

2014 MyHealth



Anthem® HealthKeepers Plus
Offered by HealthKeepers, Inc.

**When it comes to getting a flu shot,
where do you stand?**

- I plan to get a flu shot this year.
- I do not plan to get a flu shot this year.
- I'm not sure if I will get a flu shot this year.

Is the flu shot for you?

If you're not planning to get a flu shot, what would it take to change your mind? Do you have the correct information to make an informed choice? Check your flu facts with our true/false quiz:

- 1. True or False:** Getting the flu shot can give you the flu.
- 2. True or False:** The flu shot is recommended each year for people age 6 months and older.
- 3. True or False:** If you had a flu shot last year, you don't need another one this year.

The answer to number 1 is false. The flu shot cannot give you the flu. This is only a myth. Some people may have mild side effects from the vaccine such as low-grade fever, aches or soreness, redness, or swelling where the shot was given.

The answer to number 2 is true. The Centers for Disease Control and Prevention does recommend a yearly flu shot for everyone age 6 months and older. Even if you're healthy, without the vaccine, you can still get the flu or pass it onto friends, family and coworkers.

The answer to number 3 is false. The flu shot is only good for one year. That's because each year the vaccine may target different strains of the virus.

If you have questions about the flu vaccine or where to go to get it, please call your primary care provider (PCP) or the Member Services number listed on your member ID card. You can also go online to www.cdc.gov/flu.

Sources:

www.cdc.gov/flu/protect/keyfacts.htm



Are you a new member?

If so, be sure you select a primary care provider (PCP) and then schedule a visit with 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 doctor:

- Get to know each other and build trust and rapport
- Discuss your health history and identify any special needs or health concerns
- Schedule any follow-up appointments or screening tests

Call your doctor for an exam today!

We can help you make an appointment.

Call us at **1-800-901-0020 (TTY 1-800-855-2880)**.



One-on-one help for your health

Are you having a hard time managing an ongoing health condition? Would you like to have a nurse who can work with you by phone whenever you need help? That's what our disease management care team can do for you.

We're here to help you manage all of your health care and get the care you need from your health care providers. We can talk with you and mail you information to learn 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

The Disease Management Centralized Care Unit (DMCCU) works closely with our members.

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 DMCCU case manager, please call **1-888-830-4300 (TTY 1-800-855-2880)**. You can call us from 8:30 a.m. to 5:30 p.m. local time, Monday through Friday. You can also visit us on the web at www.anthem.com/va-medicaid.

Pregnant?

Get the care you need to help you have a healthy baby.

If you're pregnant or thinking about becoming pregnant, planning now can help you have a healthy baby.

When you take good care of your body, you take good care of your baby. Going to your doctor now will help you have a healthy baby. This is called prenatal care. Call your doctor today to schedule a visit.

Use the chart below to help you keep track of your health care during and after your pregnancy. Fill in the date of your next scheduled visit. Then, check the box when it is complete.



Weeks of Pregnancy	Date/ Time						
4 through 28	<input type="checkbox"/>						
28 through 36	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
36 through birth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Postpartum Checkup (3-6 weeks after birth)	<input type="checkbox"/>						

Note: This is the number of checkups recommended for a routine pregnancy. Women with high-risk pregnancies may need to go for prenatal visits more often.

New Baby, New LifeSM program

HealthKeepers, Inc. offers support for mothers who are going to have or just had a baby. With this free program, called New Baby, New LifeSM, you'll get:

- Fast answers to your health questions when you call the 24/7 NurseLine.
- Special gifts when you go to prenatal checkups.
- A pregnancy book that shows you easy ways to take care of yourself.

Postpartum care

Checkups don't stop after you've had a baby. Going to the doctor a few 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. We'll reward you with a \$25 gift card for completing your postpartum checkup, three to eight weeks after delivery. This is also a good time to talk to your doctor about birth control and how you're feeling.

Sources:

March of Dimes, www.marchofdimes.com.

Association of Reproductive Health Professionals, arhp.org.

Your pharmacy benefits program

There are tools to help you manage your prescriptions online.

At our site, you can:

- Find out the costs of medications.
- Review your home delivery history for prescriptions.
- Order a drug refill.
- Check for drug-to-drug interactions, side effects and major risks.
- View and search the drug list and changes (called formulary). The drug list is reviewed and updates are posted to the website quarterly.
- Find a lower-cost generic version of a drug.
- Fill your prescription at an in-network pharmacy or through the home delivery pharmacy program. You can get a list of these pharmacies at our website or by calling the Member Services number on your ID card.

You could have a copay and/or a deductible for each prescription. Your plan may include benefits with deductible, coinsurance and/or copayments. Plans that have tiers may require higher copays for a tier 2, 3 or 4 medication than a tier 1 medication.

Some drugs require prior authorization, step therapy, quantity limits, dose optimization, an exception or age/gender limits. This helps ensure safe, correct use. You can find out how to start a prior authorization request by going to the website.

If a drug has a limit in place, it is noted on the formulary. The drug must be approved by your plan before filling the prescription. Please call Member Services with any questions.

For more on Anthem HealthKeepers Plus pharmacy benefits and tools, log in to www.anthem.com/va-medicaid, click on the benefits and services tab and select pharmacy benefits. You may also ask for a paper copy by fax or mail. Or you can call Member Services at the number on your ID card. Please remember to check the website for periodic updates throughout the year.



Jasmine is lucky
to still have her mom,
Tina, in her life.

Jasmine read that as we get older, our chances of getting breast cancer increase. So she encouraged her mom to ask her doctor about cancer screenings. The doctor gave Tina a quick Pap test to screen for cervical cancer and sent her for a mammogram (a breast X-ray). The X-ray showed a small lump. Tina got treatment, and now she and Jasmine are spreading the word about preventing breast cancer.

Important steps for staying healthy and cancer free

Here are three important steps every woman can take:

- Learn about your risks for cancer.
- Learn how to prevent breast and cervical cancer.
- Get regular screenings.

Cancer risks

Many things can increase your chances of getting breast cancer. They're called risk factors. Some things you can change. Others you can't.

Put a check mark by the cancer risk factors you think could affect you:

Menstruation

- Starting your period before age 12
- Starting menopause after age 55

Motherhood

- Having children after age 35 or never having children
- Not breastfeeding your babies

Hormones

- Long-term use of hormone replacement therapy
- Using birth control pills for five years or more

Lifestyle

- Not getting regular exercise
- Being overweight
- Drinking alcohol

Family history

- Relatives with breast, ovarian or cervical cancer

Other risk factors

- Getting older
- Having had breast cancer in the past
- Radiation treatment to the chest area

Having these risks doesn't mean you'll get breast cancer. And some women get breast cancer even without any risk factors.

What can you do?

Knowing your risk factors can help you prevent breast and cervical cancer. Another way is to get regular screenings. Talk to your doctor about how often you need screenings. Your doctor 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	Each year from age 40 to 65+
Cervical cancer: ages 21-29	Every 3 years
Cervical cancer: ages 30-65	Pap test, plus an 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.

On your own, you can:

- Check your breasts each month for changes, lumps, scaly areas, tenderness, swelling or nipple discharge
- Control your weight
- Get regular exercise
- Limit your alcohol to one drink a day

Source:

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.

Communicating with your doctors



Do you have more than one doctor? Is it hard for you to keep up with the treatment plans you've talked about with them? If your answer is yes to either question, you are not alone. Having more than one doctor can get confusing, but it helps to think of your doctors as a team.

Start by filling in the chart below with the name of your doctor and the reason for seeing him or her:

Name of Doctor/Provider	Reason for Treatment/Care

Share this list with each doctor. Work with them and let them know you expect them to talk to each other about your health care.

Other tips for talking to your doctors

- Write down a list of questions, as well as all of the medications you're taking and any allergies you have. Bring your notes to your appointments.
- Ask questions. Let your doctors know if you don't understand something and write down their answers.
- Bring a family member or friend to your appointments. They can take notes or help you remember what your doctors said.
- Ask your doctors to write down their instructions. Call your doctors if you still have questions.

Source: nlm.nih.gov

Speak another language? ¿Habla otro idioma? Let us interpret

We can help you, no matter your preferred language.

We have a free interpretation service. Just call us at 1-800-901-0020 during office hours. Ask for translation services in the language you prefer. You also can call our 24/7 NurseLine after hours at 1-800-901-0020.

You can ask for written materials about your benefits to be read to you over the phone in your language. Or you can get them in writing in that language. Just call the number above. If you have hearing or speech loss, you can call the TTY line at 1-800-855-2880.

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID card).

How you can help your child's medicine work the best

If your child is living with attention deficit hyperactivity disorder (ADHD) and taking prescribed medication, **finding the right dose is key.** The right dose can help your child get the full effect of the medication with fewer side effects. But what amount is right?

To find out, your child's doctor may have to make dose changes from time to time or try different medications.

To be safe, when using ADHD medications:

- ❑ Your child must take the medication exactly as prescribed.
- ❑ When your child first starts on an ADHD medication, you should set up an office visit within the first month with the doctor who prescribed the medication. This helps the doctor know that the medication is working well.
- ❑ Pay attention to how your child first responds to the medication. Ask his or her teachers, too. Since the best dose of each medication is not decided by a child's size or weight alone, reports from parents and teachers help the doctor make sure that your child gets the right dose. Watch how well your child progresses in school, at home and overall.

- ❑ Track progress using the medication over a period of time. There are checklists and rating scales that help you do this. Ask the doctor for more information.
- ❑ See the doctor who prescribed the medication at least two more times within the next nine months. This helps make sure the medication is working well. Call the doctor who prescribed the drug if you have any concerns or questions or notice any side effects.

What to expect as your child grows

The dose may need to change often. It's important to see your child's doctor for ongoing wellness visits. Use this time to talk about any ADHD medications your child takes. Tell your child's doctor if your child is taking other medicines (even those sold over-the-counter) or vitamins. For more information on how you can help your child live better with ADHD, visit the Centers for Disease Control and Prevention at cdc.gov/actearly.

Source: Centers of Disease Control and Prevention: *Learn the Signs. Act Early.* www.cdc.gov/ncbddd/actearly/index.html, April 7, 2014.





Wellness checkups are for the whole family

From birth all the way 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 doctor may depend on your age and whether or not you have any ongoing health conditions.



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

Birth to 3 years of age:

- Well-child checkups (11 visits) to monitor growth and development
- Vaccines or immunizations 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 exposure at 12 and 24 months

Ages 3-10 years:

- Well-child checkups (once a year)
- Booster shots (extra doses of vaccines) needed 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 (extra doses of vaccines) needed to increase protection or catch-up vaccines that may have been missed
- Discussion 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 recommended childhood vaccines by age, please visit the Centers for Disease Control and Prevention at www.cdc.gov/vaccines/parents.index.html.

To see the latest recommendations for adult preventive health screenings and checkups, please visit www.cdc.gov/family/checkup/index.htm.

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 24/7 NurseLine at **1-800-901-0020** (TTY 1-800-855-2880) 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 on medical needs and current benefits only. 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 a.m. to 5 p.m. weekdays, except holidays, at **1-800-901-0020.** 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 call 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 **1-800-855-2880.**

Did you know diabetes can affect your body from head to toe?

Diabetes care from head to toe



When your blood sugar isn't under control over time, it can hurt your eyes, heart, blood vessels, kidneys, nerves and feet. Seeing your health care provider for regular checkups and screenings is one good way to help protect your overall health.

1. Eyes – See an eye doctor once a year for a dilated retinal eye exam. It is the best way to help protect your sight.

2. Heart – Have your blood pressure checked at each health care visit and your cholesterol checked at least once a year.

3. Kidneys – Go for an HbA1c test every six months. This test helps show how well you are controlling your blood sugar.

4. Feet – Be sure to have your health care provider check your feet for sores at every visit. And see a podiatrist or foot doctor for a thorough foot exam at least once a year.

Medication is another way to help control diabetes. Talk to your doctor about what type of medication may be right for you. If your doctor prescribes medication for your diabetes, be sure to take it as directed.

HealthKeepers, Inc. has a care management program. If you have diabetes, 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 diabetes care management program or to speak with a case manager, please **call us at 1-888-830-4300 (TTY 1-800-855-2880)**.

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.

Got questions about our health plan?

Do you have questions about our health plan operations, your benefits, how we protect your privacy and make decisions about coverage?

There are three easy ways to get the answers:

1. Go online to www.anthem.com/va-medicaid.
2. Look in your member handbook.
3. Call us at the number shown on your member ID card.

Just choose one of the steps above to access information on:

- Our Notice of Privacy Practices and how to get a printed copy of it, along with your rights and responsibilities as an Anthem HealthKeepers Plus member.
- Our Quality Improvement program and what we're doing to improve the benefits and services we offer.
- 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 Anthem HealthKeepers Plus network.
- The process and forms needed for filing a complaint or appealing a decision.
- The professional qualifications of our network providers.
- Your benefits with a list of covered and noncovered services, including those obtained outside the health plan service area.
- 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 and update or create health policies as needed.
- Your pharmacy benefits, our preferred drug list and network pharmacies.



More reasons to go online

By registering on the member website, you can also:

- View existing claims
- Change your primary care provider (if it applies to your health plan)
- Order a new member ID card

If you do not have access to the internet, cannot find the information you're looking for or need a paper copy of any of our latest notices, please **call Member Services at 1-800-901-0020 (TTY 1-800-855-2880)**.

Our Notice of Privacy Practices has changed

The privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA) recently changed, and we have updated our Notice of Privacy Practices. This type of notice explains how medical information about you may be used and disclosed by HealthKeepers, Inc. It also tells you how to access this information.

If you would like a copy of our Notice of Privacy Practices or your Rights and Responsibilities as an Anthem HealthKeepers Plus member, please call Member Services at 1-800-901-0020 (TTY 1-800-855-2880) or view them online at www.anthem.com/va-medicaid.



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We can translate this at no cost. Call the Member Services number on your member ID card.

Podemos traducir esta información sin costo. Llame al número de Servicios a Miembros que figura en su tarjeta de identificación de miembro.

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 www.anthem.com/va-medicaid, the websites referred to in this newsletter are websites of independent entities and not affiliated with HealthKeepers, Inc.

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 Member Services at 1-800-901-0020. We can answer any of your questions about your plan. If you have a hearing or speech loss, call the TTY line at 1-800-855-2880.

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