

# Member Newsletter

VIRGINIA PREMIER HEALTH PLAN

## Snow Worries

Winter 2017

Snow seems like a magical gift. It comes during the year's darkest time, and it brings us light. It stirs the neighborhood out of hibernation. And it gives everything a beautiful stillness. But this gift comes with a price. And that price is the dreaded "black ice."

Black ice can hide in plain sight. It catches us off guard, and takes us down. These slips and falls can cause serious injuries. To protect yourself, always wear the appropriate footwear to prevent slipping and falling. Also, walk slowly, and hold on to rails whenever possible.

Snow not only makes us worry about what's beneath us, but also what's above. Sometimes snow can pile up on roofs and tree branches, and falls as you pass underneath. This can cause serious neck and head injuries. So make sure you notice what's over your head!

Unfortunately, the snow worries don't end there. There's also the danger of frostbite which is the freezing of skin and tissue. Frostbite can happen quickly at cold temperatures. And it can come on without you realizing how cold you actually are. So make sure you're not outside in extreme weather.

# Important Benefit Change

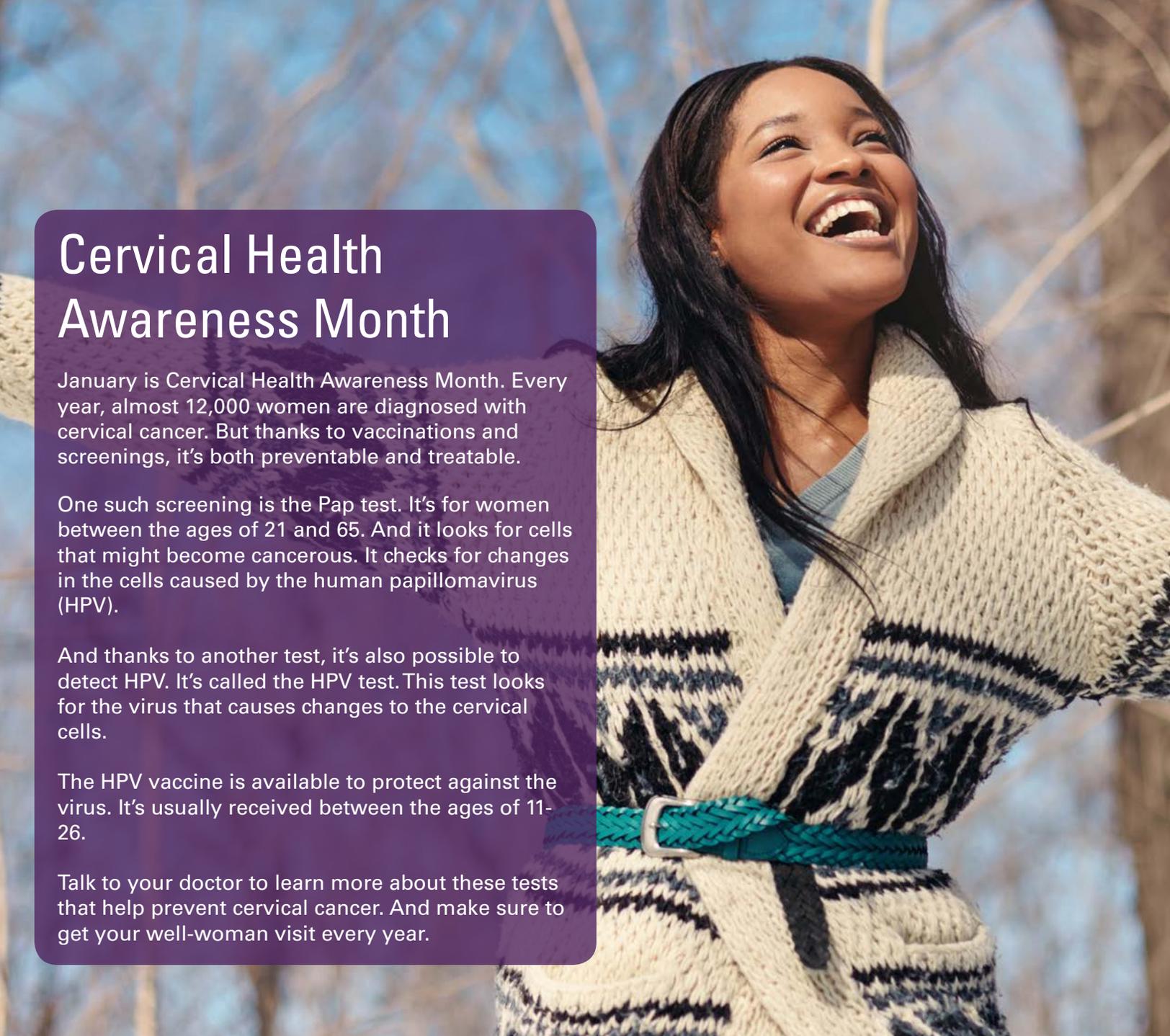
This is important information on changes to your benefits with Virginia Premier.

Effective **April 1, 2017**, changes will be made to your Behavioral Health and Substance Abuse Treatment benefits. Effective **July 1, 2017**, additional changes will be made. Information on these changes are in the table below.

Current Coverage	Additional Coverage effective 4/1/2017	Additional Coverage effective 7/1/2017
<p>We (Virginia Premier) cover inpatient and outpatient behavioral health care. Your covered services include:</p> <ul style="list-style-type: none"> <li>• Inpatient psychiatric hospitalization in a psychiatric unit of a general acute care hospital</li> <li>• Inpatient psychiatric hospitalization in a freestanding psychiatric hospital for members up to 21 years of age and for members over 64 years of age</li> <li>• Outpatient (individual, family, and group) behavioral health and substance abuse treatment</li> <li>• Electroconvulsive therapy</li> </ul>	<p>We still cover inpatient and outpatient behavioral health care. But our added covered services include:</p> <ul style="list-style-type: none"> <li>• Inpatient psychiatric hospitalization in a freestanding psychiatric hospital for all ages</li> <li>• Mental Health rehabilitative services (crisis stabilization, intensive outpatient, day treatment and substance abuse case management services)</li> <li>• Residential treatment facility services*</li> <li>• Opioid Treatment services (includes individual, group counseling, family therapy and medication administration)</li> </ul>	<p>Virginia Premier will cover Peer Support Specialists for members over 21 years of age.</p> <ul style="list-style-type: none"> <li>• Peer support specialists consists of qualified peer support providers to assists members with the self-management and recovery from a mental health disorder and/or a substance use disorder</li> </ul>

\*FAMIS/FAMIS MOMS enrolled members are not eligible for Residential Treatment Services, Level C (ASAM Levels 3.3 to 3.7) nor services furnished in a state-operated mental health hospital.

You do not have to take any action in response to this document, but we suggest you keep this information for future reference. If you have any questions please call us at 1-800-727-7536 (TTY: 711) between the hours of 8:00 am – 5:00 pm, Monday through Friday.



## Cervical Health Awareness Month

January is Cervical Health Awareness Month. Every year, almost 12,000 women are diagnosed with cervical cancer. But thanks to vaccinations and screenings, it's both preventable and treatable.

One such screening is the Pap test. It's for women between the ages of 21 and 65. And it looks for cells that might become cancerous. It checks for changes in the cells caused by the human papillomavirus (HPV).

And thanks to another test, it's also possible to detect HPV. It's called the HPV test. This test looks for the virus that causes changes to the cervical cells.

The HPV vaccine is available to protect against the virus. It's usually received between the ages of 11-26.

Talk to your doctor to learn more about these tests that help prevent cervical cancer. And make sure to get your well-woman visit every year.

## Care Management

At Virginia Premier, we take pride in our Care Management program. That is why we have a whole team of dedicated care managers. Each one is a registered nurse, and ready to help you with your health care needs.

If you choose to join our Care Management program, someone from our staff will contact you. They will then ask you about your medical history. This helps determine your plan of care. Your care plan is basically a series of health goals. Your care manager will work with you to help you complete your goals.

Your care manager will also check in with you from time to time. They will ask about your doctor appointments, medication changes, or medical equipment needs. They can also help you find in-network doctors, and arrange transportation to medical visits.

Call our Member Services at 1-800-727-7536, 8:00 am to 5:00 pm, Monday through Friday to speak with a care manager. The Care Management team looks forward to working with you!

# Diabetes during the Holidays

The holiday season can be a tricky time for those with diabetes. On the one hand, it's a wonderful time to be with friends and family. And on the other hand, everyone wants you to try their pumpkin pie or carrot cake.

Don't worry though, it's possible to stay healthy. You just have to plan ahead. Here's a few tips from the American Diabetes Association to help you this holiday season:

- Focus on friends and family instead of food
- Eat slowly
- Make sure your portions are reasonable and resist going back for seconds
- Eat before you eat- if you show up hungry, you'll be more likely to over-eat
- Bring your own diabetes-friendly dish
- Stay active
- If you over do it, get back on track

If your diabetes is not managed, it can cause serious health problems. Talk to your doctor about how you can keep your blood sugar in control. If you have any questions, please call your care manager at 1-855-338-6467.

Your care manager can help you better understand your diabetes. You can get in touch with a care manager Monday through Friday, 8:00 am to 6:00 pm. For more information, visit our website at <https://www.vapremier.com/members/completecare/health-programs/>

## Health Care Terms 101

Unless you work in health care, reading about your medical coverage can be confusing. You just want to understand what your coverage and benefits are, but all these weird health care words get in the way. It can feel like you're reading a college textbook! Well, we're here to help you. The six useful definitions below are sure to help you ace your health care understanding!



### **Deductible:**

The amount of money you have to spend before your insurance will pay for your claim.



### **Formulary:**

A list of drugs covered by a health plan.



### **EOB (Explanation of Benefits):**

This is not a bill. This shows how your claim was paid and lets you know if you owe anything.



### **Dependent:**

Someone who relies on you to take care of them. This could include a child or spouse of an insured person.



### **Provider:**

Doctor, nurse, dentist, hospital, clinic, etc., that provides medical care.



### **Excluded Services:**

Services that are not covered by your insurance plan.

Just remember, it's important that you understand all of your health care coverage. If there's a word or term you don't understand, ask the person you're speaking with to stop, and explain what they mean. Never be afraid to ask questions!

And as always: we're here for you! If you have any questions, please call member services.

# Patient Utilization Management and Safety Program (PUMS)

Virginia Medicaid recently added a Patient Utilization Management and Safety (PUMS) Program as a benefit. This program is required by the state for all Virginia Medicaid plans, not just Virginia Premier. The goal of the PUMS Program is to focus on overutilization of Medicaid drugs; the PUMS Program looks at patient safety and is not limited to only prescription benefits. Not every member is placed in the PUMS program; if you are placed in PUMS, Virginia Premier will let you know.

Virginia Premier's doctors or pharmacists may now use the Prescription Monitoring Program (PMP) to make sure that our members are safe.

## What is the Prescription Monitoring Program (PMP)?

The Department of Health Professions started and continues to run a system to track who gives and receives controlled substance prescriptions. If you get a prescription for a controlled substance, doctors or pharmacists at Virginia Premier will be able to get that information from the PMP. This will be done to:

- make sure that affected members should be able to get the drugs; and,
- help with the care of a member taking part in the PUMS program (or a similar program).

Please note that all data linked to the PMP is considered confidential information.

If you have questions about this change or about your benefits, please call Member Services at 1-800-727-7536 (TTY: 711), Monday through Friday, 8am to 5pm.





**Medical Home**

We have a full-service clinical Medical Home located in Roanoke.

**Member Resources**

Online you'll be able to find our member handbook, newsletters, FAQs and more.

**Provider Locator**

Our provider locator helps you find doctors or specialist near you.

**Member Portal**

Virginia Premier has an online member portal where members can access their health information

**Health Programs**

Virginia Premier has a variety of health and wellness programs.

**Five things to know about your Health Plan**

# Member Advisory Committee (MAC) Meeting

You're 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 and how we can better serve you.

The first quarter meeting topics are:



Smoking Cessation



Healthy Lifestyle  
(weight, nutrition &  
physical activity)



Lung Cancer



Virginia Premier's  
Quality Initiative

The first quarter meeting dates are:

**Richmond**  
**February 8, 2017**  
**11:30 am**

Contact:  
William Short  
1-800-727-7536  
Ext. 55496

**Roanoke**  
**February 15, 2017**  
**11:30 am**

Contact:  
Melanie Harris  
1-800-727-7536  
Ext. 55613

**Charlottesville**  
**March 8, 2017**  
**11:30 am**

Contact:  
William Short  
1-800-727-7536  
Ext. 55496

**Tidewater**  
**March 15, 2017**  
**11:30 am**

Contact:  
Simone Copes  
1-800-727-7536  
Ext. 55573

Virginia Premier complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-727-7536 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-727-7536 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. <1-800-727-7536 (TTY: 711)> 번으로 전화해주십시오



**VIRGINIA PREMIER HEALTH PLAN**

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[www.vapremier.com](http://www.vapremier.com)

*Open now for a healthy tomorrow!*

Member  
Newsletter

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