

# Health and Wellness Newsletter

Summer 2021



## **What are my benefits?**

We're breaking it all down for you, from transportation and dental to a free phone.

## **Where can I go for medical care?**

Inside we explain it all.

## **Finding the doctor you need.**

All about our provider search tool.

[VirginiaPremier.com](https://www.VirginiaPremier.com)

# Annual Physical Exams

## Stay in Touch with Your Doctor

You should meet with your doctor at least once a year, whether or not you feel sick. That's what your Annual Physical Exam is for.



This visit is a chance for you and your Primary Care Provider (PCP) to review your health.

The two of you can discuss any health issues you're currently having and how to tackle them, as well as review any medications you're taking.

This visit is also a good time to talk about how to prevent new health problems from emerging. Your doctor might screen you for certain health conditions to help you catch them early, while they're easy to deal with. Your doctor might also bring you up to date on your vaccinations (like your yearly flu shot), or your options for getting the COVID-19 vaccine, if you have not done so already.

As a Virginia Premier member, you don't have to pay anything for your physical exam.

## Set Your Appointment Today

Contact your PCP today to set up your physical exam.

### Topics to cover in your Annual Physical Exam:

- Current health issues
- Preventive healthcare
- Medication review
- Vaccinations
- Screenings (diabetes, cancer and other conditions)



**Keep in mind, your physical exam is one of the items on your Health Checklist (see page 4). And it's an opportunity to check off more items on your checklist.**



# Where to Go for Care

## Where Should I Go for Medical Care?

When getting medical care or advice, it's important to pick the option that best fits the situation. There are a lot of places you can go:

- Visit your regular doctor or a specialist
- Call the Nurse Advice Line  
**1-800-256-1982 (TTY: 711)**
- Go to an Urgent Care Center
- Go to the Emergency Room (ER)

You shouldn't go to the ER for a minor issue that can wait to be treated. You don't want to waste time if you have a life-threatening issue that needs treatment right away.

### Let's look at each option:

#### Your Regular Doctor

For routine health issues, or to refill prescriptions, call your regular doctor and set up an appointment or ask them to contact your pharmacy.

#### The Nurse Advice Line

The Virginia Premier Nurse Advice Line, **1-800-256-1982 (TTY: 711)**, is here for you 24 hours a day, seven days a week. It's the place to call for minor issues such as a mild fever, rash or vomiting.

A nurse will take your information and advise you on how best to get medical care. For instance, they might suggest a home treatment or point you to an Urgent Care Center.

#### Urgent Care Center

These are sort of a midway option between seeing your regular doctor and going to the Emergency Room. They're the best choice for health issues that need attention right away, but that are not severe or life threatening, such as a high fever, minor burn, or a nose-bleed. They generally have shorter wait times than the ER.

#### Emergency Room (ER)

For an emergency, go to the ER. If you have a severe or life-threatening condition – such as a head injury, bleeding that won't stop, or severe chest or abdominal pains – head to the nearest ER or call 911 and have them pick you up. You may have to wait for care if there are other people with more severe health conditions at the ER.

Take some time to review these options now, so that if a health problem does come up, you already know the best choice for your situation.



 <b>Regular Doctor</b> (Routine health issues)	 <b>Nurse Advice Line</b> (Minor issues)	 <b>Urgent Care Center</b> (Health issues that need attention right away, but that are not life-threatening)	 <b>Emergency Room (ER)</b> Severe or life-threatening condition
<ul style="list-style-type: none"> <li>• Routine health issues</li> </ul>	<ul style="list-style-type: none"> <li>• Mild fever</li> </ul>	<ul style="list-style-type: none"> <li>• High fever</li> </ul>	<ul style="list-style-type: none"> <li>• Head injury</li> </ul>
<ul style="list-style-type: none"> <li>• Prescription refills</li> </ul>	<ul style="list-style-type: none"> <li>• Rash</li> </ul>	<ul style="list-style-type: none"> <li>• Minor burn</li> </ul>	<ul style="list-style-type: none"> <li>• Bleeding that won't stop</li> </ul>
<ul style="list-style-type: none"> <li>• Setting up an appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Vomiting</li> </ul>	<ul style="list-style-type: none"> <li>• Nose bleed</li> </ul>	<ul style="list-style-type: none"> <li>• Severe chest pain</li> </ul>
<ul style="list-style-type: none"> <li>• Asking to contact your pharmacy</li> </ul>	<ul style="list-style-type: none"> <li>• Eye swelling or infection</li> </ul>	<ul style="list-style-type: none"> <li>• Ear or sinus pain</li> </ul>	<ul style="list-style-type: none"> <li>• Severe abdominal pain</li> </ul>

# Health Checklist

Setting a schedule can be a good idea when it comes to staying on top of things. Your health is no different.

That's why we created a quick checklist of things for you to do this year to maintain and improve your health.

Mark off what you have already covered. Take a look at your calendar and set up times to do the rest. Keep this on hand to track as you go.

## Your "healthy to-do" for the year:

- Go to your Annual Physical Exam (see page 2)
- Get any preventive screenings you need
- Get your annual routine eye exam
- Get your routine dental cleaning
- Get any needed vaccinations (like the COVID-19 vaccine and yearly flu shot)
- Let the Department of Social Services know if your address, phone number, income, or the number of people in your household changes
- Follow Virginia Premier on Facebook and Instagram for health tips



# Finding a Provider

## Find the Doctor You Need

You could say there are two types of doctors who you are likely to work with to keep healthy: a Primary Care Provider (PCP) or a specialist.

A Primary Care Provider (PCP) is the kind of doctor who provides you with checkups and routine care (for example, your Annual Physical Exam; see page 2). They look at your overall health, and may point you toward a specialist for more specific healthcare. You will only have one PCP, though you might switch to another over the course of time.

Specialists provide care for specific conditions or parts of the body. You might see more than one specialist at a time. For instance, you might see a cardiologist for heart conditions and a dermatologist for skin conditions.



## Our Provider Search Tool

Are you looking for a PCP or a specialist? If so, try the Virginia Premier provider search tool to help find a doctor, therapist or other health professional in our network for the care you need. It can also help you find pharmacies, urgent care centers and hospitals near you.



To use the provider search tool, just visit: **[VirginiaPremier.com/find-a-doctor](https://www.virginiapremier.com/find-a-doctor)**.

You can even search for providers by gender, by the languages they speak, and by handicap accessibility. Once you've found the provider you're looking for, you can set up an appointment with them.

You may also be eligible to get a ride to and from your doctor's appointment. See page 7 for more information about transportation benefits.

# Vaccine Update

# Doula Services

## Covid-19 Vaccine for Ages 12 and Up

The US Food and Drug Administration (FDA) recently authorized giving the COVID-19 vaccine to everyone age 12 or older. Adolescents must be accompanied by their legal guardian / an adult when getting the vaccine.

Remember, the vaccine is available at no cost to you. And being vaccinated is an important step to staying healthy and returning to life as usual.

If you have any questions about the COVID-19 vaccine, contact your doctor or care coordinator.



## Support During Pregnancy

Starting October 1, 2021, Virginia Premier will be offering doula services to support mothers during pregnancy.

A doula is someone who lives in your community and can provide you with support – emotional, physical, and informational – throughout both your pregnancy and the postpartum period afterward. This includes childbirth education, lactation support, and referrals to health and social services.

Your doula can be with you when you give birth. They can also visit with you eight times before and after your baby is born (up to four visits can be postpartum).

You don't have to make your way through a pregnancy alone. Your doula and Virginia Premier can help to make sure both you and your baby are healthy.



# Coverage Corner

Here are just a few of the great extra benefits you get as a Virginia Premier member. They're yours, so be sure to use them.

## Transportation

Rides to and from doctor's appointments are now provided by our partner Southeastrans\*.

To schedule a ride:

- Call Member Services at **1-855-880-3480 (TTY: 711)** 6 am to 6 pm, Monday through Friday.
- Or you can schedule a trip through the online member portal at **member.southeastrans.com**.

Be sure to schedule your trip at least five business days ahead of time. Rides can be scheduled up to 30 days in advance. Let us know if you need oxygen, have a wheelchair, or an escort. Southeastrans takes steps to keep riders safe from COVID-19, such as requiring drivers and riders to wear masks.

\* Transportation benefit not available to FAMIS plan members

## Dental Benefits for Adults

Beginning July 1, 2021, Virginia Medicaid will include dental coverage for adults age 21 and up with full Medicaid benefits through Smiles For Children.



With Smiles For Children, members receive coverage for oral health, prevention, and restoration. This includes:

- X-rays and examinations
- Cleanings
- Fillings
- Root canals
- Gum-related treatment
- Dentures
- Tooth extractions and other oral surgeries
- Other appropriate general services such as anesthesia

Dental services are provided through DentaQuest®.

To find a dentist, either:

- Call Smiles For Children at **1-888-912-3456 (TTY: 711)**. A representative can even help members make an appointment. The call center is available 8 am – 6 pm, Monday through Friday.
- Or you can visit their website at **DentaQuest.com**.

Be sure to let your dentist's office know that you are a Smiles For Children member. Bring your Medicaid card to your appointment.

If you'd like to know more about the Smiles For Children program, contact DentaQuest® at **1-888-912-3456 (TTY: 711)**.



## Free Phone

With Medicaid, you qualify for one free cell phone and cell service per household, available through SafeLink. You can even keep your old phone number.

Your monthly benefit includes:

- 350 talk minutes
- Unlimited texting
- 4.5 GB of data

You can apply online at **SafeLink.com**, or by phone at **1-877-631-2550 (TTY: 711)** (toll-free).



## Help to Quit Smoking

**Do you use tobacco, but would like to stop?**

Our Health Education department can help.

Just call us at **1-855-813-3102 (TTY: 711)**. We'll give you the tools you need so that you can meet your health and wellness goals.



## Behavioral Health Services

**Beginning July 1, 2021**, behavioral health services and treatment will expand. These services will be available to anyone enrolled in Medicaid, FAMIS (Family Access to Medical Insurance Security) and FAMIS MOMS. A second phase of services and treatment will begin on **December 1, 2021**.

This expansion is part of Project BRAVO: Behavioral Health Redesign for Access, Value, and Outcomes. It is a partnership between the Department of Medical Assistance Services (DMAS) and the Department of Behavioral Health and Developmental Services (DBHDS).

These services will boost what was previously offered. They will include community treatments, therapy programs, crisis services and more, and will focus on the important behavioral health issues faced by our communities.

Contact **1-800-727-7536 (TTY: 711)** if you'd like to know more about these services and how you can make use of them.



# Employment

## Career Resources for Members

Getting good medical care has a positive impact on your health. But social and economic factors also play a role, and can influence your health for better or worse. For example, whether or not you're employed can affect your finances, which can in turn affect your stress levels and mental health.

That's why Virginia Premier has partnered with Virginia Career Works to help members with employment and other career goals.

## Virginia Career Works

Virginia Career Works is a connection to agencies that makes it easier for Virginians to find jobs and training to further their careers.

To get started, visit the Virginia Career Works Referral Portal at: [app.virginia.myjourney.com](https://app.virginia.myjourney.com).

Watch the "Getting Started" video to find out what's available through the portal and how it works. Then, sign in and you'll be able to search for jobs, get referrals and be connected with training, career, and other support resources including transportation and childcare.

The Virginia Career Works Referral Portal is a great resource whether you're looking for work, seeking new opportunities or trying to grow your career.

Best of all, it's free.



**For more information, call Virginia Premier Member Services at 1-877-739-1370 (TTY: 711):**  
Seven days a week, 8 am – 8 pm;

### Connect With Us:

 [facebook.com/virginiapremierhealth](https://facebook.com/virginiapremierhealth)

 [@VAPremierHealth](https://instagram.com/VAPremierHealth)

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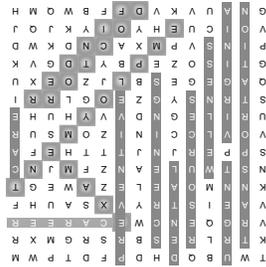
 [linkedin.com/company/virginiapremier](https://linkedin.com/company/virginiapremier)

 [VirginiaPremier.com](https://VirginiaPremier.com)

## Word Search

- DOCTOR
- WELLNESS
- URGENT CARE
- FINDER
- EMPLOYMENT
- DENTAL
- TRANSPORTATION
- CAREER
- EXAM
- PREVENTIVE
- SCREENINGS
- VIRGINIA
- RESOURCES

### Answer Key



T W U B Q D H D P F D T P W  
 K T R L R E S B R S R G M X  
 V R G Q E N C W E C A R E E  
 V A E I S T R Y V X S A U H  
 K N N M O A E L E Z A W E G  
 N S T W U L E A N Z F M J N  
 S P P E R J N J T T T H E F  
 V O V L C C I N I Z O M S U  
 U R I L E G N D V V Y H U H  
 S T R N S Y G Z E O G L R R  
 Q A G E G E S B L J Z O E X  
 G T I S O Z E P B Y T D G V  
 P I N S V P M X A C N D K W  
 V O I C U E H Y O I Y K J Q

## Sudoku

7						4		2
	4				5	3	7	
6	2		4					
9	3	7				8		4
4		2			7	6		
	8	6	2		9			1
		8		5				
	9	4	3		2		8	
			9	8	4			

### How to Play

- Every square has to contain a single number.
- Only the numbers from 1 through to 9 can be used.
- Each 3x3 box can only contain each number from 1 to 9 once.
- Each vertical column can only contain each number from 1 to 9 once.
- Each horizontal row can only contain each number from 1 to 9 once.

### Answer Key

6	1	2	4	8	9	5	7	3
7	8	5	2	6	3	4	1	9
3	4	9	1	7	5	8	6	2
1	3	7	9	4	2	6	8	5
5	8	6	2	4	9	7	3	1
4	1	2	8	3	7	6	9	5
9	3	7	5	1	6	8	2	4
8	2	9	4	7	3	1	5	6
8	4	1	6	2	5	3	7	9
2	6	4	8	1	9	8	4	6



# A Letter to our Members

Dear Member,

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

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

You can also access your Member Handbook on our website under the Medicaid member resources page, 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 health care services
- Covered and non-covered benefits and services information
- 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
- Pharmaceutical procedures
- Addiction and recovery treatment services
- Advanced directives

And throughout the year, be on the lookout for information in our annual Quality Member Newsletter available on our website that discusses 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 a printed copy of your 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 questions about Virginia Premier, call Member Services.

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

Sincerely,

Virginia Premier

