

Making HEALTHY LIVING Easy

Fall 2012 Member Newsletter

CONTENTS:	
MEMBER RIGHTS.....	2
THE CONSUMER ASSESSMENT OF HEALTH PLANS SURVEY (CAHPS)...	3
HEDIS NEWS.....	3
WAIT, NO MORE!.....	3
DOES MY CHILD NEED AN ANTIBIOTIC?.....	4
2012 PRACTITIONER GOLDEN-GLOBE AWARD	4
PREMIER WELLNESS.....	4
SAY NO TO LEAD!.....	5
COMPLIANCE CORNER	5
ADVANCE DIRECTIVES.....	5
DO YOU KNOW THE FACTS ON TEEN PREGNANCY?	6
RESOURCES FOR TEENS - TEEN PREGNANCY PREVENTION	7
VPHP MEMBER ADVISORY COMMITTEE (MAC) MEETING	7
YOUR VPHP MEMBERSHIP CARD.....	8

Disponible
en español

Virginia Premier Welcomes

Virginia Premier welcomed over 10,000 new members to our family during the Managed Care Organization (MCO) expansion into the Southwest. In addition to making Healthy Living Easy for many new members, we also opened three new offices in the area. As a local non-profit company, Virginia Premier is excited to join the communities of our newest members and providers!

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.



As a Member of Virginia Premier Health Plan, Inc. you have the right to:

- a. Timely access to your PCP and referrals to specialists when medically necessary and timely access to all covered services, both clinical and non-clinical.
- b. Treatment with quality care, respect, dignity and the right to privacy.
- c. Have healthcare services twenty-four (24) hours a day, three hundred and sixty-five (365) days a year, including urgent, emergency and post stabilization services.
- d. Choose your personal VPHP doctor/Primary Care Physician (PCP).
- e. Change your personal VPHP doctor and choose another one from VPHP's Provider Directory (included in the enrollment/membership packet).
- f. Make your own doctor/PCP appointments to be seen in their private office at your convenience.
- g. Not be treated against your will.
- h. Ask your doctor/PCP questions. Do not be afraid.
- i. Call Member Services to file a complaint/grievance about VPHP or file an appeal if you are not happy with the answer to your inquiry (question), complaint/grievance, or care given.
- j. Have your medical records kept private unless you sign a permission form.
- k. Have timely access to your medical records in accordance with applicable State and Federal laws. You may be required to sign a release form for those records.
- l. Participate with your physician in making decisions about your health care, give your consent for all care, and make decisions to accept or refuse medical care to the extent permitted by law and be made aware of the medical consequences of such action.
- m. Have your doctor tell you about all treatment options and alternatives, presented in a manner that can be easily understood, regardless of the cost or benefit coverage. You can also receive a second opinion from VPHP's network of providers.
- n. Be free from any form of restraint or seclusion used as means of coercion, discipline, convenience, or retaliation, as specified in Federal regulations on the use of restraints and seclusion.
- o. Free exercise of rights regardless of your race, physical or mental ability, ethnicity, gender, sexual orientation, creed, age, religion or your national origin, cultural or educational background, economic or health status, English proficiency, reading skills or source of payment for your care.
- p. Receive information about VPHP, its services, providers and Members' Rights and Responsibilities.
- q. To know the names and qualifications of the physicians and health care professionals involved in your medical treatment.
- r. Make suggestions regarding VPHP's Member Rights and Responsibilities statement, which is found in the Member Handbook.
- s. Use Advance Directives (such as a Living Will or a Power of Attorney).

The Consumer Assessment of Health Plans Survey (CAHPS)

The Consumer Assessment of Health Plans Survey (CAHPS) was mailed out in February 2012 to a sample of the Virginia Premier membership to complete. The survey asked the members to rate their satisfaction level with the customer service that they received during 2011 from Virginia Premier and its providers. This survey will help Virginia Premier to find out if our members are pleased with the service that they received. The survey ended in May 2012.

Below are the results of the Surveys: 2010-2012

Medicaid Adult Survey	Raw Surveys Received (Combined: Mail and Phone)	Response Rate
2012 Final Results	418	31.6%
2011 Final Results	439	33.5%
2010 Final Results	485	37.0%
Medicaid Child w/CCC	Raw Surveys Received (Combined: Mail and Phone)	Response Rate
2012 Final Results	454	28.1%
2011 Final Results	984	29.2%
2010 Final Results	1072	32.2%

QUALITY CORNER

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?

VPHP uses the data to determine how well the health plan is serving its members, as well as, supporting and measuring the effectiveness of preventive health programs. Data collection and reporting is required as part of accreditation by the National Committee for Quality Assurance (NCQA), and regulations by the Department of Medical Assistance Services (DMAS).

What can I (the Member) do?

Make sure you go to the doctor! Please make sure that you and/or your child go to the doctor to get:

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

Don't miss out on being healthy!

WAIT, NO MORE!

By using Virginia Premier's automated phone system (IVR) members can:

- Check eligibility information - by selecting the eligibility prompt a member is able to check the status of their coverage without the need to wait for a representative.
- Receive basic information regarding dental benefits through our smiles for children program.
- Reduce hold times.
- Get connected to the correct representative.

The IVR is an important tool when it comes to providing our members great customer service. When calling the Member Services Department please remember to have your member ID number available so that the representative can assist you in a timely manner.

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DOES MY CHILD NEED AN ANTIBIOTIC?

Antibiotics are not always the answer for every illness. Most illnesses are caused by either bacteria or a virus. Antibiotics can cure bacterial infections, but they do not work on viral infections. Most colds, coughs, runny noses and the flu are caused by viruses, therefore antibiotics will not help. Antibiotics will not make the cold go away faster, relieve the symptoms or make your child feel better. It is a good idea to avoid exposing children to second hand smoke at all times, but it is especially important when they have a cold, since smoke can further irritate the nose and throat.

Most children will get several colds a year, and the number of colds may increase for children who attend daycare. So, parents should be prepared for their child to occasionally become ill with a cold. When that happens, make sure your child gets plenty of rest and fluids. With rest, fluids and time, children are able to fight off these viral illnesses on their own.

Antibiotics are strong medications and are used to treat illnesses such as strep throat, sinus infections and some types of pneumonia. They do not cure viral illnesses and should not be used to treat colds. If you are concerned about your child's illness, talk to your healthcare provider and follow their instructions.

Olivia A.K. Mansilla, MD 2012 PRACTITIONER GOLDEN-GLOBE AWARD

It is with great pleasure that the Virginia Premier Health Plan (VPHP) has selected Olivia A.K. Mansilla, MD as the recipient of 2012 Practitioner Golden-Globe Award.

Dr. Mansilla received her medical degree from the University of San Carlos, Guatemala. In 1989 she moved to the US, and in 1997, she moved to Pittsburg, PA where she completed her residency in Internal Medicine at the University of Pittsburgh. After finishing her training, she decided to pursue and specialize in Geriatric Medicine which brought her to Richmond, Virginia where she participated in a two-year fellowship at the Medical College of Virginia Hospital.

Dr. Mansilla has numerous accomplishments. She has served as Medical Director of Vitas Hospice which is the nation's leading provider of Hospice services. Dr. Mansilla was also the Co Director of Geriatric Grand Rounds at McGuire Veterans Medical Center. Another achievement includes being the recipient of the Hartford /American Federation for Aging Research Grant. Currently, Dr. Mansilla serves as the Assistant Clinical Professor for Virginia Commonwealth University/Medical College of Virginia's Internal Medicine Student Preceptorship program for 1st, 2nd and 3rd year medical students since 2004.

In 2003, Dr. Mansilla opened her private practice, Mansilla Medical Practice presently located at Railey Hill Office Park in Midlothian, VA. She offers primary care services

specializing in Internal Medicine and Geriatrics providing medical services to approximately 4,500 patients. Credential since September 2006, Dr. Mansilla has provided services to many VPHP members. Dr. Mansilla and most of her staff are bilingual in English and Spanish. Mansilla Medical Practice accepts Medicaid, VCC and self pay patients.

Dr. Mansilla's patients and staff describe her as a truly talented, dedicated and an outstanding physician. She is here to "Heal to sick" and works extremely hard to provide care to all individuals regardless of their economical status. Dr. Mansilla is committed to providing the highest quality of health care to our adult population, while embracing and becoming the bridge between cultural diversity and proactive health. VPHP values these elements of *quality* and *safety first*, which are hallmarks of this award.



DR. MANSILLA, VPHP SALUTES YOU!

PREMIER WELLNESS

Premier Wellness is a free health program for members of all ages. The program promotes healthy living and includes nurses who are disease and case managers. Premier Wellness will help you improve your health regardless of your situation. It includes one-on-one health coaching on topics such as exercise, nutrition, smoking cessation and men and women's health. A Health Educator will give you information, tools and resources based on your needs.

Are you interested in learning more about improving your health but not interested in joining a program? Visit our website at www.vapremier.com and click on our Medical Management tab, then scroll down to Health & Wellness. You will find a number of health topics that we cover and resources that we offer to help you live healthier lives. You may also email us at healthed@vapremier.com or call (800) 727-7536.

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Say No to Lead!

Get your child tested for lead today!

Did you know?

Medicaid enrolled children are required to have a lead screening at 12 and 24 months! Please make sure you get your child's screening done before the age of two! Just a small amount of lead can hurt your child's growth and IQ!

How does lead make children sick?

Lead can damage many organs, especially the nervous system, brain and kidneys. It can interfere with normal brain development, causing reduced IQ, learning disabilities, behavior problems, reading problems, headaches, irritability, persistent tiredness or hyperactivity and constipation. ***This damage is permanent!*** At very high levels lead can cause seizures, coma and even death.

How do children get lead in their bodies?

- **Eating paint flakes** — Children can put things in their mouths that have paint flakes or paint dust on them.
- **Playing in dirt** — Some dirt may have lead in it.
- **Using water from old pipes** — This includes drinking, cooking with, or mixing baby formula with hot water.
- **Putting painted toys in their mouth** or playing on old playground equipment.

What can parents do?

The good news is that parents can help children be lead free!

1. Remove any known lead-based products from the home.
2. Be sure to keep children away from chipping paint.
3. If you rent a home or apartment, talk with your landlord about fixing peeling paint.
4. Keep your home clean and dust free.
5. Wash child's hands, bottles, pacifiers and toys frequently.
6. Ensure well balanced meals — Children with healthy diets absorb less lead.



COMPLIANCE CORNER

In order for Virginia Premier Health Plan, Inc. (VPHP) to be in compliance with the new health care reform, you may receive a letter from us listing services that you or your child recently received. Please pay close attention to this letter. We ask that you review the service(s) listed and **only reply if the services were not provided**. You do not need to respond if the service(s) were received. Thank you for your attention to this.

You may report any suspected fraud or abuse at any time by calling the VPHP Compliance Helpline at (800) 620-1438. The call is toll-free, anonymous and available 24 hours/7 days a week. Bilingual assistance is available if needed. You may also call the compliance office directly at (800) 727-7536, extension 5245.

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.

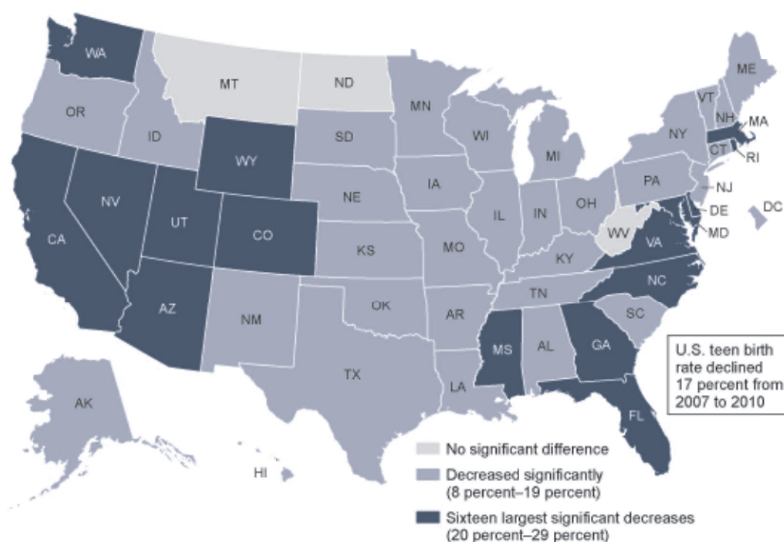
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DO YOU KNOW THE FACTS ON TEEN PREGNANCY?

By the Southwest Virginia Medical Outreach Workers

According to the Centers for Disease Control in 2009, approximately 410,000 teens aged 15-19 years gave birth in the United States and the teen birth rate remains higher than in other developed countries. Conservative estimates say these births result in an estimated 9 Billion Dollar impact to the U.S. Economy yearly. Even though teen pregnancy has been declining overall nationwide and in Virginia up to the year 2010 (See Chart 1 below), it still remains a critical public health issue. This affects the health and educational as well as social and economic futures of the mother and child; especially the teen parents of Southwest Virginia where there has been a steady increase in teen pregnancies (See Chart 2 below).

Chart 1: Change in birth rate for women aged 15–19, by state: United States, 2007–2010



NOTES: Data for 2010 are preliminary.
SOURCE: CDC/NCHS, National Vital Statistics System.

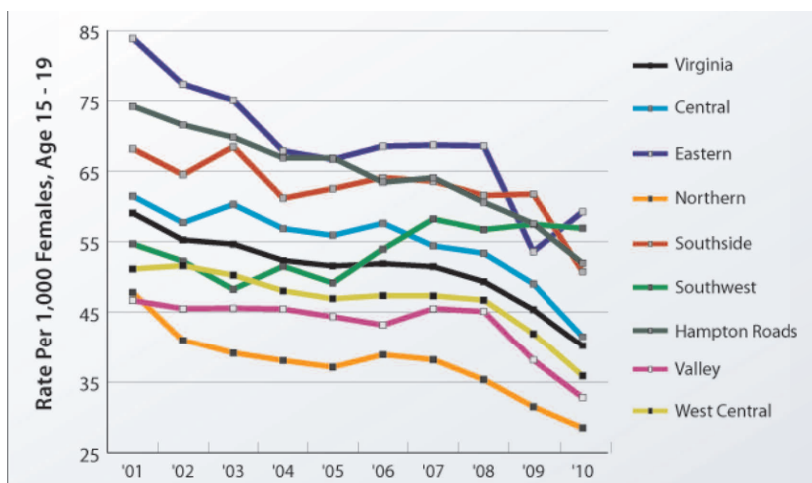
According to the Virginia state website in Virginia.gov, teen pregnancy has generally been decreasing, for every region except the Southwest. Regional data for 2010 from the Virginia Department of Health shows that the Eastern (59.2) and Southwest (56.9) regions had the highest teen pregnancy rates per 1,000 females between the ages of 15 and 19, while the Northern (28.5) and Valley (32.8) regions had the lowest rates. In 2010 there were 10,970 pregnancies reported among teenagers in Virginia overall, or 40.2 per 1,000 females aged 15 to 19.

What Influences Teen Pregnancy?

According to the CDC (Centers for Disease Control) Several factors influence teen pregnancy rates. Young women may be at higher risk for teen pregnancy if they:

- Use alcohol and/or other drugs, including tobacco products
- Drop out of school
- Lack a support group or have few friends
- Lack involvement in school, family, or community activities
- Perceive little or no opportunity for success
- Live in a community or attend a school where early childbearing is common and viewed as the norm rather than as a cause for concern
- Grow up under impoverished conditions
- Have been victims of sexual abuse or assault
- Have a mother who was aged 19 or younger when she first gave birth
- Begin dating early. Dating at age 12 is associated with a 91 percent chance of being sexually involved before age 19, and dating at age 13 is associated with a 56 percent probability of sexual involvement during adolescence

Chart 2 : Teen Pregnancy By Region in Virginia



Source: <http://vaperforms.virginia.gov/indicators/healthFamily/teenPregnancy.php>

Adolescents become sexually mature (and fertile) approximately four to five years before they reach emotional maturity. Adolescents today are growing up in a culture in which peers, TV and motion pictures, music, and magazines often transmit either covert or overt messages indicating that unmarried sexual relationships (specifically those involving teenagers) are common, accepted, and at times expected behaviors.

Preventing Teen Pregnancy

Teen pregnancy prevention is of paramount importance to the health and quality of life of young people and communities throughout the United States. It is also one of CDC's six public health priorities. CDC's efforts in this critical area include promoting evidence-based programs designed to help teenagers develop "protective factors" to avoid teen pregnancy and childbirth. Examples of protective factors include:

- Knowledge of sexual health, HIV infection, other sexually transmitted diseases (STDs), and pregnancy (including methods of prevention).
- Perception of HIV risk.
- Personal values about sex and abstinence.
- Attitudes toward condom use.
- Perception of peer norms and behavior about sex.
- Individual ability to refuse sex and to use condoms.
- Intent to abstain from sex or limit the number of partners.
- Communication with parents or other adults about sex, condoms, and contraception.
- Individual ability to avoid risk and risk behaviors associated with HIV and other STDs.
- Avoidance of places and situations that might lead to sex.
- Intent to use a condom.

Resources For Teens - Teen Pregnancy Prevention:

A Website Just for Girls

<http://www.girlshealth.gov>

American Academy of Pediatrics: Teen Dating and Sex

<http://www.healthychildren.org/English/ages-stages/teen/dating-sex/Pages/default.aspx>

Advocates for Youth Sex Ed Center

<http://www.advocatesforyouth.org/parents-sex-ed-center-home>

Centers for Disease Control Parental Portal

<http://www.cdc.gov/parents/teens/index.html>

Staying Above the Pressure

<http://www.abovetheinfluence.com>

Available at all local Virginia Health Departments:

VIRGINIA RESOURCE MOTHERS PROGRAM

Virginia Department of Health
Catherine Bodkin, MSW, LCSW, MSHA
Resource Mothers Program State Program Consultant
Division of Women's and Infants' Health
109 Governor Street, Room 825 C
(8th Floor west)
Richmond, Virginia 23219
Tel: (804) 864-7768; Fax: (804) 864-7771
Catherine.Bodkin@vdh.virginia.gov

Plan First

www.planfirst.org

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.

Fourth Quarter:

Discussion Topics: Diabetes and Eye Exams

Tidewater October 9th, 2012 11:00am

Francine Santiago (800) 828-7989 Ext 5578

Richmond November 13th, 2012 11:00am

Erika Miller (800) 727-7536 Ext. 5137

Roanoke December 4th, 2012 11:30am

Erika Miller (800) 727-7536 Ext. 5137

Need a ride? – We'll pick you up!



Refreshments will be served



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

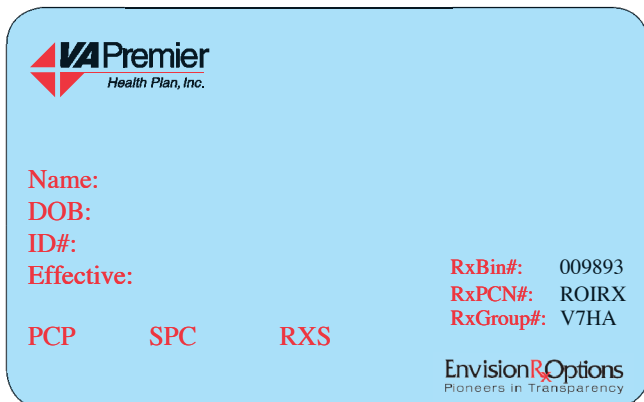
VA Premier Roanoke
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(540) 344-8838 (888) 338-4579

VA Premier Tidewater
5029 Corporate Woods Drive
Virginia Beach, VA 23462
(757) 461-0064 (800) 828-7953

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Your VPHP Membership Card

On July 1st the Pharmacy Benefits Manager for VPHP changed from **Express Scripts** to **EnvisionRxOptions**. All members were sent new cards reflecting this change. Since these ID cards serve as an important identifier for your doctors and pharmacies, please take a moment to ensure you have the most recent card and that all of your information is correct.



Members:

1. If medical assistance is needed when your doctor's office is closed, please call: **VPHP Nurseline 1-800-256-1982**
2. Do not let anyone else use this card. Call VA Premier to report a lost or stolen card. **If you lose your eligibility for health benefits, this card is no longer valid.**
3. If you have questions, call the Member Services Department, Monday - Friday, 8:00 a.m. - 5:00p.m. **Richmond: (804-819-5151)** or (1-800-289-4970) **Tidewater (757-461-0064)** or (1-800-828-7953) **Roanoke (540-344-8838)** or (1-888-338-4579).
4. **If you have questions about your prescriptions or pharmacies, please call EnvisionRxOptions at 1-855-872-0005.**

Call at least 72 hours in advance for medical transportation Mon.-Fri., 8:00a.m. - 5:00p.m.

Providers: For Authorizations, please contact our UM Department
1-888-251-3063. Pharmacists may call 1-855-872-0005.

HMO Claims Address:

Premier Health Plan, Inc. P.O. Box 5207 • Richmond, VA 23220-0208

On the **back of the card** you can also find important numbers and information for members:

24 hour Nurseline – members can call for medical assistance when doctors' offices are closed.

Member Services Department – for any questions regarding your plan, Monday-Friday 8:00am- 5:00pm.

EnvisionRxOptions – for any questions regarding prescriptions or pharmacies.