

Here for You

Member Newsletter | WEST VIRGINIA



FEATURED ARTICLES:

Find a program that's just right for you.

What Healthy Rewards can you earn in 2024?

Be smart, stay safe: protect yourself from scams.

Find help in your community.

...And more.

In this issue.

- 3 Know these important phone numbers.
- 4 Find a program that's just right for you.
- 6 Do you need help to manage your care?
- 7 What Healthy Rewards can you earn in 2024?
- 8 COPD: avoid your triggers.
- 9 Is it time for a preventative care screening?
- 10 Does your child have asthma?
- 11 What is prediabetes?
- 13 How to control high blood pressure.
- 15 What is a healthy weight?
- 14 Have your child screened for lead in their blood.
- 17 Get important checkups and tests when you're pregnant.
- 18 Be smart, stay safe: protect yourself from scams.
- 20 What is fraud, waste, and abuse?
- 22 Find help in your community.
- 23 We like you... 'like' us back!
- 24 Have you heard of 988?
- 25 Member Rights and Responsibilities



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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Find a program that's just right for you.



Highmark Health Options West Virginia Lifestyle Management and Wellness Programs are offered at no cost to members with chronic illnesses like asthma, COPD, diabetes, and heart disease. There are also programs especially for people who want to lose weight and for expecting moms. Highmark Health Options West Virginia licensed staff will work with you one-on-one to help you get the treatment you need to achieve your best health and reach your wellness goals. Participation in these programs is voluntary. You can opt out of these programs at any time.

Healthy Weight Management Program

- Learn simple ways to take care of your health that will help you live longer.
- Understand how to manage your weight with better choices, such as diet and activity.
- Identify the tools you need to give you the best health and nutritional options.
- Learn how smart choices may prevent other health problems, such as high blood pressure or diabetes.
- In addition to our Healthy Weight Management Program, find out if you qualify for the Diabetes Prevention or Weight Program (age 18 and older), also offered at no cost through our partner, Good Measures. This initiative provides support to members aiming to lose weight, improve food choices, or reduce the risk of nutrition-related conditions.

Asthma Program

- Learn the difference between a long-term asthma controller medicine and a rescue inhaler.
- Identify asthma triggers.
- Understand how an Asthma Action Plan can help you make good choices.
- Understand the long-lasting effects of uncontrolled asthma.



Chronic Obstructive Pulmonary Disease (COPD) Program

- Learn why diet and exercise are important to help you breathe easier.
- Identify which inhalers to use and how to use them correctly.
- Understand the warning signs of a flare-up so it can be caught and controlled early.
- Understand how to use oxygen safely.

Maternity Program

- Learn how to be a healthy mom and have a healthy baby.
- Understand the importance of early prenatal care, a healthy diet, and prenatal vitamins.
- Learn what symptoms indicate that you should call your doctor immediately.
- Understand the importance of seeing your doctor after your baby is born.

Cardiac Program

- Learn how small changes in diet and activity can go a long way.
- Find out how to prevent a cardiac (heart) condition from getting worse.
- Understand the importance of your medications and how to take them.
- Understand how uncontrolled blood pressure may lead to heart disease.

Diabetes Program

- Learn how to prevent diabetic complications by keeping blood sugar under control.
- Identify and complete the necessary tests you need to be “in control.”
- Understand what is normal, what is not, and when to call the doctor.
- Understand how uncontrolled diabetes may lead to heart disease.

Hypertension Program

- Learn how aiming for at least 150 minutes of moderate activities each week, like walking, cycling, or swimming can help lower your blood pressure.
- Find out about following a heart-healthy diet, such as the Dietary Approaches to Stop Hypertension (DASH).
- If you smoke, get support to quit, because tobacco can raise your blood pressure.
- Learn how to check your blood pressure at home so you can track your readings and discuss them with your doctor.

Questions?

Call Highmark Health Options Lifestyle Management at **1-833-957-0020 (TTY: 711)**.



Watch this short video on Good Measure success stories.



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)**.



What Healthy Rewards can you earn in 2024?



Healthy Rewards is one of your Highmark Health Options benefits. You can earn rewards when you complete certain healthy activities.

After you've signed up, you'll get a Healthy Rewards card in the mail. You can use your card like a credit card at most retail stores.



To sign up and see the rewards you can earn, call **1-833-957-0020 (TTY: 711)**.

Reward activities can include:

Amount	Reward
\$10	<ul style="list-style-type: none">• Health needs survey
\$25	<ul style="list-style-type: none">• A1c test for people with diabetes• Annual well-child visit for ages 3-21• Both doses of the HPV vaccine before age 13• One doctor visit after giving birth (up to 84 days after delivery)
\$50	<ul style="list-style-type: none">• All six well-baby visits during baby's first 15 months• One prenatal doctor visit in first trimester• Retina exam for people with diabetes• Breast cancer screening
\$100	<ul style="list-style-type: none">• All six doctor visits before giving birth



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. When people with COPD get the flu, it may turn into something more serious, like pneumonia.

- Wash your hands often.
- Stay up to date on your COVID-19 vaccines.
- Get a flu shot each year as soon as its 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



Is it time for a preventative care screening?



Now is the perfect time to prioritize your health with some preventative care screenings. These are important for keeping you healthy and catching any potential issues early on.

Here are a few screenings you may be due for:

Blood pressure check: It's as easy as wrapping a cuff around your upper arm.

Cholesterol screening: Another lab test to see how your cholesterol levels are looking.

Colonoscopy: This exam looks for any abnormalities in your large intestine, like colon cancer.

Diabetes screening: A quick lab test to check your blood sugar levels.

Mammogram: This screening is essential for checking for breast cancer.

Ready to schedule your preventative care appointment? Your health is worth it! Let's make sure you're on track with these screenings and keep you feeling great. Contact your health care provider today.

Don't forget!

Call **1-833-957-0020 (TTY: 711)** to earn rewards for qualifying preventative screenings.



Does your child have asthma?

Find helpful tips here.



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

Asthma affects children in different ways. Some children only have **asthma attacks** 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.

Find more information you can trust.

The American Lung Association is a great resource for parents who have children with asthma:

- **Asthma basics**
- **Spring allergies**
- **Kickin' asthma**
(program for children ages 11-16)



Find more information in the **Health Library**. Pick a short video to watch:

- **Asthma Action Plan for Your Child** (2 minutes)
- **Helping Your Child Deal with Asthma** (2 minutes)
- **Teaching Your Child to Use an Inhaler with a Spacer** (2 minutes)
- **Teaching Your Child to Use an Inhaler Without a Spacer** (2 minutes)
- **Testing for Asthma in Children** (2 minutes)

Source: Healthwise



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. Prediabetes is also called impaired glucose tolerance or impaired fasting glucose. Most people who get type 2 diabetes have prediabetes first.

What causes prediabetes?

The food you eat turns into sugar, which your body uses for energy. Normally, an organ called the pancreas makes insulin, which allows the sugar in your blood to get into your body's cells. But when your body can't use insulin the right way, the sugar doesn't move into cells. It stays in your blood instead. This is called insulin resistance. The buildup of sugar in the blood causes prediabetes.

People who are overweight, aren't physically active, and have a family history of diabetes are more likely to get prediabetes. Women who have had gestational diabetes are also more likely to get prediabetes.

What are the symptoms?

Most people with prediabetes don't have any symptoms. But if you have prediabetes, you need to watch for signs of diabetes, such as:

- Feeling very thirsty.
- Urinating more often than usual.
- Feeling very hungry.
- Having blurred vision.
- Losing weight without trying.

How is prediabetes diagnosed?

A blood test can tell if you have prediabetes. You have prediabetes if the results of your A1c test are 5.7% to 6.4%. Other tests include a fasting blood glucose test and oral glucose tolerance test.

Can it be prevented?

The key to treating prediabetes and preventing type 2 diabetes is getting your blood sugar levels back to a normal range. You can do this by making some lifestyle changes.

- **Watch your weight.** If you are overweight, losing just a small amount of weight may help. Reducing fat around your waist is particularly important.
- **Make healthy food choices.** Limit the amount of unhealthy fat you eat, such as saturated fat and trans fat. Try to cut calories and limit sweets.
- **Be active.** You can do moderate activity, vigorous activity, or both. Bit by bit, increase the amount you do every day. You may want to swim, bike, or do other activities. Walking is an easy way to get exercise.



Making these changes may help delay or prevent diabetes. You may also avoid or delay some of the serious problems that you can get when you have diabetes, such as heart attack, stroke, and heart, eye, nerve, and kidney disease.



Prediabetes means you show warning signs that you may get diabetes. Watch this two-minute video about lifestyle changes.

Source: Healthwise



How to control high blood pressure.



High blood pressure usually can't be cured. But it can be controlled.

The two types of treatment for high blood pressure are:

- Lifestyle changes
- Daily medicines

Your doctor will give you a blood pressure goal. Your goal will be based on your health and your age. Your blood pressure goal can help you prevent problems caused by high blood pressure.

If your blood pressure is just a little high, and your overall risk for health problems such as heart disease is low, you may choose to try to lower your blood pressure with lifestyle changes without taking pills. If healthy habits aren't enough to bring your blood pressure down to your goal, your doctor may recommend that you take pills.

If your blood pressure is more than a little high, or you have other risk factors, you may want to consider taking pills in addition to lifestyle changes. The higher your blood pressure, the more benefit you will get from taking medicines.



Why are lifestyle changes so helpful?

Changes in lifestyle can help control high blood pressure. You may be able to avoid taking pills. If you are already taking blood pressure medicine, making some lifestyle changes may let you take a lower dose.

The combination of lifestyle changes and medicine will have the biggest effect on lowering your risk of heart attack or stroke.

- Losing as little as 10 lbs. (4.5 kg) can help lower blood pressure.
- Physical activity lowers blood pressure, especially if you have been inactive until now. Exercise also helps you manage your weight, but it can lower your blood pressure even if you don't lose weight. Ask your doctor what level of activity is safe for you. To lower blood pressure, your doctor might recommend that you try to do moderate exercise at least two and one-half (2½) hours a week. Or try to do vigorous activity at least one and one-fourth (1¼) hours a week.

- Reducing salt in your diet can help control high blood pressure. Try to limit the amount of sodium you eat to less than 1,500 mg a day.
- Eating heart-healthy foods can help lower blood pressure. The Dietary Approaches to Stop Hypertension (DASH) waiting plan includes fruits, vegetables, and low-fat or nonfat dairy foods.
- Drinking more than three alcohol drinks a day may raise your blood pressure. It can also interfere with some blood pressure medicines. Limiting alcohol to two drinks a day for men and one drink a day for women may help lower blood pressure.
- Quitting smoking is important to reduce the risk of heart attack and stroke.

If you decide to try lifestyle changes first, you and your doctor may want to set a deadline. For example, you might decide that you will try lifestyle changes for three to six months. Then, if your blood pressure does not come down enough in that time, you may decide to start taking pills.

Source: Healthwise



What is a healthy weight?

A healthy weight is the weight at which you feel good about yourself and have energy for work and play. It's also one that lowers your risk for health problems.

Why pay attention to your weight?

Staying at a healthy weight is one of the best things you can do for your health. It can help prevent serious health problems, including heart disease, stroke, and type 2 diabetes. Eating healthy foods and being more active also can help you feel better and have more energy.

What can you do to get to a healthy weight and stay there?

If you want to get to a healthy weight and stay there, making healthy lifestyle changes will often work better than dieting. These steps can help.

- **Eat healthy foods.** On most days, eat a variety of whole grains, vegetables, fruits, dairy products, and lean meats. All foods, if eaten in moderation, can be part of healthy eating. Even sweets can be okay.
- **Change your thinking.** When you're trying to reach a healthy weight, changing how you think about certain things may help. Don't compare yourself to others. Healthy bodies come in all shapes and sizes. Focus on improving your health instead of dieting.
- **Be active.** When you're active, you burn calories. This makes it easier to reach and stay at a healthy weight. Try to be active for at least one hour every day.

If you want to become more active, keep these key points in mind:

- Start with small, short-term goals that you can reach pretty easily. It's easier to stick to something new when you have early, frequent successes.
- Don't be afraid to let family and friends know what you're trying to do—and ask for their help. Their support can go a long way toward helping you find success.
- Have a checkup before you start. Follow any special advice that your doctor gives you for getting a smart start.



Watch this 2-minute video to help change your thinking about weight.

Source: Healthwise



Have your child screened for lead in their blood.



Lead screenings are free. You can schedule an appointment with your child's pediatrician to have their blood levels checked. If you don't have a pediatrician and need one, **search the Provider Directory**.

Testing is important. Lead is a naturally occurring metal that can cause serious health problems. Potential lead sources include paint (especially in older homes), toys, soil, dust, and plumbing. Lead is toxic to everyone, but young children are at greatest risk for health problems from lead poisoning. Screening tests can find lead exposure early and prevent long-term damage.

Find out more about lead testing.

If you have questions or concerns about lead screening, call a Care Coordinator at **1-833-957-0020 (TTY: 711)**.



Get important checkups and tests when you're pregnant.



As soon as you know you're pregnant, make an appointment with your doctor or certified midwife. Your first prenatal visit will provide information that can be used to check for any problems as your pregnancy progresses.

Good care during pregnancy includes regularly scheduled prenatal exams:

- Every four weeks until week 28.
- Every two to three weeks from weeks 28 to 36.
- Every week from week 36 to birth.

At each prenatal visit, you will be weighed, have your abdomen measured, and have your blood pressure and urine checked. Use this time to tell your doctor, midwife, or doula about concerns or problems you have with your pregnancy.

At different times in your pregnancy, you may have additional exams and tests. Although some are routine, others are only done when you ask for them, when a problem is suspected, or if you have a risk factor for a problem.

- Your first prenatal visit includes a health history, physical exam, and blood and urine tests.

- First-trimester exams and tests may include fetal ultrasound, which uses reflected sound waves to provide an image of your fetus and placenta.
- Second-trimester exams and tests may include fetal ultrasound and electronic fetal heart monitoring. Later in the second trimester, you will have an oral glucose screening test for possible gestational diabetes. If you have Rh-negative blood, you may have an antibody screening test and will receive an injection of Rh immunoglobulin. Screening tests help your doctor look for certain diseases or conditions before any symptoms appear.
- Third-trimester exams and tests may include fetal ultrasound, hepatitis B screening, and group B strep screening.



**Learn more about
maternity benefits.**



Be smart, stay safe: protect yourself from scams.

You know how important it is to be careful with your money. Scammers are always trying to trick people, especially older adults. It's like a game they play, trying to get your money or personal information. Lots of these scams can happen over the phone. But they can also happen using other methods, including email, text messages, and social media.

Why older adults are targeted.

Scammers think older adults are easier targets because they might be more trusting. Or they have more money saved up.

Commons Scams

There are lots of scams out there. Here are a few you should watch out for:

- **Fake investments:** Someone might call you and promise you big money if you invest with them. But it's not true.
- **Tech support trouble:** Someone might call and say your computer has a virus and they can fix it for a fee. Don't fall for it.
- **Government impersonators:** Someone might call and say they're from the government and you owe them money. Don't give them any information.
- **Lottery wins and free money:** Someone might call and say you won the lottery or got a big inheritance. It's probably not true.
- **Romance scams:** Someone might try to get close to you online and then ask for money. Be careful who you trust online.

How to protect yourself.

- **Be skeptical:** Does it sound too good to be true? It probably is.
- **Don't answer the phone:** If someone calls you and you don't know the number, don't answer it.
- **Don't share your information:** Never give your personal information, like your Social Security number or bank account details, to someone you don't know.
- **Be careful online:** Don't click on links in emails or messages from people you don't know.



What to do if you've been scammed.

If you think you've been scammed, stop talking to the scammer right away. Check your bank account and other accounts for any suspicious activity. If you think your online accounts might be compromised, change your passwords.

Remember: It's okay to be cautious and ask questions. If you're ever unsure about something, talk to a trusted friend or family member. And if you think you've been scammed, report it to the police.



Visit [Highmark.com/Stop-Fraud](https://www.highmark.com/stop-fraud) to watch a helpful video with more information.



What is fraud, waste, and abuse?



Imagine you're at a store and someone tries to trick you into paying for something you didn't buy. That's kind of like **fraud** in health care. It's when someone lies or cheats to get money from your health insurance.

Waste means using more services than you need, which wastes money. And **abuse** means using services in a way that's not right, like getting a test you don't need. Unnecessary tests waste money.

Fraud, waste, and abuse hurts everyone. And it makes health care more expensive for everyone, including you!

What are some examples of fraud?

- Getting billed for medicine you didn't get. Or services you didn't receive.
- Someone pretends to be from Highmark Health Options and asks for your personal information. Like your social security number or bank account or credit card information.
- Your doctor orders lots of tests you don't need.
- Someone uses your health insurance card without your permission.

How can you protect yourself?

Here are some tips to protect yourself from fraud, waste, and abuse.

- **Keep track of your health care services.** Write down the dates of your doctor visits, what services you got, and any tests you had.
- **Check your bills and statements carefully.** Make sure you're being charged for the right services.
- **Protect your health information.** Don't share your health insurance card or medical records with anyone except your doctor or other health care providers. If your health insurance card gets lost or stolen, call Highmark Health Options.
- **Report any suspicious activity.** If you think someone is trying to cheat your health insurance, tell Highmark Health Options right away.
- **Do not sign any blank health care forms.** If you have a question about a form, talk to a trusted family member or friend.



How do you report fraud, waste, and abuse?

If you suspect fraud, waste, or abuse, tell Highmark Health Options. They have a team of people who investigate these issues. You can report it anonymously, meaning you don't have to give your name.

To report Medicaid fraud, waste, and abuse, contact Highmark Health Options in one of the following ways.



By mail:

Highmark Health Options
Delivery Code: FIPR
Attn: FWA/SIU Unit
120 Fifth Ave.
Pittsburgh, PA 15222



By email:

SIU_HHO@highmark.com



By phone:

1-844-718-6400

By being aware and reporting suspicious activity, you can help keep health care honest and affordable for everyone.



Find help in your community.



Go to our **Community Support** site and enter your ZIP code to find free or reduced cost services in your community. There, you'll find resources for food, housing, transportation, utility assistance, medical care, job training, and more.



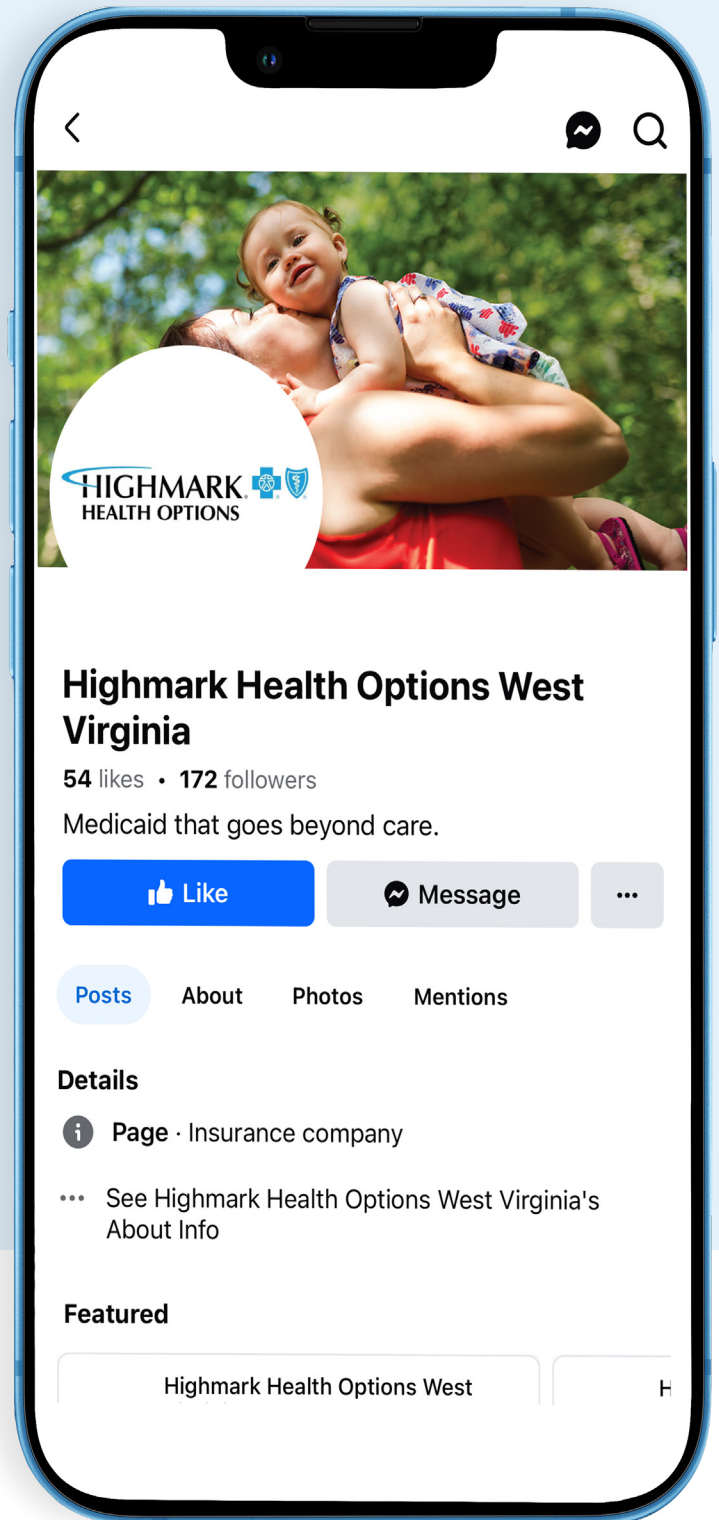
We like you... 'like' us back!

Like and follow Highmark Health Options on Facebook to discover more ways to achieve whole life health.

Our Facebook page includes:

- Information on benefits and programs to help you get the most out of your membership.
- Community events and activities for you and your loved ones.
- Health and wellness tips to help you feel your best.
- Free vaccination clinics and screenings.
- Resources for food, housing, and utility assistance.
- Healthy, delicious, and budget-friendly recipes.
- And much more!

Connect with us on Facebook
(@HighmarkHealthOptionsWV) to learn more or share social content suggestions.



Have you heard of 988?



You may be familiar with the National Suicide Prevention Lifeline (1-800-273-8255), but have you heard about 988?

988 is the new, three-digit dialing code you can call or text for help with mental health-related distress. You can reach out for thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

The existing number for the National Suicide Prevention Lifeline (1-800-273-8255) will not go away. You can use either number, but 988 may be easier to remember.

The Lifeline is free and confidential. It is also available 24/7. You can either call for help in multiple languages or text for English only. The Lifeline currently serves TTY users either through their preferred relay service or by dialing 711, **then 1-800-273-8255**. Also, the Lifeline is available through chat by visiting **SuicidePreventionLifeline.org/Chat**.



Remember!

There is hope. The Lifeline works. For more information, please visit **SAMHSA.gov/Find-Help/988**.



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।

ומפערקאמקייט: אויב איר רעדן ענגליש, שפראך הילף באדינונגס זענען בארעכטיגט פֿאַר איר. רופן דעם נומער אויף די צוריק פון (TTY: 711) דעם דיין שיינ 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 Geɛsi, awɔn iɛɛ iranlɔwɔ ede, laisi idiyele, wa fun ɔ. Pe nɔmba ti o wa ni ɛhin kaadi ID re (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).