

Making HEALTHY LIVING Easy

Spring 2014 Member Newsletter

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Disponible
en español

VIRGINIA PREMIER MEDICAL HOME IS NOW OPEN

We are pleased to announce that the new Virginia Premier Medical Home is now open!!! The Medical Home is a Family Medical Clinic that is open for preventative and sick treatment of Virginia Premier Members in the Roanoke Region. The Medical Home is open Monday through Fridays and can be reached at (540) 278-1051 for appointments. We look forward to seeing you!!





If at first you don't succeed,
try **QUITTING** again.

Sign up for the American Lung Association Freedom From Smoking Phone program TODAY and join the millions of QUITTERS who have stopped smoking for good.

Join the Freedom From Smoking Phone program for

- a positive experience
- skills to help you quit smoking
- stress management techniques
- talk one-on-one with a caring professional
- plan calls around your schedule

Call your Virginia Premier Health Educator to enroll in the program 800-727-7536



QUESTIONS TO ASK YOUR DOCTOR

The single most important way you stay healthy is to be an active member of your own health care team.

Before having an operation, ask your doctor these questions:

1. What operation are you recommending?
2. Why do I need the operation?
3. Are there alternatives to the operation?
4. What are the benefits of having the operation?
5. What are the risks of having the operation?
6. What will happen if I don't have this operation?
7. Where can I get a second opinion?
8. What has been your experience in doing the operation? How many have you performed?
9. Where will the operation be done?
10. What kind of anesthesia will I need for the operation?
11. How long will it take me to recover from the operation?

Get information

1. Ask questions. If you don't, your doctor may think you understand everything that was said.
2. Write down your questions before your visit. List the most important ones first to make sure they get asked and answered.
3. You might want to bring someone along to help you ask questions. This person can also help you understand and/or remember the answers.
4. Ask your doctor to draw pictures if that might help to explain something.
5. Take notes.

Take information home

1. Ask for written instructions.
2. Your doctor also may have brochures, audio tapes and videotapes that can help you. If not, ask how you can get such materials.

When Getting Medical Test:

1. How is the test done?
2. What kind of information will the test provide?
3. Is this test the only way to find out that information?
4. What are the benefits and risks of having this test?
5. How accurate is the test?
6. What do I need to do to prepare for the test? (What you do or don't do may affect the accuracy of the test result.)
7. Will the test be uncomfortable?
8. How long will it take to get the results, and how will I get them?
9. What's the next step after the test?

When you are prescribed a new medication, ask your doctor or pharmacist the following questions:

- What is the name of the medicine? What is it supposed to do?
- Is it okay to substitute a less-expensive generic medicine for the name brand? Will it achieve the same result?
- What is the dose of the medicine? Are there food, drinks, other medicines, or activities I should avoid while taking this medicine?
- What are the possible side effects of the medicine? What should I do if they occur?
- How many refills of this prescription can I get?
- What should I do if I miss a dose?
- What should I do if I accidentally take more than the recommended dose?
- Is there any written information I can take home with me? (Most pharmacies have information sheets that you can use as a reference.)

For a full copy brochure of "Questions to Ask Your Doctor" contact: LaJune Fowlkes at Virginia Premier Health Plan, Inc. • PO Box 5307 • Richmond, VA 23220-0307 • 1-800-727-7536

20 TIPS TO HELP PREVENT MEDICAL ERRORS

1. The single most important way you can help to prevent errors is to be an active member of your health care team.
2. At least once a year, bring all of your medicines and supplements with you to your doctor's appointment.
3. Make sure your doctor knows about any allergies and adverse reactions you have had to medications.
4. When your doctor writes you a prescription, make sure you can read it.
5. Ask for information about your medications in terms that you can understand. When your medications are prescribed and when you receive them at the pharmacy.
6. When you pick up your medications from the pharmacy ask: Is this the medication that my doctor prescribed?
7. If you have any questions about the directions on your medication labels, ask your pharmacist.
8. Ask your pharmacist for the best device to measure your liquid medicine. Also, ask questions if you're not sure how to use it.
9. Ask for written information about the side effects your medicine could cause.
10. If you have a choice, choose a hospital at which many patients have had the procedure or operation you need.
11. If you are in a hospital, consider asking all health care workers who have direct contact with you whether they have washed their hands.
12. When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will use at home.
13. If you are having an operation, make sure that you, your doctor, and your surgeon all agree and are clear on exactly what will be done.
14. Speak up if you have questions or concerns.
15. Make sure that someone, such as your personal doctor, is in charge of your care.
16. Make sure that all health professionals involved in your care have important health information about you.
17. Ask a family member or friend to be there with you and to be your advocate (someone who can help get things done and speak up for you if you can't).
18. Find out why a test or treatment is needed and how it can help you.
19. Ask about test results.
20. Learn about your condition and treatment by asking your doctor and nurse and by using other reliable sources.

Si desea una copia en español, por favor llame al 1-800-727-7536 y oprima la opción numero 7. Avísele al representante que desea una copia del boletín de noticias en español. Gracias.

DISEASE MANAGEMENT NEWS

Spring is here! The trees are turning green and the flowers are blooming. Spring is a wonderful time of year; however it can be a difficult time for people with asthma and allergies. The increase in pollens from trees, flowers and grass can trigger an asthma flare-up. People with asthma can help to decrease their chances of a flare-up by taking their medications as prescribed by their doctor, recognizing warning signs of an asthma flare up and by avoiding triggers.

Common asthma triggers

- Smoke from (cigarettes, cigars, pipes, wood-burning stoves, fireplaces or kerosene heaters
- Dust
- Pets
- Cockroaches
- Mold
- Strong Odors
- Exercise
- Colds
- Changes in the weather
- Pollen
- Stress

Common asthma warning signs

- Coughing at night
- Wheezing
- Itchy throat
- Sneezing
- Dark circles under eyes
- Change in mucus (increase or change in color)
- Feeling tired
- Poor tolerance to exercise

How to control triggers

- If possible, use an air conditioner instead of keeping the windows open
- Washing sheets and blankets once a week in hot water to kill dust mites
- Keep pets outside out of the bedroom
- Control odors by keeping the home smoke-free and by staying out of the room when household cleaning is done
- Prevent mold by keeping bathrooms dry with a fan or dehumidifier
- Choose furniture, window covers and flooring that can be cleaned easily. Work with your doctor to learn more about your triggers and how to control them

Make an appointment to talk with your doctor if you are using your quick relief medicine more than twice a week, or are waking up at night with asthma symptoms more than twice a month. Your asthma may not be controlled as well as it could be!



HEDIS NEWS

What is HEDIS?

Health Effectiveness Data and Information Set (HEDIS) is a set of standardized performance measures. HEDIS measures are derived from a number of health issues including cancer, heart disease, smoking, diabetes, and asthma. Some other measures are related to prenatal care, well child visits, and immunizations.

What is it used for?

Health Effectiveness Data and Information Set (HEDIS) is a set of standardized performance measures. HEDIS measures are derived from a number of health issues including cancer, heart disease, smoking, diabetes, and asthma. Some other measures are related to prenatal care, well child visits, and immunizations.

What can I (the Member) do?

Make an appointment to see your doctor. Your doctor can tell you what services you need based on you and/or your child's age and other factors. Once you see your doctor, you may qualify to win a Wal-Mart Gift card, a Wii or Xbox Console, and much more.

To stay healthy, please make sure that you and/or your child go to the doctor to get the following needed services in 2014:

- Childhood Immunizations
- Lead Screenings
- Breast, Cervical, and Chlamydia Screenings
- Nutrition & Weight Counseling
- Correct Asthma Medications
- Diabetic Care
- Behavioral Health Care, if needed

NOTE: You may not need all services listed above. Talk to your PCP and he/she can tell you what you need.

Don't miss out on being healthy!

2014 HEDIS Medical Record Reviews

VPH is currently visiting your doctor's office to review your medical records to make sure you have received "all" of the proper services in 2013.

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CONSUMER ASSESSMENT OF HEALTH PLANS SURVEY (CAHPS)

The Consumer Assessment of Health Plans Survey (CAHPS) was mailed on March 10, 2014 to a sample of Virginia Premier members. The survey is asking our members to rate how satisfied they are with the customer service they received during the year 2013 from Virginia Premier and their providers. This survey will help us to determine how pleased our members were with the service that they received and to help us spot areas of improvement.

The survey will end on May 26, 2014. If you have received a survey, and you need help completing the survey, please call The Myers Group at 800-692-0041.



Member Advisory Committee (MAC) Meeting

You are invited to attend the VPHP Member Advisory Committee (MAC) Meeting

This meeting is a way for you to tell us how you feel about Virginia Premier Health Plan and how we can better serve you.

Second Quarter:

Discussion Topics: Asthma & Allergy Awareness, Diabetes, Eye Exams, Cholesterol & VPHP Quality Initiative

Tidewater	Apr 16th, 2014		11:30am
Francine Santiago	(800) 828-7989	Ext. 55578	
Richmond	May 21st, 2014		11:30am
Janice Flowers	(800) 727-7536	Ext. 55265	
Bristol	June 11th, 2014		11:30am
Williams Short	(800) 727-7536	Ext. 55496	
Winchester	June 18th, 2014		11:30am
Simone Copes	(800) 727-7536	Ext. 55592	

Third Quarter:

Discussion Topics: Child Safety, Lead Screening, Immunization's, Women's Health (Cervical Cancer Awareness), Pregnancy Program & VPHP Quality Initiative

Tidewater	Jul 9th, 2014		11:30am
Francine Santiago	(800) 828-7989	Ext. 55578	
Wise	July 17th, 2014		11:30am
William Short	(800) 727-7536	Ext. 55496	
Richmond	Aug 21st, 2014		11:30am
Janice Flowers	(800) 727-7536	Ext. 55265	
Danville	Sept 18th, 2014		11:30am
Simone Copes	(800) 727-7536	Ext. 55592	

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COMPLIANCE CORNER

HOW DO I REPORT A CONCERN? VPHP COMPLIANCE HELP LINE

Your integrity counts. VPHP maintains a confidential compliance help line where you can report a compliance concern. Please call our help line at 800-620-1438. This is toll free, anonymous and available 24 hours/7days/365. Bilingual reps are available if needed. You can also contact the health plan directly by dialing 800-727-7536, ext. 55173 or 55245.

ADVANCE DIRECTIVES

You have the right to choose someone to act on your behalf and make health care decisions for you if you cannot make them for yourself.

Laws have been passed that allow you to make your decision in one of two ways. These decisions are called Advance Directives. They are:

1. **A Living Will** — a written document that tells what medical treatment you do or do not want if you are not able to make your wishes known.
2. **A Durable Power of Attorney for Health Care** — a written document that says you have chosen someone to make your decisions for you if you are not able to do so.

If you have an Advance Directive, provide a copy to your doctor and ask to have it placed in your file. Advance Directives are not required if you do not want one.

If you decide you want more information or want to know how to make an Advance Directive call our Member Services Department.

"VPHP will provide information to members about advance directives and any changes made in state law as soon as possible but no later than 90 days after the effective date of the change."

PATIENT SAFETY: CULTURAL COMPETENCY COURSE

****Attention Members****

Please tell your doctors to take the VPHP Challenge and complete a Cultural Competency Course Today! The purpose of the course is to help your doctors treat and care for members of diverse ethnic backgrounds. Each practitioner is highly encouraged to complete the class. The practitioners that complete the class will be recognized.

VPHP HAS FACEBOOK!



We now have a Virginia Premier Health Plan, Inc. Facebook page for our members! The goal of our Facebook page is to promote health and to inform our members about events happening at Virginia Premier! If you do not have a Facebook page, that's okay! You can still view our page and read our posts by going to our website www.vapremier.com and clicking the blue Facebook icon at the top right of the web page. Please feel free to leave comments and questions on the page!

VIRGINIA PREMIER PARTNERS WITH SAFELINK

Virginia Premier Health Plan is working with SafeLink Wireless to improve the health of our members by providing free



cell phones and health texting services. SafeLink will be reaching out to Virginia Premier members to offer you a free cell phone with 250 minutes and unlimited text messaging. Even without minutes you will still be able to call Virginia Premier and we can call you. You will also receive free text messages about your health and the health of your children. Be looking for your offer in the mail.

AFFIRMATIVE STATEMENTS ABOUT INCENTIVES

Virginia Premier affirms the following about its utilization management (UM) practices:

- UM decision making is based on coverage and appropriate care and service.
- Doctors or other individuals are not rewarded for denying service or care.
- UM decision makers do not receive money or other gifts to encourage decisions that result in under usage.

**"I didn't recover from alcohol
and drugs only to harm
my children with cigarettes."**

~Tamika



1-800-QUIT NOW

(1-800-784-8669)

Free coaching. It's confidential. We won't judge.



VA Premier Richmond
P.O. Box 5307
Richmond, Virginia 23220-0307
(804) 819-5151 (800) 289-4970

VA Premier Roanoke
4910 Valley View Blvd Suite 202
Roanoke, VA 24012
(540) 344-8838 (888) 338-4579

VA Premier Tidewater
3388 Princess Anne Rd Ste 2000
Virginia Beach, VA 23456
(757) 461-0064 (800) 828-7953

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HEALTHY EATING FOR A LIFETIME

Healthy Eating For You and Your Baby

During pregnancy it is important to understand that the food a pregnant woman eats not only affects her but her unborn child as well. Healthy eating and regular exercise promotes your baby's growth. Here are 3 tips to making healthy food choices.

1. **Make half your meals fruits and vegetables-** choose dark green and red and orange vegetables and beans and peas.
2. **Avoid "Empty Calories"** (Calories that are from added sugars and solid fats)
Some foods with empty calories are: Candy, Fried Foods, Hot Dogs, and Soda.
3. **Choose fat free or low-fat milk** and milk products such as milk, yogurt, cheese, and soy drinks.

To learn more and see a sample meal plan go to: www.choosemyplate.gov

