

Stay ahead of the flu

Protecting yourself from the flu is easy.

As an Anthem HealthKeepers Plus member, you can get a flu shot:

- From your primary care provider (PCP).
- At one of our network pharmacies if you're age 18 or older.
- At your local health department.



What are you likely to experience if you get the flu?

What can you do to help stay healthy during flu season?

If you get the flu, you may:

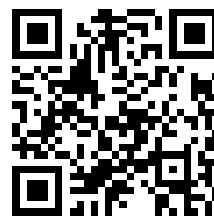
- Feel bad for several days.
- Run a high fever.
- Have aches and pains.
- Develop complications that can lead to more serious illness, hospitalization or even death.
- Pass the flu onto other family members who may be more likely to get very sick.

You can protect yourself from the flu by:

- Getting a flu shot each year, which is the single best way to prevent infection.
- Washing your hands often.
- Avoiding those who have the flu.
- Eating well.
- Drinking plenty of water.
- Getting enough sleep.

Seasonal flu may strike anywhere at any time. You can stay ahead of the virus by protecting yourself with the flu vaccine. Children and those people age 65 or older are usually most at risk.

The Centers for Disease Control and Prevention (CDC) want everyone 6 months of age and older to receive the flu vaccine each year.



How can you find out how active the flu is in your state or your city? Go online to cdc.gov/flu or scan this image with your smartphone.



One-on-one help for your health

What issues are making it hard for you to manage an ongoing health condition? How could you benefit from having a nurse who can work with you by phone whenever you need help?

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

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

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 711).

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/vamedicaid.

What to expect when you're expecting

Prenatal care

When you see a doctor during pregnancy, it is called prenatal care. The sooner you start prenatal care the better for you and your baby. These visits allow the doctor to see how your baby is growing inside the womb and catch any problems early. As soon as you think or know you are pregnant, call to schedule a visit. If you need help finding an OB provider, call us at **1-800-901-0020 (TTY 711)**.

Postpartum care

Checkups don't stop after you've had a baby. Going to the doctor **three to eight weeks after you've delivered your baby** is called postpartum care. Your body goes through many changes during pregnancy and delivery. This checkup helps make sure your body has healed from the delivery. This is a good time to talk to your doctor about birth control and how you're feeling.

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 Life, 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.

Sources:

March of Dimes, www.marchofdimes.com.

Association of Reproductive Health Professionals, arhp.org.



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

Each step of the way, we're here to make sure you get the care and support you need.

Women's health

Women often put off their own needs to attend to the needs of others. It's in their nature.

One of the best ways to make sure you can take care of others is to take care of yourself first.

What are some reasons you'd like to be healthy and live longer?

- I want to stay active and be able to do the things I enjoy.
- I want to see my children grow up and reach milestones like getting married and having kids of their own.
- I'm the main caregiver for a family member with special needs.
- I don't want to be a burden to anyone else.
- Other: _____

What can you do?

Regular screenings can help you prevent breast and cervical cancer. 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 | Every 2 years from age 50 to 74 |
| Cervical cancer: ages 21-29 | Every 3 years |
| Cervical cancer: ages 30-65 | Pap test plus a human papillomavirus (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. |

Sources: Centers for Disease Control and Prevention, cdc.gov.

American Cancer Society, cancer.org/healthy/findcancerearly/cancerscreeningguidelines/american-cancer-society-guidelines-for-the-early-detection-of-cancer

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 711)**.



Give yourself peace of mind. Take time to protect yourself from breast and cervical cancer.

How can you help your **child with ADHD?**

Put a check in the box next to each tip you'll choose to follow:

- I will schedule and keep recommended appointments with my child's provider.
- I will ensure my child takes his or her medication exactly as prescribed.
- I will set up an office visit within the first month with the doctor who prescribed the medication.
- I will pay attention to how my child first responds to the medication. I will ask his or her teachers, too.
- I will track my child's progress with the medication over a period of time.
- I will take my child to see the doctor who prescribed the medication at least two more times within the next nine months.
- I will call the doctor who prescribed the drug if I have any concerns or questions or notice any side-effects.



What to expect as your child grows

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](https://www.cdc.gov/actearly).

Wellness checkups are for the whole family

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 2 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 to 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 vaccines and screenings by age and gender, please visit the [Centers for Disease Control and Prevention](https://www.cdc.gov/prevention) at [cdc.gov/prevention](https://www.cdc.gov/prevention).



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.

HealthKeepers, Inc. also covers sports physicals for children and young adults ages 19 and younger.

Give yourself and your family peace of mind

End-of-life care can be hard to talk about. But it's important to prepare in case you're ever too sick or hurt to speak for yourself.

An advance directive is a form you fill out and sign. It tells your family and health care providers what medical care you want or don't want, when you can't tell them yourself.

With an advance directive:

- Your family and friends won't have to guess or make hard decisions about your care.
- You can name who you want to make health care decisions for you.
- You have the chance to talk about your medical, physical and spiritual needs for your end-of-life care.

How do I get an advance directive?

You can get one from your primary care provider (PCP). Ask your PCP for guidance on how to create and complete an advance directive that's right for you.

Source:

National Healthcare Decisions Day, nhdd.org.



Remember, if you change your mind later you can make changes to your advance directive.

Living with diabetes

How do you know if your diabetes care plan is working?

People with diabetes can help improve their quality of life by completing these routine tests and services:

| Test | How often | My last test |
|--|-------------------------|--------------|
| An A1c blood test | 2 to 3 times a year | |
| A urine test for your kidneys | Yearly | |
| An LDL (cholesterol) blood test | Yearly | |
| A dilated eye exam to test for retinopathy | Yearly | |
| Foot care from a podiatrist or primary care provider | At every doctor's visit | |

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 get your diabetes under control.

Sources: Centers for Disease Control and Prevention, cdc.gov.

American Diabetes Association, diabetes.org/living-with-diabetes/complications/?loc=lwd-slabnav.

Talking with your doctors



How many different health care providers do you see? Having more than one provider or treatment plan can get confusing, but it **helps to think of your providers as a team.**

Filling in the chart below may help. Write 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. 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. Write down a list of all of the medications you're taking and any allergies you have. Bring your notes and pill bottles to your appointments.
- Ask questions. Let your doctors know if you don't understand something. Write down their answers.
- Bring a family member or friend to your appointments. This person 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: National Library of Medicine, nlm.nih.gov

More reasons to go online

By registering on the member website, you can also:

- 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 711)**.

The right care at the right time

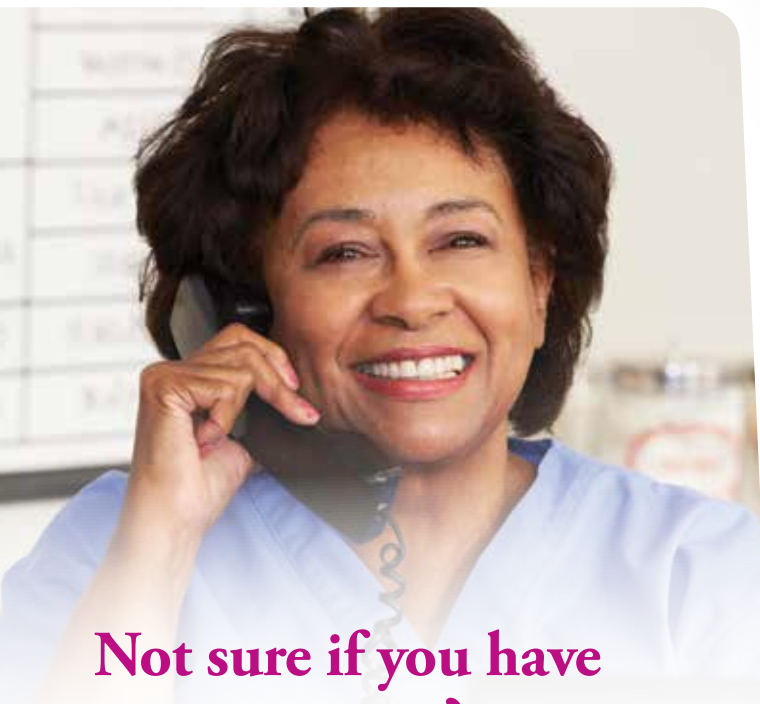
When you're sick or injured, you can:

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.

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.



Not sure if you have an emergency?

You can call our 24/7 NurseLine at **1-800-901-0020 (TTY 711)** 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.

Our Notice of Privacy Practices

When the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA) change, we update 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 711) or view them online at www.anthem.com/vamedicaid.

What do you want to know about us?

When 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/vamedicaid.
2. **Look in your member handbook.** If you need another copy of your member handbook, please call Member Services at 1-800-901-0020.
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.

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.

Medicaid members do not have any copays. FAMIS members have a copay and for each prescription. Your plan may include benefits with deductible, coinsurance and/or copayments.

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/vamedicaid, 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.





- 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.

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 711.

Podemos traducir esto gratuitamente. Llame al número de Servicios al Miembro que aparece en su tarjeta de identificación (ID card).

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 whether or not 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 711.



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

P.O. Box 62509
Virginia Beach, VA 23466-2509



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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/vamedicaid, 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 hearing or speech loss, call the TTY line at 711.

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