

SUMMER 2017

MY HEALTH

www.unicare.com/medicaid

ACHIEVING ASTHMA SUCCESS WITH AN ACTION PLAN

An asthma action plan shows you what steps to take based on you or your family member's symptoms. Your primary care provider (PCP) is your partner in creating this plan.

The first step is to ask yourself a few questions. What are the challenges you or your loved one face in managing asthma? Write down your concerns to share with your PCP:

How many times have you or a family member visited the emergency room (ER) this year for an asthma-related emergency? An asthma action plan lays out the steps to follow in different situations. It may help reduce ER visits and better manage flare-ups.

What else do you want to discuss with your PCP?

Put a check beside the items you want to talk about.

- Using a peak flow meter or quick-relief inhaler
- Understanding the difference between asthma controller and rescue medications
- Identifying and avoiding asthma triggers

Members with asthma can get up to \$100 in hypoallergenic bedding, pillowcases and mattress covers. To order, call 1-888-423-9622.



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)



HOW DOES UNICARE DECIDE IF WE'LL COVER A TREATMENT, PROCEDURE OR HOSPITAL STAY?

Utilization Management (UM) is a process that helps decide if certain outpatient care services, inpatient hospital stays or procedures are medically needed and covered by the plan.

Employees, consultants or other providers are not rewarded or offered money or other incentives to deny care or service. They are not rewarded for supporting decisions that result in the use of fewer services.

Decisions are only based on what's right for each member, based on the type of care and service.

We look at standards of care taken from:

- Medical policies
- National clinical guidelines
- Your health benefits

To learn more about UM or a case, call us toll-free from 8 a.m. to 5 p.m. local time Monday-Friday at 1-800-782-0095 (TTY 1-866-368-1634). If you'd like to talk to someone in a language other than English, ask for an interpreter in your language.



WHAT QUESTIONS DO YOU HAVE ABOUT YOUR COVERAGE?

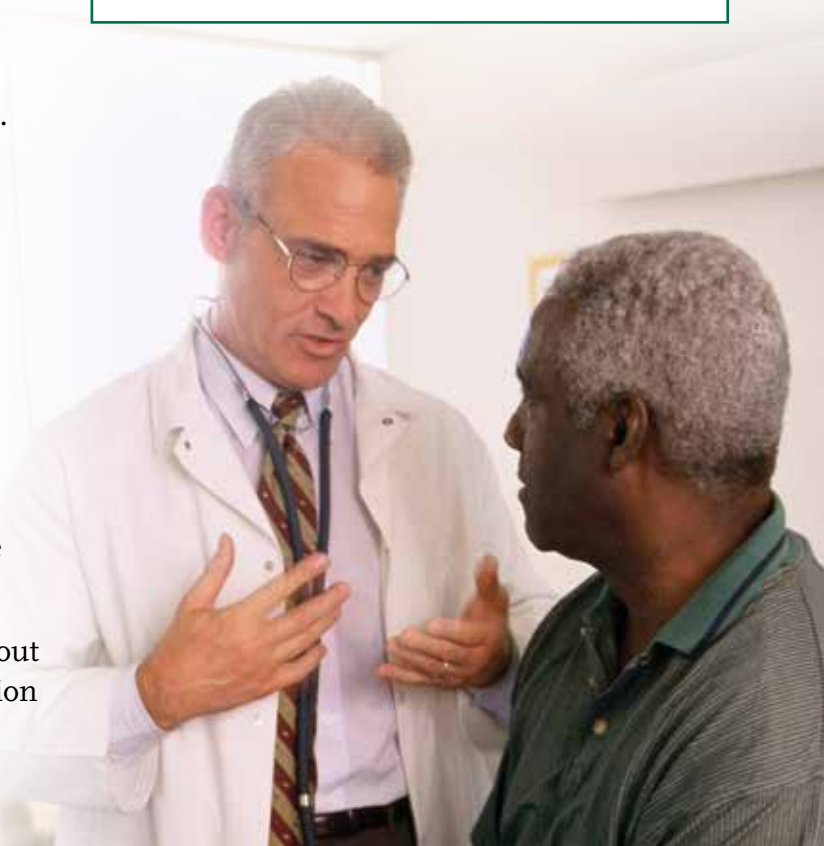
Learn more about:

- Your benefits for different services. These could include primary and specialty care, hospital, mental health and other services.
- How we qualify our network providers.
- How to find your PCP, schedule appointments and get care.
- What to do when you're out of the plan's service area.
- Information on emergency care and 911 services.
- Access to care after office hours.
- The process and forms for filing a complaint or appealing a decision.
- Your pharmacy benefits, preferred drug lists and network pharmacies.
- How to voice a complaint or appeal a decision.
- How we protect your privacy.
- Our Quality Improvement programs. You can see how we use this information to help improve the quality of benefits and services.

If you, or someone you're helping, have questions about UniCare, 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).

Ways to learn more:

1. Visit www.unicare.com/Medicaid
2. View your member handbook
3. Call us at the number on the back of your member ID card



Know your rights

We want you to know what your rights and responsibilities are as a member of our health plan. To read about your rights, visit www.UniCare.com/Medicaid.

- Under **Other UniCare Websites**, select **Medicaid**.
 - Choose **Benefits**, and then go to **Member handbooks & resources**.
 - Select the **Your Health Care Rights and Responsibilities** chapter.
- You can also call us at **1-800-782-0095** for a paper copy.

GET IMPORTANT HEALTH MESSAGES WITH HealthCrowd

UniCare wants to communicate with our members in the way that's most convenient for you. For many people, that's texting!

This year, UniCare will start texting you important information about your health and health care benefits.

You'll receive **free texts** about:

- New benefits
- Changes to current benefits
- Emergency notices
- Reminders to renew your coverage on time
- Personalized messages based on your health status
- Information about incentives and rewards you can earn
- Invitations to health fairs and educational classes

It doesn't cost you anything to receive these texts. For more information, contact Customer Care at 1-800-782-0095.

Remember, don't text and drive!



WHAT VACCINES DO TEENS NEED?

Getting a checkup each year means your doctor can monitor your health and treat any health problems early, before they become serious. It's also a good time to get vaccines, or shots, and ask questions about your health.

Vaccine name	When should teens get it?	Why do teens need this vaccine?
Flu	Once per year	Protects against the flu and avoids spreading flu to others
Human papillomavirus (HPV)	Age 11-12	Protects against viruses that can cause several types of cancer and genital warts
Tetanus, diphtheria and pertussis (Tdap)	Age 11-12	Protects against whooping cough and other diseases
Meningococcal	Age 11-12 and a booster dose at age 16	Protects against serious infections around the brain and spinal cord

Get a head start on your health today by scheduling a wellness checkup. To learn more about the vaccines for preteens and teens, visit [cdc.gov/vaccines/teens](https://www.cdc.gov/vaccines/teens).



Pertussis, or whooping cough, can keep teens out of school and activities for weeks.

It can be spread to others and is especially dangerous for babies and young children.



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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 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.

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.

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