UniCare®
An **Anthem** Company

MY HEALTH

www.unicare.com/medicaid

WEBSITE REDESIGN
WITH YOU IN MIND

What would you like to know about being healthier or managing your benefits and services?

Check out what's new at www.unicare.com/medicaid. The website has been updated with new functionality and resources. You can log in to the secure website to:

- Request ID cards
- Change your primary care provider (PCP)
- View health records online
- Have access to health education tools from Web MD

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If you have any questions about the updates to the website, please call the Customer Care Center at **1-800-782-0095 (TTY 1-866-368-1634).**

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)

HWV-NL-0008-18

LET'S PREPARE
TO STAY HEALTHY DURING FLU SEASON

Influenza (flu) is a viral infection that typically comes on quickly and without prior illness. Some of the symptoms to look for are fever, body aches, headache, dry cough and unusual fatigue. The worst part of the illness tends to last for 3 to 4 days, but it can take up to two weeks to feel completely well.

Since the flu is a virus, antibiotics won't work. It's often best treated at home with hydration and rest. If symptoms persist or get worse, call your primary care physician (PCP) right away. If you're unable to reach your PCP, go to an urgent care or emergency room.

What are some things you can do to help prevent the flu from spreading?

I will:

❑ Get a flu vaccine at or before the beginning of flu season

❑ Avoid close contact with those who have the flu whenever possible

❑ Wash my hands often with soap and water

❑ Cover my nose and mouth with a tissue when coughing or sneezing

❑ Avoid touching my eyes, nose and mouth

Answer: All the above

For more information on the flu and its activity in your area, reach out to your PCP or visit the Centers for Disease Control and Prevention website.

HOW CAN YOU PREPARE FOR THE FLU SEASON AND A HEALTHIER YOU?

Here's a fun puzzle to get you started:

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      [1]
 [2][ ][ ][ ][ ]
      [ ]
      [3][ ][ ][ ]
      [ ]
      [ ]
[4][ ][ ][ ][5]
[ ]      [ ]
[ ]      [ ]          [6]
[ ]   [7][ ][ ][ ][ ][ ][ ][ ][ ][ ]
         [ ]          [ ]
 [8][ ][ ][ ][ ]
         [ ]
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ACROSS

2. Washing these helps minimize the spread of the flu
3. Symptoms similar to the flu but less severe
4. A way for the body to rest and repair
7. These provide vitamins and nutrients to help boost the immune system
8. Drinking more of this helps hydrate the body

DOWN

1. Lowers your risk of getting the flu each year
4. Staying away from people while they are this helps prevent the spread of flu
5. This person can help answer your questions about the flu and vaccine
6. A viral infection of fever, body aches, headache, dry cough and sore throat

Crossword puzzle answers:
Across 2. Hands 3. Cold 4. Sleep 7. Vegetables 8. Water
Down 1. Vaccine 4. Sick 5. Provider 6. Flu

Source: cdc.gov/flu/index.htm

FLU SHOTS

WHAT?

The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months of age and older get an injectable flu vaccine. If you're an adult 65 years or older, talk with your provider about getting a pneumonia vaccine as well.

WHERE?

The flu season usually peaks in January so getting a flu shot as soon as the vaccine becomes available in the fall allows your body time to develop the necessary antibodies to protect against the flu before it reaches your community.

WHEN?

- Your PCP
- Any of our network pharmacies if you're age 21 or older
- Your local health department

WHAT IS HEALTHY REWARDS?

You can earn $20 or more just for getting checkups or screenings. It's our way of saying thank you for taking even more steps to stay healthy. All you have to do is to sign up. Then, once you complete a Healthy Rewards activity, dollars will be added to your Healthy Rewards card. Check the list below to see which activities you may qualify for.

Who's eligible	Healthy activity	Reward	Limit
Pregnant women	1st prenatal checkup within 42 days of enrollment*	$25	1 per pregnancy
	6 prenatal checkups*	$25	1 per pregnancy
	Postpartum checkup 21-56 days after delivery* **	$25	1 per pregnancy
Children ages 2 weeks or less	2-week, well-baby checkup*	$25	1 time
Children ages 0-15 months	6 well-baby checkups*	$25	1 time
Children ages 3-6	Well-child checkup	$25	Once every 12 months
Adolescents ages 12-21	Wellness checkup	$25	Once every 12 months
Females ages 50-75	Complete breast cancer screening	$25	Once every 12 months
Females ages 21-64	Complete cervical cancer screening	$25	Once every 12 months
Adults ages 18-75 with diabetes	Diabetes blood sugar (HbA1c) screening and kidney test	$50	Once every 12 months
	Diabetes eye exam	$25	Once every 12 months
Members ages 6 and up who've been discharged from a hospital for a mental health condition	Outpatient visit with mental health provider within 7 days of discharge	$20	1 per discharge; maximum of 4 every 12 months

Sign up today and start earning rewards.

You can use your card to buy health and wellness items at Dollar General, Family Dollar, Rite-Aid and Walmart. For more information and program rules, call 1-877-868-2004 (TTY 711) or visit **mss.unicare.com/healthyrewards**.

*Please let us know when you've completed these activities.

**If you delivered by cesarean section (C-section), the one- to two-week post-operative visit to your provider isn't considered a postpartum visit.

WHAT CONCERNS OR COMPLAINTS DO YOU HAVE?

UniCare Health Plan of West Virginia, Inc. wants to deliver great customer service all the time. But we know there may be times when you're not happy about something. We want you to let us know so we can address your concerns and serve you better. That's why we have an easy member complaints process. Just call our Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634).

Our customer care representatives will try to resolve your concerns while on the phone with you. If they can't, they'll transfer you 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, who can work with you to fix the issue as quickly as possible.

Thank you for letting UniCare serve you.

OUR NOTICE OF PRIVACY PRACTICES

This type of 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 the customer service number on the back of your ID card or go online to www.unicare.com/medicaid.

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 and others involved in UM decisions do not get any reward for limiting or denying care. When we hire, promote, or fire providers or staff, it isn't based on their likelihood to deny benefits.

P.O. Box 91
Charleston, WV 25321-0091

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).

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.

www.unicare.com/medicaid
UniCare Health Plan of West Virginia, Inc.

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