

Making HEALTHY LIVING *Easy*

Spring 2013 Member Newsletter

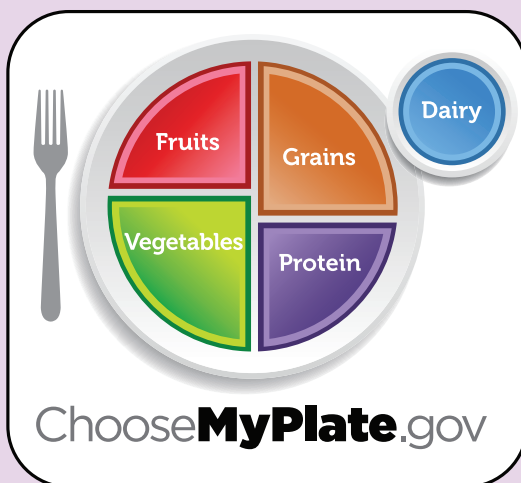
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**Disponible
en español**

Healthy Eating For a Lifetime

What makes a meal healthy? Choosing foods from the 5 food groups make up a balanced meal. The picture below is an illustration of the 5 food groups (Fruits, Vegetables, Grains, Protein, and Dairy) and ways to build a healthy meal.



Tips to Build a Healthy Meal

1. Balance Calories
 - Enjoy your food, but eat less.
 - Avoid large portions.
 - Choose small and lean portions of meat.
2. Foods to Increase
 - Make half your plate fruits and vegetables.
 - Make at least half your grains whole grains.
 - Switch to fat-free or low-fat (1%) milk.
3. Foods to Decrease
 - High sodium foods (soups, frozen meals).
 - Sugary drinks (soda).

"Adapted from the USDA Center for Nutrition Policy and Promotion's ChooseMyPlate.gov Web site"

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.

HOLIDAY OBSERVANCE SCHEDULE 2013

May 27, 2013: Memorial Day
July 4, 2013: Independence Day
September 2, 2013: Labor Day
November 27, 2013: ½ Day Thanksgiving Eve
November 28, 2013: Thanksgiving Day
November 29, 2013: Day After Thanksgiving

December 24, 2013: Christmas Eve
December 25, 2013: Christmas Day
December 31, 2013: ½ Day-New Year's Eve
January 1, 2014: New Year's Day

HOW DO I REPORT A CONCERN?

Fraud and abuse are prohibited under the Medicaid program. Examples of Medicaid fraud and abuse include the following

- Using another person's Virginia Premier card
- Misuse of member identification
- Frequent and unnecessary use of the emergency room
- Prescription forgery
- Inaccurate submission of prescription refills
- Allowing someone else to use your member ID card
- "Doctor shopping" to obtain prescriptions for narcotics
- Noncompliance with established member responsibilities

Should you observe any fraudulent or abusive behavior, please report it to the confidential Compliance Helpline or directly to VPHP at the following numbers. Your call will be investigated and you may remain anonymous.

Compliance Helpline: 800-620-1438 (24 hours/7 days/ 365)
Directly to VPHP Compliance Department: 800-727-7536, ext 55245

EMERGENCY ROOM REMINDERS

If you are not sure...call your doctor

If you are not sure what to do, call your doctor's office. If this is not an option, Remember, the VPHP Nurse Line is there to help you too! Call 1(800) 256-1982

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

1. Call your Primary Care Physician (PCP).
2. Make an appointment with your PCP for a same day sick appointment, 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 or to someone directly. Ask your PCP

office for a number to call after hours. Use this number to speak to a physician if your problem IS NOT life-threatening.

- 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 or speak to someone directly.
 - Don't have a PCP? Contact Member Services today at 1(800) 727-7536.
4. Call the VPHP Nurse Line 1(800) 256-1982 if
 - You are not sure you need to go the ER.
 - You cannot reach your doctor, or your doctor's office is closed.



EMERGENCY

DISEASE MANAGEMENT NEWS: ASTHMA

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!

Please call the Disease Management Program at 1-866-243-0937, if you would like more information about Asthma, Diabetes, Heart Disease, Bipolar, Schizophrenia, COPD, End Stage Renal Disease or Childhood Weight and Nutrition. A Registered Nurse will be happy to help you!



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 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.

2012 HEDIS Outcomes

VPHP's HEDIS Outcomes were very good in 2012 because you received many of the health care services you needed. Thanks to you staying healthy, **VPHP is still the Top Ranked Medicaid Plan in VA – 5 Years in a Row**. To stay healthy and keep this top ranking, please make sure that you and/or your child go to the doctor to get the following needed services in 2013:

- 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!

2013 HEDIS Medical Record Reviews

VPHP will start visiting your doctor's office to review your medical records to make sure you have received "all" of the proper services in 2012.

*NCQA's Medicaid Health Insurance Plan Rankings, 2012-2013

4 TIPS FOR STAYING HEALTHY DURING PREGNANCY

1. **Eat Healthy.** Choose foods that contain nutrients, and drink plenty of water.
2. **Exercise.** Walking for 15-30 minutes a day is important for overall wellness and helps to keep a low stress level.
3. **Take Prenatal Vitamins.** Vitamins help keep you and your baby healthy and strong.
4. **Go to your Routine OBGYN Visits.** Staying in contact with your doctor helps you maintain a healthy pregnancy and increase your chances of a successful delivery.



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SEVEN WAYS TO PREVENT SPRING SPORTS INJURIES

Spring is finally here and children can't wait to participate in outside sports activities. Before you let them go, there are some things that you should make sure your child does to be safe.

1. Get a physical. Get checked out before beginning any sports activities.
2. Start exercising a few weeks before practice starts if you have not been exercising.
3. Drink plenty of water. Keep water close by during practices and games.
4. Always warm up before sports activities.
5. Wear the proper shoe for the activity.
6. Wear appropriate equipment.
7. Eat properly. Have breakfast every day and don't skip meals. Eat a small snack an hour or two before you exercise.

Playing sports is supposed to be fun and healthy. Follow these tips to prevent injuries.



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

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VPHP Transportation

1. Please remember to call at least 72 business hours before your appointment to schedule your trip. This time frame does not include the weekends. *For example, if you have an appt for Monday at 10am, the latest you can call is the previous Wednesday by 10am.*
2. You must be ready at least one hour prior to your appointment time.
3. Appointments can only be scheduled for the current month; however you can schedule **ALL** of your appointments for the month when you call in.

When calling to schedule your trip, please have all of the information listed below:

1. Medicaid ID Number.
2. Your appointment date and time.
3. Complete pick up and drop off addresses. (Including zip codes).
4. The name of the Provider or Office where you have the appointment.
5. It is also important you have the telephone number to the provider's office in case the appointment needs to be verified.
6. You will need to provide the number of passengers. ***Please note, space is limited, therefore, VPHP may only be able to transport members with appointments only.***
7. Please specify the type of service you will need. (wheelchair van, ambulance, van service)

8. All trips greater than 100 miles are reviewed and the following information is required:
 - Complete drop off address and phone number for the provider.
 - Name of provider that referred you to this location.
 - Provider's specialty.
 - Reason for the appointment.

We understand things come up. If for some reason you must cancel, please call VPHP as soon as possible.

For return trips, please contact VPHP or the contracted Vendor that dropped you off. Allow up to one hour for your return ride home. Please confirm your location (front/back/lobby of the building). Please be advised that we will need either your reservation # or the Medicaid ID# of the member who has the appointment.

- *Bus tickets are available and distributed to members who have scheduled appointments and who reside along a bus route.*

If you have any questions regarding your transportation benefits, please contact member services at 800-727-7536. Follow the prompts for transportation.

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.

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You are invited to attend the **VPHM 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, Immunization's, Women's Health & Pregnancy Program

Tidewater

Apr 17th, 2013 11:00am Francine Santiago (800) 828-7989 Ext. 55578

Richlands

Apr 24th, 2013 11:00am Denise Claudio (888) 338-4579 Ext. 55566

Richmond

May 16th, 2013 11:00am Janice Flowers (800) 727-7536 Ext. 55265

Wise

May 22nd, 2013 11:00am Denise Claudio (888) 338-4579 Ext. 55566

Roanoke

Jun 13th, 2013 11:30am Johanna Morales (800) 727-7536 Ext. 55592

Abingdon

Jun 19th, 2013 11:00am Denise Claudio (888) 338-4579 Ext. 55566

THIRD QUARTER:

Discussion Topics: Child Safety, Lead Screening, Diabetes & Eye Exams, Cholesterol

Tidewater

Jul 17th, 2013 11:00am Francine Santiago (800) 828-7989 Ext. 55578

Danville/Martinsville

July 24th, 2013 11:00am Denise Claudio (888) 338-4579 Ext. 55566

Richmond

Aug 15th, 2013 11:00am Janice Flowers (800) 727-7536 Ext. 55265

Roanoke

Sept 18th, 2013 11:30am Johanna Morales (800) 727-7536 Ext. 55592

FOURTH QUARTER:

Discussion Topics: Mental Health, Holiday Depression & Domestic Violence

Tidewater

Oct 16th, 2013 11:00am Francine Santiago (800) 828-7989 Ext. 55578

Richmond

Nov 14th, 2013 11:00am Janice Flowers (800) 727-7536 Ext. 55265

Roanoke

Dec 12th, 2013 11:30am Johanna Morales (800) 727-7536 Ext. 55592

THE CONSUMER ASSESSMENT OF HEALTH PLANS SURVEY (CAHPS) SURVEY

The Consumer Assessment of Health Plans Survey (CAHPS) was mailed out in February 2013 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 2012 from Virginia Premier and the providers. This survey will help Virginia Premier to find out if our members are pleased with the service that they received. The survey will be conducted through May 31, 2013.

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