

Here for You

Member Newsletter | WEST VIRGINIA



FEATURED ARTICLES:

Use HHO on the Go to see online doctors for mental health care.

If you have diabetes, you need an eye exam.

Early detection saves lives. Start screening for breast cancer at age 40.

Is your child up to date on immunizations?

...And more.

Did you know
Highmark Health
Options is on
Facebook?

 @HighmarkHealthOptionsWV

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When you see this icon, click it to return to this content list.

Know these important phone numbers.

Highmark Health Options Phone Numbers

MEMBER SERVICES

1-833-957-0020 (TTY: 711)

Monday–Friday, 8 a.m.–5 p.m.

24-HOUR NURSE LINE

1-833-957-0020 (TTY: 711)

FRAUD AND ABUSE HOTLINE

1-844-718-6400

If you cannot see or read information from Highmark Health Options, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Health Options can also give you information in a different language. These services are free.

Si usted no puede ver o leer las cartas que le envía Highmark Health Options, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Health Options puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

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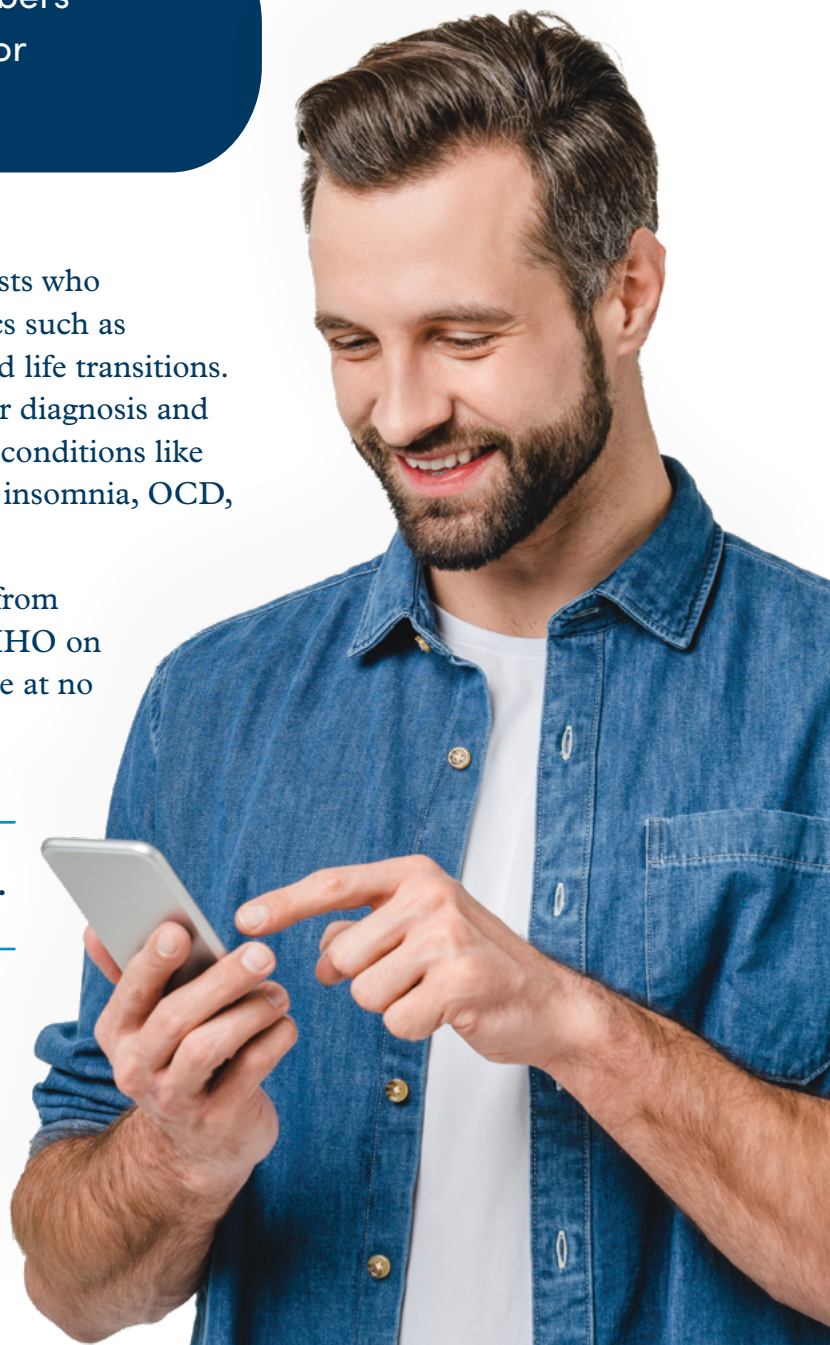
Use HHO on the Go to see online doctors for mental health care.

Highmark Health Options offers members age 18 and older online doctor visits for therapy and psychiatry.

With HHO on the Go, you can talk to therapists who provide online counseling on a variety of topics such as anxiety, depression, stress, LGBTQ topics, and life transitions. You can also talk to psychiatrists who can offer diagnosis and medication management services for ongoing conditions like bipolar disorder, eating disorders, depression, insomnia, OCD, panic attacks, and PTSD.

You can easily connect with a doctor directly from your smartphone, tablet, or computer using HHO on the Go. As a reminder, these visits are available at no cost to you.

Sign up at HHOontheGo.com to get started.



Use the A1c test to stay in your target blood sugar range.



If you have diabetes, the A1c test is done to check how well your diabetes has been managed over the past two to three months. Your doctor can use this information to adjust your treatment, if needed. The test result is usually given as a percentage. In general, experts suggest an A1c lower than 7% for most adults with type 1 or type 2 diabetes and for children of any age who have type 2 diabetes.

Keeping your blood sugar in a target range reduces your risk of problems from diabetes. These problems include eye disease (retinopathy), kidney disease (nephropathy), and nerve disease (neuropathy). If you're pregnant, staying in a target range can also help prevent problems during pregnancy.

Work with your doctor to set your target blood sugar range.

Qualify for a Healthy Reward

Earn \$25 if you have diabetes and have an A1c screening. To earn rewards, you must sign up for Healthy Rewards.

Call **1-833-957-0027** or **go online to register** for Healthy Rewards and see if you may be able to earn other rewards.



Watch this short video to learn more about the A1c test.



If you have diabetes, you need an eye exam.

Screening tests done during your eye exam can help prevent a serious eye condition.



The condition is called diabetic retinopathy. It can cause vision loss and even blindness. If you have diabetes, a retina screening during your eye exam can help you prevent this condition or keep it from getting worse.

The retina plays an important role in your vision. The retina is a thin nerve membrane that detects light entering your eye, sending signals to your brain to help you see. But sometimes when you have diabetes, certain problems can cause damage to the retina.

Over time, having high blood sugar can damage the blood vessels, and that can lead to retinopathy. Other things that put you at risk include high blood pressure, high cholesterol, and kidney disease.

Retinopathy can get worse if blood sugar levels stay high. Keeping your blood sugar and blood pressure in their target ranges can help you avoid it or slow the damage. That's why screening is important. If retinopathy is caught early, there are treatment options that can help prevent or delay vision loss.

Qualify for a Healthy Reward

Earn \$50 if you have diabetes and get a retina eye exam. To earn rewards, you must sign up for Healthy Rewards.

Call **1-833-957-0027** or **go online to register** for Healthy Rewards and see if you may be able to earn other rewards.



Watch this short video about screening for diabetic retinopathy.





Early detection saves lives. Start screening for breast cancer at age 40.

Breast cancer is the second leading cause of cancer death for women.

Screenings can find changes in the breast before you have any symptoms. Changes may include a lump, pain or swelling, nipple discharge, or dimpling. Getting regular screenings is the most reliable way to find breast cancer early. If you have symptoms, don't wait. Call your doctor.

Need help making an appointment?

Call Member Services at **1-833-957-0020**. Want to learn more about breast cancer? Call the West Virginia Breast Health Initiative at **304-556-4808**.

Earn Healthy Rewards

Through the Highmark Health Options Healthy Rewards Program, you can **earn \$50** for having a breast cancer screening.

To earn rewards, you must sign up for Healthy Rewards.

Call **1-833-957-0027** or **go online to register for Healthy Rewards**

and see if you may be able to earn other rewards, too.



Is your child up to date on immunizations?



What are immunizations?

Immunizations or vaccines help reduce and prevent the spread of diseases. They come in many forms, such as shots, oral medicine, and sometimes as a nasal spray. Immunizations contain a small amount of dead or weak germs containing the virus, which allows your body to build antibodies without getting the full infection.



Why should your child get vaccinated?

- Vaccines are needed to be able to go to school and daycare.
- Vaccines help protect your child, your family, and yourself from getting infected.
- Immunizations reduce and prevent the spread of major diseases.



Why is your child's vaccine schedule important?

Vaccines work best with children's immune systems at certain ages. This is why it's so important to stay up to date with your child's immunization schedule. Staying on track allows the vaccines to be most effective in protecting your child.

Call your pediatrician to find out what your child's vaccination schedule is. If you don't have a doctor and need one, **search the Provider Directory.**



Is it time to check your blood pressure?



Routine screening for high blood pressure is recommended for adults age 18 and older.

You can get your blood pressure checked during any routine medical visit. Your doctor can let you know how often you should get your blood pressure checked. It may depend on what your blood pressure is and your risk for heart disease.



Get your blood pressure checked EVERY year if any one of the following is true:

- You're age 40 or older or at risk for high blood pressure.
- You're African American.
- You're overweight or obese.
- The top number of your blood pressure is 130 to 139, or the bottom number is 85 to 89, or both.

Your care provider uses a blood pressure monitor to screen for high blood pressure. A blood pressure cuff is wrapped around your bare upper arm. The cuff is then pumped up. The cuff is slowly deflated, and the monitor shows your blood pressure numbers.

Source: Healthwise



Fraud, Waste, and Abuse scams use Artificial Intelligence.



The increase in generative artificial intelligence (Gen AI) has resulted in more advanced fraud schemes that are hard to catch. Be aware of new tactics being used by scammers to try and get your personal information.

Ways scammers use AI include:

Text messages: Gen AI can mimic personal interactions using well-crafted scripts that seem authentic. Plus, it can target multiple victims simultaneously with more frequent attacks.

Fake video or images: Gen AI can create really realistic videos or pictures that look authentic. Scammers who aren't great at designing photos or videos can easily use these tools to put images of well-known people into believable scenarios. These fake images can trick people into reacting in a certain way.

"Human" voice: This scam is getting more common. Scammers use AI technology to mimic the sound and rhythm of a familiar voice, pretending to be a family member or friend. They ask for money in cash or gift cards to supposedly help out the family member in trouble, but it's all a made-up situation.

Emails: Criminals often trick people by sending emails that look legit from banks or institutions, asking for personal information, like log-in details, to get into accounts.

Chatbots: Chatbots can help scammers build relationships with victims in order to trick them into sending money or sharing personal info. Advanced AI enables these bots to have conversations that seem human and last a long time, deepening emotional ties with the victim.

If you think there's Fraud, Waste, or Abuse going on, call Highmark Health Options at **1-844-718-6400**. We take all reports seriously, and your concerns will be checked out by our team. Don't worry; you can stay anonymous if you prefer.

Additional references

- **Combating the next wave of AI fraud**
- **Generative AI financial scammers are getting very good at duping work email**



Member Rights and Responsibilities

Your Rights

As a member of Highmark Health Options, you have rights around your health care.

You have the right to:

- Ask for and obtain all included information.
- Be told about your rights and responsibilities.
- Get information about Highmark Health Options, our services, our providers, and your rights.
- Be treated with respect and dignity.
- Not be discriminated against by Highmark Health Options.
- Access all services that Highmark Health Options must provide.
- Choose a provider in our network.
- Take part in decisions about your health care.
- Refuse treatment and choose a different provider.
- Get information on treatment options and different courses of care.
- Have your privacy respected.
- Ask for and get your medical records.
- Ask that your medical records be changed or corrected if needed.
- Be sure your medical records will be kept private.
- Recommend changes in policies and procedures.
- Be free from any form of restraint or seclusion used as a means of force, discipline, convenience, or retaliation.
- Get covered services, no matter your cultural or ethnic background or how well you understand English.
- Get covered services regardless of if you have a physical or mental disability, or if you are homeless.
- Refer yourself to in-network and out-of-network family planning providers.
- Access certified nurse midwife services and certified pediatric or family nurse practitioner services.
- Get emergency post-stabilization services.
- Get emergency health care services at any hospital or other setting.
- Accept or refuse medical or surgical treatment and to make an advance directive.
- Have your parent or a representative make treatment decisions when you can't.

Continues on the next page



- Make complaints and appeals.
- Get a quick response to problems raised around complaints, grievances, appeals, authorization, coverage, and payment of services.
- Ask for a state fair hearing after a decision has been made about your appeal.
- Request and get a copy of your Member Handbook.
- Disenroll from your health plan.

Your Responsibilities

As a member of Highmark Health Options, you also have some responsibilities:

- Read through and follow the instructions in your Member Handbook.
- Work with your PCP to manage and improve your health.
- Ask your PCP any questions you may have.
- Call your PCP at any time when you need health care.
- Give information about your health to Highmark Health Options and your PCP.
- Always remember to carry your member ID card.
- Only use the ER for true emergencies.
- Keep your appointments.
- If you must cancel an appointment, call your PCP as soon as you can to let him or her know.
- Follow your PCP's recommendations about appointments and medicine.
- Go back to your PCP or ask for a second opinion if you do not get better.
- Call Member Services at **1-833-957-0020 (TTY: 711)** whenever anything is unclear to you or you have questions.
- Treat health care staff and others with respect.



Highmark Health Options complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation. Highmark Health Options does not exclude people or treat them differently because of their race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Highmark Health Options provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in a different way, including large print, audio, and Braille.

Highmark Health Options provides free language services to people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact Highmark Health Options Member Services at 1-833-957-0020 (TTY: 711), Monday – Friday, 8 a.m. – 5 p.m.

If you believe that Highmark Health Options has failed to provide these services or discriminated against you in another way because of your race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with Highmark Health Options or the WV Human Rights Commission by mail, phone, or fax.

Highmark Health Options
Attn: Appeals and Grievances
614 Market Street
Parkersburg, WV 26101
1-833-957-0020 (TTY: 711)
Fax: 1-833-547-2022

WV Human Rights Commission
1321 Plaza East, Room 108A
Charleston, WV 25301
304-558-2616
Fax: 304-558-0085
hho.fyi/wv-hrc

If you need help filing a complaint, Highmark Health Options and the WV Human Rights Commission are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights online at [OCRPortal.hhs.gov](https://ocrportal.hhs.gov), and by mail, phone, or email:

U.S. Department of Health and Human Services
200 Independence Avenue SW
HHH Building Room 509F
Washington, DC 20201
1-800-368-1019 (TTY: 1-800-537-7697)
OCRMail@hhs.gov

A printable version of the complaint form is available at hho.fyi/complaint-form.



Attention: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

Atención: Si usted habla español, por favor encuentren disponibles servicios de asistencia en español sin costo alguno. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).

(TTY: 711) تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بالرقم الموجود على ظهر بطاقة الهوية الخاصة بك.

Attention: Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711).

Achtung: Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

注意：如果您会说英语，则可以免费获得语言协助服务。请拨打您身份证背面的号码（TTY：711）。

Attenzione: se parli inglese, sono a tua disposizione servizi di assistenza linguistica gratuiti. Chiama il numero sul retro della tua carta d'identità (TTY: 711).

Pansin: Kung nagsasalita ka ng Ingles, ang mga serbisyo ng tulong sa wika, na walang bayad, ay magagamit mo. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

Chú ý: Nếu bạn nói tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ miễn phí luôn sẵn có dành cho bạn. Gọi đến số ở mặt sau thẻ ID của bạn (TTY: 711).

ध्यान दिनुहोस्: यदि तपाईं अंग्रेजी बोल्नुहुन्छ भने, भाषा सहायता सेवाहरू, निःशुल्क, तपाईंलाई उपलब्ध छन्। तपाईंको आईडी कार्डको पछाडिको नम्बरमा कल गर्नुहोस् (TTY: 711)।

注意: 英語を話せる場合は、言語支援サービスを無料でご利用いただけます。ID カードの裏面に記載されている番号 (TTY: 711) に電話してください。

ध्यान दें: यदि आप अंग्रेजी बोलते हैं, तो भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पीछे दिए गए नंबर (TTY: 711) पर कॉल करें।

ומערכת מקייט: אויב איר רעדן ענגליש, שפראך הילף באדינונגס זענען בארעכטיגט פֿאַר איר. רופן דעם נומער אויף די צוריק פון (TTY: 711) דיין שיין קארט

주의: 영어를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 신분증 뒷면에 있는 전화번호(TTY: 711)로 전화하세요.

Akiyesi: Ti o ba so Gẹ̀ẹ̀si, awọn iṣẹ iranlọwọ ede, laisi idiyele, wa fun ọ. Pe nomba ti o wa ni ẹhin kaadi ID rẹ (TTY: 711).

Внимание: если вы говорите по-английски, вам доступны бесплатные услуги языковой помощи. Позвоните по номеру, указанному на обратной стороне вашего удостоверения личности (TTY: 711).

