

Here for You

Member Newsletter | WEST VIRGINIA



FEATURED ARTICLES:

Telehealth made
easy: a guide to
online doctor visits.

Get help
with groceries.

Do you need help to
manage your care?

What is prediabetes?

...And more.

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

Know these important phone numbers.

MEMBER SERVICES

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

Press 1 for Member

Monday–Friday, 8 a.m.–5 p.m.

24-HOUR NURSE LINE

1-833-957-0020

Press 1 for Member, then press 1 for

24-Hour Nurse Line

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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Telehealth made easy: a guide to online doctor visits.



Telehealth—sometimes called online doctor visits—is like a doctor visit but using your phone or computer instead of going to the doctor’s office. It’s not right for every situation, so let’s look at when it’s a good option.

Telehealth or in-person? Your choice.

Telehealth is optional—you are always free to choose in-person visits. Telehealth is just another easy and convenient way to get the care you need. You always have a choice between telehealth and an office visit. Your doctor can help you decide what’s best. Your doctor may offer telehealth. If they do, then they will always ask if it’s okay with you to have a telehealth visit.

Sometimes, a telehealth visit is better than going to the doctor’s office. Sometimes, an office visit is better. Here’s how to decide:

- **Choose telehealth:** For simple things like a cold or flu, checking on medicine, or talking to your doctor for general advice, a telehealth visit is often easier and quicker.

- **Choose in-person:** If you are very sick, hurt, or need a test or exam, you always need to see your doctor in person at the office. In-person visits are necessary for annual wellness visits, many types of screenings, lab work, and serious health concerns.
- **If you’re not sure where to go for care,** ask a nurse. Call the 24-Hour Nurse Line at **1-833-957-0020 (TTY: 711)**. Press 1 for Member, then press 1 for 24-Hour Nurse Line.



Remember:

If you are very sick or injured, always go to the doctor’s office or the nearest emergency room. If you’re having a medical emergency, call **911**. If you’re having a mental health emergency, call **988**.

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Steps to using telehealth.

Ask your doctor if their office has a telehealth app. If they do, download it from your phone's app store (like Apple or Google). Using this app is how you visit with your doctor online.

Get ready before your appointment:

- **Find a quiet place:** Choose a room where you can talk without other people hearing you.
- **Good lighting:** Make sure your face is easy to see on the screen. Sit facing a window or lamp if needed.
- **Write down questions:** Before the call, write down what you want to ask the doctor. This will help you remember. Keep your paper and pen with you during the call to take notes too.
- **Have your medicine ready:** Keep your medicine bottles nearby so you can show them to the doctor if needed.
- **Have your Medicaid card and your Highmark Health Options Member ID card nearby:** Keep it with you for information.
- **Have someone help if needed:** If you need help understanding or explaining something, ask a family member or friend to be with you.

Check your technology. This is very important!

Do this BEFORE your appointment time:

- **Use a smartphone, tablet, or computer:** You need a device with a camera and microphone.
- **Internet:** Make sure you have a strong internet connection. Try doing this from home WiFi instead of using phone data to avoid costs. Your WiFi may provide you with a better connection.

• Test your camera and microphone:

- **Find the telehealth link:** Your doctor's office will give you a link (website address) to use for the video call. Usually, they will send it to you by email or text message.
- **Click the link early:** Click the link at least 15–30 minutes before your appointment. This gives you time to test everything.
- **Allow access:** The website will ask if it can use your camera and microphone. Click "Allow" or "Yes." If you don't allow it, the doctor won't be able to see or hear you.
- **Test video:** You should see yourself on the screen. If you don't, check if the camera is covered. Look for a button on your computer that can turn the camera on or off.
- **Test microphone:** There is usually a button to test your microphone. Speak into the microphone and make sure the screen is showing that it's picking up your sound.
- **Adjust volume:** Make sure the volume is turned up so you can hear the doctor.

Join the call:

- **Click the link again:** When it's time for your appointment, click the link that the doctor's office sent you.
- **Wait for the doctor:** You might have to wait in a "virtual waiting room." The doctor will join the call when they are ready.
- **Introduce yourself:** When the doctor joins, say your name clearly.

Continues on the next page



During the call:

- **Speak clearly:** Talk slowly and clearly so the doctor can understand you.
- **Show what you need to show:** If the doctor asks to see something (like a rash or medicine), hold it up to the camera.
- **Ask questions:** Don't be afraid to ask questions if you don't understand something.
- **Take notes:** If the doctor gives you instructions, write them down or ask someone to write them down for you.

After the call:

- **Understand the next steps:** Make sure you understand what you need to do next (like take medicine, make another appointment, or get a test).
- **Call if you have questions:** If you have questions later, call the doctor's office.

Important Reminders

- **Be patient:** Sometimes technology can be tricky. Don't get frustrated.
- **Call for help:** If you can't get the video or microphone to work, call the doctor's office right away. They can help you.
- **Privacy:** Telehealth is private, just like a regular doctor visit.



Get help with groceries.

The Supplemental Nutrition Assistance Program (SNAP) helps people with low income buy food at grocery stores, online stores, farmers markets, and more.

Shopping with SNAP.

SNAP benefits are automatically placed on your Electronic Benefits Transfer (EBT) card each month. Your EBT card works like a debit card. You can use this card to buy food at most grocery stores. SNAP benefits can only be used where EBT is accepted. Look for the SNAP logo to see if EBT is accepted.

What can I buy with my SNAP benefits?

- Any food product at your local grocery store (with the exception of prepared foods).
- Food or produce at farmers markets.

What can't I buy with my SNAP benefits?

- Alcohol or tobacco products
- Fast food
- Non-food products
- Pet food
- Prepared hot foods

Applying for SNAP.

Go to **wvpath.wv.gov** to apply for or renew your SNAP benefits. You can also apply for SNAP and other benefits at your local county assistance office. If you need help completing the application or have questions about benefits, county assistance office staff can help you.

Questions?

Call the Bureau for Family Assistance at **304-558-0030 (TTY: 711)**. Or visit your county assistance office. Find your local office at **hho.fyi/wv-offices**.



MyPlate Kitchen helps you plan healthy meals. To check out fresh recipes and tools to make eating healthy easier, visit **myplate.gov/myplate-kitchen**.



What is prediabetes?



Prediabetes is a warning sign that you are at risk for getting type 2 diabetes. It means that your blood sugar is higher than it should be but not high enough to be diabetes. Most people who get type 2 diabetes have prediabetes first.

When you eat, your body turns food into sugar for energy. An organ in your body called the pancreas makes insulin. Insulin helps the sugar in your blood go into your body's cells to be used for energy.

If you have prediabetes, your body doesn't use insulin very well. So, the sugar stays in your blood instead of going into your cells. This is what causes prediabetes.

The good news—if you stay at a healthy weight, eat good food, and exercise, you can stop prediabetes from turning into diabetes.

What makes you more likely to have diabetes?

Things that make you more likely to have diabetes are:

- **Family history:** If your parents or siblings have type 2 diabetes.
- **Background:** Some groups of people are more likely to have diabetes, like African Americans, Hispanics, Native Americans, Asian Americans, and Pacific Islanders.
- **Age:** The older you get, the more likely you are to get it. But kids can get it too.
- **Pregnancy:** If you had diabetes when you were pregnant (gestational diabetes).
- **Polycystic Ovary Syndrome:** If you are a woman and have this condition.

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How to take care of yourself at home.

If you have prediabetes, here's what you can do:

- **Eat healthy:** Don't eat too many sweets or fatty foods. A dietitian can help you make a good meal plan.
- **Lose weight:** Even a little bit of weight loss can help.
- **Exercise:** Try to exercise for at least 2 ½ hours each week. You can swim, bike, or walk. If your doctor says it's okay, do exercises to make your muscles stronger at least two times a week.
- **Take care of other health problems:** Like high blood pressure or high cholesterol. Exercise, healthy eating, and medicine can help.
- **Quit smoking:** If you stop smoking, you can help avoid type 2 diabetes and heart disease.
- **Take medicine:** Your doctor might give you medicine to help your body manage your blood sugar.

Regular Checkups

It's important to see your doctor for checkups and to get tests for your blood sugar and blood pressure. Staying up to date on recommended vaccines can also help keep your blood sugar level steady.

If you have any questions about your health, write them down and ask your doctor at your next visit.

Source: Healthwise



What is cholesterol?



Cholesterol is a type of fat that your body needs to make new cells and to do other important things. You get cholesterol from the food you eat. Your body also makes it.

If you have too much cholesterol, you won't feel sick, but it can make you more likely to have a heart attack or stroke.

Understanding your cholesterol numbers.

Your cholesterol numbers can help your doctor figure out how likely you are to have a heart attack or stroke.

- **LDL (bad) cholesterol:** If you have too much LDL, it can raise your risk of heart problems, heart attack, and stroke.
- **HDL (good) cholesterol:** If you have a lot of HDL, it can lower your risk of heart problems, heart attack, and stroke.

Your cholesterol numbers are not the only thing that matters. Your doctor will also look at other things to figure out your risk, like:

- Your blood pressure.
- If you have diabetes.
- Your age, if you are a child, and your race.
- If you smoke.

How to treat high cholesterol.

The goal of treating high cholesterol is to lower your chances of having a heart attack or stroke, not just to lower your cholesterol numbers.

There are two main ways to treat it:

- **Lifestyle changes:** Change the way you live.
- **Medicine:** Take medicine called statins.

How you choose to lower your risk depends on how high your risk of heart attack and stroke is and how you feel about taking medicine. Your doctor can help you understand your risk and the good and bad things about each treatment.

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Lifestyle Changes

Lifestyle changes are always important, even if you take medicine. Your doctor might tell you to:

- Eat foods that are good for your heart.
- Lose weight if you need to and stay at a healthy weight.
- Be active most days of the week.
- Stop smoking.

Medicine

Some people take medicine called statins to lower their risk of heart attack or stroke. Statins help your body make less cholesterol, which lowers the amount of cholesterol in your blood.

Statins can sometimes cause side effects.

If you can't take a statin, your doctor might suggest another kind of cholesterol medicine.

Talking to your doctor about medicine.

Talk to your doctor about your risk of heart attack and stroke. Together, you can decide if medicine is right for you. Your doctor might tell you to take statins if the benefits outweigh the risks.

For some people, the chance of having a heart attack or stroke is high, so they might want to take a statin to lower that risk.

For other people, it's not as clear if a statin would help. You and your doctor can look at your overall health and other things that make you more likely to have a heart attack or stroke to decide.

Source: Healthwise



Do you have high blood pressure?



Blood pressure is how hard your blood pushes against the walls of your blood vessels (arteries) as it moves around your body.

When you get your blood pressure checked, there are two numbers:

- **Top number (systolic):** This shows how hard the blood pushes when your heart beats.
- **Bottom number (diastolic):** This shows how hard the blood pushes when your heart is resting between beats.

It's normal for your blood pressure to change throughout the day. But if it stays high all the time, that's called high blood pressure (or hypertension). Usually, high blood pressure is 130/80 mmHg or higher.

What's bad about high blood pressure?

High blood pressure usually doesn't make you feel sick. But it can make you more likely to have a stroke, heart attack, or other problems. Your doctor will talk to you about your risks based on your blood pressure.

If you have high blood pressure, your doctor will tell you what your blood pressure goal should be. This goal will depend on your health and age.

It's always important to make healthy choices like eating good food, being active, and not smoking. You might also need to take medicine to reach your blood pressure goal.

What can you do about high blood pressure?

Follow your doctor's plan.

- Take your medicine as you're supposed to. Call your doctor if you think the medicine is causing problems. If you stop taking your medicine, your blood pressure will go back up.
- See your doctor regularly for checkups.
- Learn how to check your blood pressure at home.
- If you take blood pressure medicine, ask your doctor before you take decongestants (for a stuffy nose) or pain relievers like ibuprofen (a common pain medicine). These can raise your blood pressure or they may stop your blood pressure medicine from working right.

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Make healthy changes to your life.

- **Stay at a healthy weight.** If you need to lose weight, talk to your doctor. Even losing a little bit of weight can help.
- **If your doctor says it's okay, get more exercise.** Walking is a good choice. Try to walk for at least 30 minutes most days of the week.
- **If you drink alcohol, keep it to a small amount.** That means no more than two drinks a day for men and one drink a day for women.
- **Try to eat less salt (sodium).** Aim for less than 2,300 milligrams (mg) a day. That's about one teaspoon of salt.
- **Follow the Dietary Approaches to Stop Hypertension (DASH) diet.** This means eating lots of fruits, vegetables, healthy fats, and low-fat dairy foods. This diet can help you lose weight and lower your risk of heart disease.
- **Stay away from smoking and vaping.** These things make you more likely to have a heart attack and stroke. If you need help with quitting, talk to your doctor about programs and medicines that can help.

When to get help.

Call your doctor right away if:

- Your blood pressure is much higher than normal (like 180/120 or higher).
- You think high blood pressure is causing problems like:
 - A really bad headache.
 - Blurry vision.
 - Feeling dizzy or like you might faint.
- You think you're having side effects from your blood pressure medicine.

Source: Healthwise



Do you need help to manage your care?

Call Care Management.

We offer free programs to help you if you're having trouble with your health.

You can join if any of the following apply to you, as you may have complex health care needs:

- You go to the hospital or emergency room often because of your health problems.
- Your symptoms are getting worse over time.
- Your health signs, like blood pressure, are not normal.
- You have concerns related to pregnancy, substance use, risk for type 2 diabetes (prediabetes), weight problems, or long-term conditions like:
 - Congestive heart failure
 - Chronic kidney disease
 - Chronic obstructive pulmonary disease
 - Diabetes
 - Inflammatory bowel disease
 - High blood pressure
 - High cholesterol (also called hyperlipidemia—too much fat in your blood.)

Our programs can help you take better care of your health. We will:

- Call you to check how you're feeling and answer questions about your condition.
- Work with your doctor to help you follow their advice and be sure you understand your treatment plan, including your medicines.
- Provide easy-to-understand information about your health and how to manage it.
- Help you find resources you need, like seeing a specialist or getting support services.



Our Care Coordination staff is available to assist you. If you'd like to join any of these programs, or opt out at any point, call **1-833-957-0020 (TTY: 711)**, Monday–Friday, 8 a.m.–5 p.m. We're here to help.



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.

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- Have your parent or a representative make treatment decisions when you can't.
- 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 this 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 this 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. – 8 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, 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।

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

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

Akiyesi: Ti o ba so Gẹ̀gẹ̀si, 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).