

Health and Wellness Newsletter

June 2022



What's Inside:

Member Events

We host regular events for our members. Read about the two you can go to inside!

Does my child need to have their eyes checked?

We break it all down for you.

Summer Savings

A trip to the grocery store shouldn't break the bank. Inside you can find five free apps that will help you save at check-out.

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Dear Member,

We value you as a Virginia Premier Medicaid Member. We offer members an excellent network of doctors, hospitals, and other healthcare providers with a wide range of Virginia Medicaid services.

If you have questions about Virginia Premier, please visit our website VirginiaPremier.com/Medicaid. There you will find information about your plan, links to member materials including your handbook, the ability to register for your member portal, and educational material to help you improve your health. If you cannot find the answers to your questions on our website, please call Medallion 4.0 Member Services at 1-800-727-7536 (TTY: 711), or CCC Plus Member Services at 1-877-719-7358 (TTY: 711).

It is our pleasure to assist you in your healthcare needs.

Sincerely,

Virginia Premier

Member Events

Baby Shower: Virginia Premier brings the party to you! We offer virtual Baby Showers online. You will learn about services and tips to help you have a healthy pregnancy. We will send you a care package full of baby basics just for attending. We will alert you about the next shower.

Member Advisory Committee (MAC) Meetings:

This is a place for you to learn more about your healthcare benefits, provide us with feedback, and ask us anything you want. They are typically face-to-face meetings, but due to COVID-19, we have opted to hold virtual meetings. We will alert you when the next meeting is scheduled.

Do you also have Medicare?

Do you have Medicaid and Medicare? If so, you can join our Virginia Premier Advantage Elite (HMO D-SNP) plan.

When you take care of yourself, Virginia Premier rewards you. You can get up to **\$215** for taking care of your health. Get your Medicaid rewards along with these rewards!

Rewards are loaded onto a reloadable gift card you can use for anything but alcohol or tobacco. Some of the rewards are given for getting your:

- Annual Physical Exam
- Health Risk Assessment
- Annual Flu Vaccine
- Mammogram
- Diabetes Tests



More on Virginia Premier Advantage Elite rewards is online at VirginiaPremier.com/rewards.

COVID-19 OTC Test Kit Information

Effective February 7, 2022, Virginia Premier will cover FDA-approved COVID-19 OTC Antigen and Molecular Home Test kits from a network pharmacy with no out-of-pocket cost to the member. Test kits must have a national drug code (NDC) for the network pharmacy to submit a claim to Virginia Premier. Some test kits may have age restrictions and members requesting a test kit through Virginia Premier must meet the recommended age. A prescription may be required for the network pharmacy to submit a claim; members should contact their pharmacy or provider to obtain the necessary prescription when required.

Each member will have coverage of two (2) tests per day with a maximum of eight (8) tests every 30 days. (Please note that many tests are packaged in pairs, so this may mean four (4) kits of two tests per member.)



COVID-19 Vaccine Rewards

Earn a reward for getting fully vaccinated against COVID-19.

We have extended the timeline for our Medicaid members to receive a **\$50 Walmart gift card** for getting fully vaccinated against COVID-19 until September 30, 2022. In addition, we are also offering members a **\$15 Walmart gift card** for receiving their COVID-19 booster shot.

Need help getting there? Transportation is free. Visit our transportation resources page on our website to schedule a ride. VirginiaPremier.com/members/medicaid/member-resources/transportation.

All available COVID-19 vaccines are effective against COVID-19 variants, including the Delta and Omicron. Not sure where to get vaccinated? Visit Sentara.com/Vaccine to find a site near you.



**Members are eligible for a maximum of \$150 in gift card rewards.*

Visit Your Doctor Regularly

It's important you see your doctor on a regular basis. A primary care provider (PCP) is the healthcare provider your child should see for routine and non-emergency medical care.

You should go to your doctor for a well visit. A well visit is important for your child's health and development. As part of a well visit, the doctor will check height, weight, blood pressure, and give immunizations as needed.



Sports Physicals

If your child is an athlete, they'll need a sports physical before they can start playing. Sports physicals can be done at your child's next well visit by their PCP. A sports physical is a lot like a back-to-school physical, but it has a special focus on flexibility and strength. It's important to get a sports physical so you can make sure your child is healthy and strong enough to play sports. If your child plays a sport that takes place later in the school year, they can wait until six weeks before the season starts to have their physical.

School-aged Vision

Another part of a well visit is an eye exam. It's important to get your child's eyes checked every year. If your child still needs to get their yearly eye check-up, call their pediatrician today to schedule a well visit. If your child needs a further eye screening, your pediatrician will refer you to an eye doctor.



Visit the member portal to find your pediatrician's phone number.



Use this QR code to access the member portal.

Benefit Changes

Virginia Premier wants to remind you about a positive change to your hearing benefit in 2022.

On March 1, your hearing benefit provider switched to NationsHearing®. Through NationsHearing®, you will receive an annual hearing test at **no cost** to you once every 12 months and a **\$2,000** hearing aid allowance once every 12 months.

In addition, you will get:

- 3 follow-up visits¹ at no cost to you
- A 3-year manufacturer's warranty
- A 3-year supply of batteries²
- A 60-day, 100% money-back guarantee

You will also receive quality care from a local hearing provider, who will make sure your hearing aids fit your lifestyle.

If you have questions about this benefit change, you can call **1-844-376-8637 (TTY: 711)** or visit **NationsHearing.com/VirginiaPremierMedicaid** for more information. Member experience advisors will be available 24 hours per day, 7 days per week, 365 days per year. Language support services will be available at no cost to you.

¹ Within the first year of the fitting date

² Not applicable for rechargeable hearing aid models

Keeping Your Coverage

There are two times during the year when the state may contact you about keeping your Medicaid coverage. They are the annual renewal period and the annual open enrollment period. Each period is described below.

Annual Open Enrollment Period

The open enrollment time period varies by program and region. If you don't pick a new MCO within 60 days of the open enrollment period, it's not a problem. You will remain with your current health plan.

Annual Renewal Period

Virginia checks every 12 months to make sure you still qualify for Medicaid. You should get a letter in the mail. The letter will let you know if your coverage was automatically renewed, or if you need to re-apply. If you do need to re-apply, the letter will include a renewal form. You can:

- Fill out the form and return it to your local Department of Social Services (DSS) office
- Renew your coverage online or over the phone (visit [coverva.org](https://www.coverva.org) for details)



Important: During the COVID-19 pandemic, your Medicaid coverage will not end if you forget to renew.

Summer Savings

If you're shopping for one or feeding a family, groceries can quickly add up. There are ways you can stock your fridge or pantry without breaking the bank. Mobile apps are becoming a popular way for shoppers to save money on groceries.

Five Free Grocery Apps

1. Coupons.com

With this app, all you need to do is link your store loyalty card and add coupons for your store. If your store doesn't have a loyalty program, you can submit your receipt after you shop to get cash back.

2. Ibotta

This app shows you different offers at different stores.

3. Checkout 51

This app allows you to check out weekly product deals. If you bought the product, snap a photo of your receipt, and the app will credit you with cash. You can buy the items from any store.

4. Fetch Rewards

You will scan your receipts in this app from any store to earn points for products you already buy. Once you reach 3,000 points, you can redeem the points for gift cards to several different retailers, like Amazon, Target, Walmart, and more.



Staycations

Need a change of scenery but don't want to break the bank? Try a staycation! A staycation is when you take a day or two off work and spend it exploring or doing an activity you don't normally do in the area where you live. Staycations can be perfect for anyone who needs a break but don't want to travel too far or spend too much money.

It can be easy.

1. Make sure you block the time off on your calendar.
2. Decide where you want to go. This can be a visit to the aquarium, the zoo, or a new restaurant.
3. Plan some fun activities with the family. Try going on a hike or taking a trip to a national park.

4. Make sure you don't spend part of your staycation cleaning the house, grocery shopping, or at a doctor's appointment. It should be fun!

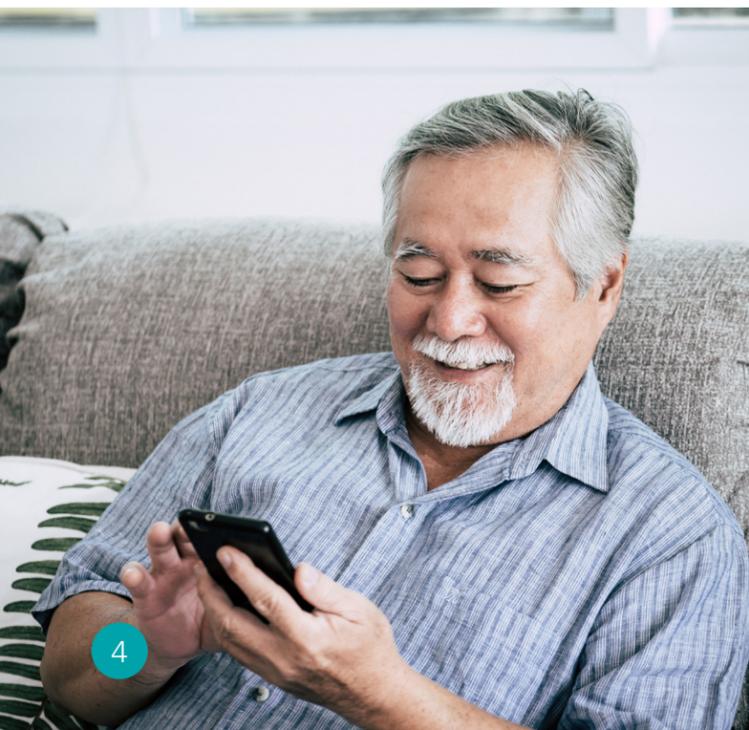
5. It doesn't have to cost a fortune. Do a Google search for cheap summer activities in your area and see what pops up.



Update Your Contact Information Today

Normal Medicaid enrollment processes will start soon! Virginia Department of Medical Assistance Services (DMAS) will soon start to review Medicaid members' health coverage. They will not cancel or reduce coverage for members without asking for updated information, but they need your help to make this a smooth process. You can take steps now to make sure you receive the information you will need to renew your coverage.

Update your contact information today online at [commonhelp.virginia.gov](https://www.commonhelp.virginia.gov) or call Virginia Premier at **1-888-382-0611 (TTY: 711)**, Monday – Friday, 8:00 am – 5:00 pm.



Where to Go Based on Your Medical Need

You can get healthcare in many different places. You have options. Know where you should go for the medical care you need.

Visit your **primary care provider (PCP)**. Your PCP delivers the care you need to stay healthy including providing exams, ordering preventive screenings, managing chronic conditions, and monitoring your overall health and well-being.

Call the **24/7 Nurse Advice Line** at **1-800-256-1982 (TTY: 711)** if your doctor is not available and you're not sure what to do. You can call 24 hours a day, 7 days a week.

Go to a nearby **urgent care** facility for non-life-threatening conditions that need attention right away. They are open days, evenings, weekends, and holidays.

Go to the **emergency room (ER)** for serious and life-threatening conditions that need attention right away.

Non-Life-Threatening

Call your PCP or go to urgent care

- Allergic reactions
- Nausea or vomiting
- Ear infection
- Headache
- Minor cuts or burns
- Loose stools or diarrhea

Life-Threatening

Go the ER or call 911

- Chest pain
- Coughing or vomiting blood
- Head injury
- Loss of consciousness
- Broken bones
- Poisoning



Easy Access to Plan Information

Dear Member,

As a valued member of Virginia Premier's Medicaid programs, we want to make sure you know where to find important information on your healthcare plan and what it covers. Important details such as the following can be found online on **VirginiaPremier.com** under Medicaid:

- Quality improvement programs and activities
- Consumer Satisfaction Results
- Compliance and reporting compliance concerns
- Clinical Practice Guidelines
- Search for in-network providers (doctors) covered including their qualifications, office locations, contact information and hours of operations

You can also access your Member Handbook on our website under Medicaid member resources which includes information related to:

- Your Rights and Responsibilities as a member
- Notice of Privacy Practices and information related to Protected Health Information (PHI)
- Our Affirmative Statement
- Information services for members
- Coordination of healthcare services
- Covered and non-covered benefits and services information
- Pharmaceutical procedures
- How to receive services through your primary doctor and/or specialist
- How to receive care after normal business hours or in case of an emergency
- How to receive care when you are outside of our service area
- How to file a complaint or appeal a denial of service
- Request language translation assistance or receive materials in an alternative format
- Addiction and recovery treatment services
- Advanced directives

And throughout the year, be on the lookout for information in our Quality member newsletter that is available on our website that will discuss topics such as:

- Our Population Health Program
- Our Case Management Program and how to make self-referrals
- How we evaluate new technology
- Member Advisory Committee schedule
- Member safety
- Cultural needs and preferences
- Accessibility of services such as appointment time standards
- Our Chronic Care Management Program, formerly known as Disease Management Program
- Coordination of care and transition to other care
- Under/Over utilization results of services available to members

If you would also like to have a printed copy of your Medallion 4.0 or CCC Plus Member Handbook, or Provider Directory, please call Member Services at **1-800-727-7536 (TTY:711)** to ask for a copy to be mailed to you, at no cost.

As always, if you have any questions at all about Virginia Premier, feel free to call Member Services.

It is our pleasure to assist you in meeting your healthcare needs.

Sincerely,

Virginia Premier

How to View Your Individualized Care Plan

All members currently working with a Virginia Premier case manager and have an Individualized Care Plan completed, will now be able to view the Care Plan in the member portal on the Virginia Premier website.

To access your Care Plan on the Virginia Premier website:

- Go to **VirginiaPremier.com**
- In the navigation bar at the top right of the page, select your health plan, **Medicare** or **Medicaid**, and then click **Member Resources**
- Next, select **Member Portal Login** to enter your User ID and Password
- You will then select **View My Care Plan** under the **Premier Wellness** tab
- For the final step, you will select **Care Plan**

This will allow you to view the problems, goals, and interventions of the Care Plan that you are working towards.

The portal is an updated new feature which allows you to review your Care Plan, including any updates while working with your case manager to improve your health every day.

Member Services will be able to assist you with contacting your case manager if you are unable to view your Individualized Care Plan:

- Medallion 4.0 members can call Virginia Premier Member Services at **1-800-727-7536 (TTY: 711)**, Monday through Friday, 8 am – 8 pm, for more information.
- CCC Plus members can call Virginia Premier Member Services at **1-877-719-7358 (TTY: 711)**, Monday through Friday, 8 am – 8 pm, for more information.



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