

Here for You

Member Newsletter | WEST VIRGINIA

FEATURED ARTICLES:

Let your
Mountaineer
voice be heard.
Join the Member
Advisory Council.

Quick tips for a
healthy pregnancy.

Protect yourself this
winter with vaccines.

Find help in
your community.

...And more.

Find Highmark
Health Options
West Virginia on
Facebook.



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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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Let your Mountaineer voice be heard. Join the Member Advisory Council.

As a member, you can join the Member Advisory Council to share your thoughts and learn what is happening with Highmark Health Options in West Virginia.

Change starts with your story.

Joining the Member Advisory Council gives you the opportunity to work directly with the people who shape your care. We formed the council so you can tell us your ideas, make suggestions, and ask questions.

By joining, you'll be able to:

- Talk about your concerns and experiences.
- Tell us how we're doing.
- Help improve the services and quality of care given to all Highmark Health Options members.

The Member Advisory Council meets a few times a year. If you can't attend in person, you may be able to join online or by phone. To see when the next meeting is, visit the **Member Advisory Council webpage**.



To join the Member Advisory Council, visit **hho.fyi/join-mac** and complete the online form. You can also call **1-833-957-0020 (TTY: 711)**, Monday–Friday, 8 a.m.–5 p.m. to speak with a Member Advocate.



Quick tips for a healthy pregnancy.



Here are ways you can have a healthy pregnancy.

Regular prenatal care: See your doctor or midwife for all checkups and get any infections treated promptly.

Healthy diet: Eat nutritious foods, including fruits, vegetables, whole grains, lean proteins, and low-fat dairy. Make sure you get enough folic acid (400-800 mcg daily).

Stay active: Engage in regular, safe exercises like swimming or walking, but avoid overexertion, high altitudes, and hot weather.

Rest well: Get plenty of sleep at night and rest during the day.

Emotional health: Manage stress with relaxation techniques. Talk to your doctor if you have persistent sadness or anxiety.

Medicine safety: Discuss all medicine and supplements with your doctor or midwife.

Avoid harmful substances: Do not smoke, vape, drink alcohol, or use drugs. Talk to your doctor if you want help to quit.

Safety first: Prevent falls, wear seat belts, avoid overheating (using hot tubs or saunas), and avoid risky activities and strong chemicals. If you're in an abusive relationship, talk to your doctor.

Source: Healthwise



Protect yourself this winter with vaccines.



The CDC (Centers for Disease Control and Prevention) wants to help you stay healthy. The vaccines you need depend on:

- How old you are.
- Your health.
- Things that might make you more likely to get sick.

Your doctor can help you decide which vaccines are right for you.

Here's what the CDC recommends.

- **COVID-19:** Helps your body fight the virus so you're less likely to get very sick.
- **RSV (Respiratory Syncytial Virus):** Protects your lungs. RSV can be serious for older adults or people with health problems.
- **Flu (Influenza):** Lowers your chance of getting the flu and helps prevent serious illness if you catch it.

Why it matters.

Vaccines help your body fight these viruses so you can stay healthy. If you do get sick, they can help you get better faster and protect your loved ones.

You may hear from our care coordination team if you are due for a vaccine. They can help you schedule an appointment and get transportation if needed. To talk with care coordination, call **1-833-957-0020 (TTY: 711)**, Monday–Friday, 8 a.m.–5 p.m.

Talk to your doctor about which vaccines are best for you based on your age, health, and any risks you might have.



Earn Healthy Rewards.

Through the Highmark Healthy Rewards Program, you can earn a free Class X Hunting/Fishing/Trapping license for getting your annual flu shot.

To claim your free Class X Hunting/Fishing/Trapping license, call the Healthy Rewards helpline at **1-833-957-0027 (TTY: 711)**, Monday–Friday, 8 a.m.–5 p.m.



Flu season is here. Are you ready?

Last year's flu season was a tough one. Lots of people got really sick and even had to go to the hospital. But you can help protect yourself by getting the flu shot.

Who needs a flu shot?

Almost everyone! Anyone ages 6 months or older should get a flu shot every year. Think of it as an annual check-up for your immune system.

Why get a flu shot every year?

The flu virus is sneaky. It changes a little bit each year. Even if you had the flu last year, your body might not recognize the new version this year. Getting a new flu shot each year helps your body learn how to fight the latest version of the virus.

The flu shot may not stop you from getting the flu. But it can make your illness milder.

Why is getting vaccinated important?

Getting the flu shot helps more than just you. It also protects people who are more likely to get really sick from the flu, like:

- Young children
- Grandparents and other older adults
- People with weaker immune systems

When you get vaccinated, you're helping to keep your community healthy.

Is the flu just a bad cold?

No! The flu is much worse than a cold. It can make you feel really awful. Sometimes it can even lead to serious problems where you need to go to the hospital. The flu is caused by a virus, so antibiotics won't help.

How well does the flu shot work?

It changes from year to year. If the flu shot is a good match for the flu viruses going around, it can cut your risk of needing to see a doctor for the flu by 40% to 60%.

Can the flu shot give you the flu?

No, it can't! The flu shot uses a dead virus (or part of one), so it can't make you sick. The nasal spray vaccine uses a weakened live virus, but it's too weak to cause the flu. If you get sick after getting the flu shot, you were likely already exposed to the virus beforehand, or the shot had not had time to take effect. It takes about two weeks for the flu shot to fully protect you.

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What are the side effects?

Most people don't have any side effects from the flu shot. Some people might have:

- A sore arm
- A mild fever
- Fatigue
- Headaches
- Muscle aches

The nasal spray might cause a runny nose or sore throat. But these side effects are usually mild and go away quickly.

What if you're allergic to eggs?

Good news! You can still get the flu vaccine. People with egg allergies can get any flu vaccine.

Which flu shot should you get?

For most people under age 65, any flu shot is a good choice. If you're ages 65 or older, it's recommended to get a special flu shot that covers four different flu viruses.

Where can you get your flu shot?

- Your local pharmacy
- Your doctor's office

And the best part? It's free!

Getting your flu shot is a simple way to protect yourself and others from the flu. So don't wait. Get your flu shot today.

Source: [cdc.gov/flu/vaccines](https://www.cdc.gov/flu/vaccines)



Do you need help taking care of your health?

Call Care Coordination.

We offer free programs for people with chronic or complex needs—or those at risk.

You may benefit if you:

- Often go to the hospital or emergency room (ER).
- Have worsening health problems.
- Have high blood pressure or other health numbers not in range.
- Worry about pregnancy or diabetes.

If you have or are at risk for:

- Heart problems (heart failure, heart attack, stroke, high blood pressure, high cholesterol)
- Diabetes or pre-diabetes
- Kidney disease (chronic kidney disease/CKD)
- Lung disease (chronic obstructive pulmonary disease/COPD)
- Digestive or bowel problems (inflammatory bowel disease/IBD)

We can:

- Check in with you.
- Answer questions about care or medicines.
- Help you work with your doctor.
- Give you easy-to-read health information.
- Find doctors or support you need.



Our Care Coordination staff is here to help you. If you'd like to join any of these programs, or opt out at any point, call **1-833-957-0020 (TTY: 711)**, Monday–Friday, 8 a.m.–5 p.m.



A woman with dark hair, wearing an orange t-shirt, is sitting and smiling while looking at a tablet computer. She is holding the tablet with both hands. The background shows vertical blinds, suggesting she is near a window.

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.



We like you...
'like' us back!



Like and follow Highmark Health Options West Virginia on Facebook to discover more ways to achieve whole life health.

Our Facebook page includes:

- Information on benefits and programs to help you get the most out of your membership.
- Community events and activities for you and your loved ones.
- Health and wellness tips to help you feel your best.
- Free vaccination clinics and screenings.
- Resources for food, housing, and utility assistance.
- Healthy, delicious, and budget-friendly recipes.
- And much more!

Connect with us on **Facebook**
(@HighmarkHealthOptionsWV) to learn more or share social content suggestions.



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:

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

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

Your Responsibilities

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

- Read through and follow the instructions in this handbook.
- Work with your PCP to manage and improve your health.
- Ask your PCP any questions you may have.
- Call your PCP at any time when you need health care.
- Give information about your health to Highmark Health Options and your PCP.
- Always remember to carry your member ID card.
- Only use the ER for true emergencies.
- Keep your appointments.
- If you must cancel an appointment, call your PCP as soon as you can to let him or her know.
- Follow your PCP's recommendations about appointments and medicine.
- Go back to your PCP or ask for a second opinion if you do not get better.
- Call Member Services at **1-833-957-0020 (TTY: 711)** whenever anything is unclear to you or you have questions.
- 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. – 8 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 WV Human Rights Commission by mail, phone, or fax.

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 WV Human Rights Commission 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, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

Atención: Si usted habla español, por favor encuentren disponibles servicios de asistencia en español sin costo alguno. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).

(TTY: 711) تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بالرقم الموجود على ظهر بطاقة الهوية الخاصة بك.

Attention: Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711).

Achtung: Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

注意：如果您会说英语，则可以免费获得语言协助服务。请拨打您身份证背面的号码（TTY：711）。

Attenzione: se parli inglese, sono a tua disposizione servizi di assistenza linguistica gratuiti. Chiama il numero sul retro della tua carta d'identità (TTY: 711).

Pansin: Kung nagsasalita ka ng Ingles, ang mga serbisyo ng tulong sa wika, na walang bayad, ay magagamit mo. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

Chú ý: Nếu bạn nói tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ miễn phí luôn sẵn có dành cho bạn. Gọi đến số ở mặt sau thẻ ID của bạn (TTY: 711).

ध्यान दिनुहोस्: यदि तपाईं अंग्रेजी बोल्नुहुन्छ भने, भाषा सहायता सेवाहरू, निःशुल्क, तपाईंलाई उपलब्ध छन्। तपाईंको आईडी कार्डको पछाडिको नम्बरमा कल गर्नुहोस् (TTY: 711)।

注意: 英語を話せる場合は、言語支援サービスを無料でご利用いただけます。ID カードの裏面に記載されている番号 (TTY: 711) に電話してください。

ध्यान दें: यदि आप अंग्रेजी बोलते हैं, तो भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पीछे दिए गए नंबर (TTY: 711) पर कॉल करें।

פּמעראקזאַמקייט: אויב איר רעדן ענגליש, שפראך הילף באַדינונגס זענען באַרעכטיגט פֿאַר איר. רופן דעם נומער אויף די צוריק פון (TTY: 711) דיין שיין קאַרט.

주의: 영어를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 신분증 뒷면에 있는 전화번호(TTY: 711)로 전화하세요.

Akiyesi: Ti o ba so Gẹ̀ẹ̀si, awoṅ iṣẹ iranlowo ede, laisi idiyele, wa fun ọ. Pe nomba ti o wa ni ẹhin kaadi ID rẹ (TTY: 711).

Внимание: если вы говорите по-английски, вам доступны бесплатные услуги языковой помощи. Позвоните по номеру, указанному на обратной стороне вашего удостоверения личности (TTY: 711).