

My health

2018

An annual member newsletter



Healthy Connections

Customer Care Center: 1 866-781 5094 (TTY 1 866-773-9634) Monday through Friday from 8 a.m. to 6 p.m.
24-Hour Nurseline: 1 866-577-9710 (TTY 1 800-368-4424)



Your health depends on good communication



As you may know,
quality health care
is a team effort.

One of the best ways to communicate with your main doctor or primary care provider (PCP) and others on your health care team is to ask questions. Asking questions can ease your mind, help you take better care of yourself or even save your life.



Not sure what to ask your PCP?

Here are a few questions you could ask:

1. What is the test for?
2. When will I get the results?
3. Why do I need this treatment?
4. What are the alternatives?
5. How many times have you done this procedure?
6. What are the possible complications?
7. Which hospital is best for my needs?
8. How do you spell the name of that drug?
9. What are the side effects?
10. Will this medicine interact with other medicines I'm taking?



Scheduling wellness checkups for your teenagers

Your kids grow up fast. That's a good reason to make sure they see their primary care provider (PCP) for a wellness checkup every year.

During a wellness checkup, their PCP will examine overall health, identify any health problems, and recommend needed immunizations or shots.

They may check:

- **Height and weight.**
- **Blood pressure, cholesterol and blood sugar.**
- **Hearing and vision.**

Your teen's PCP may talk to them about having a healthy lifestyle, school and social issues. You can also ask questions about your teen's health, parenting or behavior issues.

Call your teen's PCP to schedule a wellness checkup.

*Your kids may need different vaccines based on their health and lifestyle. Talk with your child's primary care provider (PCP) about which ones they need.

Keeping your teen's vaccines up-to-date

As your children get older, some childhood vaccines may begin to wear off. Getting booster shots, or extra doses of vaccines, can help increase protection.

Below is a list of common vaccines teens should get*:

- **Tdap** protects against tetanus, diphtheria and pertussis (whooping cough).
- **Meningococcal** protects against bacterial meningitis.
- **Human papillomavirus (HPV)** protects against the viruses that cause cervical cancer, genital warts and other cancers.

It's also a good idea to get a flu shot every year to protect against influenza.



If you're not sure if your kids are up-to-date on their vaccines, call their PCP to find out which ones they've had or may need. It's a good idea for them to get catch-up vaccines, or missed shots, as soon as possible.

Source: Centers for Disease Control and Prevention, cdc.gov/vaccines/parents/diseases/teen/index.html. The Centers for Disease Control and Prevention is an independent organization that offers health information on behalf of BlueChoice HealthPlan. This link leads to a third party site. That organization is solely responsible for the contents and privacy policies on its site.



If you need help making an appointment or finding a PCP near you, call the Customer Care Center at 1-866-781-5094 (TTY 1-866-773-9634) Monday through Friday from 8 a.m. to 6 p.m.

LIVING WITH DIABETES

Having diabetes can make you feel angry, scared, and unsure about how to live a full and healthy life.

These feelings are normal. The good news is your PCP can help you create a treatment plan that's right for you. And if you stick with it, your quality of life may improve.



What are some things that could help you manage and live well with diabetes?

- **Eating a healthy diet.** A dietician can help you create a meal plan.
- **Getting active.** Any type of physical activity can help lower your blood sugar.
- **Going to all of your health care appointments.** Your PCP may want to see you more often for certain screenings and checkups.
- **Using a blood glucose meter to check your blood sugar and keeping a daily blood sugar log.** Write down your results from your blood sugar checks at home. Bring the log to your PCP appointments.
- **Getting an A1c test.** This measures your average blood sugar for the past 2 to 3 months. Ask your PCP how often you need this test.
- **Taking diabetes medicine as prescribed.** Some medicine works differently to lower blood sugar. Work with your PCP to find the ones that work best for you.
- **Visiting your eye doctor for a dilated eye exam at least once a year.** This is the best way to help protect your vision.
- **Washing and drying your feet daily.** Check for redness, blisters or other marks. Have your PCP check your feet at each visit.
- **Learning all you can about diabetes.** Talk to your PCP, ask questions and get referrals to local diabetes programs.

Help protect your eyesight by getting a dilated eye exam.



If you're diabetic, a dilated eye exam can help protect you from eye diseases like diabetic retinopathy. It's caused by high blood sugar and can lead to vision loss and blindness. Anyone who has diabetes is at risk for diabetic retinopathy. But a yearly dilated eye exam can help reduce your risk if found and treated early. The test is quick and painless. It's the only way to know whether you have diabetic retinopathy because there are no symptoms or pain in the early stages.

What are some things you can do to help prevent diabetic retinopathy?

- See your provider for regular checkups.
- Keep your blood sugar and blood pressure under control.
- Be more active.
- Eat healthier.
- Don't use tobacco products.

If you have diabetes and haven't had a dilated eye exam in more than a year, call your PCP today. If you need help finding a provider or making an appointment, call the Customer Care Center at 1-866-781-5094 (TTY 1-866-773-9634).

Learn more

Our diabetes case managers can help.

Call 1-888-830-4300 (TTY 711) to speak with a case manager.

For more information about diabetes, visit diabetes.org/living-with-diabetes/recently-diagnosed/where-do-i-begin.

Source: American Diabetes Association, diabetes.org. The American Diabetes Association is an independent organization that offers health information on behalf of BlueChoice HealthPlan. This link leads to a third party site. That organization is solely responsible for the contents and privacy policies on its site.



BREAST CANCER: KNOW THE FACTS



Did you know that finding breast cancer early saves lives? Even with no family history of breast cancer, you may still get it.

A clinical breast exam is when your doctor feels for lumps in your breasts. You can do breast self-exams yourself, and it's a good idea to know what your breasts normally feel and look like. That way, if something doesn't look or feel normal, you can tell your doctor.

Mammograms can help find breast cancer early so it can get treated right away. Starting at age 40, women should check with their doctors about how often they should get one. The answer will depend on your individual risk factors, age, health and family history.

Some helpful tips to consider:

- Examine your breasts every month.
- Get a clinical breast exam by your doctor at least once a year.
- Talk to your mother, daughters and friends about breast health.
- On the day of your mammogram:
 - Try not to wear deodorant. It can interfere with the screening.
 - Try to wear a separate top and bottom so you can easily remove your top for the mammogram.

Sources: Office on Women's Health, womenshealth.gov.
Screening for Breast Cancer, screeningforbreastcancer.org.
American Cancer Society, cancer.org/cancer/breast-cancer.html.
The Office on Women's Health, Screening for Breast Cancer and the American Cancer Society are independent organizations that offer health information on behalf of BlueChoice HealthPlan. These links lead to third party sites. Those organizations are solely responsible for the contents and privacy policies on their sites.



For help making an appointment,
call the Customer Care Center at
1-866-781-5094 (TTY 1-866-773-9634).

Helping us improve



your health plan or member experience

We hope you'll join us for the next Health Education Advisory Committee (HEAC) meeting to share your input and:

- Learn how to get gift cards and other incentives at no cost for healthy behaviors.
- Work with doctors and community leaders to help us improve.
- Share how you think we could make your health plan better.
- Learn about opportunities to earn incentives.



Meeting locations and dates:

- **December 5, 2018**, from 12 p.m. to 2 p.m. at Greenville County Square
301 University Ridge, Ste. 400
Greenville, SC 29601
- **November 7, 2018**, from 12 p.m. to 2 p.m. at Centura College, 131 Berkshire Drive
Columbia, SC 29223

RSVP by:

- Phone 1-803-382-5810
- Email deloris.hutto@amerigroup.com

Please tell us your name, phone number, email address and number of people coming.

WOMEN'S HEALTH MATTERS

A good way to stay healthy is to schedule and keep your yearly well-woman checkup.

At this visit, you can talk to your health care provider about:

- A Pap test to screen for cervical cancer.
- A mammogram (a breast X-ray) to screen for breast cancer.
- Any other screenings or services you may need.

Use the chart below to see what services you may need.



Screening	Age to start	How often	Reason
Pap test and pelvic exam	21 years or younger, if sexually active	Every 1 to 3 years	<ul style="list-style-type: none">• Helps find cervical cancer early when it's most treatable• Tests for sexually transmitted diseases (STDs) or other reproductive problems
Mammogram and clinical breast exam	Check with your doctor starting at 40 years	Every 1 to 2 years	<ul style="list-style-type: none">• X-ray to check for breast cancer• One of the best ways to find breast cancer early
Colon cancer screening	50 years and older	Every 10 years or sooner, depending on risk factors	<ul style="list-style-type: none">• Helps find polyps or other growths inside colon• Helps find cancer in early stages

Source: Office on Women's Health, womenshealth.gov, American Cancer Society, cancer.org/cancer/breast-cancer.html. The Office on Women's Health and the American Cancer Society are independent organizations that offers health information on behalf of BlueChoice HealthPlan. This link leads to a third party site. That organization is solely responsible for the contents and privacy policies on its site.

PREPARING TO STAY HEALTHY DURING FLU SEASON

Influenza (flu) is a viral infection that typically comes on quickly and without prior illness.

Some of the symptoms to look for are fever, body aches, headache, dry cough and unusual fatigue. The worst part of the illness tends to last for 3 to 4 days, but it can take up to two weeks to feel completely well.

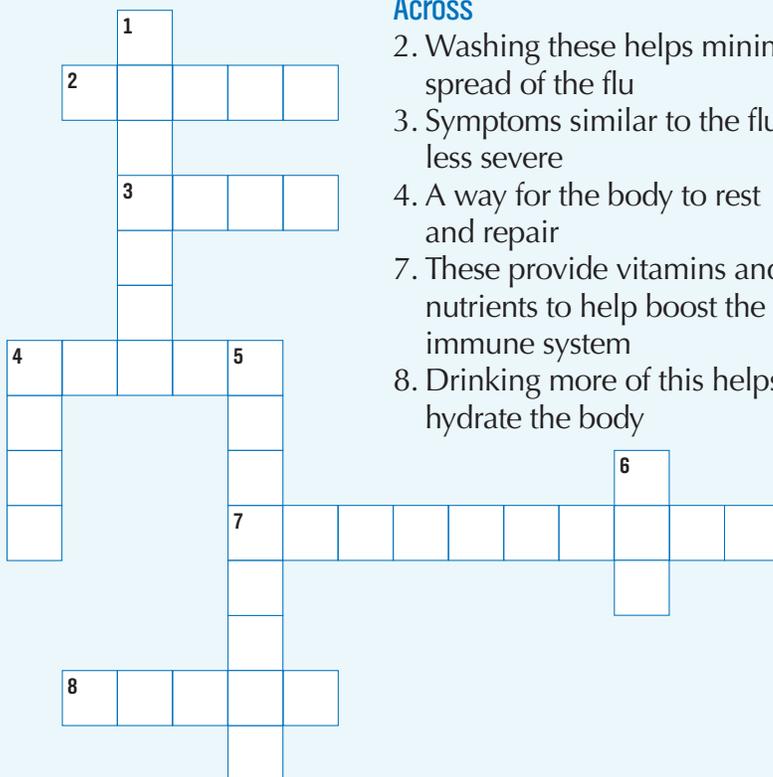
Since it's a virus, antibiotics won't work. It's often treated best at home with hydration and rest. If symptoms persist or get worse, call your PCP right away. If you're unable to reach your PCP, go to an urgent care facility or an emergency room.

How can you help prevent the spread of the flu? By:

- Getting a flu vaccine at or before the beginning of flu season.
- Avoiding close contact with those who have the flu.
- Washing your hands often with soap and water.
- Covering your nose and mouth with a tissue when coughing or sneezing.
- Avoiding touching your eyes, nose and mouth.



Here's a fun puzzle to learn more about ways you can prepare for flu season:



Across

- Washing these helps minimize the spread of the flu
- Symptoms similar to the flu but less severe
- A way for the body to rest and repair
- These provide vitamins and nutrients to help boost the immune system
- Drinking more of this helps hydrate the body

Flu shots

What?

The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months of age and older get an injectable flu vaccine.

When?

The flu season usually peaks in January so getting a flu shot as soon as the vaccine becomes available in the fall allows your body time to develop the necessary antibodies to protect against the flu before it reaches your community.

Where?

- Your PCP
- Any of our plan pharmacies if you're age 21 or older
- Your local health department

If you're an adult 65 years or older, talk with your provider about getting a pneumonia vaccine as well.

For more information on the flu and its activity in your area, talk to your PCP or visit the Centers for Disease Control and Prevention website at cdc.gov/flu/index.htm.

Down

- Lowers your risk of getting the flu each year
- Staying away from people while they are this helps prevent the spread of flu
- This person can help answer your questions about the flu and vaccine
- A viral infection of fever, body aches, headache, dry cough and sore throat

- Across
 1. Vaccine
 2. Hands
 3. Cold
 4. Sleep
 5. Provider
 6. Flu
 7. Vegetables
 8. Water

Crossword puzzle answers:

Where can you learn more about your plan and benefits?

- Go online to www.HealthyBlueSC.com.
- Look in your Evidence of Coverage (EOC).
- Call us at the number shown on your member ID card.

When you go to our website, you can find and learn more about:

- Our Notice of Privacy Practices and your rights and responsibilities as our member.
- Our Quality Improvement program.
- Case management services to help you manage a serious health condition.
- How to find a primary care provider (PCP), specialist, behavioral health provider, hospital or pharmacy in our plan, and get care or services.
- The process and forms needed for filing a complaint or appealing a decision.
- Your benefits including a list of covered and noncovered services.
- What to do when you're out of the plan's service area.
- How to get emergency care.
- How to get care after normal office hours.
- Your pharmacy benefits, our preferred drug list (PDL) and network pharmacies.

Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by Healthy Blue. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call the customer service number on the back of your ID card or go online to www.HealthyBlueSC.com.



Making decisions on care and services

Sometimes we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers and others involved in UM decisions do not get any reward for limiting or denying care. When we hire, promote, or fire providers or staff, it isn't based on their likelihood to deny benefits.

To learn more about UM or your case, call us toll-free from 8 a.m. to 5 p.m. weekdays, except holidays, at 1-866-902-1689. 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.

Important phone numbers

- Customer Care Center 1-866-781-5094 (TTY 1-877-552-4670)
- Healthy Connections Member Contact Center 1-844-549-0820 (TTY 1-888-842-3620)
— For general Medicaid questions
- South Carolina Medicaid Fraud Hotline 1-888-364-3224 or email fraudres@scdhhs.gov — to report waste, abuse or fraud

Notice of non-discrimination

BlueChoice HealthPlan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueChoice HealthPlan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

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 Evidence of Coverage (EOC) for details about what benefits your health plan covers and what it does not cover.

With the exception of www.HealthyBlueSC.com, the websites referred to in this newsletter are websites of independent entities and not affiliated with Healthy Blue.

My health

www.HealthyBlueSC.com

Inside this issue:

- Living with diabetes
- Stay healthy during flu season



Language Services

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 1-866-781-5094 (TTY 1-866-773-9634).

¿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 1-866-781-5094 (TTY 1-866-773-9634).

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 1-866-781-5094 (TTY 1-866-773-9634).