

FALL 2017

# MY HEALTH

[www.unicare.com/medicaid](http://www.unicare.com/medicaid)

## PREPARE NOW TO STAY HEALTHY DURING FLU SEASON

Influenza, also known as the flu, can make you feel terrible. But there are things you can do now to help keep the flu away.

### When should you get a flu shot?

Even though the flu season usually peaks in January or later, try to get a flu shot as soon as the vaccine becomes available — before the flu season even begins and reaches your community. This will give your body time to develop the antibodies needed to protect against the flu.

### Where can you get a flu shot and more information?

- Your primary care provider (PCP) or case manager
- Any of our network pharmacies if you're age 21 or older
- Your local health department



The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older, especially those at high risk of serious complications from the flu, get a flu shot every year. And if you're age

65 or older, the CDC suggests getting a pneumonia vaccine as well.

### How active is the flu in your state or city?

Visit [cdc.gov/flu/weekly](http://cdc.gov/flu/weekly) for more details.

### Some basic tips:

- Get a flu vaccine, or shot, each year.
- Wash your hands often.
- Stay away from people who have the flu.
- Eat more foods like fruits and vegetables that can help protect you from the flu.
- Drink more water.
- Get more rest.



**Customer Care Center: 1-800-782-0095 (TTY 1-866-368-1634)**  
**24-hour nurse help line: 1-888-850-1108 (TTY 1-800-368-4424)**



# DON'T MISS OUT ON YOUR UNICARE HEALTH PLAN OF WEST VIRGINIA, INC. HEALTHY REWARDS PROGRAM!

You could earn \$20, \$25 or \$50 right now with our UniCare Healthy Rewards program.

Enrolling is easy. When you go online to [mss.unicare.com/healthyrewards](https://mss.unicare.com/healthyrewards) and complete one of the healthy activities we list, you'll get dollars credited to your very own Healthy Rewards card.

Who's eligible	Healthy activities	Reward	Limit
<b>Children (less than 2 weeks old)</b>	Well baby 2-week visit	\$25	Once per child
<b>Children (0-15 months)</b>	Six ongoing well baby visits	\$25	Once per child
<b>Children (ages 3-6)</b>	Well child visit	\$25	Once every 12 months
<b>Adolescents (ages 12-21)</b>	Adolescent well care visit	\$25	Once every 12 months
<b>Adults with diabetes (ages 18-75)</b>	Diabetic eye exam	\$25	Once every 12 months
	Diabetic blood sugar (HbA1c) and kidney test	\$50	Once every 12 months
<b>Members (ages 6 and up) who have been discharged from a hospital for a mental health condition</b>	Outpatient visit with mental health provider within 7 days of discharge from a mental health hospital stay	\$20	Once per discharge; maximum of 4x every 12 months
<b>Pregnant women</b>	1st prenatal visit (within 42 days of enrollment)	\$25	Once per pregnancy
	Six prenatal care visits	\$25	Once per pregnancy
	Postpartum visit between 21-56 days after delivery	\$25	Once per pregnancy

You can use your card to buy health and wellness items at Dollar General, Family Dollar, Rite-Aid and Walmart.

Your Healthy Rewards are waiting! For more information about the program and how to sign up, call 1-877-868-2004 (TTY 711) or visit us online at [mss.unicare.com/healthyrewards](https://mss.unicare.com/healthyrewards).

If you, or someone you're helping, has questions about UniCare Health Plan of West Virginia, Inc., you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-782-0095 (TTY 1-866-368-1634).

#### **ENGLISH**

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de UniCare Health Plan of West Virginia, Inc., tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-782-0095 (TTY 1-866-368-1634).

#### **SPANISH**

如果您或您幫助的人有關於 UniCare Health Plan of West Virginia, Inc. 的問題，您有權利免費取得您所使用語言的幫助和資訊。如需口譯員服務，請致電1-800-782-0095 (TTY 1-866-368-1634)。

#### **CHINESE**

Si vous ou une personne que vous aidez avez des questions sur UniCare Health Plan of West Virginia, Inc., vous pouvez recevoir de l'aide et des informations dans votre langue à titre gratuit. Pour parler à un interprète, appelez le 1-800-782-0095 (TTY 1-866-368-1634).

#### **FRENCH**

Wenn Sie selbst oder jemand, den Sie unterstützen, Fragen zu UniCare Health Plan of West Virginia, Inc. hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Wenn Sie mit einem Dolmetscher sprechen möchten, rufen Sie diese Nummer an: 1-800-782-0095 (TTY 1-866-368-1634).

#### **GERMAN**

إذا كانت لديك أو لدى أي شخص تقوم بمساعدته أي أسئلة حول UniCare Health Plan of West Virginia, Inc.، فيحق لك الحصول على المساعدة والمعلومات بلغتك الأم بشكل مجاني. للتحدث إلى مترجم، اتصل على 1-800-782-0095 (TTY 1-866-368-1634).

#### **ARABIC**

Nếu quý vị, hoặc ai đó quý vị đang trợ giúp, có câu hỏi về UniCare Health Plan of West Virginia, Inc., quý vị có quyền được trợ giúp và nhận thông tin bằng ngôn ngữ của quý vị miễn phí. Để nói chuyện với thông dịch viên, hãy gọi 1-800-782-0095 (TTY 1-866-368-1634).

#### **VIETNAMESE**

귀하 또는 귀하가 도움을 주고 있는 다른 사람이 UniCare Health Plan of West Virginia, Inc.에 대한 질문이 있는 경우, 귀하는 무료로 귀하가 사용하는 언어로 도움을 받고 정보를 얻을 수 있는 권리가 있습니다. 통역자와 통화하려면, 1-800-782-0095 (TTY 1-866-368-1634)로 전화하십시오.

#### **KOREAN**

ご自身またはサポートしている相手の方が UniCare Health Plan of West Virginia, Inc. についてご質問がある場合は、お使いの言語で無償のサポートおよび情報を受けることができます。通訳へのご連絡は、1-800-782-0095 (TTY 1-866-368-1634) までお電話ください。

#### **JAPANESE**

Kung may mga katanungan ka, o isang tao na tinutulungan mo tungkol sa UniCare Health Plan of West Virginia, Inc., may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang gastos. Para makipag-usap sa isang interpreter, tumawag sa 1-800-782-0095 (TTY 1-866-368-1634).

#### **TAGALOG**

Se lei o qualcuno che sta assistendo dovesse avere domande relative a UniCare Health Plan of West Virginia, Inc., ha il diritto di ottenere aiuto e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, contatti 1-800-782-0095 (TTY 1-866-368-1634).

#### ITALIAN

หากคุณหรือผู้ที่คุณกำลังให้ความช่วยเหลือมีคำถามเกี่ยวกับ UniCare Health Plan of West Virginia, Inc. คุณมีสิทธิที่จะขอรับความช่วยเหลือและรับข้อมูลในภาษาของคุณโดยไม่มีค่าใช้จ่าย หากต้องการพูดคุยกับล่าม โปรดโทรศัพท์มาที่ 1-800-782-0095 (TTY 1-866-368-1634)

#### THAI

यदि तपाईं वा तपाईंले मद्दत गरिरहनुभएको कोही व्यक्तिसँग UniCare Health Plan of West Virginia, Inc. बारेमा प्रश्नहरू छन् भने, तपाईंसँग बिना कुनै शुल्क आफ्नो भाषामा मद्दत तथा जानकारी प्राप्त गर्ने अधिकार छ। दोभाषेसँग कुरा गर्न, 1-800-782-0095 (TTY 1-866-368-1634) लाई फोन गर्नुहोस्।

#### NEPALI

اگر شما یا کسی کہ بہ او کمک می‌کنید در مورد UniCare Health Plan of West Virginia, Inc. سوالی داشتید، این حق را دارید کہ کمک و اطلاعات را بہ زبان خود و بہ صورت رایگان دریافت کنید. برای صحبت کردن با یک مترجم، با 1-800-782-0095 (TTY 1-866-368-1634) تماس بگیرید.

#### PERSIAN

Если у Вас или у того, кому Вы помогаете, появятся вопросы о UniCare Health Plan of West Virginia, Inc., у Вас есть право бесплатно получить помощь и информацию на Вашем языке. Чтобы поговорить с переводчиком, позвоните 1-800-782-0095 (TTY 1-866-368-1634).

#### RUSSIAN

اگر آپ، یا جس کسی کی آپ مدد کر رہے ہیں، ان کے پاس UniCare Health Plan of West Virginia, Inc. کے بارے میں کوئی سوال ہے، تو آپ کو تعاون حاصل کرنے اور کسی بھی قیمت پر معلومات حاصل کرنے کا حق ہے۔ ایک مترجم سے بات چیت کرنے کے لئے، کال کریں 1-800-782-0095 (TTY 1-866-368-1634)۔

#### URDU

## MAKING DECISIONS ON CARE AND SERVICES

Sometimes we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don't base it on that they might or we think they might deny or would be likely to deny benefits.



## OUR NOTICE OF PRIVACY PRACTICES

This notice explains how medical information about you may be used and disclosed by UniCare. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call our Customer Care Center at 1-800-782-0095 or go online to [www.unicare.com/medicaid](http://www.unicare.com/medicaid).



# MEMBER WEBSITE UPDATES!

The UniCare member website has been updated with new functionality and resources to better serve you.

## You will now be able to:

- Request ID cards
- Change your PCP from the secure portal
- View health records online
- Have access to health education tools from Web MD

If you have any questions on the new updates, please call our Customer Care Center at **1-800-782-0095**.

We can translate this for you at no cost. If you have speech or hearing loss, call the TTY line at **1-866-368-1634**.

## WHAT TO DO IF YOU HAVE A COMPLAINT

**UniCare strives to deliver great customer service all the time.** But we know there may be times when you're not happy about something. By letting us know, we can address your concern and serve you better. This is called our Member Complaints process. Just call our Customer Care Center at **1-800-782-0095 (TTY 1-866-368-1634)**.

Our customer care reps will try to resolve your concerns while on the phone with you. If they can't, they'll send the complaint to someone who can. If at any time you're not satisfied with how we're addressing your complaint, you may ask to speak directly with our Member Liaison.



**We want to fix issues as quickly as possible, so if you have a complaint, please call our Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634) before contacting anyone else. Thank you for letting UniCare serve you.**



An Anthem Company

PO Box 91  
Charleston, WV 25321-0091

The information in this newsletter is meant to educate. It is not meant as medical advice. Please check with your doctor for any advice about your health. Your health plan may not cover some types of care. Check your member handbook for details about what benefits your health plan covers and what it does not cover.

With the exception of [Unicare.com/medicaid](http://Unicare.com/medicaid), the websites referred to in this newsletter are websites of independent entities and not affiliated with UniCare.

Copies of any type of member information are made available (at no cost) upon request for translation, Braille, large print or audio format.



Just call the Customer Care Center. We can answer any of your questions about your plan. If you have a hearing or speech loss, call the TTY line.

We can translate this for you at no cost. Call the Customer Care Center at 1-800-782-0095. If you have speech or hearing loss, call the TTY line at 1-866-368-1634.

Podemos traducirle este texto sin costo. Llame al Centro de Atención al Cliente al 1-800-782-0095, Si tiene impedimentos auditivos o del habla, puede llamarnos a través de una máquina de TTY/TDD al 1-866-368-1634.