

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.

Member Services and 24/7 NurseLine
1 800-901-0020 (TTY 711)
www.anthem.com/vamedicaid

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 **711**.

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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.

My Health ²⁰¹⁶



Renew, don't lose your benefits

Did you know you must renew your health care coverage every 12 months? Sometimes the renewal process can take a while so it's a good idea to begin it early and make sure your local Social Services agency has your most up-to-date contact information.

Not sure how to renew?

You should receive a reminder letter and form from the state before your renewal deadline. The form may be filled out already with your information. Look over it, correct any errors and add any missing information. Then sign and return it in the envelope provided.

What questions do you have?

If you've moved recently or have questions about renewing your benefits, call Cover Virginia at 1-855-242-8282 or go online to coverva.org.

Cover Virginia is linked to Social Services and can help you:

- Update your contact information.
- Provide information on your renewal date.
- Renew or apply over the phone.
- Check you or your children's eligibility for Medicaid and Family Access to Medical Insurance Security (FAMIS). FAMIS is Virginia's health insurance program for children.

You can also call Anthem HealthKeepers Plus Member Services at 1-800-901-0020 (TTY 711) or go online to www.anthem.com/vamedicaid.

We are 20!

Anthem HealthKeepers Plus offered by HealthKeepers, Inc. is proud to announce its 20th year as one of the largest Medicaid health plans in Virginia. The plan has grown since 1996 to serve more than 281,000 Medicaid and FAMIS members across the Commonwealth.

As the only state-wide Medicaid and FAMIS plan in Virginia, we look forward to serving you and your family into the future!



What is Quality Management?

Our Quality Management program aims to help improve your health and the benefits and services we offer.

Some initiatives include:

- Measuring the care and services you get through standard performance measures called Health Care Effectiveness Data and Information Set (HEDIS).
- Reminders for health care services such as immunizations, lead screenings, blood pressure checks, mammograms, Pap smears, and diabetes, prenatal and postpartum care.
- Clinic Day and community events to encourage you to see your doctor.
- Meeting with doctors to help them better serve you.
- Health Education Advisory Committee (HEAC) that gets advice from members and assesses our health promotion efforts.
- Member satisfaction surveys.



Are you a new member?

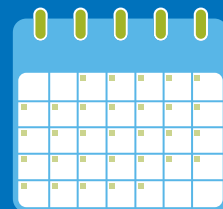
If so, be sure to select a primary care provider (PCP) then schedule a visit with your PCP as soon as possible. Don't wait until you're sick or have an urgent need to see the doctor. This first visit will let you and your PCP:



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 PCP today

for an exam. Or we can help you make an appointment. Call us at

1-800-901-0020
(TTY 711).

Beating the flu — the basics

Did you know you can prepare now to stay healthy during flu season?

Help keep the flu away with these basic tips:

- Get your flu shot each year.
- Wash hands often.
- Avoid those who have the flu.
- Eat well.
- Drink more water.
- Get enough sleep.

You can get your flu shot and more information from:

- Your primary care provider (PCP).
- Any of our network pharmacies if you're age 18 or older.
- Your local health department.

According to the Centers for Disease Control and Prevention (CDC), **everyone 6 months of age and older** should receive **the flu vaccine each year.**



How active is the flu in your state or city?

Visit cdc.gov/flu/weekly/fluactivitysurv.htm or scan this image with your smartphone.



What do you want to know about us?

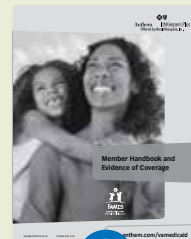


When you have questions about our health plan operations, your benefits, and how we protect your privacy and make decisions about coverage, there are three easy ways to get answers:



1

Go online to www.anthem.com/vamedicaid.



2

Look in your member handbook. If you need another copy, please call Member Services at 1-800-901-0020. You can also read it online at www.anthem.com/vamedicaid.



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.
- What we're doing to help improve your health and the benefits and services we offer.
- Free case management services to help you understand and manage health conditions. 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 technology, medical treatments and procedures and update or create health policies as needed.
- How to use your pharmacy benefits, our preferred drug list and network pharmacies.
- How your doctor can ask for exceptions to the preferred drug list and limits for certain drugs, including generic drugs and therapies.



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 member who calls you about a UM issue will give you his or her 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**.

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. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). 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 the phone number listed on your ID card. You can also go online to www.anthem.com/vamedicaid to read our Notice of Privacy Practices.

If you, or someone you're helping, has questions about HealthKeepers, Inc., you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-901-0020 (TTY 711).

ENGLISH

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de HealthKeepers, Inc., tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-901-0020 (TTY 711).

SPANISH

귀하 또는 귀하가 도움을 주고 있는 다른 사람이 HealthKeepers, Inc.에 대한 질문이 있는 경우, 귀하는 무료로 귀하가 사용하는 언어로 도움을 받고 정보를 얻을 수 있는 권리가 있습니다. 통역자와 통화하려면, 1-800-901-0020 (TTY 711)로 전화하십시오.

KOREAN

Nếu quý vị, hoặc ai đó quý vị đang trợ giúp, có câu hỏi về HealthKeepers, Inc., quý vị có quyền được trợ giúp và nhận thông tin bằng ngôn ngữ của quý vị miễn phí. Để nói chuyện với thông dịch viên, hãy gọi 1-800-901-0020 (TTY 711).

VIETNAMESE

如果您或您幫助的人有關於 HealthKeepers, Inc. 的問題，您有權利免費取得您所使用語言的幫助和資訊。如需口譯員服務，請致電 1-800-901-0020 (TTY 711)。

CHINESE

إذا كانت لديك أو لدى أي شخص تقوم بمساعدته أي أسئلة حول HealthKeepers, Inc.، فيحق لك الحصول على المساعدة والمعلومات بلغتك الأم بشكل مجاني. للتحدث إلى مترجم، اتصل على 1-800-901-0020 (TTY 711).

ARABIC

Kung may mga katanungan ka, o isang tao na tinutulungan mo tungkol sa HealthKeepers, Inc., may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang gastos. Para makipag-usap sa isang interpreter, tumawag sa 1-800-901-0020 (TTY 711).

TAGALOG

اگر شما یا کسی کہ بہ او کمک می‌کنید در مورد HealthKeepers, Inc.، سوالی داشتید، این حق را دارید کہ کمک و اطلاعات را بہ زبان خود و بہ صورت رایگان دریافت کنید. برای صحبت کردن با یک مترجم، با 1-800-901-0020 (TTY 711) تماس بگیرید.

PERSIAN

እርስዎ ወይም እርስዎ የሚረዱት ሰው ስለ HealthKeepers, Inc., ጥያቄዎች ካሏችሁ፣ ያለ ምንም ክፍያ በራስዎ ቋንቋ እገዛና መረጃ የማግኘት መብት አለዎት። ከአስተርጓሚ ጋር ለመነጋገር፣ በ1-800-901-0020 (TTY 711) ይደውሉ።

AMHARIC

اگر آپ، یا جس کسی کی آپ مدد کر رہے ہیں، ان کے پاس HealthKeepers, Inc. کے بارے میں کوئی سوال ہے، تو آپ کو تعاون حاصل کرنے اور کسی بھی قیمت پر معلومات حاصل کرنے کا حق ہے۔ ایک مترجم سے بات چیت کرنے کے لئے، کال کریں 1-800-901-0020 (TTY 711)۔

URDU

Si vous ou une personne que vous aidez avez des questions sur HealthKeepers, Inc., vous pouvez recevoir de l'aide et des informations dans votre langue à titre gratuit. Pour parler à un interprète, appelez le 1-800-901-0020 (TTY 711).

FRENCH

Если у Вас или у того, кому Вы помогаете, появятся вопросы о HealthKeepers, Inc., у Вас есть право бесплатно получить помощь и информацию на Вашем языке. Чтобы поговорить с переводчиком, позвоните 1-800-901-0020 (TTY 711).

RUSSIAN

यदि आपके मन में या किसी अन्य व्यक्ति के मन में जिसकी आप सहायता कर रहे हैं, HealthKeepers, Inc. के बारे में प्रश्न हों, तो आपको निःशुल्क सहायता तथा अपनी भाषा में जानकारी पाने का अधिकार है। दुभाषिए से बात करने के लिए, 1-800-901-0020 (TTY 711) को कॉल करें।

HINDI

Wenn Sie selbst oder jemand, den Sie unterstützen, Fragen zu HealthKeepers, Inc. hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Wenn Sie mit einem Dolmetscher sprechen möchten, rufen Sie diese Nummer an: 1-800-901-0020 (TTY 711).

GERMAN

যদি আপনার, বা যাকে আপনি সাহায্য করছেন তার, HealthKeepers, Inc. সম্পর্কে কোনো প্রশ্ন থাকে, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাবার অধিকার আপনার আছে। একজন দোভাষীর সাথে কথা বলতে, 1-800-901-0020 (TTY 711)।

BENGALI

I bale we, tole mut u ye hola, a gwee mbarga inyu HealthKeepers, Inc., U gwee Kunde I kosna mahola ni biniiguene I hop wong nni nsaa wogui wo. I Nyu ipot ni mut a nla koblene we hop, sebel 1-800-901-0020 (TTY 711).

KRU

Ọ bụrụ gị, ma o bụ onye I na eyere-aka, nwere ajụjụ gbasara HealthKeepers, Inc., I nwere ohere iwenta nye maka na ọmụma na asụsụ gị na akwu gị ụgwọ. I chọrọ I kwurụ onye-ntapia okwu, kpọ 1-800-901-0020 (TTY 711).

IBO

Tí iwọ, tàbí ẹlòmíràn tí o n ràn lówọ, bá ní ìbèèrè nípa HealthKeepers, Inc., o ní ẹ̀tọ́ láti gba ìrànwọ́ àti àlàyé ní ẹ̀dè ẹ́ láì sanwó. Bá ọ̀gbùfọ́ kan sọ̀rọ̀, pe 1-800-901-0020 (TTY 711).

YORUBA



More reasons to go online

By registering on the member website, you can also:

- Change your PCP (if it applies to your health plan).
- Order a new member ID card.

If you don't have access to the internet, can't find the information you're looking for, need a paper copy of any of our latest notices or want to know more about Quality Management, please call 1-855-660-8325 (TTY 711).