

WINTER 2018

MY HEALTH

www.unicare.com/medicaid

GET READY FOR TRYOUTS THIS YEAR!

WE NOW COVER SPORTS PHYSICALS FOR KIDS

Great news!

Starting July 1, 2018, we'll cover sports physicals for members ages 8-18!

Here's what you need to know:

- They must see a provider who works with our plan.
- We'll cover one sports physical per year.
- The member must be up-to-date on their Early and Periodic Screening, Diagnostic and Treatment (EPSDT) screenings.



Questions?

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)

KNOW YOUR RIGHTS

AS A MEMBER OF UNICARE HEALTH PLAN OF WEST VIRGINIA, INC.

As our member, you have certain rights and responsibilities.

Your rights include:

- Being treated with dignity and respect.
- Being able to get information about the way UniCare is run and organized.
- Having your medical records kept private unless:
 - You tell us in writing that it's OK to share them.
 - It's allowed by law.
- Being part of decisions that are made by your providers about your health care needs.
- Asking how many grievances and appeals have been filed and why.



You're responsible for:

- Learning about us, our services and providers.
- Telling us and your providers what they need to know to treat you.
- Following instructions that you have agreed on with your providers or other health care professionals.
- Learning as much as you can about your health issue, and working with your provider to set up treatment goals you agree on.
- Filing complaints or appeals about things like:
 - The care you get.
 - If your language needs are not met.
 - Our company.



To read the rest of your rights and responsibilities, see your member handbook. We sent you a handbook when you first joined our plan.



To view the most up-to-date copy, either:

- Visit www.unicare.com/medicaid.
- Call our Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634). We'll mail you a free copy.



SEX, WARTS AND HPV

Every teen should get vaccinated

According to the CDC, human papillomavirus (HPV) is the most common sexually transmitted infection in the U.S.

Here's what you need to know:

- HPV is a virus passed from one person to another orally and during skin-to-skin sexual contact.
- It normally shows no symptoms.
- Certain types of HPV can cause:
 - Genital warts.
 - Cancer of the cervix, vulva, vagina, penis, anus or throat (often after being infected for many years).
- The best way to prevent genital warts and cancer-causing HPV is by getting the vaccine (shot) early.

Who can get the HPV shot?

- Females ages 9-26
- Males ages 9-21



It's best to get the vaccine long before sexual activity begins.

If you are or your child is the right age, call the doctor about getting the HPV shot today.

Need help making an appointment?

Call our Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634).

NEED A RIDE?

Trouble getting to the doctor shouldn't stand between you and your health. We team up with Medical Transportation Management (MTM), which is West Virginia's Medicaid Non-Emergency Medical Transportation (NEMT) service.

WHO TO CALL

Call MTM at 1-844-549-8353 Monday through Friday from 7 a.m. to 6 p.m. Eastern time.

WHEN TO CALL

Please call at least five business days before your appointment. If the trip isn't urgent, you may need to reschedule.

WHAT THEY NEED TO KNOW

- Member name, home address and phone number
- Medicaid ID number
- The street address and the phone number where you want to be picked up
- The name, phone number, address and ZIP code of the health care provider you're seeing
- The date and start time of your appointment
- The end time of your appointment
- Any special needs, including if you need someone to ride with you
- The type of appointment (checkup, sick visit, eye appointment, etc.)

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





TAKING CARE OF BABY AND ME[®]

GET REWARDS FOR GOING TO YOUR PRENATAL VISITS ON TIME!

Seeing your doctor for prenatal visits is one of the most important things you can do for yourself and your growing baby. They're so important, we'll reward you for it!

If you're eligible, we'll send you a brochure.
Here's what to do:

- 1 Fill out the member info section.
 - Note: Please provide the address where we can ship your reward.
- 2 Place a check beside **car seat** or **portable crib** so we know which one you would like.
- 3 Bring the brochure to each prenatal appointment. For each visit, have your doctor:
 - Fill out the prenatal care info.
 - Write the date.
 - Sign their name.
- 4 Have your doctor's office fax or mail it to us (using the fax number or address provided).



We'll send you a **car seat** or **portable crib** when you complete six prenatal checkups.

Note: You must be a UniCare member at the time of service for all six prenatal appointments.

SKIP THE HASSLE OF THE ER

VISIT YOUR PCP FOR NONEMERGENCIES

A true medical emergency is when your health condition could cause serious bodily injury or even death. Many problems that people take to the ER can be treated by your primary care provider (PCP).



When to call/visit your PCP

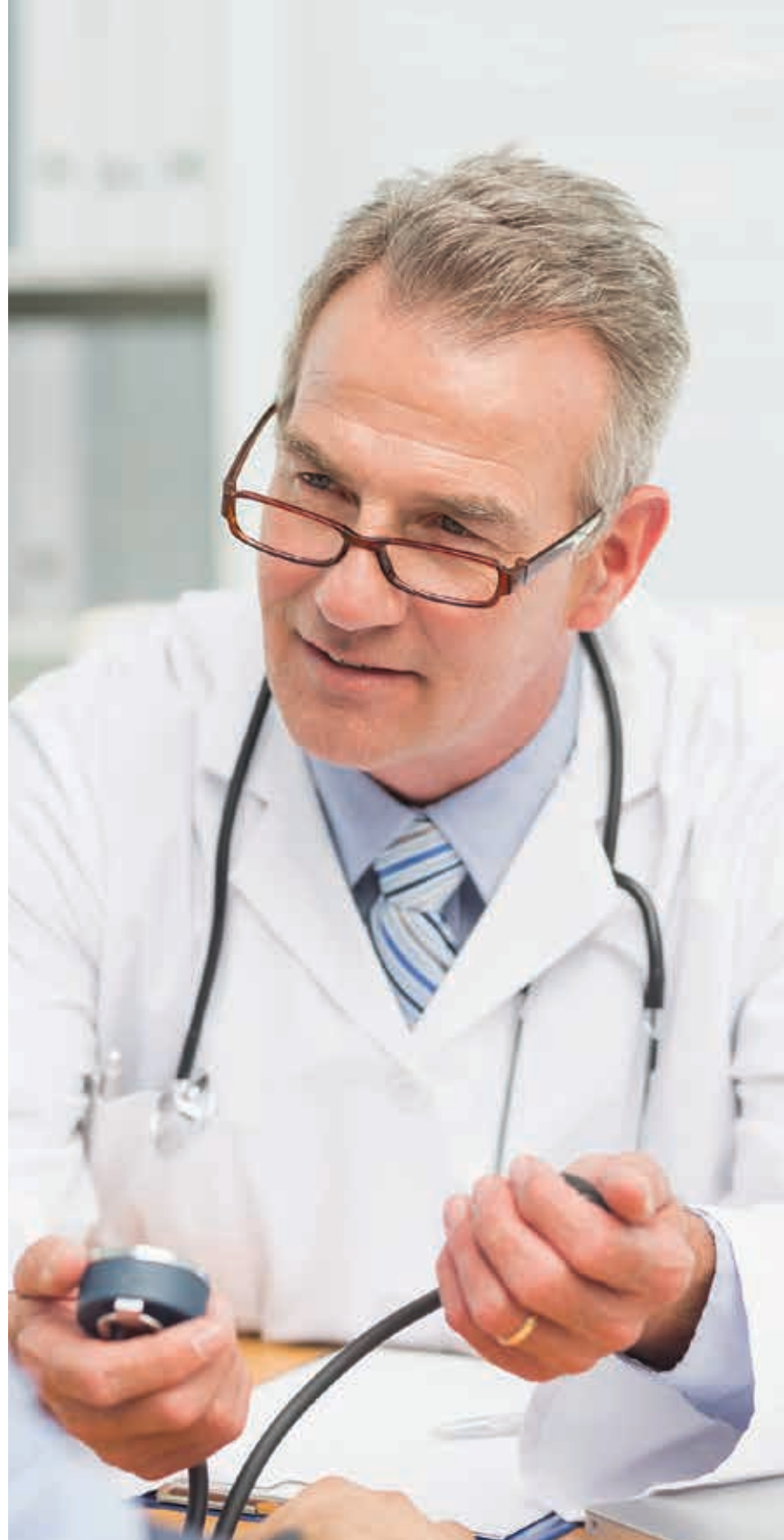
- Colds
- Sore throats
- Ear aches
- Headaches
- When you need referrals to specialists

Even if you call after hours, someone from the office should be on call and able to help.



When to go to the ER

- Chest pains
- Trouble breathing
- Fainting or passing out
- Seizures
- Poisoning
- Broken bones
- Severe bleeding



**If you need help
within 24 hours
(urgent care):**
Call your PCP.

**What to do in
an emergency:**
Call 911 or go to the
nearest emergency
room right away.

Not sure where to go?
Call our 24-hour
nurse help line at
1-888-850-1108
(TTY 1-800-368-4424).



An Anthem Company

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



The information in this newsletter is meant to educate. It's 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 doesn't 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.

