

WINTER 2017

MY HEALTH

www.unicare.com/medicaid

NEED A RIDE TO AND FROM YOUR MEDICAL APPOINTMENTS? WE CAN HELP.



Being a UniCare Health Plan of West Virginia, Inc. member means we'll get you to and from your covered medical services at no cost to you.

How can you schedule a ride?

Make reservations at least five business days before your appointment by calling Medical Transportation Management (MTM) at 1-844-549-8353 from 7 a.m. to 6 p.m. Monday through Friday. MTM is West Virginia's Non-Emergency Medical Transportation (NEMT) manager. MTM provides rides free of charge to Medicaid members throughout the state.

For more information or to schedule your ride online, visit www.mtm-inc.net/west-virginia.



BEFORE YOU CALL, GATHER THE INFORMATION BELOW. YOU'LL NEED IT TO SCHEDULE YOUR RIDE.

- Member name, home address and phone number
- Member Medicaid ID number
- Street address where you want to be picked up and phone number
- Name, phone number, address and ZIP code of the health care provider you're seeing
- Date and start and end times of your appointment
- Any special needs, including whether you need someone to ride with you
- General reason for your appointment, such as checkup or eye appointment



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)

GET A CAR SEAT OR PORTABLE CRIB FOR ATTENDING YOUR PRENATAL VISITS

UniCare will send eligible members a car seat or portable crib just for getting at least six prenatal checkups — checkups you were probably going to go to anyway. It's our way of saying thank you for taking even more steps to stay healthy.

For more information or to request a brochure, call the Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634).



HOW MUCH DO YOU KNOW ABOUT CAR SEAT SAFETY FOR YOUR CHILD?



Myth: My car seat was safe for my older child so it's safe for my baby, too.

Fact: Car seats should be thrown away after six years, according to the Juvenile Products Manufacturers Association. Many seats are now marked with an expiration date.

Myth: If I'm not going far or traveling at a high speed, I don't need to put my child in a car seat.

Fact: Infants and toddlers should be in a car seat at all times. Car crashes are the number one cause of death for children under age 14 in the United States, according to the National Highway Traffic Safety Administration. Most fatal crashes happen within 25 miles from home and at speeds less than 40 mph.



COLD AND FLU

WHAT'S THE DIFFERENCE?

A cold and the flu have similar symptoms. And both are caused by viruses, which means antibiotics won't help cure them.

People with a cold may have a runny or stuffy nose, mild fever, body aches and dry cough. The flu is more serious. It usually lasts up to a week and may make you feel bad all over. People with the flu also may have a higher fever, body aches and weakness.



How can you avoid the flu?

The best thing you can do is get a flu shot each fall, but more tips are below. Put a check beside the ones you're already doing:

- I wash my hands often.
- I limit close contact with others who are sick.
- I avoid touching my mouth, eyes or nose.
- I get plenty of sleep and exercise.
- I manage my stress.
- I eat healthy foods.
- I don't smoke.
- I drink plenty of water each day.

What tips aren't checked that you can start doing this week?

Call your provider when:

- It's time to get a flu shot.
- Flu-like symptoms last longer than one week.
- You have a fever higher than 102 degrees for more than two days.





WHEN SHOULD YOU GO TO THE EMERGENCY ROOM?

Before you go ...

One of the best ways to get the care you need is to see your primary care provider (PCP), if you're not having a medical emergency. Your PCP is your main doctor or medical home.

If your PCP's office is closed, you can still call his or her office and leave your name and phone number with the answering service. Someone from your PCP's office will call you back.

If you're not sure whether your medical issue is an emergency, call our 24-hour nurse help line at 1-888-850-1108 (TTY 1-800-368-4424). You can speak to a nurse 24 hours a day, 7 days a week.

URGENT CARE

is when you or your family needs medical care within 24 hours. Urgent care isn't the same as an emergency. If your condition is serious and you need medical help within 24 hours, call your PCP. Some urgent care benefits include:

- Not needing an appointment.
- Less wait times.
- Locations close to home.
- Getting your prescriptions filled on site, depending on the location.

EMERGENCY ROOM (ER) CARE

is needed when a serious, unexpected medical condition may cause the following to happen if you don't get treatment right away:

- Permanent damage to your mental or physical health or the health of your unborn child
- Impairment to a body function
- Dysfunction of a body organ or part
- Disfigurement

Go to the ER or call 911 as soon as possible.

PREVENTING HPV IS AS EASY AS 1, 2, 3

Human papillomavirus, or HPV, is a group of viruses that causes genital warts and other cancers such as cancer of the cervix, penis, anus, mouth and throat. It's passed from person to person during sexual contact and is very common. Because there aren't screening tests for these cancers, they're often caught at a later stage when they're harder to treat.

The good news is an HPV vaccine can help prevent many of the cancers caused by an HPV infection.

It's given as a series, recommended for boys and girls at ages 11 or 12 but can be started as early as age 9. Boys should be finished with the shots before they turn 13. When the shots are given at these ages, only two doses, six to 12 months apart, are needed. Catch-up vaccines are recommended for males through age 21 and for females through age 26, if they didn't get vaccinated when they were younger.

Call your or your child's primary care provider (PCP) today to ask whether the HPV vaccine is right for you or your child. If you need help making an appointment, just call our Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634).

KNOW YOUR RIGHTS AND RESPONSIBILITIES

You have the following rights as a UniCare member. We won't treat you unfairly for exercising your rights. As a member of our health plan, you have the right to:

- Learn about your rights and responsibilities.
- Learn about us, our services, providers and other health care providers.
- Get information about the way UniCare is run and organized.
- Be treated with dignity and respect and recognition of your dignity and your right to privacy.
- Be part of decisions made by your providers and other providers about your health care needs.
- Have your medical records kept private unless you tell us in writing it's OK for us to share them or it's allowed by law.
- Be part of honest talks about your health care needs and treatment options, no matter the cost and whether your benefits cover them.
- File a complaint or an appeal about UniCare, any care you get or if your language needs are not met.
- Ask how many grievances and appeals have been filed and why.
- Tell us what you think about your rights and responsibilities and suggest changes.
- Tell us, your providers and other health care providers what they need to know to treat you.
- Follow the care plan and instructions you've agreed on with your providers or other health care professionals.
- Learn as much as you can about your health issue and work with your provider to set up treatment goals you agree on.

Visit www.unicare.com/medicaid to access your member handbook for more information about your rights and responsibilities. We can also send you a copy of the handbook. Just call our Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634).



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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 www.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 hearing or speech loss, call the TTY line.



Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-800-782-0095 (TTY 1-866-368-1634).