

WINTER 2019

MY HEALTH

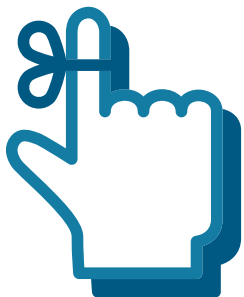
www.unicare.com/medicaid

IMPORTANT UPDATE: WE'VE GOT A NEW TRANSPORTATION VENDOR!

Need a ride to your doctor's office?

We've got you covered! Just make sure you reach out to our new vendor, LogistiCare. You can schedule a ride with them:

- Online at www.logisticarewv.net.
- By calling 1-844-549-8353 Monday through Friday from 7 a.m. to 6 p.m.



Remember:

- Try to ask for a ride five business days in advance.
- If it's urgent, they may be able to schedule one sooner.
- For a ride in an emergency, always call 911.



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 YOU USE YOUR BENEFITS

And how we pay for them

Sometimes we change the way we pay for certain health care and services. This is called Utilization Management (UM).

Our UM program:	Our UM program does not:
<ul style="list-style-type: none">• Identifies what, when and how much of our services are medically needed.• Helps ensure the best possible health results for you as our member.	<ul style="list-style-type: none">• Stop certain people or groups from getting services.• Tell our providers to withhold or give you fewer services.• Reward providers for limiting or denying services.• Hire, promote, or fire providers or staff based on how they approve or deny services.

Our UM program follows National Committee for Quality Assurance (NCQA) standards. Our doctors use clinical practice guidelines for common conditions and preventive care. Clinical practice guidelines come from medical experts in their field. To get a copy of these guidelines, call the Customer Care Center.

The UM team also handles:

Preapprovals

Some services and benefits need preapproval. This means you or your doctor must ask us to approve them **before** you get them.

Appeals

An appeal is when you ask us to reconsider paying for a service that was:

- Denied.
- Reduced in amount, time or scope.

If you have questions for the UM team, call the Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634). If you call after hours, leave a message and we'll return your call the next business day. All UM staff will tell you their name, title and organization when taking calls.

LESS STRESS WITH FOUR SIMPLE STEPS

Everyone feels stressed or anxious at times. Here are some things that can help make a difference.

1 Stay connected with others.

Talking with someone can help you figure out ways to feel better or deal with a stressful event. You can talk to a:



- Friend
- Family member
- Teacher
- Coach
- Guidance counselor
- Doctor

2 Get active.

Trying a new activity can be a good way to handle your feelings and relieve stress. You could try to:

- Go for a walk.
- Play sports.
- Write a play or poem.
- Play a musical instrument.
- Join an after-school club or group.
- Volunteer.

3 Take care of yourself.

Keeping your body healthy can make it easier to handle a tough time. Make sure to:

- Get enough sleep.
- Eat healthy (plenty of real fruits and veggies).
- Exercise.
- Keep a routine.
- Avoid drugs and alcohol.



4 Take deep breaths.

It sounds silly, but breathing slowly and deeply can help calm your whole body in times of stress.

! **Not sure where to turn?** Call your local crisis intervention center or even the National Suicide Prevention Lifeline at 1-800-273-TALK (8255).



CASE MANAGEMENT

We know managing complex health conditions can be overwhelming. That's why we have a team of specialized nurses called case managers here to help.

Your case manager will:

- Get to know you and your health history.
- Work together with your doctors.
- Set up health care services.
- Help you find special programs and support at home or in your community.
- Help you get medicines, referrals and preapprovals.
- Make a plan of care to help you manage all your doctor appointments and more.

You may qualify for case management if you have ongoing or chronic health conditions. We learn about your conditions:

- As a new member taking our health risk assessment.
- When your doctor refers you.

If you think you need case management, give us a call at 1-800-782-0095 (TTY 1-866-368-1634) Monday through Friday from 8 a.m. to 6 p.m. Eastern time.



THE TRUTH ABOUT FLUORIDE AND TOOTH HEALTH

Fluoride is nature's cavity fighter. It's found naturally in varying amounts in:

- Water sources such as rivers, lakes and even oceans.
- Certain food and drinks.

Fluoride helps to:

- Prevent tooth decay (cavities), slow it down or stop it from getting worse, especially for kids.
- Strengthen tooth enamel (the outer coating of your teeth).

As you may know, fluoride is also added to:

- Tap water.
- Dental products such as toothpaste and mouthwash.

Thanks to the added fluoride, many baby boomers will be the first generation to keep their natural teeth their entire lives.

Fluoride treatments are commonly given at the dentist. One of these is called fluoride varnish, which is:

- Quickly painted on each tooth.
- Sticky at first, but hardens quickly.
- Invisible.
- Painless.
- Easily brushed off with a toothbrush (it can't be licked off with your tongue alone).

Note: Fluoride treatments can't completely prevent cavities. They work best when you also:

- Brush twice a day for at least two minutes (using a pea-sized amount of toothpaste).
- Floss daily.
- See your dentist for a cleaning twice a year.
- Eat a healthy diet (with little-to-no sugary food and drinks).



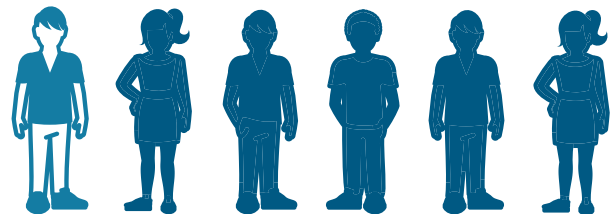
SO YOU THINK VAPING IS SAFE? WHAT ARE YOU SMOKING?

You may have heard that vaping isn't as bad for you as smoking, but that doesn't mean it's safe. The truth is, doctors don't know many of the long-term health effects yet. One thing's for sure, you could be inhaling harmful chemicals from aerosols (called vapor) too. This includes things like:

- Nicotine
- Formaldehyde
- Diacetyl (known to cause lung disease)
- Toxic metals, like nickel, zinc, lead and chromium
- And others, depending on your cartridge

Why is nicotine so bad?

- It can cause problems with memory, learning new things, concentrating and more.
- It's highly addictive.
- Once you've started using it, quitting is almost never easy.



According to Health and Human Services (HHS), 1 in 6 high school students were using vape pens in 2015. Talk with your teen about vaping and kick the habit early on.



IS YOUR TEEN STILL SEEING A PEDIATRICIAN?

Pediatricians are doctors who specialize in children’s health care. As kids grow to adulthood, their health needs start to change. At some point, they’ll need to start seeing a doctor who normally treats adults for:

Physical health care	Mental health care
<p>This type of care prevents and treats conditions that affect the body. A primary care provider (PCP) can help with many of these health needs. An adult PCP may be a/an:</p> <ul style="list-style-type: none"> • Family doctor or general practice. • Internal medicine doctor. • Nurse practitioner. • Physician assistant. • Obstetrician/gynecologist (OB/GYN) for women. 	<p>This type of care treats conditions that affect the mind and behaviors. Your teen could see a:</p> <ul style="list-style-type: none"> • Psychiatrist. • Psychologist. • Community mental health center.

Need to find a doctor and/or change PCPs? It’s easy, and you can switch anytime.

	Online	By phone
To find a doctor	<ul style="list-style-type: none"> • Visit www.unicare.com/medicaid. • Click on Find a doctor, hospital or urgent care center near you. • Fill in your info and click Search. 	Call 1-800-782-0095 (TTY 1-866-368-1634) Monday through Friday from 8 a.m. to 6 p.m. Eastern time.
To change PCPs	<ul style="list-style-type: none"> • Log in to www.unicare.com/medicaid. • Follow the instructions on screen to change PCPs. 	

We’ll send you a new member ID card that lists your new PCP.

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).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 1-800-782-0095 (TTY 1-866-368-1634).

Vous avez besoin d'aide pour vos soins médicaux, pour communiquer avec nous ou pour lire les documents que nous vous envoyons ? Nous fournissons nos publications dans d'autres langues et sous d'autres formats, et c'est gratuit. Appelez-nous sans frais au 1-800-782-0095 (TTY 1-866-368-1634).

Benötigen Sie Hilfe bei Ihrer medizinischen Versorgung, der Kommunikation mit uns oder beim Lesen unserer Unterlagen? Unsere Materialien sind auf Anfrage auch in anderen Sprachen und Formaten kostenlos erhältlich. Rufen Sie uns gebührenfrei an unter 1-800-782-0095 (TTY 1-866-368-1634).

您需要醫療保健的幫助嗎？請向我們諮詢，或是閱讀我們寄給您的資料。我們以其他語言和格式提供我們的資料，您無需支付任何費用。請撥打免費電話 1-800-782-0095 (TTY 1-866-368-1634)。

هل تحتاج إلى مساعدة في رعايتك الصحية أو في التحدث معنا أو قراءة ما نقوم بإرساله إليك؟ نحن نقدم المواد الخاصة بنا بلغات وتنسيقات أخرى بدون تكلفة عليك. اتصل بنا على الرقم المجاني 1-800-782-0095 (TTY 1-866-368-1634).

In caso si necessiti di assistenza con il servizio sanitario, per parlare con noi o comprendere le informazioni ricevute, sono disponibili materiali gratuiti in altre lingue e formati. Contattare il numero gratuito 1-800-782-0095 (TTY 1-866-368-1634).

Kailangan ninyo ba ng tulong sa inyong pangangalagang pangkalusugan, sa pamamagitan ng pakikipag-usap sa amin, o pagbasa kung ano ang ipinapadala namin sa inyo? Nagbibigay kami ng aming mga materyal sa ibang mga wika at anyo na wala kayong gagastusin. Tawagan kami nang walang bayad sa 1-800-782-0095 (TTY 1-866-368-1634).

의료 서비스, 당사와의 소통 또는 당사에서 보내는 자료 읽기와 관련해 도움이 필요하십니까? 무료로 자료를 다른 언어나 형식으로 제공해 드립니다. 무료 전화 1-800-782-0095(TTY 1-866-368-1634) 번으로 문의해 주십시오.

Quý vị có cần chúng tôi giúp với việc chăm sóc sức khỏe của quý vị, trao đổi với chúng tôi, hoặc đọc những tài liệu chúng tôi gửi cho quý vị hay không? Chúng tôi cung cấp các tài liệu bằng các ngôn ngữ và định dạng khác, miễn phí cho quý vị. Hãy gọi cho chúng tôi theo số miễn phí 1-800-782-0095 (TTY 1-866-368-1634).

Вам нужна помощь с медицинским обслуживанием, консультацией или материалами, которые мы вам прислали? Мы можем бесплатно предоставить вам материалы на других языках и в других форматах. Позвоните в нам по бесплатному телефону 1-800-782-0095 (TTY 1-866-368-1634).

ヘルスケアに関してご質問やご相談はありませんか？当社からお送りした資料のことでお困りですか？資料は英語以外の言語や別のフォーマットでもご用意しています。いずれも無料です。ご希望の方はフリーダイヤル 1-800-782-0095 (TTY 1-866-368-1634)

คุณต้องการความช่วยเหลือในการดูแลทางด้านสุขภาพของคุณ การพูดคุยกับเรา หรือการอ่านสิ่งที่เราส่งให้คุณหรือไม่ เรามีคู่มือของเราในภาษาและรูปแบบอื่นๆ ให้กับคุณโดยไม่เสียค่าใช้จ่าย โทรหาเราได้ฟรี 1-800-782-0095 (TTY 1-866-368-1634)

کیا آپ کو اپنی ہیلتھ کیئر سے متعلق مدد کی ضرورت ہے، یا ہم سے بات کرنے یا وہ پڑھنے میں جو ہم نے آپ کو ارسال کیا ہماری مدد درکار ہے؟ ہم اپنے مواد آپ کو دیگر زبانوں اور فارمیٹس میں بلا معاوضہ فراہم کرتے ہیں۔
1-800-782-0095 (TTY 1-866-368-1634).

Χρειάζεστε βοήθεια σχετικά με την υγειονομική σας περίθαλψη, να μιλήσετε μαζί μας ή να διαβάσετε ό,τι σας έχουμε αποστείλει; Παρέχουμε το υλικό μας σε άλλες γλώσσες και μορφές χωρίς καμία επιβάρυνση για εσάς. Καλέστε μας χωρίς χρέωση στο 1-800-782-0095 (TTY 1-866-368-1634).

Precisas de ajuda com a tua assistência à saúde, para falar conosco ou acerca do que enviamos para ti? Fornecemos os nossos materiais em outros idiomas e formatos sem custo algum. Liga-nos gratuitamente pelo número 1-800-782-0095 (TTY 1-866-368-1634).



This newsletter is 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 does not cover.

Except for www.unicare.com/medicaid, the websites referred to in this newsletter are websites of independent entities and not affiliated with UniCare.



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www.unicare.com/medicaid
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