

Here for You

Member Newsletter | WEST VIRGINIA



FEATURED ARTICLES:

We're here to help you stay healthy.

Use the A1c test to stay in your target blood sugar range.

Is it time to check your blood pressure?

What is chronic kidney disease?

...And more.

In this issue.

Know these important phone numbers.....	3
We're here to help you stay healthy.....	4
Use the A1c test to stay in your target blood sugar range.....	5
Is it time to check your blood pressure?.....	6
What is chronic kidney disease?.....	8
Find help in your community.....	10
What is fraud, waste, and abuse?.....	11
Get the most out of your benefits.....	13
Member Rights and Responsibilities.....	14



When you see this icon, click it to return to this content list.

Know these important phone numbers.

MEMBER SERVICES

1-833-957-0020 (TTY: 711)

Press 1 for Member

Monday–Friday, 8 a.m.–5 p.m.

24-HOUR NURSE LINE

1-833-957-0020

Press 1 for Member, then press 1 for

24-Hour Nurse Line

FRAUD AND ABUSE HOTLINE

1-844-718-6400

If you cannot see or read information from Highmark Health Options, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Health Options can also give you information in a different language. These services are free.

Si usted no puede ver o leer las cartas que le envía Highmark Health Options, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Health Options puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

Highmark Health Options West Virginia Inc. d/b/a Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association.

Highmark has not changed its vaccine coverage or medical policies on vaccinations. Members should talk with their doctor about personal health care needs, including vaccines for themselves or their children.

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We're here to help you stay healthy.

Call Care Management if you have a long-term or complex health problem—or might be at risk for one. You don't have to take care of your health alone. Our Care Management team can help.

We can:

- Check in with you and answer questions about your health or medicines.
- Give you easy-to-read health tips.
- Teach you simple ways to stay healthy.
- Help you work with your doctor or help you find one.
- Connect you with other services or support.

You may benefit if you:

- Go to the hospital or emergency room often.
- Have health problems that are getting worse.
- Are pregnant or have questions about your pregnancy.
- Have behavioral health needs such as mood, stress, or substance use concerns.
- Have diabetes or are at risk for it.
- Have heart disease, high blood pressure, high cholesterol, or other heart conditions.
- Are dealing with kidney, lung, or digestive problems.

We may also reach out based on your health needs or recent hospital visits to see if you could benefit from extra support.

You can join one of our free Care Management Programs if your doctor, caregiver, or family member refers you—or you can call yourself.

We're here to help you every step of the way. If you'd like to join any of these programs or opt out at any time, call Care Management at **1-833-957-0020 (TTY: 711)**, Monday–Friday, 8 a.m.–5 p.m.



Use the A1c test to stay in your target blood sugar range.

What is an A1c test?

A glycohemoglobin test, or hemoglobin A1c, is a blood test that checks the amount of sugar (glucose) bound to the hemoglobin in the red blood cells. People who have diabetes or other conditions that increase their blood sugar levels have more glycohemoglobin (sugar bound to hemoglobin) than normal.

An A1c test can be used to diagnose prediabetes or diabetes. The A1c test checks the long-term control of blood sugar levels in people with diabetes. Most doctors think checking an A1c level is the best way to check how well a treatment plan is working. This test can be done with a blood draw from a vein. Sometimes an A1c test can be done with blood from a finger stick.

A home blood sugar test measures the level of blood sugar only at that moment. Blood sugar levels change during the day for many reasons, including medicine, diet, exercise, and insulin levels.

It is useful for a person who has diabetes to have information about the long-term control of blood sugar levels. The A1c test result does not change with any recent changes in diet, exercise, or medicines.

Glucose binds to hemoglobin in red blood cells at a steady rate. Since red blood cells last three to four months, the A1c test shows how much glucose is in the plasma part of blood.

This test shows how well your diabetes has been managed in the last two to three months and whether your diabetes treatment plan needs to be changed. This test may not be accurate for everyone because many things can affect the life span of red blood cells, such as the second or third trimester of pregnancy, a recent blood loss or a blood transfusion, sickle cell disease, hemodialysis, or erythropoietin (ESA) medicine.

The A1c test can also help your doctor see how big your risk is of developing problems from diabetes, such as kidney failure, vision problems, and leg or foot numbness. Keeping your A1c level in your target range can lower your chance for problems.

Qualify for a Healthy Reward.

Earn \$25 if you have diabetes and have an A1c screening. You can also **earn \$50** if you have diabetes and have a retina exam. To earn rewards, you must sign up for Healthy Rewards.

To sign up for Healthy Rewards, call **1-833-957-0027 (TTY: 711)**, Monday–Friday, 8 a.m.–5 p.m. A Healthy Rewards Specialist can answer any questions you have!



Watch this short video to learn more about the A1c test.

Source: Healthwise



Is it time to check your blood pressure?



How to check your blood pressure.

A blood pressure monitor is used to screen for high blood pressure. A blood pressure cuff is wrapped around your upper arm. The cuff is then pumped up. The cuff is slowly deflated, and the monitor shows your blood pressure numbers. Either an automatic or manual monitor can be used.

After measuring your blood pressure, your doctor may ask you to test it again when you are home. This is because your blood pressure can change throughout the day. And sometimes blood pressure is high only because you are seeing the doctor. This is called white-coat hypertension.

Your doctor may ask you to monitor your blood pressure at home. You may get an ambulatory blood pressure monitor or a home blood pressure monitor.

Who should be screened for high blood pressure and how often?

The U.S. Preventive Services Task Force (USPSTF) recommends screening adults age 18 and older for high blood pressure. You can get your blood pressure checked during any routine medical visit.

Your doctor can let you know how often you should get your blood pressure checked. It may depend on what your blood pressure is and your risk for heart disease.

Get your blood pressure checked every year if any one of the following is true:

- You're age 40 or older.
- You're African-American.
- You're at a higher weight or you have obesity.
- Your doctor has recommended checking it based on your blood pressure numbers.

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You can get your blood pressure checked every three to five years if you are not at increased risk for high blood pressure and you have had normal blood pressure readings in the past.

If you are pregnant, you should get your blood pressure checked. Blood pressure checks are done at every prenatal visit to monitor you for high blood pressure, which may be a sign of preeclampsia.

Checking blood pressure in children and teens.

Children and teens typically have their blood pressure checked during routine checkups. Blood pressure checks typically start at age 3. At age 18, people can follow the adult screening guidelines.

Source: Healthwise



What is chronic kidney disease?

Chronic kidney disease means your kidneys have not worked right for a while. It most often happens because of damage to your kidneys over many years. But it can also happen quickly.

Your kidneys have an important job. They remove waste and extra fluid from your blood. This waste and fluid goes out of your body in your urine.

When your kidneys do not work as they should, wastes build up in your blood. This makes you sick.

Chronic kidney disease is also called chronic renal failure. Or it may be called chronic renal insufficiency.

What causes it?

Chronic kidney disease is caused by damage to the kidneys. The most common causes of this damage are many years of uncontrolled high blood pressure or high blood sugar from uncontrolled diabetes. Other things can cause it too, including kidney diseases and long-term use of certain medicines.

What are the symptoms?

Many people with chronic kidney disease do not have symptoms. If your kidneys get worse and start to fail, you may have symptoms. For example, you may urinate less than normal, feel very tired or sleepy, have swelling and weight gain, or have trouble sleeping.

How is it diagnosed?

Your doctor will ask you about past kidney problems. You will be asked if you have a family history of kidney disease. Your doctor will also want to know what medicines you take. This includes prescription and over-the-counter medicines.

Your doctor will do blood and urine tests to check how well your kidneys are working. This will help your doctor see how well your kidneys filter your blood.

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You may have an imaging test, such as an ultrasound or computed tomography (CT) scan. These tests let your doctor look at a picture of your kidneys. This can help your doctor measure the size of your kidneys and see if anything is blocking your urine flow.

In some cases, your doctor may take a tiny sample of kidney tissue. This is called a biopsy. It helps the doctor find out what caused the kidney disease.

How is chronic kidney disease treated?

The first step is to treat the disease that is causing kidney damage. In most cases, this is diabetes or high blood pressure. Managing your blood pressure and blood sugar may slow the damage to your kidneys.

You will probably need to take medicine. Take it as prescribed.

Lifestyle changes can help slow kidney disease or improve other problems that make kidney disease worse.

- Follow a diet that is easy on your kidneys.
- You may need to limit salt (sodium) and protein and watch your fluid intake.
- Be active.
- Do not smoke or use tobacco.
- Limit alcohol and avoid illegal drugs.
- Avoid medicines that can harm your kidneys. Let your doctor know all the prescription and over-the-counter medicines, vitamins, and herbs you take.
- Talk with your doctor before taking anything new.

Source: Healthwise



Find help in
your community.



Go to hho.fyi/support and enter your ZIP code to find free or reduced cost services in your community. There, you'll find resources for food, housing, transportation, utility assistance, medical care, job training, and more.



What is fraud, waste, and abuse?



Imagine you're at a store and someone tries to trick you into paying for something you didn't buy. That's kind of like **fraud** in health care. It's when someone lies or cheats to get money from your health insurance.

Waste means using more services than you need, which wastes money. And **abuse** means using services in a way that's not right, like getting a test you don't need. Unnecessary tests waste money.

Fraud, waste, and abuse hurts everyone. And it makes health care more expensive for everyone, including you!

What are some examples of fraud?

- Getting billed for medicine you didn't get. Or services you didn't receive.
- Someone pretends to be from Highmark Health Options and asks for your personal information. Like your social security number or bank account or credit card information.
- Someone uses your health insurance card without your permission.

How can you protect yourself?

Here are some tips to protect yourself from fraud, waste, and abuse.

- Keep track of your health care services. Write down the dates of your doctor visits, what services you got, and any tests you had.
- Check your bills and statements carefully. Make sure you're being charged for the right services. Protect your health information. Don't share your health insurance card or medical records with anyone except your doctor or other health care providers. If your health insurance card gets lost or stolen, call Highmark Health Options.
- Report any suspicious activity. If you think someone is trying to cheat your health insurance, tell Highmark Health Options right away.
- Do not sign any blank health care forms. If you have a question about a form, talk to a trusted family member or friend.

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How do you report fraud, waste, and abuse?

If you suspect fraud, waste, or abuse, tell Highmark Health Options. They have a team of people who investigate these issues. You can report it anonymously, meaning you don't have to give your name.

To report Medicaid fraud, waste, and abuse, contact Highmark Health Options in one of the following ways.

By mail:

Highmark Health Options
Delivery Code: FIPR
Attn: FWA/SIU Unit
120 Fifth Avenue
Pittsburgh, PA 15222

By email:

SIU_HHO@highmark.com

By phone:

1-844-718-6400 (TTY: 711)

By being aware and reporting suspicious activity, you can help keep health care honest and affordable for everyone.



Get the most out of your benefits.



Is all your benefit information available online? Yes, it is. And then some!

You can find your Medicaid benefits and coverage by going to the Benefits section of our website. This leads to your Member Handbook and Quick Guide, which has important information about:

- Whether certain medical and prescription benefits are covered.
- Your copays, if any.
- Out-of-network and out-of-area coverage and restrictions.
- How to get primary care, specialist, behavioral health care, emergency, and after-hours services.

- How to file a complaint (grievance) or an appeal.
- How we evaluate new technology.
- How to get help in your language, like interpretation or written materials.
- Extra help with food, housing, transportation, and getting a good education and job.

You can also request a printed copy of your Member Handbook by calling Member Services at **1-833-957-0020 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m.



Member Rights and Responsibilities

Your rights

As a member of Highmark Health Options, you have rights around your health care. You have the right to:

1. Ask for and obtain all included information.
2. Be told about your rights and responsibilities.
3. Get information about Highmark Health Options, our services, our providers, and your rights.
4. Be treated with respect and dignity.
5. Not be discriminated against by Highmark Health Options.
6. Access all services that Highmark Health Options must provide.
7. Choose a provider in our network.
8. Take part in decisions about your health care.
9. Refuse treatment and choose a different provider.
10. Get information on treatment options and different courses of care.
11. Have your privacy respected.
12. Ask for and get your medical records.
13. Ask that your medical records be changed or corrected if needed.
14. Be sure your medical records will be kept private.
15. Recommend changes in policies and procedures.
16. Be free from any form of restraint or seclusion used as a means of force, discipline, convenience, or retaliation.
17. Get covered services, no matter your cultural or ethnic background or how well you understand English.
18. Get covered services regardless of if you have a physical or mental disability, or if you are homeless.
19. Refer yourself to in-network and out-of-network family planning providers.
20. Access certified nurse midwife services and certified pediatric or family nurse practitioner services.
21. Get emergency post-stabilization services.
22. Get emergency health care services at any hospital or other setting.
23. Accept or refuse medical or surgical treatment and to make an advance directive.

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24. Have your parent or a representative make treatment decisions when you can't.
25. Make complaints and appeals.
26. Get a quick response to problems raised around complaints, grievances, appeals, authorization, coverage, and payment of services.
27. Ask for a state fair hearing after a decision has been made about your appeal.
28. Request and get a copy of the member handbook.
29. Disenroll from your health plan.

Your Responsibilities

As a member of Highmark Health Options, you also have some responsibilities:

1. Read through and follow the instructions in this handbook.
2. Work with your PCP to manage and improve your health.
3. Ask your PCP any questions you may have.
4. Call your PCP at any time when you need health care.
5. Give information about your health to Highmark Health Options and your PCP.
6. Always remember to carry your member ID card.
7. Only use the emergency room for true emergencies.
8. Keep your appointments.
9. If you must cancel an appointment, call your PCP as soon as you can to let him or her know.
10. Follow your PCP's recommendations about appointments and medicine.
11. Go back to your PCP or ask for a second opinion if you do not get better.
12. Call Member Services at **1-833-957-0020 (TTY: 711)** whenever anything is unclear to you or you have questions.
13. Treat health care staff and others with respect.





Highmark Health Options complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation. Highmark Health Options does not exclude people or treat them differently because of their race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Highmark Health Options provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in a different way, including large print, audio, and Braille.

Highmark Health Options provides free language services to people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact **Highmark Health Options Member Services at 1-833-957-0020 (TTY: 711)**, Monday – Friday, 8 a.m. – 5 p.m.

If you believe that Highmark Health Options has failed to provide these services or discriminated against you in another way because of your race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with Highmark Health Options or the Delaware Division of Human and Civil Rights by mail, phone, or web form.

Highmark Health Options
Attn: Appeals and Grievances
614 Market Street
Parkersburg, WV 26101
1-833-957-0020 (TTY: 711)
Fax: 1-833-547-2022

WV Human Rights Commission
1321 Plaza East, Room 108A
Charleston, WV 25301
304-558-2616
Fax: 304-558-0085
hho.fyi/wv-hrc

If you need help filing a complaint, Highmark Health Options and the Division of Human and Civil Rights are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights online at OCRPortal.hhs.gov, and by mail, phone, or email:

U.S. Department of Health and Human Services
200 Independence Avenue SW
HHH Building Room 509F
Washington, DC 20201
1-800-368-1019 (TTY: 1-800-537-7697)
OCRMail@hhs.gov

A printable version of the complaint form is available at hho.fyi/complaint-form.

ATTENTION: If you speak English, free language translation and interpretation services are available to you. Appropriate auxiliary aids and services (such as large print, audio, and Braille) to provide information in accessible formats are also available free of charge. Call the number on the back of your ID card (TTY: 711) for help.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de traducción e interpretación de idiomas. También hay disponibles ayudas y servicios auxiliares adecuados (como letra grande, audio y Braille) para proporcionar información en formatos accesibles sin cargo. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711) si necesita ayuda.

تنبيه: إذا كنت تتحدث اللغة العربية فستتوفر لك خدمات الترجمة التحريرية والترجمة الفورية مجانًا. تتوفر أيضًا الوسائل والخدمات المساعدة المناسبة (مثل الطباعة الكبيرة، والوسائل الصوتية، وطريقة برايل) لتقديم المعلومات بتنسيقات يمكن الوصول إليها من دون أي تكلفة. اتصل على الرقم المدون على ظهر بطاقة هويتك (الهاتف النصي: 711) لطلب المساعدة.

請注意: 如果您使用中文，我們可以為您提供免費的語言翻譯和傳譯服務。我們亦免費提供適當的輔助工具和服務（例如大字版、語音版和點字版），以無障礙的方式提供資訊。請致電您 ID 卡背面的電話號碼（聽障熱線 (TTY) : 711）尋求協助。

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Übersetzungs- und Dolmetscherdienste zur Verfügung. Außerdem sind kostenlos entsprechende Hilfsmittel und Dienstleistungen (wie Großdruck, Audio und Blindenschrift) zur Bereitstellung von Informationen in barrierefreien Formaten erhältlich. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

ATTENTION : si vous parlez français, des services de traduction et d'interprétation gratuits sont à votre disposition. Vous pouvez aussi bénéficier gratuitement de l'accès à des outils et services auxiliaires appropriés (affichage en gros caractères, audio et braille) dans des formats accessibles. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711) pour obtenir de l'aide.

ATTENZIONE: se parla italiano, sono disponibili servizi gratuiti di traduzione e interpretariato. Sono inoltre disponibili gratuitamente adeguati supporti e servizi ausiliari (ad esempio caratteri grandi, audio e Braille) per fornire informazioni in formati accessibili. Per assistenza, chiami il numero riportato sul retro della Sua tessera di identificazione (TTY:711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, mayroong mga libreng serbisyo sa pagsasalin at interpretation. Mayroon ding mga angkop na auxiliary na tulong at serbisyo (gaya ng malaking pag-print, audio, at Braille) para magbigay ng impormasyon sa mga naa-access na format na makukuha ng walang singil. Tawagan ang numero sa likod ng iyong ID card (TTY: 711) para sa tulong.

CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ biên dịch và phiên dịch ngôn ngữ miễn phí dành cho quý vị. Chúng tôi cũng cung cấp miễn phí các dịch vụ và hỗ trợ bổ sung thích hợp (như bản in cỡ chữ lớn, tệp âm thanh và chữ nổi) để cung cấp thông tin ở các định dạng dễ tiếp cận. Vui lòng gọi số điện thoại trên mặt sau của thẻ ID của quý vị (TTY: 711) để được trợ giúp.

ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए निःशुल्क भाषा अनुवाद और व्याख्या सेवाएँ उपलब्ध हैं। एक्सेस करने योग्य फॉर्मेट में सूचना उपलब्ध कराने के लिए उपयुक्त सहायक सामग्री और सेवाएँ (जैसे बड़े प्रिंट, ऑडियो और ब्रेल) भी निःशुल्क उपलब्ध हैं। सहायता के लिए अपने ID कार्ड के पीछे दिए गए नंबर (TTY: 711) पर कॉल करें।

注記: 日本語をお話しになる場合、言語翻訳と通訳の無料サービスをご利用いただけます。情報を利用可能な形式で提供するための適切な補助具やサービス(大きな文字の印刷物、音声メディア、点字など)も無料でご利用いただけます。サポートが必要な場合は、IDカード裏面に記載の電話番号におかけください(TTY: 711)。

WICHDICH: Wann du Deitsch schwetzsch un brauchsch Hilf fer eppes Gschriwwenes odder Gschwetztes verschtehe, kenne mer dich helfe unni as es dich ennich eppes koschde zellt. Mir kenne en latt differnti Sache un Services beigriege (so wie gross Schreiwes [large print] fer Leit as Druwwel hen fer sehne, Audio fer Leit as hattheerich sin, un Braille fer Leit as blind sin) so as alli epper Information gut vernemme un verschtehe kenne, aa fer nix. Ruf der Number uff as hinne uff dei ID-Card is (TTY: 711) fer Hilf.

주의: 한국어를 사용하는 경우 무료 언어 번역 및 통역 서비스를 이용하실 수 있습니다. 접근 가능한 형식으로 정보를 제공받을 수 있는 적절한 보조 수단 및 서비스(예: 큰 활자, 오디오, 점자)도 무료로 이용하실 수 있습니다. 도움이 필요하시면 ID 카드 뒷면에 있는 번호로 전화하십시오(TTY: 711).

ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहुन्छ भने, तपाईंलाई निःशुल्क भाषा अनुवाद र दोभाषे सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायक प्रविधि र सेवाहरू (जस्तै ठूलो प्रिन्ट, अडियो र ब्रेल) पनि निःशुल्क उपलब्ध छन्। मद्दतका लागि तपाईंको ID कार्डको पछाडिको नम्बरमा कल गर्नुहोस् (TTY:711)।

ÀKÍYÈSÍ: Tí o bá nsọ èdè Yorùbá, àwọn iṣẹ̀ itọ́jú itumọ̀ ati ògbufọ̀ èdè òfẹ̀ wà ní àrọ̀wọ̀tó fún ọ. Àwọn iṣẹ̀ itọ́jú ati irànłọ̀wọ̀ tó yẹ̀ (bíi titẹ̀wé nla, gbígbo ohùn, ati iwé afọ́jú) lati pèsè iwífúnni ni àwọn àwòṣe tí o lè rááyèsí sí wà pẹ̀lu lọ́fẹ́ẹ̀. Pe nọmba tó wà lẹhin kaádi idánimọ̀ rẹ̀ (TTY: 711) fún irànłọ̀wọ̀.

ATENÇÃO: caso fale português, você tem à disposição serviços de tradução e interpretação gratuitos. Auxílios e serviços auxiliares adequados (como letras grandes, áudio e Braille) para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para o número exibido no verso de seu cartão de identificação (TTY: 711) para obter ajuda.