health and Human Services. You will not be penalized for filing a complaint.

All complaints must be submitted in writing. To file a complaint with Virginia Premier, send an email to privacyoffice@vapremier.com or US mail to the address on the front of this Notice.

To file a complaint with the Secretary, send an email to occomplaint@hhs.gov or US mail to: The US Department of Health and Human Services 150 S. Independence Mall West, Suite 372 Philadelphia, PA 19106-3499

5. OTHER USES OF MEDICAL INFORMATION

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care we provided to you.

6. CHANGES TO THIS NOTICE

Virginia Premier is required to abide by the terms of this Notice of Privacy Practices currently in effect. We may change the terms of our notice, at any time. The new notice will be effective for all protected health information that we maintain at that time and will be sent to you within 60 days of the change. We retain prior versions of the Notice of Privacy Practices for six (6) years from the revision date.

Member Advisory Committee (MAC) Meeting

You are invited to attend the Virginia Premier Member Advisory Committee (MAC) Meeting

This meeting is a way for you to tell us how you feel about Virginia Premier Health Plan and how we can better serve you.

Second Quarter:

Discussion Topics: Asthma & Allergy Awareness, Diabetes, Eye Exams, Cholesterol & VPHP Quality Initiative

Tidewater Simone Copes	May 11, 2016 (800) 828-7989	Ext. 55573	11:30am
Bristol Sheila Lampkins	May 19, 2016 (800) 727-7536	Ext. 55618	11:30am
Richmond Audra Spector	June 10, 2016 (800)7277536	Ext. 55099	11:30am
Winchester Angela Mitchell	June 16, 2016 (800) 727-7536	Ext. 55594	11:30am

QUESTIONS TO ASK YOUR DOCTOR

The single most important way you stay healthy is to be an active member of your own health care team.

Before having an operation, ask your doctor these questions:

1. What operation are you recommending?
2. Why do I need the operation?
3. Are there alternatives to the operation?
4. What are the benefits of having the operation?
5. What are the risks of having the operation?
6. What will happen if I don't have this operation?
7. Where can I get a second opinion?
8. What has been your experience in doing the operation? How many have you performed?
9. Where will the operation be done?
10. What kind of anesthesia will I need for the operation?
11. How long will it take me to recover from the operation?

Get information

1. Ask questions. If you don't, your doctor may think you understand everything that was said.
2. Write down your questions before your visit. List the most important ones first to make sure they get asked and answered.
3. You might want to bring someone along to help you ask questions. This person can also help you understand and/or remember the answers.
4. Ask your doctor to draw pictures if that might help to explain something.
5. Take notes.

Take information home

1. Ask for written instructions.
2. Your doctor also may have brochures, audio tapes and videotapes that can help you. If not, ask how you can get such materials.

When Getting Medical Test:

1. How is the test done?
2. What kind of information will the test provide?
3. Is this test the only way to find out that information?
4. What are the benefits and risks of having this test?
5. How accurate is the test?
6. What do I need to do to prepare for the test? (What you do or don't do may affect the accuracy of the test result.)
7. Will the test be uncomfortable?
8. How long will it take to get the results, and how will I get them?
9. What's the next step after the test?

When you are prescribed a new medication, ask your doctor or pharmacist the following questions:

- What is the name of the medicine? What is it supposed to do?
- Is it okay to substitute a less-expensive generic medicine for the name brand? Will it achieve the same result?
- What is the dose of the medicine? Are there food, drinks, other medicines, or activities I should avoid while taking this medicine?
- What are the possible side effects of the medicine? What should I do if they occur?
- How many refills of this prescription can I get?
- What should I do if I miss a dose?
- What should I do if I accidentally take more than the recommended dose?
- Is there any written information I can take home with me? (Most pharmacies have information sheets that you can use as a reference.)

For a full copy brochure of "Questions to Ask Your Doctor" contact: Annette Holmes at Virginia Premier Health Plan, Inc. • 1-800-727-7536, extension 55429



MEMBER RIGHTS AND RESPONSIBILITIES

It is the policy of Virginia Premier to treat you with respect. We believe that you should know and understand your rights and responsibilities. We also care about keeping a high level of confidentiality with due respect for dignity and privacy. Virginia Premier Member Rights and Responsibilities can also be found on our website at www.vapremier.com.

As a member of Virginia Premier you have the right to:

- all covered services described in the Member Handbook
- treatments with quality care, respect, dignity and the right to privacy
- have health care services 24 hours a day, 365 days a year, like urgent, emergency and post stabilization services
- choose your own Virginia Premier doctor or Primary Care Physician (PCP)
- change your personal Virginia Premier doctor and choose a new one from Virginia Premier's Provider Directory
- set up your own doctor or PCP visits to be seen in their private office when it works for you
- not be treated against your will
- ask your doctor or PCP questions (never be afraid to ask questions)
- call Member Services to file a complaint/grievance about Virginia Premier or file an appeal if you are not happy with the answer to your inquiry (question), complaint/grievance or care given
- have your and/or your child's medical records kept private unless you sign a permission form
- have timely access to you and/or your child's medical records (you may need to sign a release form)
- work with your doctor in making choices that deal with your health care
- have your and/or your child's doctor tell you about any treatment choices you may have, no matter what the cost or benefit coverage as well as get a second opinion from Virginia Premier's network of providers
- be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation, as written in other Federal regulations on the use of restraints and seclusion
- free exercise of rights and the exercise of those rights that does not change the way Virginia Premier and its providers treat the enrollee
- get information about Virginia Premier, its services, providers and members' rights and responsibilities
- make suggestions about Virginia Premier's member rights and responsibilities statements, which can be found in this handbook

Supplemental Member Rights:

Virginia Premier members also have the right to:

- see any in-network doctor in a timely manner based on the access standards listed in this document under the section called: Access to Health Care Standards
- get emergency care and family planning services in- or out-of-network without prior authorization (family planning services, preventive services and basic prenatal care do not need prior authorization, but you should get care from an in-network doctor/provider)
- not have Virginia Premier stop or limit a doctor/provider acting within the lawful scope of practice, from telling or helping on behalf of a member who is his or her patient, related to the member's health condition, medical care or treatment choices, including any other treatment that may be self-administered
- have the doctor write in his or her medical record whether or not the member has an advance directive

- not have the doctor/provider base the delivery of care or discriminate against a member based on whether he/she has an advance directive
- not be balanced billed by any provider for any reason for covered services
- contact Virginia Premier staff that has been trained on advance directives and asks questions, if needed
- file any type of grievance, such as those related to advance directives, with Virginia Premier by calling the toll free line at 1-800-727-7536
- give female members direct access (no referral needed) to a woman's health doctor/provider in the network for covered routine and preventive care services. This is in addition to the member's primary care doctor/provider if that person is not a women's health doctor/provider.
- have his/her health care needs and information discussed and given to the doctors/providers they want (the member can call Member Services and ask that Virginia Premier have the information sent to their doctor)
- confidentiality (privacy) when managing care including medical records, member information and appointment records for the treatment of sexually transmitted diseases
- not be responsible for the bill or extra costs, if out-of-network services are given to a member for emergency care or care that has been preauthorized
- see in network doctors/providers with office hours that are the same as those for other patients who may not have Medicaid like private commercial insurance members and/or other types of Medicaid members (fee for service), if the doctor/provider sees only Medicaid members
- see a doctor of his/her choice based on language and/or race and one who is sensitive to the member's cultural needs, including those who cannot speak English well and those with different cultural and racial backgrounds
- get information in different formats (i.e., large print, Braille, etc), if needed and in an easy form that takes into consideration the special needs of those who may have problems seeing or reading
- have any service that has been stopped start again, if a member's location is known

As a Member of Virginia Premier, these are your responsibilities:

- choose your and/or your child's Virginia Premier Primary Care Physician (PCP) from the list of our doctors (see the Virginia Premier Provider Directory)
- get your and/or your child's health care through our list of PCP's and hospitals and other health care providers
- keep doctor's visits or call to cancel them at least 24 hours before the visit
- carry your and/or your child's Virginia Premier member ID cards and Medicaid ID cards with you at all times
- tell the doctor that you and/or your child are/is a member of Virginia Premier at the time that you speak with the doctor's office
- give your PCP and other providers honest and complete information about your and/or your child's health to care for you
- learn the difference between emergency and urgent care; you should know what an emergency is, how to keep one from happening and what to do if one does happen
- follow plans and instructions for care given by your and/or your child's doctor
- understand your health problems and talk about and/or agree upon treatment plans with your and/or your child's doctor; get approval from your and/or your child's PCP or Virginia Premier before you and/or your child see another doctor
- let Virginia Premier know how we can work better for you

Cervical Health

What is cervical cancer? Cervical cancer is a disease involving abnormal cell growth, starting in a woman's cervix. Screening for cervical cancer makes early detection easier, which can lead to more effective treatment.

What is the Human Papilloma Virus (HPV)? HPV is a Sexually Transmitted Infection (STI) that can lead to cervical cancer. HPV can be transmitted even when the infected person has no signs or symptoms.

What is Chlamydia? Chlamydia is a Sexually Transmitted Disease (STD) that commonly affects both men and women. Chlamydia can cause permanent damage to a woman's reproductive organs.



Cervical Cancer

Vaccines for Female Adolescents

- The HPV vaccine is recommended for 11 and 12 year old girls.
- Females 13 through 26 years old who did not get any or all of the shots when they were younger should also get vaccinated.

Cervical Cancer Screening

- Pap test (or smear) shows doctors any abnormal cells.
- The HPV test looks for the HPV virus, which can cause abnormal cells.
- It is recommended that women get Pap tests every three years, starting when they turn 21. HPV tests are not recommended for women under 30.

To learn more, go to: www.cdc.gov/cancer/cervical/

Chlamydia

Chlamydia Screenings

- Chlamydia can be diagnosed through lab tests.
- While there are often no symptoms of Chlamydia, some signs may include unusual sores, a smelly discharge, burning when urinating, or bleeding between periods.
- If you or your partner have any signs of an STD, ask your doctor about getting tested.

To learn more, go to: www.cdc.gov/std/chlamydia/

THREE TIPS TO IMPROVE YOUR HEALTH AS WINTER FADES TO SPRING

1. Drink more water

Water is crucial in most bodily functions including helping in the regulation of body temperature, which is important as weather heats up. Water is also a calorie free way to prevent dehydration and drinking enough water can provide a sense of fullness thus, possibly preventing us from taking in too many calories via unhealthy snacks.

Author's recommendation: Drink 64 ounces of water each day. This could be 8 cups or 4 bottles



2. Look for In Season Fruits and Vegetables

Once trees begin to bloom, you can bet your local supermarket will be stocked with fruit and vegetables that are at the peak of freshness. A common misconception is all fresh fruit and vegetables are expensive. This is not always the case. Choosing vegetables and fruit that are in season can be affordable because the market will be saturated with the in season produce. Aside from getting the best tasting produce at the market for a

discount price, you will also get food packed with vitamins, minerals, and fiber.

Author's recommendation: From March to May, look for strawberries, bananas, mangos, corn, collard greens and broccoli.

3. Start Stepping

As weather warms up and days get longer, spring is the perfect time to increase your physical activity level. What better way to enjoy a beautiful spring day than to take a walk? Walking regularly can improve blood pressure, cholesterol, blood sugar, and may even help with depression. Recommendations for exercise like walking would be to walk at least 3x /week for 20 minutes each time. As you are able, walk longer or add another day of walking to your plan. With walking, more is usually better for your health.

Author's recommendation: Ask your Virginia Premier Health Educator about getting a pedometer. The pedometer will allow you to track your physical activity each day by automatically counting your steps.



PATIENT SAFETY: CULTURAL COMPETENCY COURSE

****Attention Members****

Please tell your doctors to take the VPHP Challenge and complete a Cultural Competency Course Today! The purpose of the course is to help your doctors treat and care for members of diverse ethnic backgrounds. Each practitioner is highly encouraged to complete the class. The practitioners that complete the class will be recognized.

ADVANCE DIRECTIVES

You have the right to choose someone to act on your behalf and make health care decisions for you if you cannot make them for yourself. Laws have been passed that allow you to make your decision in one of two ways. These decisions are called Advance Directives. They are:

1. **A Living Will** – a written document that tells what medical treatment you do or do not want if you are not able to make your wishes known.
2. **A Durable Power of Attorney for Health Care** – a written document that says you have chosen someone to make your decisions for you if you are not able to do so.

If you have an Advance Directive, provide a copy to your doctor and ask to have it placed in your file. Advance Directives are not required if you do not want one. If you decide you want more information or want to know how to make an Advance Directive call our Member Services Department.

"VPHP will provide information to members about advance directives and any changes made in state law as soon as possible but no later than 90 days after the effective date of the change."

Si desea una copia en español, por favor llame al 1-800-727-7536 y oprima la opción numero 7. Avísele al representate que desea una copia del boletín de noticias en español. Gracias.

DISEASE MANAGEMENT NEWS: SPRING

Spring is almost here! It's beautiful to see considering the cold winter days we had, but it brings difficulty for those with asthma and allergies.

Please remember:

- If you take a daily controller inhaler or medication for your asthma, make sure to take it as recommended by your doctor. This type of inhaler or medication keeps the swelling down in your lungs and makes you less likely to react to triggers like grass, pollen, and dust.
- Make sure to have your asthma rescue medication with you at all times. This medication opens your airways quickly and helps to relieve symptoms such as coughing and wheezing. If you are using this type of medication more than twice per week to treat your asthma symptoms, make an appointment with your doctor. Your asthma may not be in control!
- If you have to visit the emergency room or an urgent care center for asthma or any other condition, please remember to make a follow up appointment with your doctor as soon as possible.

Other helpful tips:

- Try to run your fans or air conditioners instead of keeping the windows open in your home. The fresh air feels good, but can also bring pollen into your home.
- After the kids have been outside playing, make sure to wash or rinse their hair out to prevent them from getting the pollen into their beds.
- Leave your shoes at the door. This will keep everyone from tracking pollen all over your house.

If you or your child has Asthma, the Disease Management Program has information to help you. Please call us directly at 1-866-243-0937 or contact your care manager. Our Nurses are also available to help if you have: Heart Disease, Heart Failure, COPD, Diabetes, Chronic Kidney Disease/End Stage Renal Disease, Bipolar, Schizophrenia, Cancer (Breast, Lung, Colorectal) or Child Hood Weight Management concerns.

SERVICES PROVIDED BY MEMBER SERVICES

Do you have questions about your health benefits? The Member Services Department is here to help YOU, and is available Monday through Friday from 8AM to 5PM at 1-800-727-7536.

The Member Services department can:

- Answer questions about your benefits
- Update your address, phone number, and account information
- Help you find a PCP or Specialist
- Change your PCP
- Order replacement ID cards and Member materials
- Confirm Eligibility
- Offer assistance if you receive a bill
- Schedule, modify or cancel transportation trips
- Explain the purpose of the MAC meetings
- Scheduling transportation

Scheduling transportation trips is an important benefit to many of our members, below are helpful tips when scheduling transportation:

- We require a minimum of 72 business hours (by the hour), prior notice to schedule a trip. Weekends and holidays do not count towards these hours.
- You may schedule all of your transportation trips for the month at one time.
- You may schedule trips to your local pharmacy.
- You must have the Doctor's Name and/or Facility Name, address and the phone number of any location you wish to be transported to.
- Members who call to request transportation requests that are greater than 100 miles are obligated to go to the closest provider unless medically necessary.
- Trips in excess of 100 miles will be reviewed to see if a closer provider is available.

We hope these tips are helpful when using the transportation benefit. Our goal, in Member Services, is to provide you Service Without Complication. We realize our service has a direct impact on our member's lives therefore we attempt to provide you with the highest possible quality service allowing you easier access to your healthcare needs.

GETTING RID OF DRUGS SAFELY

It is very important to get rid of unwanted medications properly. If you do not, it can cause harm to others and yourself. Children and pets may take medications that are not disposed of properly. This could lead to overdose, injury, or death. Many people think that flushing medications down the toilet is a safe way to get rid of them – wrong! Flushed medications may pollute the waterways which can be dangerous.

So, what should you do with unused, unwanted, or expired medications?

1. Drug Take-Back Days

This is a day (usually once or twice a year) where people can drop off their unused, unwanted, or expired medications at selected sites for safe disposal. Drug Take-Back programs are closely monitored by local, state, and federal government agencies and are a very safe way to dispose of medications. They are usually an event that is a combined effort by the local community and local law enforcement.

**The next Drug Take Back Initiative will take place on:
April 30, 2016 from 10:00 am – 2:00 pm.**

Please visit http://www.deadiversion.usdoj.gov/drug_disposal/takeback/ after April 1st for more information on collection locations. You can also check with your local pharmacy, law enforcement agencies, or news outlets for more information.

2. Home Disposal

You can safely dispose of medications at home by doing the following:

- **Step 1** - Remove medications from their original containers. If the medication is solid, crush it or add water to dissolve it. Then, mix the medication with an undesirable substance, such as kitty litter or coffee grounds. This makes the mixture less attractive to children and pets and unrecognizable to potential abusers who may go through your trash.
- **Step 2** - Place the mixture in a container with a lid or in a sealable baggie to prevent the medication from leaking. Throw it into the trash.
- **Step 3** - When discarding the original containers, remove any labels that have your name or drug name from the medication container. Throw the container away.

Tips to Remember:

- DO NOT dispose of medications in the toilet or sink, unless specifically instructed to on the label.
- DO NOT give medicine to friends or family. This is not only potentially illegal, but a drug that works for you could be dangerous for someone else.
- When in doubt, call your pharmacist.

If you have any questions about how to safely get rid of unwanted medications, you can call Virginia Premier Health Plan, Inc. at 1-800-727-7536 and ask for the pharmacy department.



http://www.oag.state.va.us/Programs%20and%20Resources/Drug_Take_Back/index.html

Si desea una copia en español, por favor llame al 1-800-727-7536 y oprima la opción número 7. Avísele al representante que desea una copia del boletín de noticias en español. Gracias.



VA Premier Richmond
 P.O. Box 5307
 Richmond, Virginia 23220-0307
 (804) 819-5151 (800) 289-4970

VA Premier Roanoke
 4910 Valley View Blvd Suite 202
 Roanoke, VA 24012
 (540) 344-8838 (888) 338-4579

VA Premier Tidewater
 3388 Princess Anne Rd Ste 2000
 Virginia Beach, VA 23456
 (757) 461-0064 (800) 828-7953

PRESORT
 STANDARD
 U.S. POSTAGE
 PAID
 RICHMOND, VA
 PERMIT 613

Smiles For Children

Everything you need to know about Virginia's Medicaid, FAMIS and FAMIS Plus Dental Coverage for Children, Pregnant Women and Adults



DentaQuest

Smiles For Children (SFC) is Virginia's Medicaid and FAMIS and FAMIS Plus dental program.

The **Smiles For Children** program provides comprehensive dental benefits to children under 21, medically appropriate dental benefits to adult pregnant women 21 and over and even limited medically necessary oral surgery and related diagnostic services for adults 21 and over.

Taking care of your dental health will help keep your body healthy too. Children should visit the dentist starting at age 1. Don't wait! Learn more about the **Smiles For Children** program today.

Finding a Dentist

- Finding a dentist that accepts **Smiles For Children** near you is easy. You can call our toll-free number at 1-888-912-3456. We can even help you make an appointment. The call center is available 8 am – 6 pm, Monday through Friday.
- You can visit our website at www.DentaQuest.com. When you access our website, you can find a dentist using your zip code.
- We also have a free Smart Phone app. Visit the app store and search "My DentaQuest Mobile."

DentaQuest is the administrator of dental benefits for the Smiles For Children program.

Dental Home Program

It is important to establish a dental home. A dental home is an office that sees you every six months. This dentist will provide your care and will always be available for you. It is important to go back to the same dental home (office) for every appointment. Remember: Once you choose a dental home, it's important to keep your appointments and arrive on time.

Transportation

For information about transportation to your appointment contact your managed care organizations (MCOs), (excluding FAMIS enrollees). If you are not in an MCO, call LogistiCare at (866) 386-8331.

