

Health and Wellness Newsletter

Winter Issue



What's Inside:

- Get rewards for getting vaccines, preventive screenings and exams
- Understanding open enrollment and keeping your coverage
- Extra Benefits

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Welcome

It's wintertime, and we're here to help keep you in the best of health for whatever the new year – and flu season – may have in store for you.

Check out this newsletter for information about:

- Well visits
- Keeping your Medicaid coverage
- Rewards for getting your flu shot
- More rewards for other screenings and exams

All of us at Virginia Premier wish you the best as we head into the new year!

Managing Long-Term Health Conditions

Sometimes, long-term health conditions can affect your quality of life. That's why Virginia Premier has a **Chronic Care Management** program.

This program can help you by providing advice on how to treat your condition. It also works with your Primary Care Physician (PCP). We can work together to get the support you need for your health.

Chronic Care Management can help you if you have:

- Diabetes
- Asthma
- Coronary artery disease
- Heart failure
- Hypertension
- Chronic Obstructive Pulmonary Disease (COPD)



To sign up for our Chronic Care Management program:

- Call **1-866-243-0937 (TTY: 711)**, Monday through Friday, from 8:00 am to 5:00 pm (except holidays)
- Contact us at **MemberOutreach@VirginiaPremier.com**

Improving Healthcare Fairness

Virginia Premier wants all of our members to receive quality care with no discrimination. That's why our doctors and nurses are trained in our **Cultural Competency Program**.

This program helps providers understand different cultural, ethnic, racial and language needs related to care. It helps ensure you, the patient, are treated fairly and with the respect you deserve.

Our Cultural Competency Program also teaches our doctors and nurses how to:

- Improve your healthcare access
- Match Primary Care Physicians (PCPs) to unmet needs
- Reduce bias in treatment

The National Committee for Quality Assurance (NCQA) issues standards that address cultural needs. Our Cultural Competency Program meets the intent of these standards.

\$50 Gift Card for Well Visits

Well visits with your provider are important to help your children grow up healthy. They can also earn you a \$50 gift card.

What Happens at a Well Visit?

The doctor will check your child to see if they are healthy. This includes:

- Taking your child's height, weight and blood pressure
- Giving any immunizations they need
- Doing a physical exam for sports or camp
- Talking about preventive care and any developing health concerns

In general, you'll talk with your provider about how to keep your child happy and healthy.

Getting your \$50 gift card is easy. Once you've completed the well visit, contact Virginia Premier at **757-252-7571**.

Get Your Flu Vaccine and a \$10 Gift Card

The flu is a virus that infects your respiratory system. Among other symptoms, it can cause fever, chills, body aches and a sore throat. Sometimes, the flu sends people to the hospital, and can even cause death.

The flu is very easy to spread to others.¹ And flu season comes every fall and winter.

Luckily, the annual flu vaccine can help protect you and those around you. The Centers for Disease Control and Prevention (CDC) recommends that everyone ages 6 months and older get the flu vaccine, before November of each year.²

Getting the flu vaccine is even more important for people who are at a higher risk of flu complications.³ Those at higher risk include:

- Young children
- Pregnant women
- People age 65 and up
- People with chronic health conditions like asthma, diabetes, and heart and lung disease

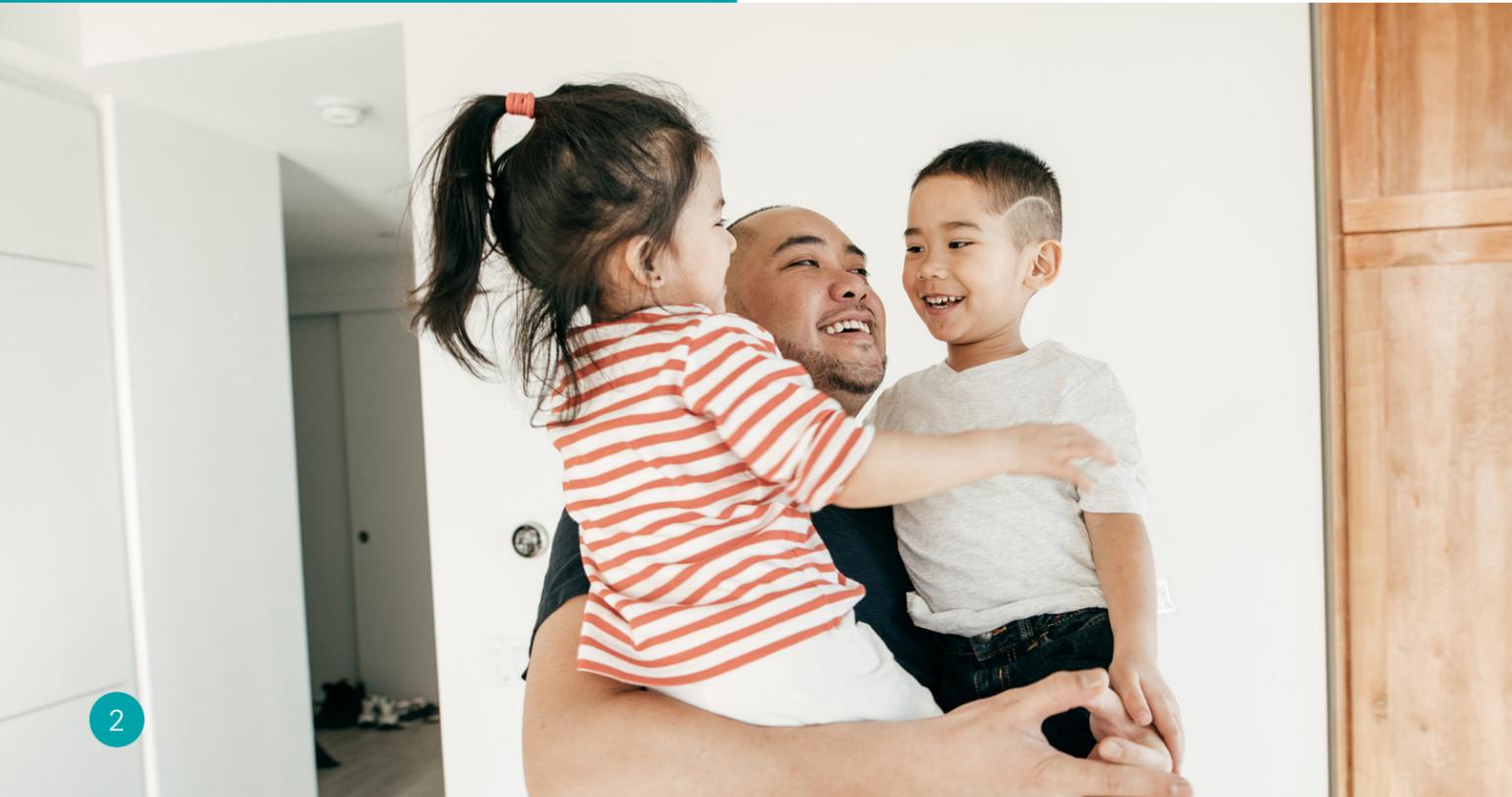
\$10 Gift Card Reward

Once you get the flu shot, Virginia Premier will send you a \$10 gift card. To find out more, call **1-800-727-7536 (TTY: 711)**. The flu vaccine is free for Virginia Premier members. It is available at doctor offices, pharmacies and other places hosting local flu shot clinics.



References

1. [cdc.gov/flu/about/index.html](https://www.cdc.gov/flu/about/index.html)
2. [cdc.gov/vaccines/news/newsletters/imwrks/2020/2020-12.html](https://www.cdc.gov/vaccines/news/newsletters/imwrks/2020/2020-12.html)
3. [cdc.gov/flu/prevent/prevention.htm](https://www.cdc.gov/flu/prevent/prevention.htm)



Golden Globe Practitioner Award: Richard Jackson, MD

For the past 15 years, Virginia Premier recognizes a doctor for the amazing care they give our members. We are pleased to announce that Richard Jackson, MD, of Dominion Medical Associates, Inc. (serving the City of Richmond), has been awarded the 2021 Practitioner Golden Globe award for continuous commitment to patient quality and excellence.

Dr. Jackson has worked in medicine for 44 years. In 1977, he graduated from Howard University's College of Medicine. In 1995, he joined Virginia Premier's network of providers.

Angela Love, manager, quality improvement for Virginia Premier states, "Dr. Jackson's coordination and management of the care of our members exemplifies the highest quality and safety standards, and truly demonstrates what it means to go above and beyond the call of duty for a patient," she continues, "His professional and caring demeanor, and innovative drive for quality treatment embody the true core values of this award. He is committed to providing his patients with the best care."

"I am deeply grateful, surprised and honored to receive this award," said Dr. Jackson. "But this award represents the hard work and dedication of the many healthcare workers at Dominion Medical, who join each day to provide exceptional care for our patients. Our patients are like family members and we only seek the best for them. Many of our patients find themselves in difficult life circumstances, requiring not only healthcare but a myriad of socioeconomic and educational services, which we may provide as an initial point of contact."

Soon, he plans to expand the Dominion Medical practice footprint from the Richmond metropolitan area to Southside of Richmond.

Dominion Medical Associates has better results than the national standards for many of the conditions it treats. It has more than 20,500 patients. Over 85% of those patients identify as African American.

Congratulations to Dr. Jackson and his dedicated staff for receiving the 2021 Virginia Premier Practitioner Golden Globe Award.

Eligibility for COVID-19 Booster Shots Expanded to Include Everyone 18 Years and Older

The CDC recently expanded eligibility for the COVID-19 boosters to include anyone 18 years and older. Those eligible should receive their booster six months after their initial Moderna or Pfizer vaccines, or two months after receiving the J&J vaccine.



The FDA has determined it is safe to get a COVID-19 vaccine booster or additional dose that is a different brand than your initial dose or doses.

For example, if you received Moderna for your first two doses, it is safe to receive the Pfizer booster vaccine.



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 Renewal Period

Every 12 months, Virginia will check 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 public health emergency, your Medicaid coverage will not end if you forget to renew.

Annual Open Enrollment Period

Every year, you can switch Medicaid plans. When this happens depends on your plan type and where you live.

To keep your coverage with Virginia Premier, you do not need to do anything. If someone you know wants to switch to Virginia Premier, they can visit [VirginiaPremier.com/medicaid](https://www.virginiapremier.com/medicaid).



Your Coverage When You Become an Adult

Are you – or one of your kids – a teen about to turn 18 years old and become an adult? It's important to know what that change means for your healthcare coverage.

Most pediatricians will see kids until they turn 18. Once you're an adult, you may need to find a new doctor, such as a Primary Care Physician (PCP). If you're looking for a new doctor in Virginia Premier's network, go to: [VirginiaPremier.com/find-a-doctor](https://www.virginiapremier.com/find-a-doctor).

Once you become an adult, your healthcare coverage may also change.



If you're on a Medicaid plan for kids, you'll likely switch to a Medicaid plan for adults (but you can keep being a Virginia Premier member, if you choose). Different rules may apply for kids in foster care.

If you're about to become an adult, it's important to talk to both your doctor and your health plan. That way, you can find out what the change will mean for your healthcare and your healthcare coverage.

Some of the things to think about are:

- Will you need to find a new doctor?
- Do you have special health needs? Will you need any help with self-care?
- Will being on an adult coverage plan mean new responsibilities for you?
- Will you want to give consent to a doctor to share medical information with a parent or caregiver? Once you're an adult, you're in control of your medical information.

Virginia Premier can help make the transition from teen health coverage to adult health coverage. To speak with us about this or any other health coverage concerns, please call Member Services at **1-800-727-7536 (TTY: 711)** for Medallion 4.0 members and **1-877-719-7358 (TTY: 711)** for CCC Plus members. We are open Monday through Friday, excluding certain holidays, 8:00 am to 8:00 pm.

Early Detection of Health Concerns is Key to Living a Healthy Life

It's important to get ahead of potential health concerns by getting timely care for the treatments you need.

Take Control of Your Health and Wellness

Call your primary care provider to make an appointment today. If you do not have a primary care provider, or if you need help, please call Member Services at **1-877-739-1370 (TTY: 711)**. We are open Monday through Friday, excluding certain holidays, 8:00 am to 8:00 pm.

Remember, your benefits include transportation to medical appointments. We can get you there; just call:

- Medallion 4.0 members: **1-800-727-7536 (TTY: 711)**
- CCC Plus members: **1-877-719-7358 (TTY: 711)**

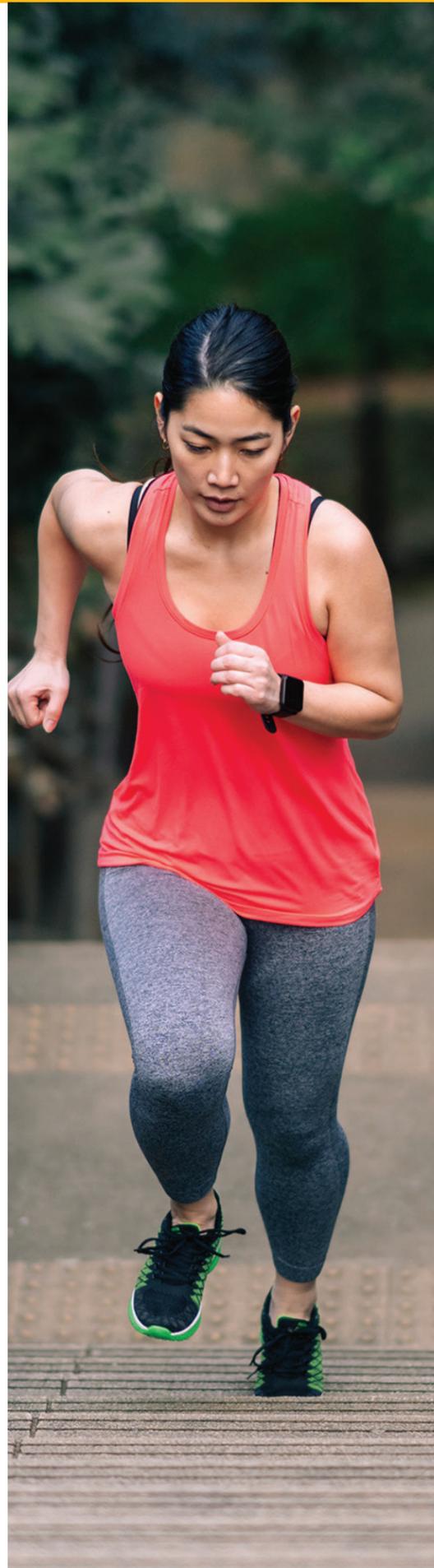
Monday through Friday, 6:00 am to 6:00 pm. Please schedule your transportation at least five business days in advance.

Get Rewarded for Taking Care of Your Health

Earning healthy rewards is as easy as scheduling your wellness visit and screenings. If you are eligible, a Walmart gift card will be sent to you automatically within 8–10 weeks after Virginia Premier receives the claim from your provider. Below is a sample of rewards you can receive. You can receive healthy rewards up to \$150 per year.

Virginia Premier Rewards and Incentives

Reward	Preventive Screenings, Exams or Vaccines
\$15	Well Visits (For children on or before 30 months of age)
\$15	Well Visits (For children turning 3 through 21 years)
\$10	Blood Pressure Screening
\$10	Flu Vaccine (18 years or older)
\$15	Breast Cancer Screening
\$10	Cervical Cancer Screening
\$15	Diabetic A1C Test
\$15	Diabetic Eye Exam



Thank you for putting your trust in Virginia Premier.

As your partner in health, we are pleased to inform you of additional benefits you may qualify for.

This year has brought many changes to behavioral health services. You may now have access to the following services:

Crisis Services

- 23 Hour Crisis Stabilization
- Community Stabilization
- Residential Crisis Stabilization Unit



Intensive Community Based Support

- Assertive Community Treatment (ACT)

Mobile Crisis Response

- Enhanced Behavioral Health Services
- Multisystemic Therapy (MST) for members ages 11–17
- Functional Family Therapy (FFT) for members ages 11–18
- Applied Behavior Analysis (ABA) for children under the age of 21

Intensive Clinic Based Support

- Mental Health Intensive Outpatient Services (MH-IOP)
- Mental Health Partial Hospitalization Program (MH-PHP)

If you have any questions, please call Virginia Premier to discuss your treatment needs. You may also visit our website to gain more information about these services at VirginiaPremier.com.

- Medallion 4.0 members: **1-800-727-7536 (TTY: 711)**
- CCC Plus members: **1-877-719-7358 (TTY: 711)**



Dear Member,

As your partner in healthcare, we want to keep you updated on the most recent plan changes.

On December 1, 2021, the Department of Medical Assistance Services (DMAS) replaced current behavior therapy services with a new service called Applied Behavior Analysis. You do not need to take any action and there will be no change to your current services.

If you have any questions or concerns, please call **1-800-727-7536 (TTY: 711)**. Or for more information, you can visit our website at VirginiaPremier.com.

Thank you for choosing Virginia Premier.

