



My Health

UniCare Health Plan of West Virginia, Inc. • 2014



Doctor do's and don'ts

To make the most of the time you spend in your doctor's office, try these:

DO explain your symptoms in detail. Tell your doctor:

- Where you hurt.
- When and how long you hurt.
- What it feels like – what type of pain it is.
- What makes it better or worse.

DON'T assume the doctor knows best. If he or she wants you to get a treatment that you don't agree with, tell your doctor your concerns.

DO take a friend or family member with you. Ask your friend to take notes. It's always easier to visit your doctor when you bring support. And if you don't recall what your doctor tells you, your friend probably will.

DON'T be afraid to tell your doctor if you don't understand. Ask him or her to explain it again. It's key to know what you will need to do to get better.

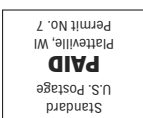
Rx: what to do before you leave the doctor's office

When your doctor prescribes a medicine (drug), find out what you need to know while you are still talking to the doctor.

1. Ask what side effects there are with the drug.
2. Repeat back to the doctor what you are told about:
 - What the drug is for.
 - When and how to take it.
3. When you see the doctor, bring along a list of medicines you take. Or better yet, bring the bottles. Include any you buy over the counter (even vitamins). Also, bring anything you take for weight loss, cold, cough or allergy.
4. If you are afraid of becoming addicted to a drug, talk with your doctor.
5. Call your doctor if you are having side effects or want to stop taking a prescribed medicine.



WV



UNICARE
UNICARE HEALTH PLAN OF WEST VIRGINIA INC
PO BOX 91
CHARLESTON WV 25321-0091

New members: get an initial health exam

Your first exam with the doctor is called an initial health exam. It's very important. You and your child should each get it right away when you enroll. Why? It helps the doctor:

- Learn about you and your health before you get sick.
- Look at past or ongoing health issues.
- Go over the drugs you're taking to make sure they're working.
- Tell you what checkups, shots or tests you need.
- Study your family's medical history.

Call your doctor for an exam today! If you need help figuring out how to make that first health exam appointment, call us at **1-800-782-0095**. If you have hearing or speech loss, call the TTY line at **1-866-368-1634**.



Stay healthy and cancer free

Jasmine is lucky to still have her mom, Tina, in her life. Jasmine read that as we get older, our chances of getting breast cancer increase. So she encouraged her mom to ask her doctor about cancer screenings. The doctor gave Tina a quick Pap test to screen for cervical cancer and sent her for a mammogram (a breast X-ray). The X-ray showed a small lump. Tina got treatment and now she and Jasmine are spreading the word about preventing breast cancer.

Here are three important steps every woman can take:

- Learn about your risks for cancer.
- Learn how to prevent breast and cervical cancer.
- Get regular screenings.

Cancer risks

Many things can increase your chances of getting breast cancer. They're called risk factors. Some things you can change. Others you can't.

Having these risks doesn't mean you'll get breast cancer. And some women get breast cancer even without any risk factors.

What can you do?

Knowing your risk factors can help you prevent breast and cervical cancer. Another way is to get regular screenings. Talk to your doctor about how often you need screenings. Your doctor might suggest a mammogram or a Pap test.

On your own, you can:

- Check your breasts each month for changes, lumps, scaly areas, tenderness, swelling or nipple discharge.
- Control your weight.
- Get regular exercise.
- Limit your alcohol to one drink a day.

Source: Centers for Disease Control and Prevention website: Breast and Gynecological Cancers, May 2014: CDC.gov



Put a check mark by the cancer risk factors you think could affect you:

MENSTRUATION

- Starting your period before age 12
- Starting menopause after age 55

MOTHERHOOD

- Having children after age 35 or never having children
- Not breastfeeding your babies

HORMONES

- Long-term use of hormone replacement therapy
- Using birth control pills for five years or more

LIFESTYLE

- Not getting regular exercise
- Being overweight
- Drinking alcohol

FAMILY HISTORY

- Relatives with breast, ovarian or cervical cancer

OTHER RISK FACTORS

- Getting older
- Having had breast cancer in the past
- Radiation treatment to the chest area

Yes, adults need checkups too

Take a look at the chart to make sure you get the ones you need

Don't let illness sneak up on you. We have a chart that lists the checkups, shots and tests you need at all ages, from child to adult. The chart is called Preventive Health Care Guidelines. To see the chart, just go to **UniCare.com**.

- › Click on **Medicaid** at the top of the screen.
- › In the **Select a State** menu, choose **West Virginia**. Click on the orange **Enter** button.
- › Choose **Preventive Health Care Guidelines**.

Do you qualify for more income from Social Security?

UniCare of West Virginia has partnered with Human Arc to help determine if you or any family members may qualify for a Supplemental Security Income (SSI) payment each month. Often people don't know they can apply for SSI. Or they are not aware they can apply for more income help if they have children who are disabled. In 2014, if you or a family member is eligible for disability benefits, you may be able to get a payment of up to \$721 each month.

This program is *voluntary*. It also costs nothing to be screened and, if you qualify, Best Benefits help is *free*. Qualifying for the benefits depends on your *medical conditions* and your *income and assets*.

If you did not get Best Benefits information but think you might qualify for these benefits, call the toll-free number for *UniCare of West Virginia Members* Monday – Friday, 8:00 AM – 6:00 PM Eastern Standard Time at **1-800-782-0095**.

Please think about this free help and find out if you can get extra income today.

Rx to help control diabetes

If you have diabetes, take all the medicines (drugs) the way your doctor tells you to. Your doctor might prescribe:

- Pills or insulin to help control blood sugar.
- Drugs to help control blood pressure.
- Cholesterol drugs to help lower your risk of heart disease.
- Special drugs to help prevent kidney problems.

Talk to your doctor about what drugs will work to help control your diabetes.

Diabetes care from head to toe

Did you know diabetes can affect your body from head to toe? When your blood sugar isn't under control, over time, it can hurt your eyes, heart, blood vessels, kidneys, nerves and feet. Seeing your health care provider for regular checkups and screenings is one good way to help protect your overall health.

Eyes. See an eye doctor once a year for a dilated retinal eye exam. It is the best way to help protect your sight.

Heart. Have your blood pressure checked at each health care visit and your cholesterol checked at least once a year.

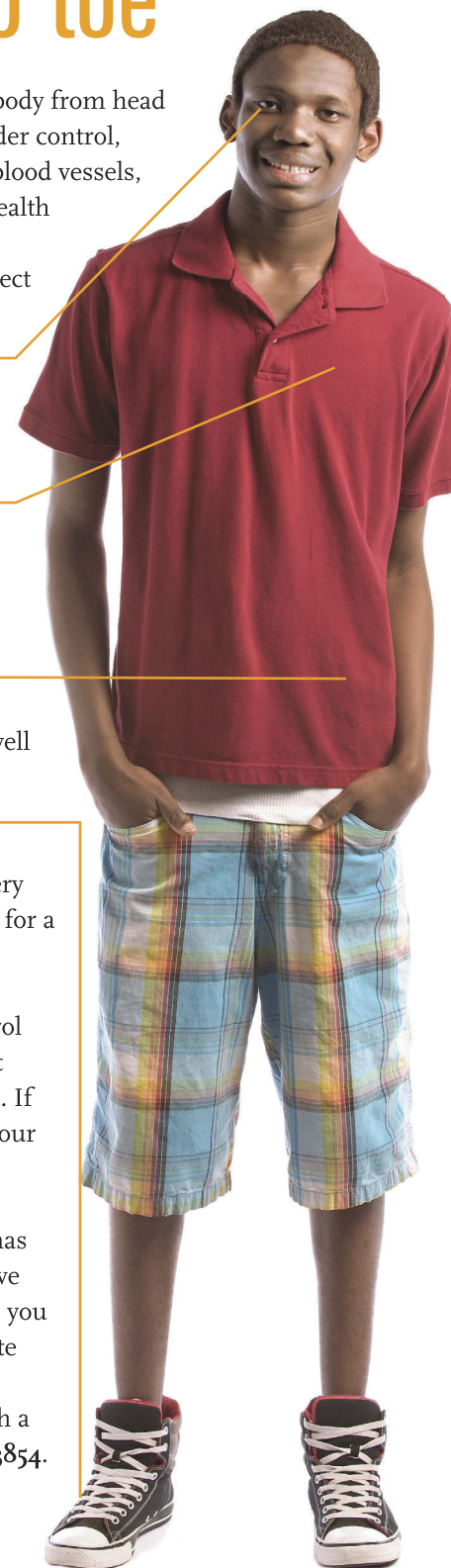
Kidneys. Go for an HbA1c test every six months. This test helps show how well you are controlling your blood sugar.

Feet. Be sure to have your health care provider check your feet for sores at every visit. And see a podiatrist or foot doctor for a thorough foot exam at least once a year.

Medication is another way to help control diabetes. Talk to your doctor about what type of medication may be right for you. If your doctor prescribes medication for your diabetes, be sure to take it as directed.

UniCare Health Plan of West Virginia has a care management program. If you have diabetes, a case manager can work with you by phone to help you set goals and create a care plan. To find out more about our ConditionCare program or to speak with a case manager, please call us at **1-855-254-3854**. TTY **1-866-368-1634**.

Sources: Centers for Disease Control and Prevention: CDC.gov/diabetes/consumer/problems.htm, March 7, 2014; American Diabetes Association: diabetes.org/living-with-diabetes/complications/?loc=lwd-slabnav



Is the flu shot for you?

When it comes to getting a flu shot, where do you stand?

- I plan** to get a flu shot this year.
- I do not plan** to get a flu shot this year.
- I'm not sure** if I will get a flu shot this year.

If you're not planning to get a flu shot, what would it take to change your mind? Do you have the correct information to make an informed choice? Check your flu facts with our true/false quiz:

- 1. True or false:** Getting the flu shot can give you the flu.
- 2. True or false:** The flu shot is recommended each year for all people ages 6 months and older.
- 3. True or false:** If you had a flu shot last year, you don't need another one this year.

The answer to No. 1 is *false*. The flu shot cannot give you the flu. This is only a myth. Some people may have mild side effects from the vaccine such as low-grade fever, aches or soreness, redness or swelling where the shot was given.



The answer to No. 2 is *true*. The Centers for Disease Control and Prevention does recommend a yearly flu shot for everyone ages 6 months and older. Even if you're healthy, without the vaccine, you can still get the flu or pass it on to friends, family and co-workers.

The answer to No. 3 is *false*. The flu shot is only good for one year. That's because each year the vaccine may target different strains of the virus.

If you have questions about the flu vaccine or where to go to get it, please call your primary care provider (PCP) or the Member Services number listed on your member ID card. You can also go online to CDC.gov/flu.

Source: CDC.gov/flu/protect/keyfacts.htm

Share for better care

When you see a specialist or go to the emergency room, are you telling your main or primary doctor? Make sure your doctors and specialists all know about all the care you get. It helps the doctors, so you don't have to go through the same tests twice. That saves time and money. It also helps to make sure you have the best outcome for your health concern. You play a big role in making sure you get the right care for any problems you have.

Be sure to:

- Share the names of each of your providers with all doctors who give you care.
- Tell all your doctors when you are prescribed medicine from a provider. Tell them if you are hospitalized or see a specialist.
- Sign a consent form to release medical records so your information can be shared by different providers.

It's key to share for better care.

A+ for parenting!

Get teen exams

Health exams are not just for young kids. Preteens, teens and college students all need checkups and the vaccines that are part of those yearly exams. Since some vaccines that children get when they're young can wear off, they may need booster shots (extra doses) as they get older to stay protected from certain diseases.

There also are certain vaccines made just for preteens and teens. Your teen's doctor can tell you which vaccines are right for your older child. Call to schedule a yearly checkup for your teen. It's the best way you can make the grade as a parent and give your teen a healthy start as an adult.

Source: American Academy of Pediatrics website: aap.org



Shots to stop childhood diseases

What all parents need to know: childhood shots

Some childhood diseases used to be common and caused severe sickness or even sometimes death. There are shots that help stop some of these childhood diseases, so now many of these diseases are rare. The shots are called immunizations or vaccines. The childhood diseases that can be stopped by these shots include measles, mumps, chickenpox, tetanus, pertussis, diphtheria and other conditions. Getting shots at the right time and at the right age is the best way to keep not only your child healthy but also your child's family and friends.

To see a list of shots your child should get and when, go to UniCare.com.

- Click on **Medicaid** at the top of the screen.
- In the **Select a State** menu, choose **West Virginia**. Click on the orange **Enter** button.
- Choose **Preventive Health Guidelines**.

More information and tips about how shots that avoid sickness work can be found on the Centers for Disease Control and Prevention website at CDC.gov/vaccines/parents/index.html.



Get the most from your plan

Using your benefits is really simple. Just keep a few key things in mind:

Get to know what's on your member ID card. Whether you're a new member or you just renewed, take a close look at your ID card. There's a lot right there. It has your plan name, your ID number and more. Always bring your member ID card with you when you go to the doctor's office.

Check that the doctor you are headed to is in the network before you go. If you use a doctor who is not part of your plan's network, you could have problems like the plan not paying for a service or the doctor not knowing a service is not covered. And that means you might have to pay more out of your own pocket. Call the doctor to check, use our Find a Doctor tool on the home page or call us at **1-800-782-0095**.

Take some time to read through your Member Handbook. This describes the features of your plan in detail. Don't wait for an emergency to look at it for the first time. Read up on your plan ahead of time and call the Customer Care Center at **1-800-782-0095** about things in the guide that you don't understand. If you have hearing or speech loss, call the TTY line at **1-866-368-1634**.

One more thing: pay close attention to any letters you get from us. Call us if you don't understand anything in letters we send you. They are usually important. We want to make it as easy as we can for you to use your benefits to the fullest.

Ready to stop smoking?

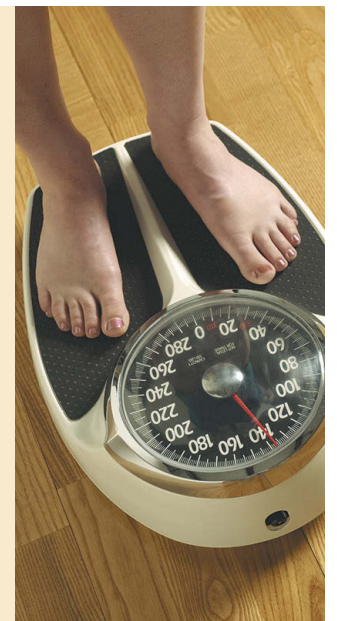
The West Virginia Tobacco Quitline has a program with stop-smoking coaches to help you over the phone when you're ready to quit smoking. If you qualify for the program, you can get nicotine gum, an inhaler or patches plus other materials to help you quit. There are even special programs for pregnant smokers and spit or chewing tobacco users. To see if you qualify and to get started, call **1-800-QUIT-NOW (1-800-784-8669)** or **1-877-966-8784**. Make today the day to choose to quit for good.

Join Weight Watchers at no cost to you

Tired of trying diets? Learn how to make healthy food choices and lose weight the safe way with Weight Watchers. You may be able to join the program at no cost to you. To take part, you need to be a UniCare member and be:

- Age 18 or older with a body mass index (BMI) higher than 25. Your doctor can perform a quick BMI test to find this out. It's easy and painless and only takes a few seconds.
- Ages 10 to 17 with:
 - ◆ A BMI in the 85th percentile or above for your age or gender. Your doctor will be able to tell you this.
 - ◆ A parent's or guardian's OK to join.
 - ◆ A doctor's referral.

For more about the Weight Watchers benefit, call **1-888-611-9958**.



What is a State Fair Hearing?

And when could you ask for one?

A State Fair Hearing is a chance for you to go to the state to help resolve an issue if you have already gone through the complaint process and:

- We have denied, delayed or changed a service, and you are not happy with the outcome.
- We have not given you timely service.

It's a meeting with you (and anyone you choose to have with you), a State Hearings Officer, a representative from the Department of Health and Human Resources (DHHR), and a witness.

If we have denied, delayed or changed a service, you will get a letter from us (called a Notice of Action letter). You have 90 calendar days

from the date of the Notice of Action to ask for a State Fair Hearing.

How to ask for a State Fair Hearing

You can ask for a State Fair Hearing by calling your local DHHR office. The number is in your local phone directory. You can also request a State Fair Hearing in writing by filling out a Request for Hearing form. Information on how to do this comes with your Notice of Action letter.

When you request a State Fair Hearing, someone from UniCare also will contact you to try and resolve the issue before the hearing. If you are happy with the result, you will need to call the DHHR and stop your request for a State Fair Hearing. If you ask for a State Fair Hearing, you will get a letter from the State Hearings Officer that tells you the date and time of the hearing. The letter also will tell you what you need to know to get ready for the hearing. The hearing can be held by phone.

What to do at the State Fair Hearing

You can explain why you asked for this hearing. You can also ask the State Hearings Officer to check the information you sent in and make a decision.

The DHHR will give you a final decision in writing within 90 calendar days from the date you asked for the hearing.

You may keep your benefits while your State Fair Hearing is going on if you submit your request within 10 days of when we mail you the Notice of Action letter or the date of the planned action. You may have to pay for services you received while you were waiting for an answer if the final decision does not give you the answer that you asked for.

What you can do if you disagree with the decision

If you still have a problem with the State Fair Hearing decision, you can take your case to Circuit Court within 120 calendar days of the date of your notice of the State Fair Hearing decision.

Speak another language? ¿Habra otro idioma?

Let us interpret

We can help you no matter what your preferred language is. We have a free interpretation service. Just call us at **1-800-782-0095** during office hours. Ask for translation services in the language you prefer. You also can call MedCall after hours at **1-888-850-1108**.

You can ask for written materials about your benefits to be read to you over the phone in your language. Or you can get them in writing in that language. Just call the number above. If you have hearing or speech loss, you can call the TTY line at **1-866-368-1634**.

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID card).

What is Quality Improvement?

Did you know we check the quality of services that members such as you receive? We call this Quality Improvement. If you would like to know how we use that information to help improve the quality of our benefits and services, or if you just want to learn more about the program, visit **UniCare.com**.

- Under **OTHER UNICARE WEBSITES:** select **Medicaid**.
- Enter a site: **West Virginia** and click **Enter**.
- Scroll down to **Quality Improvement Overview**.

You can also call **1-800-782-0095** for a paper copy.



Get the care you need to have a healthy baby

If you're pregnant or thinking about becoming pregnant, planning now can help you have a healthy baby.

When you take good care of your body, you take good care of your baby. Going to your doctor now will help you have a healthy baby. This is called prenatal care. Call your doctor today to schedule a visit.

Use the chart below to help you keep track of your health care during and after your pregnancy. Fill in the date of your next scheduled visit. Then, check the box when it is complete.

Note: This is the number of checkups recommended for a routine pregnancy. Women with high-risk pregnancies may need to go for prenatal visits more often.

Postpartum care

Checkups don't stop after you've had a baby. Going to the doctor a few weeks after you've delivered your baby is called postpartum care. Your body goes through many changes during pregnancy and delivery. These checkups help make sure your body has healed from the delivery. This is a good time to talk to your doctor about birth control and how you're feeling.

| Weeks of pregnancy | Date/time | Date/time | Date/time | Date/time | Date/time | Date/time | Date/time |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 4 through 28 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28 through 36 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 36 through birth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| Postpartum checkup (3 – 6 weeks after birth) | <input type="checkbox"/> | | | | | | |

Sources: March of Dimes, marchofdimes.com; Association of Reproductive Health Professionals, arhp.org

Expecting a baby?

Start smart with Future Moms

If you are expecting a baby, it is an exciting time. Doing what's best for your baby means learning all you can. Moms-to-be who know more about having a baby can make smart choices. Taking care of your body and baby while pregnant (called prenatal care) is the best thing you can do to have a healthy baby. And Future Moms can help.

Future Moms is our program that supports you and answers your questions during your pregnancy and delivery. You work one-on-one with a nurse coach.

There's no cost to be part of Future Moms. It's strictly private. You'll get:

- Reminders to help you make prenatal exams and visits after the baby is born.
- A toll-free phone number you can call 24/7 to speak with a nurse.
- Materials to help you prepare for the unexpected.
- Information about infant care and home safety.
- Referrals to prenatal classes in your area (at no cost to you).
- A breastfeeding support phone line.

If you're expecting a baby, call us at **1-855-254-3854**. Ask to be part of the Future Moms program. You can sign up at any time while you're pregnant. But it's best to sign up as soon as you know you're pregnant. It's the best way to help make sure you stay as healthy as you can for you and your baby.





Have asthma?

Take action so you can breathe easier!

If you have asthma, you have it all the time – even when you do not have symptoms. If you learn what to do and get help from your doctor, you can help make your asthma attacks a thing of the past.

To manage asthma

You can take control with three key steps:

1. Know what things make your asthma worse, and avoid those triggers.

Triggers are different for different people. They include:

- Smoke (including tobacco and secondhand smoke).
- Air pollution.
- Dust mites.
- Cockroaches and their droppings.
- Furry pets.
- Mold.

2. See your doctor, and take prescribed drugs in the right way at the right time. Be sure you take drugs exactly as your doctor tells you to.

3. Create an action plan with your doctor to control your asthma. This plan should be reviewed when you see your doctor to make sure it stays up-to-date. Go to www.nhlbi.nih.gov/health/public/lung/asthma/asthma_actplan.pdf for a sample action plan.

Have you heard about ConditionCare?

If you have a chronic medical condition, you don't have to go it alone. Our **ConditionCare** program can help you get more out of life. It's private, and there's no extra cost for you. You can choose to take part in the program if you have one of these conditions:

- Asthma
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease (CAD or heart disease)
- Heart failure

ConditionCare gives you 24-hour access to a nurse to answer your questions and offer support. The nurse also can teach you how to best take care of yourself. Our nurses work with a team of dietitians and other health experts when needed. They gather information from you and your doctor. Then they create a personal plan for you. Also, you'll get newsletters with tips for dealing with your condition.

Join **ConditionCare**. Just call **1-855-254-3854**. Calling can be the first step on the road to better health. You'll find you can breathe a little easier and enjoy life a little better!

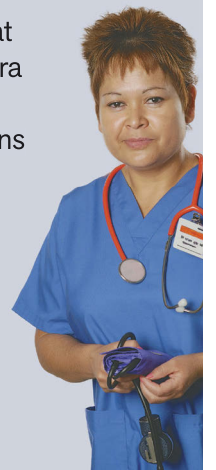
Need extra help?

Care Management is there for you

Case managers, who are nurses or other health experts, are here to help you when you have a serious health condition or medical event. The Care Management program is private and voluntary, and there's no cost to you.

You, your family and your doctors will work with a case manager who will give you phone support at a time that works best for you. The case manager will give you extra support when you need it most and will work with you to help you manage your condition, assist with questions about your benefits, and learn what kind of care or support might be helpful.

To join the program, just ask your doctor to refer you. You also can refer yourself, or your caregiver can refer you. To learn more or be part of the program, call us toll-free at **1-800-782-0095**. If you have hearing or speech loss, call the TTY line at **1-866-368-1634**.



Benefit and plan information is just a click away

Anytime, day or night, you can find information on our website. Just log on to **UniCare.com**. You can learn:

- About your benefits for different services. These could include primary and specialty care, hospital, mental health and other services.
- How to see your primary doctor and get care.
- How to learn about providers in your area.
- What to do when you are out of the plan's service area.
- How to get information on emergency care and 911 services.
- How to access care after normal office hours.
- How to file a claim for covered services.
- How to voice a complaint or appeal a decision. This includes your right to an independent external appeal.
- About your rights and responsibilities as a member.
- About our **Quality Improvement** programs. You can see how we use this information to review and help improve the quality of benefits and services.

How to get a paper copy of our latest notices

If you want a paper copy of the updates in this newsletter or the latest Member Handbook/Evidence of Coverage, call us at **1-800-782-0095**. If you have hearing or speech loss, call the TTY line at **1-866-368-1634**.

Looking for a provider, hospital, or pharmacy?

It's a snap. You can search for doctors, dentists, pharmacies, hospitals and other health care providers in both English and Spanish.

Go to **UniCare.com**.

- › Under **OTHER UNICARE WEBSITES**: select **Medicaid**.
- › Enter a site: **West Virginia** and click **Enter**.
- › Scroll down to **Provider Directory**.

It lets you search by plan type, name, specialty, gender or location. You can also get information about a doctor's skills and training, such as languages spoken and board certification.

If you don't have Internet access or you would like more information about the professional qualifications of the doctors in our network, call us at the number on your member ID card. A staff member will search the Web for you using the criteria you provide, and then read, mail or fax the results to you.

- How to ask for Advance Directives (Living Wills).
- About information you can ask for and get every year, including a new provider directory.

Need information specific to your policy?

Register on the member website to:

- Learn about your copays and the costs you will have to share (if any).
- View existing claims.
- Change your primary doctor (if it applies to your health plan).
- Order a new member ID card.

You can check your Member Handbook/Evidence of Coverage to learn about the benefits and services covered under your plan. It also has any benefits that are not covered or are limited. These include benefits that may not be covered if you get services outside your plan's service area.

If you need a copy of the information on the Web or in your Member Handbook/Evidence of Coverage, call us at the number on your member ID card.



How do we decide if we'll cover a treatment, procedure or hospital stay?

We use our Utilization Management process

Utilization Management (UM) is a process that helps decide if certain outpatient care services, inpatient hospital stays or procedures are medically needed and covered by the plan.

Decisions are only based on what is right for each member, based on the type of care and service. We look at standards of care taken from:

- Medical policies.
- National clinical guidelines.
- Your health benefits.

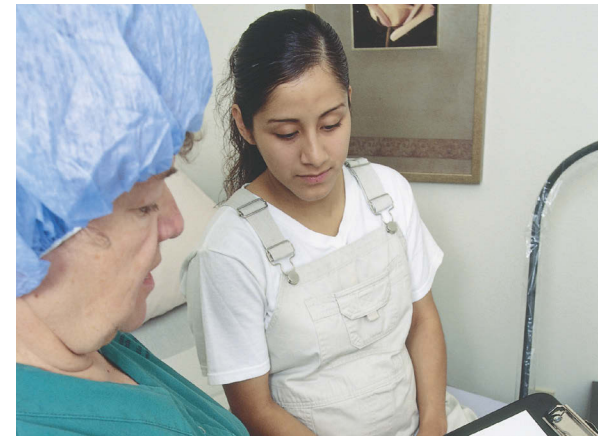
You should know:

- Employees, consultants or other providers are not rewarded or offered money or other incentives to deny care or service.
- They are not rewarded for supporting decisions that result in the use of fewer services.

- We do not make decisions about hiring, promoting or firing these people based on the idea that they will deny benefits.

To learn more about UM or a case, call us toll-free from 8 a.m. to 5 p.m. weekdays, except holidays, at **1-866-655-7423**. If you would like to talk to someone in a language other than English, ask for an interpreter in your language. If you have hearing or speech loss, call the TTY line at **1-866-368-1634**.

If you call at any other time, you can leave a private message. Our staff will return your call on the next business day during the hours above. Or you can ask that someone call you back at a different time. Any staff members who call you about a UM issue will give you their name and title and the name of the company.



New treatments and procedures

Helping you get care that is safe and right for you

When it comes to the latest information about medical care, we work to review it quickly. We have teams of health care experts who review medical, mental health and drug policies on an ongoing basis.

We look at a variety of resources, including:

- Medical journals.
- Government policies and procedures.
- Studies that show the effects of the new technology on long-term health.
- Doctors and other health care experts.

We update our health policies and even create new ones to address many new treatments. Helping you stay healthy is our No. 1 goal.

Your pharmacy benefits program

There are great tools to help you manage your prescriptions online. And they're easy to use. At our site, you can:

- Find out medicine (drug) costs.
- Order a drug refill.
- Check for drug-to-drug interactions, side effects and major risks.
- View and search the drug list and changes (called the Exclusive Specialty Drug List). The drug list is reviewed and updates are posted to the website quarterly.
- Fill your prescription at an in-network pharmacy. You can get a list of these pharmacies on our website or by calling the Member Services number on your ID card.
- Find out other information about certain drugs. Some drugs require that you get an OK before you can get the prescription. There also may be step therapy, quantity limits, an exception, or age or gender limits,

depending on the drug. Or it might be a drug that's right for dose optimization. (That is when you take a drug more than once a day; sometimes your doctor can prescribe a higher amount that you only have to take once a day.) Different rules help to make sure drugs are used safely and correctly.

- See if a drug has a limit in place. If it does, it will be noted on the Drug List. The drug must be approved by your plan first. Please call us with any questions.

To learn more, go to **UniCare.com**. You may also ask for a paper copy to be faxed or mailed to you. Or you can call us at **1-800-782-0095**. Please remember to check the website for periodic updates throughout the year.

If you have hearing or speech loss, please call the TTY line at **1-866-368-1634**.

Notice of Privacy Practices

We care about your privacy. Our Notice of Privacy Practices tells you how we keep your information private. It also tells you what rights you have to see and manage your information. To learn about your privacy rights, follow these steps:

- › Go to **UniCare.com**.
- › At the top of the screen, click on **Medicaid**.
- › In the **Select a State** menu, choose **West Virginia**. Click the orange **Enter** button.
- › Choose **Notice of Privacy Practices**.



Speak to a nurse anytime of day

Problems don't just crop up between 9 a.m. and 5 p.m. Sometimes you're miles from the doctor's office. Or it's late at night when your child gets a high fever. What should you do?

You can reach a registered nurse – for free – anytime of the day or night from anywhere in the U.S. Simply call MedCall at **1-888-850-1108**. Add this number to your cell phone contacts today. If you have hearing or speech loss, call **1-800-368-4424**.

Nurses have been carefully trained to help you figure out the care you need or what to do next. If you have a true emergency, always call 911 first or go to the nearest emergency room right away. A true emergency comes on suddenly and shows severe symptoms.

If it's not an emergency, call your doctor or the number above. One easy call can help you make the right choice about where to go and how to get the care you need.

See the back page of the newsletter for languages that some written materials like your handbook, claims and benefits letters come in.

Your personal information

- We may collect, use and share nonpublic personal information (PI) as described in this notice. Your PI tells us who you are and is often gathered in an insurance matter.
- We may use your PI to make judgments about your health, habits and hobbies.
- We may collect PI about you from other persons or groups such as doctors, hospitals or other carriers.
- We may share PI with persons or groups outside of our company without your OK in some cases.
- We will contact you if we take part in any action that would require us to give you a chance to opt out.
- We will tell you how you can let us know that you do not want us to use or share your PI for a given action.
- You have the right to access and correct your PI.
- We take safety measures to protect the PI we have about you.

You can ask for a state notice that is more detailed. Please call **1-800-782-0095**.



Have a great local doctor? Do tell!

In a recent survey, members shared concerns about doctor choices. We hear you and are working to add doctors to your plan. Is there a doctor you would like to be part of the provider network? We want to know. Just call us at **1-800-782-0095**. Tell us the doctor's name. We will check to see if the doctor can join the network. Also, be sure to let us know if you are having trouble getting the care you need. You can always call the number above and ask for help getting your doctor visit.



Does your child have ADHD?

Learn how to help the medicine work its best

If you have a child with attention-deficit/hyperactivity disorder (ADHD) who takes a drug prescribed by a doctor for it, finding the right dose is key. The right dose can help your child get the full effect of the drug with fewer side effects. But what amount is right? To find out, your child's doctor may have to make dose changes from time to time or try different drugs. To be safe when using ADHD drugs:

- Your child must take the drug exactly as prescribed.
- When your child first starts on an ADHD drug, you should set up an office visit within the first month with the doctor who prescribed the drug. This helps the doctor know that the drug is working well.
- Pay attention to how your child first responds to the drug. Ask your child's teacher as well. Since the best dose of each drug is not decided by a child's size or weight alone, reports from parents and teachers help the doctor make sure that your child gets the right dose.
- Track progress using the drug over a period of time. There are checklists and rating scales that can help you do this. Ask the doctor about how to get them.
- See the doctor who prescribed the drug at least two more times within the next nine months to help make sure the drug is working well. These two visits could happen during well visits.

What to expect as your child grows

The dose may need to change. It's important to see the doctor for ongoing well visits and use this time to talk about any ADHD drug your child takes.

- Tell your child's doctor if your child is taking other medicines (even those sold over the counter) or vitamins.
- Watch how well your child progresses in school, at home and overall.
- Call the doctor who prescribed the drug if you have any concerns or questions.

Source: American Academy of Child and Adolescent Psychiatry website: Practice Parameters for the Assessment and Treatment of Children and Adolescents with ADHD (2007): aacap.org

Know your rights

We want you to know what your rights and responsibilities are as a member of our health plan. To read about your rights, visit Unicare.com.

- › Under **OTHER UNICARE WEBSITES**: select **Medicaid**.
- › Enter a site: **West Virginia** and click **Enter**.
- › Scroll down to **Member Handbook/Evidence of Coverage**.
- › Turn to **Your Health Care Rights and Responsibilities** chapter.

You can also call us at **1-800-782-0095** for a paper copy.



If you want to reach us by phone:

| | |
|--|-----------------------|
| Customer Care Center..... | 1-800-782-0095 |
| TTY Line..... | 1-866-368-1634 |
| MedCall – 24-hour Nurse Help Line..... | 1-888-850-1108 |
| MedCall TTY Line..... | 1-800-368-4424 |

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.

We can translate this at no cost. Call the customer service number on your member ID card.

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID card).

With the exception of unicare.com, the websites referred to in this newsletter are websites of independent entities and not affiliated with UniCare Health Plan of West Virginia, Inc.

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 **1-800-782-0095**. We also can answer any of your questions about your plan. If you have hearing or speech loss, call the TTY line at **1-866-368-1634**.

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