

My Health 2018



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

How do I keep my health care coverage?



We're glad you're part of the Anthem HealthKeepers Plus family. We don't want you to lose your benefits.

If you've moved or gotten a new phone number, let HealthKeepers, Inc. know right away. We can let the Virginia Department of Medical Assistance Services (DMAS) know. That way, you won't lose your benefits or miss out on important messages.

Please also remember to contact your local Department of Social Services office about any changes. If you don't report changes or the state doesn't have your updated information, you may lose your coverage.

For questions or to update your information, you can call Member Services toll free at the number on your ID card.



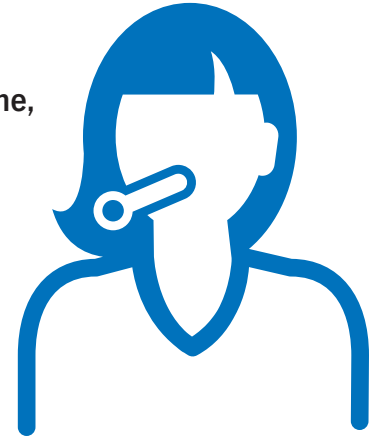
www.anthem.com/vamedicaid

Member Services and 24/7 NurseLine: Call toll free at the number on your ID card.

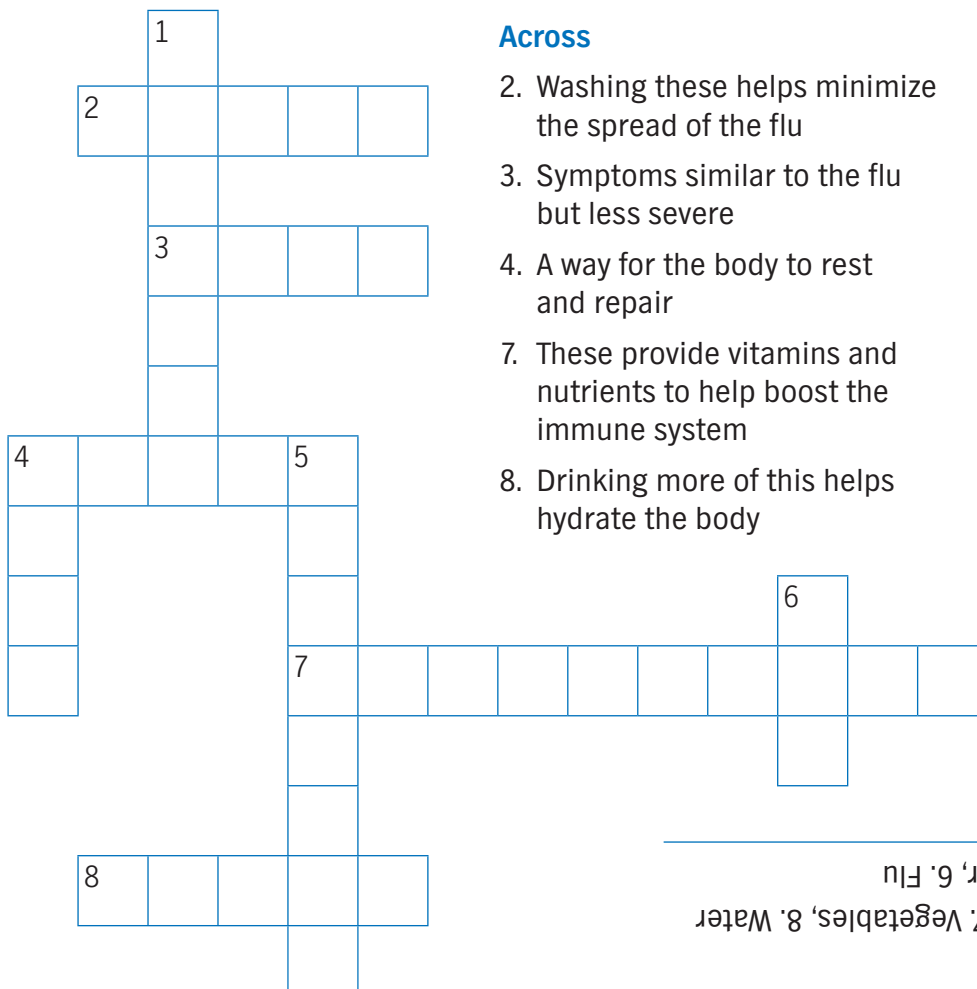
Let's prepare to **stay healthy** during **flu season**

Influenza (flu) is a viral infection that typically comes on quickly and without prior illness. Some of the symptoms to look for are fever, body aches, headache, dry cough and unusual fatigue. The worst part of the illness tends to last for three to four days, but it can take up to two weeks to feel completely well.

Since the flu is a virus, antibiotics won't work. It's often best treated at home with hydration and rest. If symptoms persist or get worse, call your primary care physician (PCP) right away. If you're unable to reach your PCP, go to an urgent care or emergency room.



How can you prepare for flu season and a healthy you? Here's a fun puzzle to get you started:



Across

2. Washing these helps minimize the spread of the flu
3. Symptoms similar to the flu but less severe
4. A way for the body to rest and repair
7. These provide vitamins and nutrients to help boost the immune system
8. Drinking more of this helps hydrate the body

Down

1. Lowers your risk of getting the flu each year
4. Staying away from people while they are this helps prevent the spread of flu
5. This person can help answer your questions about the flu and vaccine
6. A viral infection of fever, body aches, headache, dry cough and sore throat



Crossword puzzle answers:
 Down, 1. Vaccine, 4. Sick, 5. Provider, 6. Flu
 Across, 2. Hands, 3. Cold, 4. Sleep, 7. Vegetables, 8. Water

What are some things you can do to **help keep the flu from spreading?**

I will:

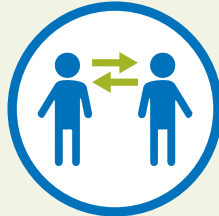
Get a flu vaccine

at or before the beginning of flu season.



Avoid close contact

with those who have the flu whenever possible.



Wash my hands

often with soap and water.



Cover my nose and mouth

with a tissue when coughing or sneezing.



Avoid touching

my eyes, nose and mouth.



Answer: All of the above



For more information on the flu and its activity in your area, reach out to your PCP or visit the Centers for Disease Control and Prevention.



Flu shots

What?

The Centers for Disease Control and Prevention (CDC) recommends everyone **six months of age and older** get an injectable flu vaccine. If you're an adult 65 years or older, talk with your provider about getting a pneumonia vaccine as well.

When?

The flu season usually peaks in **January** so getting a flu shot as soon as the vaccine becomes available in the fall allows your body time to develop the necessary antibodies to protect against the flu before it reaches your community.

Where?

- Your PCP
- Any of our network pharmacies if you're age 21 or older
- Your local health department








What is Medallion 4.0?

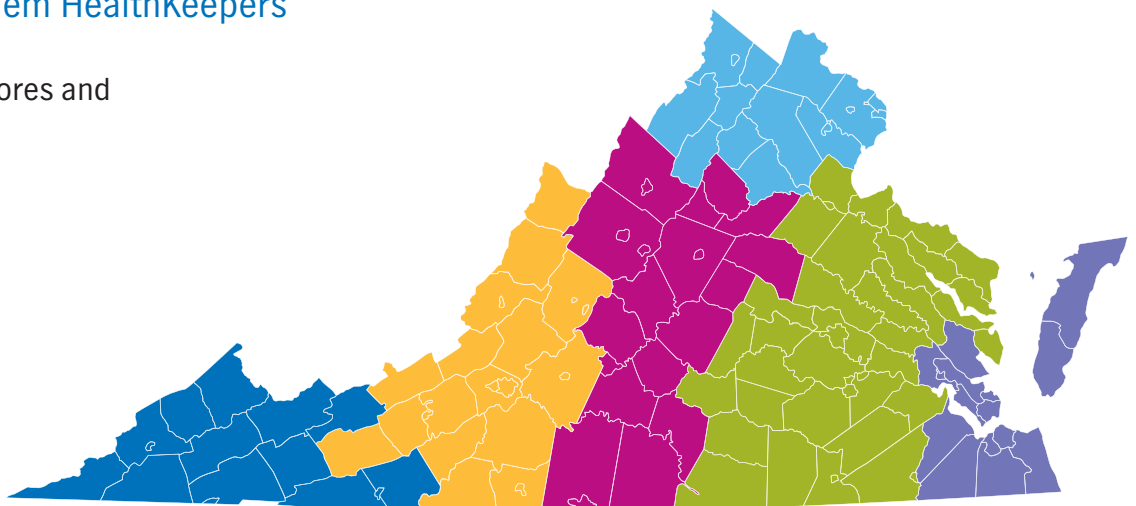
Medallion 4.0 is a program that offers more health plan covered services and easier ways for you to get the care you need and extra benefits at no additional cost.

Medallion 4.0 will cover new populations and Family Access to Medical Insurance Security (FAMIS) populations. Covered populations will also be expanded to include individuals with Third Party Liability (TPL) and those who receive Early Intervention (EI) services.

All new, just for Anthem HealthKeepers Plus members:

- Rides to grocery stores and farmers markets
- GED testing
- Weight Watchers®

Effective dates for Medallion 4.0	
Region	Proposed effective dates
 Tidewater	August 1, 2018
 Central	September 1, 2018
 Northern/Winchester	October 1, 2018
 Charlottesville/Western	November 1, 2018
 Roanoke/Alleghany	December 1, 2018
 Southwest	December 1, 2018



To learn more about Medallion 4.0, visit www.anthem.com/vamediciad.

Childhood immunizations

Immunizations, or shots, help protect your child from getting sick. It's common for infants and toddlers to receive most shots before the age of two. Other shots require boosters when they're older. Boosters are additional doses of a shot. Missed shots should be given as soon as possible.



Which shots does your child need?

You can ask your child's primary care provider (PCP) for an immunization schedule. You can also use this list to help you keep track of your child's shots. After your child gets a shot, you can put a check beside it.

Use this list to see which shots he or she needs.	
<input type="checkbox"/> Hepatitis B (Hep B)	birth, 1-2 months and 6-18 months
<input type="checkbox"/> Rotavirus (RV)	2 months, 4 months and 6 months
<input type="checkbox"/> Diphtheria, tetanus and acellular pertussis (DTaP)	2 months, 4 months, 6 months, 15-18 months
<input type="checkbox"/> Haemophilus influenza type b (Hib)	2 months, 4 months, 6 months and again at 12-15 months
<input type="checkbox"/> Pneumococcal conjugate (PCV13)	2 months, 4 months, 6 months and 12-15 months
<input type="checkbox"/> Inactivated poliovirus (IPV)	2 months, 4 months, 6-18 months
<input type="checkbox"/> Influenza (seasonal flu)	yearly, beginning at 6 months of age
<input type="checkbox"/> Measles, mumps, rubella (MMR)	12-15 months
<input type="checkbox"/> Varicella (VAR)	protects against chicken pox, given at 12-15 months
<input type="checkbox"/> Hepatitis A (Hep A)	two doses given between 12-23 months
<input type="checkbox"/> Human papillomavirus (HPV)	11-12 years, two doses 6-12 months apart
<input type="checkbox"/> Tetanus, diphtheria and pertussis booster (Tdap)	11-12 years
<input type="checkbox"/> Meningococcal	11-12 years and a booster dose at age 16



Call your child's primary care provider (PCP) today to see whether his or her immunizations are up-to-date.



Living will or power of attorney

You have a right to decide what health care you'll seek. You have a right to accept or reject health care treatment. You also have the right to plan and direct the types of health care you may get in the future in the event you can't tell someone your wishes.



An advance directive is a witnessed written document, voluntarily signed in accordance with the law or a witnessed oral statement, made subsequent to the time a person is diagnosed as suffering from a terminal condition in accordance with the law.

The Virginia Health Care Decisions Act allows you to make decisions about your health care in an advance directive. All health care declarations are unconditionally revocable at any time, effective immediately, upon notice to the physician or health care provider.

The first type of decision you can make tells people how to care for you if you ever are unable to make informed decisions for yourself. This document is often called a “living will.”

You may name someone to make treatment decisions — to accept or refuse medical care — for you if at some point you can't make them yourself. This type of advance directive is often called a “medical power of attorney,” a “durable power of attorney for health care” or a “health care proxy.”

This person can make all health decisions for you that you could have made for yourself. Or you may direct instead that he or she make only those decisions you list. You may also name a person who'll make sure your organs or your body is donated, as you wish, after your death.

If the Virginia Health Care Decisions Act changes at any time, we'll notify you as soon as possible, but no later than 90 days from the date the change takes effect.

You may change or revoke your advance directive at any time.

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, please call the customer service number on the back of your ID card or go online to www.anthem.com/vamedicaid.

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 toll free at the number on your ID card. 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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Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

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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 and others involved in UM decisions do not get any reward for limiting or denying care. When we hire, promote or fire providers or staff, it isn't based on their likelihood to deny benefits.

To learn more about UM or a case or get a copy of the Provider Directory, call Member Services toll free at the number on your ID card from 8 a.m. to 8 p.m. weekdays, except holidays. You can also download the directory at www.anthem.com/vamedicaid. 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.

¡HOLA!

HELLO!

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.