

My Health 2015

Stay ahead of **the flu**



Protecting yourself from the flu is easy.

As a UniCare Health Plan of West Virginia, Inc. member, you can get a flu shot:

- From your primary care provider (PCP).
- At one of our network pharmacies if you're age 18 or older.
- At your local health department.

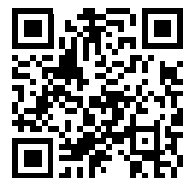
The Centers for Disease Control and Prevention (CDC) want **everyone 6 months of age and older** to receive the **flu vaccine** each year.

How can getting the flu affect you? What can you do to help stay healthy during flu season?

If you get the flu, you may:	You can protect yourself from the flu by:
<ul style="list-style-type: none"> • Feel bad for several days. • Run a high fever. • Have aches and pains. • Develop complications that can lead to more serious illness, hospitalization or even death. • Pass the flu onto other family members who may be more likely to get very sick. 	<ul style="list-style-type: none"> • Getting a flu shot each year, which is the single best way to prevent infection. • Washing your hands often. • Avoiding those who have the flu. • Eating well. • Drinking plenty of water. • Getting enough sleep.
<p>You can stay ahead of the virus by protecting yourself with the flu vaccine. Children and those people age 65 or older are usually most at risk.</p>	

How can you find out how active the flu is in your state or your city?

Go online to cdc.gov/flu or scan this image with your smartphone.



Sources:

cdc.gov/mmwr/preview/mmwrhtml/mm6202a4.htm.

cdc.gov/flu/professionals/vaccination/effectivenessqa.htm.

Stay connected with Safelink

Get a free cellphone and
250 free minutes every month!

Through this special, federal program:

- You will get a free phone and free monthly minutes
- You will be able to make and receive calls from your doctors, nurses, 911, family and friends
- You can talk 24 hours a day
- You can participate in educational programs
- You can buy extra minutes at a discount (only \$.10 per extra minute)

UniCare members get all the same benefits of a SafeLink phone, plus more.

At no added cost, you'll get:

- A one-time bonus of 200 free minutes
- Unlimited text messages
- Calls to UniCare Member Services that will not count toward your 250 minutes
- Text messages with health tips for you and your family

If you run out of minutes, you can buy more. But you can always **call 911 or Member Services for free**, even if you're out of minutes.



To apply,

visit www.safelink.com online or
call SafeLink at 1-877-631-2550.
Fill out the application and mail
it back (no postage necessary).

What to expect when you're expecting

If you're pregnant or thinking about becoming pregnant, planning now can help you have a healthy baby. Each step of the way, we're here to make sure you can get the care and support you need.

Prenatal care

When you see a provider during pregnancy, it is called prenatal care. The sooner you start prenatal care the better for you and your baby. These visits allow the provider to see how your baby is growing inside the womb and catch any problems early. As soon as you think or know you are pregnant, call to schedule a visit. If you need help finding an OB provider, call the Customer Care Center at 1-800-782-0095 (TTY 1-866-378-1634).

Postpartum care

Checkups don't stop after you've had a baby. Going to the doctor **three to eight weeks after you've delivered your baby** is called postpartum care. Your body goes through many changes during pregnancy and delivery. These checkups help make sure your body has healed from the delivery. This is a good time to talk to your doctor about birth control and how you're feeling.

Taking Care of Baby and Me® program

UniCare offers support for mothers who are going to have or just had a baby. With this free program, called Taking Care of Baby and Me®, you'll get:

- Fast answers to your health questions when you call 24-hour Nurse Line
- Special gifts when you go to prenatal checkups
- A pregnancy book that shows you easy ways to take care of yourself

Sources:

March of Dimes, www.marchofdimes.com.

Association of Reproductive Health Professionals, www.arhp.org.



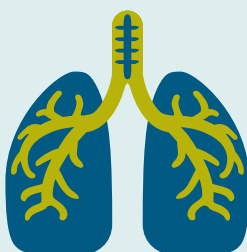
How much is your tobacco use costing you?



When you choose to use tobacco, there is a cost. It comes to your health and your wallet.

What are the possible health costs?

- Bad breath, which might become permanent
- Problems with taste or smell
- Yellow teeth and fingernails
- Changes in the skin of your face, which can become dry, dull and lose its natural smoothness
- Early wrinkles around the eyes, mouth and lips, especially for women
- Higher risk of developing lung disease, cancer or heart disease
- Other: _____



What are the costs in dollars?

Smoking isn't cheap. This chart estimates the costs:



If you smoke this much every day...	It will cost you this much every year...
1/2 of a pack	\$1,066
1 pack	\$2,011
2 packs	\$4,022

Based on a price of \$5.51 per pack, what is smoking costing you each year?

\$_____

What are some other things you could spend that money on?

1. _____
2. _____
3. _____

The West Virginia Tobacco Quitline has a program with stop-smoking coaches to help you over the phone when you're ready to quit.

Call 1-800-QUIT-NOW
(1-800-784-8669) today.

Find out if you qualify for nicotine replacement products or other materials.

Take time for your peace of mind

Women often put off their own needs to attend to the needs of others. It's in their nature. One of the best ways to make sure you can take care of others is to take care of yourself first.

What are some reasons you'd like to be healthy and live longer?

- ☐ I want to stay active and be able to do the things I enjoy.
- ☐ I want to see my children grow up and reach milestones like getting married and having kids of their own.
- ☐ I'm the main caregiver for a family member with special needs.
- ☐ I don't want to be a burden to anyone else.
- ☐ Other: _____

Give yourself peace of mind. Take time to protect yourself from breast and cervical cancer.

What can you do?

Regular screenings can help you prevent breast and cervical cancer. Talk to your provider about how often you need screenings. Your provider might suggest a mammogram or a Pap test.

The American Cancer Society's guidelines for screenings are:

Screening	Recommendation
Breast cancer: doctor exam	Every 1 to 3 years, beginning at age 21
Breast cancer: mammogram	Every 2 years from age 50 to 74
Cervical cancer: ages 21-29	Every 3 years
Cervical cancer: ages 30-65	Pap test plus a human papillomavirus (HPV) test (called co-testing) every 5 years. This is the preferred approach, but it is OK to have a Pap test alone every 3 years.

Sources:

Centers for Disease Control and Prevention website:

Breast and Gynecological Cancers: www.cdc.gov.

The American Cancer Society website:

www.cancer.org/healthy/findcancerearly/cancerscreeningguidelines/american-cancer-society-guidelines-for-the-early-detection-of-cancer.



Wellness checkups are for the whole family

From birth through adulthood, wellness checkups can help you stay healthy. These checkups are visits to the doctor when you're not sick. How often you see the provider may depend on your age and if you have any health conditions.

Is each family member up-to-date with their vaccines and checkups? Put a check in the box next to the age of each household member. Then, check the box next to every service that person has received.

☐ Birth to 2 years of age:



- ☐ Well-child checkups (11 visits) to track growth and development.
- ☐ Vaccines or shots to help protect against diseases like rotavirus, measles, mumps, chickenpox, pneumonia, hepatitis A, hepatitis B, influenza, polio, diphtheria, tetanus, pertussis and rubella.
- ☐ Lead screenings to test for lead exposure at 12 and 24 months.

☐ Ages 3 to 10 years:



- ☐ Well-child checkups (once a year).
- ☐ Booster shots (extra doses of vaccines) to increase protection or catch up vaccines that may have been missed.

☐ Ages 11-13 years:



- ☐ Well-child checkups (once a year).
- ☐ Booster shots and vaccines to protect against human papillomavirus (HPV), meningitis and the flu.

☐ Ages 14-18 years:



- ☐ Adolescent wellness checkups (once a year).
- ☐ Booster shots to increase protection or catch up on any missed vaccines. Booster shots are extra doses of vaccines.
- ☐ Talks about teen health topics and their changing minds and bodies.

☐ 18 years of age and older:



- ☐ Wellness checkups (once a year).
- ☐ Screenings for high blood pressure, diabetes, cholesterol, body mass index (BMI), colon cancer, breast cancer (for women), cervical cancer (for women), osteoporosis (for women age 65 or older), prostate cancer (for men) and abdominal aortic aneurysm (for men age 65 or older).

Were there any boxes left unchecked?

If so, call the doctor today to make an appointment for a wellness checkup.

To see the most recent list of suggested vaccines and screenings by age and gender, please visit the Centers for Disease Control and Prevention at www.cdc.gov/prevention.



Living with diabetes

How do you know if your diabetes care plan is working?

When your blood sugar isn't under control over time, it can hurt your eyes, heart, blood vessels, kidneys, nerves and feet. Seeing your doctor for regular checkups and screenings can help you control your diabetes.

People with diabetes can help improve their quality of life by having these routine tests and services:

Test	How often	My last test
An A1c blood test	2 to 3 times a year	
A urine test for your kidneys	Yearly	
An LDL (cholesterol) blood test	Yearly	
A dilated eye exam to test for retinopathy	Yearly	
Foot care from a podiatrist or primary care provider	At every doctor's visit	

UniCare has a care management program for diabetes and other chronic health conditions.

A case manager can work with you by phone to help you set goals and create a care plan.

To find out more about our programs and services or to speak with a case manager, please call us at **1-888-830-4300 (TTY 711)**. Or visit us at unicare.com/medicaid and follow the link to Health Education.

Sources:

Centers for Disease Control and Prevention • www.cdc.gov/diabetes/consumer/problems.htm, March 7, 2014.

American Diabetes Association • www.diabetes.org/living-with-diabetes/complications/?loc=lwd-slabnav.

One-on-one help for your health

What's making it hard to manage your ongoing health condition? How would it help you to have a nurse who can work with you by phone?

Our disease management care team is here for you.

We're here to help you manage your health care and get the care you need from your health care providers. We can talk with you and mail you information about how to manage your health conditions.

Our programs include care management for:

- - Lung conditions like asthma and chronic obstructive pulmonary disease (COPD)
- - Diabetes
- - HIV/AIDS
- - Heart conditions like coronary artery disease (CAD), congestive heart failure (CHF) and hypertension (high blood pressure)
- - Behavioral health conditions such as major depressive disorder, bipolar disorder, schizophrenia and substance use disorder

We also offer help with weight management and tobacco cessation. We can help you find local resources, improve your overall health and get past barriers to achieve your goals.



To speak with a case manager, please call **1-888-830-4300 (TTY 711)**. You can call us from 8:30 a.m. to 5:30 p.m. local time, Monday through Friday. You also can visit us on the web at **unicare.com/medicaid**.

The **right** care at the right time

When you're sick or injured, you can:

1. See your primary care provider (PCP).
2. Go to an urgent care center.
3. Go to the emergency room (ER).

If your condition is life-threatening and you need medical attention right away, call 911 or go to the ER. But unless you have a true emergency, a visit to the ER should be your last choice.

Not sure if you have an emergency?

You can call our 24-hour Nurse Line, our nurse advice line, at **1-888-850-1108 (TTY 1-800-368-4424)** to speak with a nurse, day or night. Our nurses can help you get the right care, in the right place at the right time.

Urgent care centers treat conditions that should be looked at right away but aren't as serious as emergencies.

Some of the benefits to using urgent care centers include:

You don't need an appointment.

You may have less wait time than the ER.

You may have locations closer to home.

You may be able to get your prescriptions on site.

Making decisions on care and services

Sometimes, we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based only on medical needs and current benefits. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don't base it on that they might or we think they might deny or would be likely to deny benefits.

To learn more about UM or a case, call us toll free from 8:30 a.m. to 5:30 p.m. local time, weekdays, except holidays, at **1-800-782-0095**. If you call at any other time, you can leave a private message. Our staff will return your call on the next business day during the hours above. Or you can ask that someone call you back at a different time. Any staff members who calls you about a UM issue will give you their name and title and the name of the company.

If you would like to talk to someone in a language other than English, ask for an interpreter in your language. If you have a hearing or speech loss, call the TTY line at **1-866-378-1634**.

Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by UniCare. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call the Customer Care Center at the phone number listed on your ID card or go online to unicare.com/medicaid.

If you want to reach us by phone:



Customer Care Center	1-800-782-0095
TTY line	1-866-378-1634
24-hour Nurse Line	1-888-850-1108
24-hour Nurse Line TTY	1-800-368-4424

Your pharmacy benefits program

There are great tools to help you manage your prescriptions online. And they're easy to use.

At our site, unicare.com/medicaid, you can:

- Get a list of network pharmacies where you can fill your prescriptions
- See our preferred drug list and find out information about the drugs you're being prescribed
- Find out if a drug you've been prescribed has a limit in place and if the amount of drug your provider orders for you is more than this limit

To learn more about your pharmacy benefits program and what we cover, go to unicare.com/medicaid or call us at 1-800-782-0095.



Are you a new member?

If so, be sure you select a primary care provider (PCP) and then visit your PCP as soon as possible. Don't wait until you're sick or have an urgent need to see the doctor.

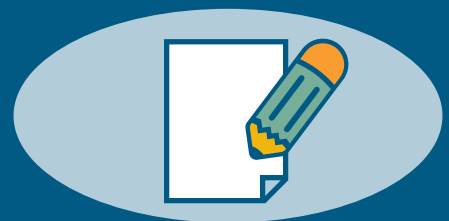
This first visit will let you and your PCP:



Get to know each other and build trust and rapport



Discuss your health history and find any special needs or health concerns



Schedule follow-up visits or screening tests

**Call your PCP
for an exam today!**

**We can help you make
an appointment.**

Call us at 1-800-782-0095
(TTY 1-866-378-1634).

What do you want to know about us?

You may have questions about:

- How we operate.
- Your benefits.
- How we protect your privacy and make decisions about coverage.

There are three easy ways to get the answers:

1. Visit unicare.com/medicaid.
2. Check your member handbook.
3. Call us at the number on your member ID card.

Just choose any of the steps above to find out about:

- Our Notice of Privacy Practices and your rights and responsibilities as a UniCare member. You can also request printed copies.
- Free case management services to help you manage a serious health condition. You or your caregiver can self-refer, or your doctor can refer you.
- Finding a primary care provider (PCP), specialist, behavioral health provider, hospital or pharmacy in the UniCare network.
- The process and forms needed for filing a complaint or appealing a decision.
- How we qualify our network providers.
- Your benefits. This includes a list of covered and noncovered services.
- How to see your PCP and get care.
- What to do when you are out of the plan's service area.
- How to access emergency care and 911 services.
- How to get care after normal office hours.
- How we stay on top of new medical treatments and procedures. Our process for updating or creating health policies as needed.
- Your pharmacy benefits, our preferred drug list and network pharmacies.
- How to ask for and create an advance directive or living will.

More reasons to go online

By registering on the member website, you can also:



Change your primary care provider (if it applies to your health plan).



Order a new member ID card.

What if you don't have access to the internet? What if you can't find the info online?

Please call the Customer Care Center at
1-800-782-0095
(TTY 1-866-378-1634).



UniCare Health Plan of West Virginia, Inc.
P.O. Box 91
Charleston, WV 25321-0091

Copies of any type of member information are made available (at no cost) upon request for translation, Braille, large print or audio format. Just call the Customer Care Center. We can answer any of your questions about your plan. If you have a hearing or speech loss, call the TTY line.

We can translate this for you at no cost.

The information in this newsletter is meant to educate. It is not meant as medical advice. Please check with your doctor for any advice about your health. Your health plan may not cover some types of care. Check your Member Handbook for details about what benefits your health plan covers and what it does not cover.

With the exception of unicare.com/medicaid, the websites referred to in this newsletter are websites of independent entities and not affiliated with UniCare.

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