

Here for You

Member Newsletter | WEST VIRGINIA



FEATURED ARTICLES:

A healthy New Year starts with well visits and immunizations.

Use a controller medicine to manage asthma.

Do you need help to manage your care?

Medical identity theft: how to protect yourself.

...And more.

Did you know Highmark Health Options is on Facebook?

 @HighmarkHealthOptionsWV

 HIGHMARK[™] HEALTH OPTIONS

Because Life.[™]

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



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



A healthy New Year starts with well visits and immunizations.

Any child enrolled in coverage from Highmark Health Options can receive all the care they need at no cost through the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/West VA Health Check program.

Here's what this means.

E is for Early: Make sure your child is growing and developing as they should, addressing any concerns early on for better outcomes.

P is for Periodic: Well-check visits are for checking your child's health at different ages and time periods.

S for Screening: Tests to check for physical, mental, dental, and other possible problems (like vision and hearing screenings).

D is for Diagnosis: Follow up with any tests or see a specialist to learn more about a problem and how it can be helped.

T is for Treatment: Treat your child's health problem. Your doctor will talk to you and answer any questions you have about what comes next.

Highmark Health Options is here to help.

Remember, your Medicaid benefits cover these essential services. You may hear from a member of our EPSDT team to offer to help schedule these appointments. We can help you find a primary care doctor that is right for your family and connect you with transportation to get there if that is needed. You can also reach out to us at **1-833-957-0020 (TTY: 711)**.

The power of immunizations.

Immunizations are one of the safest and most useful tools ever made. They protect your child from serious diseases, such as measles, mumps, rubella, whooping cough, and influenza. If you have any questions or concerns about immunizations, talk to your doctor.



Use a controller medicine to manage asthma.



Asthma causes swelling and inflammation in the airways that lead to your lungs. When asthma flares up, the airways tighten and become narrower. This keeps the air from passing through easily and makes it hard for you to breathe. These flare-ups are called asthma attacks.

Asthma affects people in different ways. Some people have asthma attacks only during allergy season, when they breathe in cold air, or when they exercise. Others have many bad attacks that send them to the doctor often.

Even if you have few asthma attacks, you still need to treat your asthma. The swelling and inflammation in your airways can lead to permanent changes in your airways and harm your lungs.

Many people with asthma live active, full lives. Although asthma is a lifelong disease, treatment can help manage it and help you stay healthy.

Two kinds of medicine are used to treat asthma:

- Controller medicines control asthma over the long term. Many people take controller medicine—usually an inhaled corticosteroid—every day. Taking it every day helps to reduce the swelling of the airways and prevent attacks. Your doctor will show you how to use your inhaler correctly. This is very important so you get the right amount of medicine to help you breathe better.
- Quick-relief medicines treat asthma attacks when they occur. One quick-relief medicine is albuterol. If you need to use your inhaler more often than usual, talk to your doctor. This may be a sign that your asthma is not controlled and can cause problems.



Watch this short video to learn more about asthma inhalers.

Source: Healthwise



Learn more about Care Coordination Programs.



Highmark Health Options West Virginia supports your health journey.

We offer programs to manage chronic conditions (heart failure, kidney disease, chronic obstructive pulmonary disease, diabetes, inflammatory bowel disease). We also provide dedicated support and care coordination for expectant mothers and those with complex health needs.

Your personal Care Coordinator will team up with you and your doctors to make a care plan just for you. They'll teach you how to manage your health, give you helpful tools, and offer support. This includes help with your medicines, referring you to specialists, and scheduling your appointments. The goal is to make sure you get the best care possible.

We also offer programs for healthy weight management and diabetes prevention.



Self-referrals or referrals from your doctor are welcome. For details on program goals and eligibility, call Care Coordination at **1-833-957-0020 (TTY: 711)**. You can opt out of the programs at any time.



Do you need help to manage your care?



Call Care Management 24/7.

You may want help if it's not easy for you to manage your care.

If any of the following statements are true for you, you may have complex health care needs:

- You have ongoing behavioral or physical health conditions that cause unplanned hospital stays and emergency room visits.
- The symptoms related to your condition are getting worse over time.
- The lab values related to your condition are not normal.
- You have one or more concerns like:
 - Pregnancy
 - Substance use
 - Risk for type 2 diabetes
 - Weight
 - Chronic conditions (such as asthma, lung, congestive heart failure, inflammatory bowel, kidney, heart disease, or diabetes)

We're here to help.

You'll always have someone you can call on, day or night. Our community-based nurses, social workers, and other health care staff will work closely with you and your providers to make sure you get the health care services you need.

Our Care Management team will:

- Talk with you on the phone on a regular basis.
- Make sure you understand your medicines.
- Connect you with services near you.
- Find online information you can use to take care of yourself.

Do you have questions, or think you may benefit from our programs? Do you want to join a program or opt out of one? If the answer to any of these questions is yes, call Member Services at **1-833-957-0020 (TTY: 711)**.



COPD: avoid your triggers.



COPD, or chronic obstructive pulmonary disease, is a condition caused by damage to the airways or other parts of the lung that blocks airflow and makes it hard to breathe.

You can help reduce flare-ups of your COPD by learning what the triggers are and avoiding them. Pay attention to symptoms that may warn you of a flare-up. While some triggers may be out of your control, there are others that may be easier to avoid.

Ways to avoid COPD triggers.

Avoid infections such as COVID-19, colds, and the flu. Wash your hands often. When people with COPD get the flu, it may turn into something more serious, like pneumonia.

- Stay up to date on your COVID-19 vaccines.
- Get a flu shot each year as soon as it's available.
- Ask your doctor about the pneumococcal and whooping cough (pertussis) vaccines.
- Ask those you live with to get vaccinated, so they don't get sick and infect you.

Do not smoke or allow others to smoke around you.

- Quitting smoking is the most important step you can take to prevent more damage to your lungs. It is never too late to stop smoking. Stop-smoking programs and medicines boost your chances of quitting for good.

Avoid outdoor lung irritants such as air pollution.

- Try to stay inside with your windows closed when air pollution is bad.
- Use air conditioning in hot weather so you don't have to open windows.

Try to keep indoor air clean.

- Use an air conditioner or air purifier with a special air (HEPA) filter.
- Avoid strong chemicals and aerosol sprays.
- Consider using natural cleaners, such as vinegar, lemon juice, boric acid, or baking soda.
- Make sure fireplaces and wood stoves have tight-fitting doors. Check flues and chimneys for cracks that could allow fumes into your house.
- Make sure wood stoves and gas ranges are vented well. And turn on your kitchen fan when you cook.

Source: Healthwise



How can your health information help you get better care?



Highmark Health Options wants to understand and help people who face health challenges because of things like where they live, their race, languages spoken at home, or their gender identity. To do this, they ask members for information about their needs, background, and preferences.

Here's what you need to know:

- Sharing this information is completely voluntary. You can choose not to share any of it.
- Your information is kept private and safe. It's protected by HIPAA, which means it's treated like your medical records.
- Highmark Health Options has strict rules about who can see your information and why. They may share your information with your doctor to help you get the best care possible.
- Your information is never used to decide what services you can have, if you get coverage, or how much you pay. It's only used to help you get the care you need.

Here are some examples of how Highmark Health Options might use this information:

- To connect you with resources in your community.
- To make sure you get care that's right for you.
- To improve the health care system for everyone.



Medical identity theft: how to protect yourself.

Medical identity theft occurs when someone uses your personal information (name, social security number, or health insurance account) to get medical care, prescription drugs, or medical devices. This can affect your own medical care and health insurance benefits, in addition to hurting your credit.

It is important to protect your medical information.

We encourage you to keep your medical records, health insurance records, and any other documents with medical information in a safe and secure place. This can include enrollment forms, insurance cards, prescriptions, and billing and explanation of benefits statements.

When you want to get rid of these important documents, shred them or use a black marker to block out any medical or personal information.

Ask questions.

Before you give out any medical information, ask questions to confirm the legitimacy of the request. Ask questions such as: Why do they need it? How will they protect it?

If a doctor's office asks for a social security number to verify your own identity, ask if they can use a different identifier. Or just give the last four digits of your social security number to avoid sharing this information.

Additionally, never give your medical information to someone who calls, emails, or texts you unexpectedly. It could be a scammer trying to steal your information. Instead, contact the company or provider using a phone number you know is accurate.

Warning signs.

Below are some red flags that indicate someone is using your medical information.

- You get a bill for services or prescription medications you didn't receive.
- You are contacted by a debt collector about a medical debt you don't owe.
- You get a notice from your insurance company saying you have reached your benefit limit.

If you believe you have been the victim of identity theft, you can report it at **IdentityTheft.gov**, the federal government's one-stop resource to help people report and recover from identity theft.



More to explore.

What to know about medical identity theft



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।

ופמעקזאמקייט: אויב איר רעדן ענגליש, שפראך הילף באַדינונגס זענען באַרעכטיגט 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 Gẹ̀ẹ́si, 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).

