

Making HEALTHY LIVING Easy

Spring 2012 Member Newsletter

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**Disponible
en español**

Member Services

Do you have questions about your health benefits? The Member Services department is here to help you and is available Monday through Friday from 8AM to 5PM at 1-800-727-7536 to assist YOU!

The Member Services department can:

- Answer questions about your benefits
- Update your address, phone number, and account information
- Help you find a doctor/change your PCP
- Order replacement ID cards
- Schedule, modify or cancel transportation trips

Scheduling transportation trips is an important benefit to many of our members, below are helpful tips when scheduling transportation:

- We require a minimum of 72 business hours (by the hour) prior notice to schedule a trip. Weekends and holidays do not count towards these hours.
- We schedule one month at a time. Transportation scheduling for the following month begins on the last week of the current month. For example, you can begin to schedule April appointments on the last week of March.
- You may schedule trips to your local pharmacy.

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Member Services

- You may schedule all of your transportation trips for the month at one time however it is best not to do this on high call volume days such as the first week of the month if you wish to avoid longer holding times on the phone.
- You must have the Doctor's Name and/or Facility Name, address and the phone number of any location you wish to be transported to.
- Members who call with transportation requests that are greater than 51 miles are obligated to go to the closest provider unless medically necessary.

- Trips in excess of 50 miles will be reviewed to see if a closer provider is available.

We hope these tips are helpful when using the transportation benefit. Our goal, in Member Services, is to provide you *Service Without Complication*. We realize our service has a direct impact on our member's lives therefore we attempt to provide you with the highest possible quality service allowing you easier access to your healthcare needs.

Health Education Calendar for 2012

VPHP's Health Education Department promotes different health topics for our members throughout the year. If you are interested in participating in an event, or need more information, please contact your Health Education Department or check out our website at www.vapremier.com.

Richmond: 1-800-727-7536 ext. 5239

Roanoke: 1-888-338-4579 ext. 5816

Tidewater: 1-800-828-7989 ext. 5583

MARCH:

In honor of National Nutrition Month, focus on your portion size and eating more fruits and veggies. Eating healthy doesn't have to be boring. Try a new recipe! If you are interested in a nutritional consult, recipe ideas or more, call your Health Educator. *Richmond Asthma Camp is this month. Let us know if your kids who have asthma are interested in attending.

APRIL:

If you are expecting a baby, please join our Healthy Heartbeats Program! This program focuses on prenatal care. We offer education on a variety of topics and referral to classes that include breastfeeding and parenting. We have baby showers in a variety of locations throughout the year, too!

*Look for the health expo at the Richmond Center on April 28th.

MAY:

All VPHP members are invited to our Member Advisory Committee Meetings! These dates are included on page 7 of this newsletter. Transportation is available, if you live within a 25 mile radius of the meeting location. Go to www.vapremier.com to view the 2012 MAC Meeting schedule!

*Tidewater Celebrating Children Event is May 5th at Mt. Trashmore Park, call if you would like more details!

JUNE:

Diabetes awareness is always in season. Are you pre-diabetic or diabetic? Don't forget to get your A1C checked. Know your numbers. If you want more information contact our Disease Management department.

JULY:

Keep your kids physically fit during the summer months! Make sure you are using sunscreen on yourself and your kids. *July is also Roanoke's Children's Asthma Camp! If you are between the ages of 6-12 and have a diagnosis of Asthma please join us! Don't forget to keep your Asthma Action Plan updated with your doctor, school nurse and any babysitters.

AUGUST:

It's Immunization Awareness Month and its back to school! Is your child ready for school and are his/her shots up to date? Contact your child's doctor to make your appointment ASAP.

SEPTEMBER:

Don't forget to get your child screened for lead before the age of 2. Contact your child's doctor or your local health department if you have any questions.

A WOMAN'S GUIDE TO CANCER SCREENINGS

Mammograms are recommended for the screening of breast cancer. Breast cancer is the leading form of cancer in women and second as a cause of death. After skin cancer, breast cancer is the most common kind of cancer in women. About 1 in 8 women in the United States will get breast cancer sometime in her life. Abnormal cells in the breast can turn into cancer. The good news is that many women can survive breast cancer if it's found and treated early. A mammogram screening for breast cancer needs to be done yearly starting at the age of 40. A mammogram can locate a tumor before it can be easily felt and while it is easier to treat. Talk to your doctor or nurse right away if you notice a lump in your breast, a change in size, shape or feel of the breast or any fluid (discharge) coming out of your nipple.

Cervical Cancer Screenings are recommended for the screening of cervical cancer. Cervical cancer is the second leading cause of cancer death in women 20-29 years old. The best way to prevent cervical cancer is to get regular Pap tests. A Pap test (sometimes called a Pap smear) is a screening test for cervical cancer. It's done in a doctor's office or clinic. Virginia Premier encourages all of our female members to get yearly pap smears starting at the age of 21 or within 3 years of beginning sexual activity. Cervical cancer screenings can detect changes in cells before they become cancer, or in the

early stages, when it can be treated most easily.

Chlamydia is the most frequently reported sexually transmitted disease (STD) in the United States. It is caused by a bacterial infection and is easily treated with antibiotics. Chlamydia often has no warning signs or symptoms so people don't seek treatment which is why screening is essential. Effects of untreated chlamydia include irreversible damage to women's reproductive organs, pregnancy complications, infertility, and chronic pain.

These tests are covered services and are provided at no cost to Virginia Premier members. They only take a few minutes and can **save your quality of life, fertility or even your life!** All of these screenings are very important tools for early detection of problems to stay healthy!

If you have not had your yearly screenings, please call your doctor today to schedule the visit. If your doctor does not have an opening, please call a Quality Nurse at 800-727-7536 ext 5713 and we will help you set up an appointment. We can also help you schedule transportation to your very important cancer screenings.

<http://www.healthfinder.gov/default.aspx>

NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

It is the policy of Virginia Premier Health Plan, Inc. (VPHP) to provide you with a privacy notice. This notice explains how your healthcare information is being used or disclosed. VPHP is required to maintain the privacy of your information and provide you with this notice.

The Notice of Privacy Practices describes how VPHP may use or disclose your protected health information. Your health information may be used to carry out treatment or for VPHP to pay your healthcare provider. It also describes your rights to access and control your protected health information. Protected health information is information related to your past, present or future physical or mental health. This information may also be used to identify you.

VPHP understands the importance of maintaining your privacy, and we will continue to make this our number one priority. You can access this important notice in your VPHP Member Handbook or on our web site at www.vapremier.com. In addition, you may request a paper copy at any time by contacting our Member Services Department at 1-800-727-7536.

Update on Immunizations

In the February Issue of Family Practice News, Miram Tucker updated the latest recommendations for immunizations for adults, adolescents, and children. While an extensive review of this is beyond the intent of this brief review, it is worth mentioning the following: The schedule for children 0-6 years, 7-18 years, and adults has been updated. Adult recommendations now include an update on HPV (Gardasil), Hepatitis B, and Tdap (tetanus, diphtheria, acellular pertussis). Three major changes for pediatrics include, HPV for males at 11-12 years, influenza dosing for children 6 months through 8 years, and meningococcal administration to children at younger ages if they travel to countries with this epidemic.

Immunizations (vaccinations, "shots") and public health measures have saved more lives over time than the combinations of any other preventive measures. One example that stands out among all others is the elimination of Smallpox from the world! Current immunizations are a requirement of the school system to gain entrance and thus a major preventive tool for all

children. Each year it appears that one of the preventable diseases (measles, mumps, chicken pox, etc.,) appears in large numbers in certain regions of the USA. While there is no absolute proof, most believe it is a result of "failure to immunize" those susceptible individuals.

Virginia Premier Health Plan, Inc. (VPHP) covers all immunizations that are recommended by the Advisory Committee on Immunization Practices (ACIP) for its members. All physicians' offices are aware of the coverage, so our members should always ask about this on each office visits. VPHP goals always include vaccinations for all of its eligible members. VPHP needs your help with accomplishing this goal, please schedule an appointment, or if you have questions call VPHP, Member Services at 800 727-7536 for assistance.

Protect yourself and your neighbors, get your "shots"!

Melvin T. Pinn, Jr., MD, MPH
Senior Medical Director

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!

SAVE THE DATES!

Roanoke's Annual Summer Asthma Camp is back again! Please keep these dates open: July 18th-20th. Any VPHP member who lives in the **Roanoke Valley** area, has an Asthma diagnosis, and is between the ages of 6-12 is eligible for this camp. It's incredibly FUN and it's FREE! It helps children connect with other kids their age who also have asthma, and they learn how to manage their asthma in a fun and creative way! More details to come. Please contact the **Roanoke Health Educator, Jennifer Gutierrez, at 1-888-338-4579 x5816 for more information.**

EMERGENCY ROOM REMINDERS

Steps to take before using the Emergency Room (ER):

1. Call your Primary Care Physician (PCP).
2. Make an appointment with your PCP if you are not experiencing a life-threatening condition such as chest pain, hard to breathe, uncontrolled bleeding, poisoning, broken bones, etc.
3. Call your PCP and choose the option that allows you to speak to a Nurse.
 - *Your PCP's name can be found on the upper, right-hand corner of your VPHP card.
 - *Most PCP's have a nurse line where you can leave a message for the nurse or speak to someone directly.
 - *Don't have a PCP? Contact Member Services today at **1(800) 727-7536**.

Call the VPHP Nurse Line **1(800) 256-1982** if...

- You are not sure you need to go to the ER
- You cannot reach your doctor, or your doctor's office is closed
- *Remember, the Nurse Line is there to help you!



EMERGENCY

PATIENT SAFETY – A MUST!

Each member should become involved in their own healthcare. You can ask your doctor(s) or call VPHP Member Services for information on the following programs:

- 20 Tips to Prevent Medication Errors*
- Questions to Ask Your Doctor*
- Practitioner Golden Globe (PGA)

*This information can be obtained at www.vapremier.com. Medical Management/Quality/Patient Safety Resources.

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.

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.

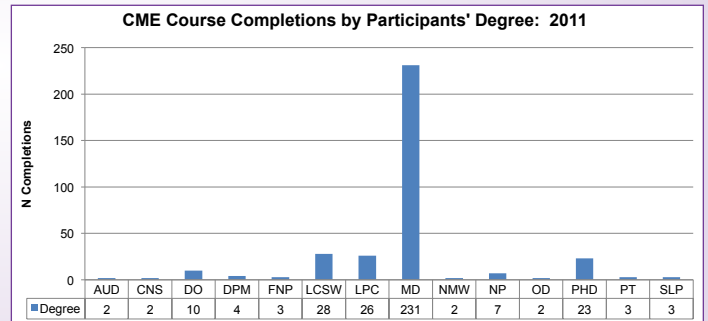
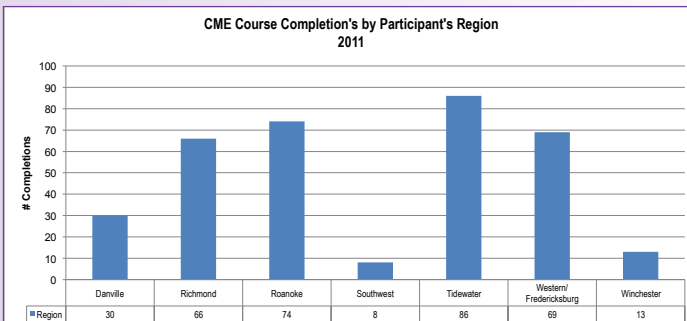
PATIENT SAFETY: CULTURAL COMPETENCY COURSE

****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. A total of 346 cultural competency surveys were completed during calendar year 2011.

Results:

- Majority of the respondents were located in VPHP's Tidewater and Western/Fredericksburg regions, followed by the Richmond region.
- The majority of the courses were completed by LCSW's



Please note: In an ongoing effort to educate the network practitioners on how to better serve our members from many diverse backgrounds, VPHP has extended an educational opportunity to all network practitioners. Each practitioner is highly encouraged to complete the class. The practitioners that complete the class will be recognized.

New Pharmacy Benefits Administrator Change from Express Scripts to Envision Rx Options Effective July 1, 2012

In a continuous effort to improve access to pharmacy services and promote better service for our providers, as of July 1, 2012 Envision Rx Options will administer the prescription drug plan for Virginia Premier Members. While the transition should be transparent to our membership, we will be issuing new cards with the change prior to July 1, 2012. Effective July 1, 2012, members must use the new ID card. The old ID card must be destroyed and not used after June 30, 2012.

BRINGING HEALTHY LIVING TO MORE VIRGINIANS

On July 1, 2012, Virginia Premier will begin providing coverage to Medicaid and FAMIS eligible members in the far southwestern part of Virginia. As part of the expansion plan, Virginia Premier will open three new satellite offices in Abingdon, Richlands and Wise. We are excited to make healthy living easy for new members across the state. Be sure to check out our website for updates and provider listings!

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.

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.



COORDINATION OF CARE

Coordination of Care is done by a Primary Care Provider (PCP) and it helps ensure that your needs and preferences for health services and sharing information with your other providers are met over time. Such as:

- Communication between your PCP, Behavioral Health provider, and any specialist.
- Ensure that all members of your team are aware of test procedures and services to avoid unnecessary duplication of services.
- Shared decision making between your providers.

What Does Coordination of Care Mean For You?

- Most importantly... your safety. Communication between your PCP and all other providers helps to ensure that medical errors do not occur.
- Communication between you and your PCP allows you to be more involved in your own health care.
- You are more likely to receive the preventive care and services that you need to remain healthy when care is coordinated.

Does Everyone Need Coordination of Care?

YES!! Especially the following:

- Children with special needs.
- People with disabilities & complex medical conditions.
- Behavioral health patients.

How Can You Help?

- Ask your behavioral health provider to give your PCP updates on your care.
- Ask your specialists to send reports to your PCP.
- Be sure your PCP knows any specialists you are seeing, and for what reason.
- Give your PCP a list of all the medications you are taking.
- Call VPHP to have the correct PCP put on your card.

Virginia Premier Health Plan, Inc. is committed to our members' good health. Coordination of Care is a very important part of keeping you healthy. Communicate with your doctor TODAY!

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: Heart Health/Cholesterol & Nutrition

Tidewater	Apr 10th, 2012		11:00am
Francine Santiago	(800) 828-7989	Ext. 5578	
Richmond	May 16th, 2012		11:00am
Penny Williams	(800) 727-7536	Ext. 5399	
Roanoke	Jun 12th, 2012		11:30am
Sheila Cox	(800) 727-7536	Ext. 5395	

Third Quarter:

Discussion Topics Immunization's/Lead Screening & Physical Activity

Tidewater	Jul 10th, 2012		11:00am
Neketa Knight	(800) 828-7989	Ext. 5596	
Richmond	Aug 15th, 2012		11:00am
Sheila Cox	(800) 727-7536	Ext. 5395	
Roanoke	Sept 18th, 2012		11:30am
Penny Williams	(800) 727-7536	Ext. 5399	

Fourth Quarter:

Discussion Topics: Diabetes & Eye Exams

Tidewater	Oct 9th, 2012		11:00am
Francine Santiago	(800) 828-7989	Ext. 5578	
Richmond	Nov 13th, 2012		11:00am
Penny Williams	(800) 727-7536	Ext. 5399	
Roanoke	Dec 4th, 2012		11:30am
Sheila Cox	(800) 727-7536	Ext. 5395	

Smoking Cessation: It's Hard to Stop Smoking, but It's Worth the Effort!

Why Stop Smoking?

1. More than 400,000 people in the United States die from illnesses related to smoking.
2. Cigarette smoke kills more Americans than alcohol, car accidents, suicide, AIDS, murder and illegal drugs combined.
3. Smoking is expensive. Smoking one pack of cigarettes a day can cost almost \$2,200 per year.
4. When you smoke, people near you can breathe in the smoke from your cigarette. This is called second hand smoke.
5. Second hand smoke can cause heart disease and lung cancer.
6. Children who are around second hand smoke are more likely to have lung problems, ear infections and severe asthma.
7. When you smoke you hurt your own body and you are also hurting others, including those you love.
8. Smoking can contribute to a woman having a low birth weight baby and it can also increase the risk for premature labor.

Why, It's Worth the Effort to Stop Smoking.

1. If you stop smoking, you can lower the risk of cancer, heart attacks, stroke, and chronic lung diseases such as asthma, COPD and bronchitis.
2. Women who stop smoking before they get pregnant, or during the first trimester of pregnancy reduce their risk of having a low birth weight baby, to that of a woman who has never smoked.

3. 24 hours after you stop smoking, carbon monoxide levels in your blood return to normal.
4. 2-12 weeks after you stop smoking, your chance of a heart attack decreases.
5. One year after you stop smoking, your risk of heart disease drops to half that of a smoker.
6. After a while, your risks for many conditions are no higher than if you had never smoked at all.
7. Stop smoking and your whole body will be healthier.

If you want to stop smoking, the disease management nurses stand ready to help you.

If you have Heart Disease, Diabetes, Asthma, COPD, Bipolar or Schizophrenia, and you want information on smoking cessation; please call 1-866-243-0937, ext. 5753 and speak with a disease management nurse. You can also call 1-800-727-7536, ext. 5738 and speak with a health educator.

If you feel that you can't stop for yourself, stop for those you love!



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

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What Is Bronchitis?

Bronchitis (bron-KI-tis) is a condition in which the bronchial tubes become inflamed. These tubes carry air to your lungs.

People who have bronchitis often have a cough that brings up mucus. Mucus is a slimy substance made by the lining of the bronchial tubes. Bronchitis also may cause wheezing (a whistling or squeaky sound when you breathe), chest pain or discomfort, a low fever, and shortness of breath.

How Is Bronchitis Treated?

The main goals of treating acute and chronic bronchitis are to relieve symptoms and make breathing easier.

If you have acute bronchitis, your doctor may recommend rest, plenty of fluids, and aspirin (for adults) or acetaminophen to treat fever.

Antibiotics usually aren't prescribed for acute bronchitis. This is because they don't work against viruses—the most common cause of acute bronchitis. However, if your doctor thinks you have a bacterial infection, he or she may prescribe antibiotics.

A humidifier or steam can help loosen mucus and relieve wheezing and limited air flow. If your bronchitis causes wheezing, you may need an inhaled medicine to open your airways. You take this medicine using an inhaler. This device allows the medicine to go straight to your lungs.

Your doctor also may prescribe medicines to relieve or reduce your cough and treat your inflamed airways (especially if your cough persists).

One of the best ways to treat acute and chronic bronchitis is to remove the source of irritation and damage to your lungs. If you smoke, it's very important to quit.

Talk with your doctor about programs and products that can help you quit smoking. Try to avoid secondhand smoke and other lung irritants, such as dust, fumes, vapors, and air pollution.

VPHP wants to help ensure you to get the necessary care to improve your health. If you are interested in information on programs to help increase your health and possible incentives please contact a Quality Nurse at 800-727-7536 ext 5713.

<http://www.nhlbi.nih.gov/health/health-topics/topics/brnchi/treatment.html>