



Member Newsletter

Spring 2019

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Let's Meet

Did you know that Virginia Premier holds Member Advisory Committee (MAC) meetings across the state? We have meetings in Richmond, Tidewater, Roanoke and Northern Virginia four times a year.

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 benefits and resources that can keep you healthy.

Our next MAC meeting is set for Wednesday, June 19, 2019.

You can call Member Services at 1-800-727-7536 (TTY: 711) to get more details and let us know you're coming.

Member Survey

Virginia Premier uses a member survey each year called a CAHPS survey (or Consumer Assessment of Healthcare Providers and Systems). This survey is completed by SPH Analytics and is made up of questions about how you – and all our members – feel about health care and our services. Your feedback helps us better understand your healthcare needs so that we can continue to improve our services.



We also look at how well your doctors are doing. This includes looking at how easy it is for you to get the medical services you need and how easy it is to communicate with your doctor.

We mail this survey to all our members each spring. After we mail it, we'll call you to make sure you got it. If you want, we can also help you complete the survey over the phone.

Here are some of the questions you may see on this survey:

- Does your doctor explain things in a way that's easy to understand?
- How often does your doctor listen to you carefully?
- How often does your doctor respect what you say?
- Does your doctor spend enough time with you?
- How often do you and your doctor talk about specific things you could do to prevent illness?
- How often does your doctor tell you there is more than one option for your treatment?
- Does your doctor talk with you about the pros and cons of each choice for your treatment?
- When there is more than one option for your treatment, does your doctor ask which choice you think is best for you?

If you have any questions about this survey, or would like to take it over the phone, please call us at 1-877-476-7538.

Visit our Website

We have lots of helpful member resources on our website, including information about health programs, member forms and how to renew your Medicaid coverage. We also have member handbooks and an easy-to-use *Find a Provider* tool. Visit us at VirginiaPremier.com to learn more about our online resources.

Get your 2019 Member Handbook Online

Your member handbook is an important resource that includes all your benefit information and details about our programs and services. To get your 2019 Member Handbook, you can go online to VirginiaPremier.com. You can find the handbook by going to the main navigation bar and clicking *Members*. From there, click on *Medicaid* tab and then click on *Member Resources*. You can then find a link to the handbook under *Member Resources*.

Try the *Find a Provider* Tool

Our *Find a Provider* tool can help you find doctors, specialist, and hospitals available near you. This online tool allows you to search for doctors using the following pieces of information:

- Name
- Gender
- Specialty
- Hospital they serve
- Medical group
- Languages spoken
- Address
- City
- County

Setting up Transportation

Need help getting to your doctor's appointment or your pharmacy? Give us a call at 1-855-880-3480. This number provides you with a direct line to our Transportation team. You can call us any time between 8 am - 8 pm, Monday through Friday.

When you call to set up your trip, the scheduler will have a few questions for you. Be sure to have this information ready when you call:

- Member ID and/or Medicaid number
- Your appointment date and time
- Complete pick up and drop off addresses (including zip codes)
- The name of the provider or office that you need to go
- The provider or office's telephone number
- Number of passengers
- Type of service you will need (such as wheelchair van, ambulance or van service)
- Provider's specialty, if any
- Reason for the visit



Your scheduler should give you a reservation number. Be sure to have your reservation number or Medicaid ID number to give to your driver when they pick you up.

And remember: Trips need to be set up at least three (3) business days beforehand. (Weekends and holidays do not count as business days.)

Return Trips Only

If you need to be picked up, allow up to one hour for your return ride home. When you call, let the scheduler know where you are. For example, are you in the front or back of the building? Or in the lobby? Just give us a heads up so your driver know where to meet you.

Canceling a Trip

If for some reason you need to cancel your reservation, please call us right away at 1-855-880-3480, Monday-Friday from 8 am - 8 pm.



Help us Recognize our Quality Doctors

We like to recognize and promote the quality doctors and health care providers that we work with. That's why each year we award an outstanding doctor or health care provider through our *Practitioner Golden Globe Award*. This award goes to a doctor or health care provider who promotes safe clinical practice, delivers quality care and takes part in their community through volunteering and health education.

If you know a health care provider who is deserving of this award – let us know! If you want to nominate your doctor, tell us what makes them stand out. Please call us at 1-800-727-7536 and ask for Quality or fill out a brochure online at:

<https://www.virginiapremier.com/providers/medicaid/medical-management/quality-initiatives/>

Report a Compliance Concern

If you have a compliance concern, call our Compliance Hotline at 1-800-620-1438. You can use this toll-free hotline to report a concern anonymously, 24 hours a day, seven days a week. You can also get help in other languages if needed.

You can also report a compliance concern by calling our Compliance Office directly at 1-804-819-5173. Both of these reporting options are anonymous and confidential.

Grievances and Appeals

Contact Us First

If you have a problem or concern with a provider or any medical services you receive, please contact us first. Virginia Premier promises to honor your rights as our plan member and will take your concerns seriously. We are here to listen to you, and will work with you to try to reach a satisfactory solution.

Sometimes a more formal process is needed to address your concern. This is usually either a grievance or an appeal.

What Is a Grievance?

Filing a grievance means going through the process of making a complaint to Virginia Premier. Complaints would be about services you received or our plan's coverage, for example:

- Problems getting an appointment
- Having a long wait for your appointment
- Missed or late transportation trips
- Receiving incorrect bills from providers
- Disrespectful behavior from a provider or medical staff member (i.e., doctor, nurse, clinic, hospital staff, etc.)

What is an Appeal?

If Virginia Premier decides to deny you coverage or to pay for a medical service, you can appeal that decision. You can also appeal services if they were only partially approved or if your coverage was stopped for any of (or part of) those services. We will then look into whether we should reverse our decision. Among other things, the services could be:

- Admission requests
- Health care services
- Supply items
- Prescription drugs

An appeal request must be initiated within 60 days of the denial date. Appeals can be submitted to Virginia Premier by you or your provider.

If you have any questions, please call the Grievances and Appeals Department at 1-855-813-0349 to speak with a representative. Our office hours are 8:00 am to 5:00 pm, Monday through Friday (however, messages, faxes, and emails are checked and received 8:00 am to 8:00 pm, seven days a week).

To start the grievance or appeal process, send bills and letters of denial to:

Mail: Virginia Premier
Grievances and Appeals
PO Box 5244
Richmond, VA 23220-0244

Fax: 1-800-289-4970 (Medicare appeals)
1-877-307-1649 (Medicaid appeals)

Email: grievancesandappeals@virginiapremier.com

Your 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.

The Member Rights and Responsibilities statement specifies that members have:

1. A right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
2. A right to be treated with respect and recognition of your dignity and your right to privacy.
3. A right to participate with practitioners in making decisions about your health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
5. A right to voice complaints or appeals about the organization or the care it provides.
6. A right to make recommendations regarding the organization's member rights and responsibilities policy.
7. A right to get information in a language you understand - you can get oral translation services free of charge.
8. A right to receive reasonable accommodations to ensure you can effectively access and communicate with providers, including auxiliary aids, interpreters, flexible scheduling, and physically accessible buildings and services.

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

1. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
2. A responsibility to follow plans and instructions for care that they have agreed to with your practitioners.

3. A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
4. 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).
5. Get your and/or your child's health care through our list of PCP's and hospitals and other health care providers.

For a complete list of your member rights and responsibilities, see your member handbook. You can also call Member Services at 1-800-727-7536 to request a copy be mailed to you. Virginia Premier Member Rights and Responsibilities can also be found on our website at VirginiaPremier.com.

Learn More about Our Notice of Privacy Practices

At Virginia Premier, we make sure your medical 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 medical information may be used and shared. It also lets you know how you can get access to your medical information.

Your medical information – also called Protected Health Information, or PHI – includes information about your health history and any health conditions you may have. Information like your age, gender or race, are also part of you 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

We Follow Non-Discrimination Policies

You cannot be treated differently because of your race, color, national origin, disability, age, religion, gender, marital status, pregnancy, childbirth, sexual orientation, or medical conditions.

If you think that you have not been treated fairly for any of these reasons, call the Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697. You can also visit <http://www.hhs.gov/ocr> for more information.

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.

Getting Information in Other Languages or Formats

As a member, if you need help speaking English with your doctor or Virginia Premier staff, we can help through free translation services. You can get help with questions about treatment, health education or medical history, along with any inquiries, grievances and appeals.

If you are a Spanish speaking member, you also have the choice to speak with one of our bilingual Member Service Representative. When you call our Member Services number, press option 7 to speak with a bilingual Member Services Representative.

We also offer support services to our hearing and visually impaired members, including materials in large print and Braille for the visually impaired.

Further information on translation services are also provided in the Member Handbook. If you want to learn more about these support services or need a copy of the Member Handbook, please call Member Services at 1-800-727-7536.

Multi-Language Insert

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. 1-877-719-7536 (TTY: 711) 번으로 전화해주시요.

CHÚ Ý: Nếu bạn nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Xin gọi số 1-800-727-7536 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-727-7536 (TTY: 711)。

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-727-7536 (الهاتف النصي (TTY): 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, may mga magagamit kang libreng serbisyo ng tulong sa wika. Tumawag sa 1-800-727-7536 (TTY: 711).

توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره 1-800-727-7536 (TTY: 711) تماس بگیرید.

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶቻችን በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-727-7536 (መስማት ለተሳናቸው: 711)።

توجه دیں: اگر آپ اردو بولتے ہیں تو، زبان سے متعلق اعانت کی خدمات، آپ کے لیے مفت دستیاب ہے۔

1-800-727-7536 (TTY: 711) پر کال کریں۔

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-727-7536 (ATS: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-727-7536 (линия TTY: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
1-800-727-7536 (TTY: 711) पर कॉल करें।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-727-7536 (TTY: 711).

মনোযোগ দিন: আপনি যদি বাংলাতে কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-727-7536 (TTY: 711)।

YI LE: I balè u pot tila hop won ngim bod i kobol mahop i la hola wè ni hop won, u saa béé to yom. Sébé 1-800-727-7536 (TTY: 711).

GENU NTI: Ọ buru na ina asu asusu Igbo, enyemaka na-ahazi asusu, bu n'efu, diri gi mgbe niile. Kpoo nombá ndi a 1-800-727-7536 (TTY: 711).

AKIYESI: Bi o ba nsọ èdè Yorùbá, ọfẹ ni iranlọwọ lori èdè wa fun yin. Ẹ pe ẹrọ-ibanisọrọ yi 1-800-727-7536 (TTY: 711).

You can ask for this information in other formats,
such as large print.

Call 1-800-727-7536 (TTY: 711).

Virginia Premier
PO Box 5547
Richmond, VA 23220-0547

**Call us at 1-800-727-7536
or visit us online at VirginiaPremier.com**

**Hours of Operations
Monday – Friday, 8:00 am to 8:00 pm;**

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