

AvMed

MAGAZINE

SUMMER/FALL 2015

Health & Wellness

Resources aimed at helping you maintain optimum health

HealthSmarts

Useful tips to be your healthy best

A Mother's Grateful Journey

Finding support and friendship with AvMed



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Monday-Friday, 8 am-8 pm

Saturday, 9 am-1 pm

*Hours may vary according to your policy.

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AvMed, one of Florida's oldest and largest not-for-profit health plan companies, provides affordable, quality health benefits throughout the state.

- » Always consult your primary care physician regarding medical advice. The health information in this publication is not intended to replace your doctor's directives.
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THE BEST VALUE IN HEALTHCARE

Dear Member,

At AvMed, our mission is “to help our Members live healthier” and we do it, in part, with coverage we call “the best value in healthcare.” Take our two newest plans, for example, AvMed Engage and AvMed Empower. Available now in select AvMed Markets, both plans position the Primary Care Physician (PCP) at the center of the Member’s healthcare experience; both as a health coach and a health partner. Together, the Member and PCP navigate the entire course of care as a team, expanding to include other doctors, specialists and procedures, whenever and wherever needed.

Providing you with access to the high-quality healthcare you deserve, however, is just the beginning. Here at AvMed, we strive to be your trusted health partner to help you lead a healthier life. In fact, we offer a number of valuable resources on exercise, diet, healthy aging, and more, aimed at helping you stay committed to your health, fitness and wellness goals.

In this issue of AvMed Magazine, we’ve provided you with information on several useful online tools to help you stay

on track. For instance, Members can calculate their body mass index (BMI), a fast and simple way to measure a component that may be even more important than weight alone. Your BMI is an easy indicator of whether you need to shed a few pounds or simply maintain your current weight to reach your optimum health.

We’ve also featured information on ChooseHealthy®, an online health and wellness value program that provides Members with attractive discounts on a wide range of health improvement products and wellness provider services. Members who sign up for this free add-on program also receive discounts on fitness club memberships, among other perks.

And, don’t forget, AvMed also provides confidential one-on-one Member assistance through a number of specialty care programs focusing on several health conditions. Our statewide Transplant Care Management Program assists Members (as well as providers) in identifying, facilitating and coordinating transplant services. Meanwhile, our Healthy Expectations

Program provides Members with additional pre- and post-pregnancy support including Coordination of Benefits and regular phone contact with our skilled medical team. On page 6, you’ll read about an AvMed Member’s story of exceptional support from one of our many specialty nurses during her pregnancy. She stated, “It was something I’d never experienced before as a health plan Member.”

We hope many of you have one of those moments while we’re helping you manage your care and we know you’ll notice our unwavering commitment to your needs. As your health plan and trusted health partner, we are always grateful for the opportunity to exceed your expectations.

Sincerely,

Michael P. Gallagher
President and
Chief Executive Officer



Embrace better health.®

SUN, FUN... FLU?

Free flu shots available starting in August

When you're having fun in the sun, flu season can seem like a distant memory, but believe it or not, the "official" start of flu season is July!

Getting a flu shot is the most effective way to prevent getting those awful chills, aches and fever that go hand-in-hand with the flu. It's also the best way to avoid any medical complications associated with the flu virus. In fact, the Centers for Disease Control (CDC) recommends everyone six months of age or older should get an annual flu shot.

Take a few moments today to put a reminder on your calendar – or better yet, schedule a flu shot so you don't forget. The flu shot is available, at no cost to you, beginning in August.

Another great way to prevent the flu? Wash your hands often. Be sure you use this effective hand-washing technique as recommended by the CDC:

Wet your hands under running water. Turn off the water and grab the soap or squirt liquid soap into your palms. Lather your hands thoroughly, including the backs of your hands, between your fingers and under your nails. Scrub for at least 20 seconds (hum the "Happy Birthday" song twice). Rinse the soap off completely. Dry your hands with a clean towel or let them dry on their own.

Just a little extra care can help prevent you from getting sick when flu season is in full swing this fall. 🧼



Kickstart Your Health This Summer

Take your Personal Health Assessment today

The start of summer, and all the fun-filled activities it brings, is the perfect time to improve your health. So why not get a jump-start to a healthier you by visiting AvMed's Wellness Portal powered by Healthroads® to complete your Personal Health Assessment.

This user-friendly online tool helps you understand your current health status, identify potential health risks and set realistic improvement goals based on your specific needs. By completing this confidential questionnaire, you will receive a personalized scorecard including recommendations and resources to help you target possible risk and alleviate healthcare costs.

Ready to get started? Visit **AvMed.org**. Log into your AvMed account and click on **Health and Wellness** on the left-hand side of your screen. Click on **Take Your Personal Health Assessment** highlighted in blue. Once the **Personal Health Assessment Consent** screen appears, click on **I Agree to PHA Consent**. Follow the steps to complete your assessment. You will then be taken to the **AvMed Wellness Portal powered by Healthroads**.

To learn more or to get answers to any additional questions, please contact AvMed Member Services at the number listed on your ID card, Monday-Friday, 8 am-8 pm, or Saturday, 9 am-1 pm (TTY 711 or 1-800-955-8771).

Congratulations for taking this important step toward a healthier you! 🎉

BE WISE AND IMMUNIZE

Are vaccines on your back-to-school checklist?

You've got your child's school supplies, backpack and new pair of sneakers but don't overlook one of the most important back-to-school must-haves – immunizations.

Having your child immunized is the best way to ensure they are protected from disease-causing organisms, and AvMed is ready to provide your child with the vaccinations they need.

The types of immunizations your child needs will vary based on age, and it's important to make sure your child gets the right shots at the right times. Your child's doctor will be able to determine which ones your child needs at every age to stay healthy. Some of the recommended immunizations for children include:

- Diphtheria, Tetanus Toxoids and Acellular Pertussis (DTaP)
- Haemophilus Influenza Type B (Hib)
- Hepatitis A Vaccine Series
- Hepatitis B Vaccine Series
- Human Papillomavirus (HPV) Vaccine
- Inactivated Polio Vaccine (IPV) Series
- Influenza Vaccine
- Measles, Mumps and Rubella (MMR) Vaccine Series
- Meningococcal Conjugate Vaccine (MCV4)
- Pneumococcal Vaccine (PCV)
- Rotavirus Vaccine (RV)
- Tetanus, Diphtheria, Pertussis (Tdap) Vaccine
- Varicella Vaccine (VZV)

Most immunizations use a series of shots, or "boosters," to provide long-term effectiveness, and each shot must be given according to a recommended timetable. Be sure to follow the immunization schedule recommended by your physician so your child enjoys the best possible health, not just in school, but all the way through adulthood.

To view the complete 2015 Childhood Immunization Recommendations, go to **AvMed.org**, select **Health and Wellness** then click **Prevention and Education**. 📄



Outgrowing Your Pediatrician?

Helping your child transition into adulthood is all about preparing him or her for the challenges and responsibilities that lie ahead. One important part of that preparation includes helping your teen move from a pediatrician to an adult primary care physician (PCP) once they have reached the age of 18. Here are a few tips to make your child's transition to adult care as smooth as possible:

Help your child find a new physician. The AvMed website includes a list of providers in your area for you to assist your child in researching who might be a good fit. If you have questions or require assistance, please contact Member Services at the number listed on the back of your AvMed ID card.

Make sure you or your child provides a copy of his/her pertinent medical records, including records of immunizations, allergies, surgeries, medications or other care information to the new doctor. Instruct your child about the need to keep their information in a safe and confidential place.

Make sure your child understands that any legal responsibility for their care will fall to them, and if they want a parent to participate once they have reached the age of 18, they will need to sign a waiver or consent form.

Provide instruction on your benefit plan and teach your child how to make an appointment and what deductibles and co-payments may apply. Review the need for regular physicals or other preventive care to ensure your child knows how to maintain optimal health and wellness. 📄

Transition Time Tip

While some PCPs only accept patients once they reach age 18, others will accept new patients at age 16 or 17. If your teenager isn't 18 yet, be sure to ask about age requirements when you call the new provider. 📄

A MOTHER'S GRATEFUL JOURNEY

Karen Clarke

knows all too well the emotional and physical complexities of pregnancy. Over the past five years, gain and loss have overwhelmed the native Trinidadian. Before delivering a healthy baby boy last year, she suffered several devastating setbacks. Yet the unwelcome grief revealed a tremendous support system. Not only did she have family behind her, but she made a formidable friend in AvMed OB Case Manager, Alice Hetzer.

"Alice was very instrumental during this process," says Clarke, a tax records specialist for Miami-Dade County's Tax Collector's Office. "She would always call and see how I was doing. She gave me lots of support and guidance. We talked about my appointments and my nutrition. It was something I never experienced before as a health plan Member."

Clarke has been an AvMed Member since 2001. When she learned of her pregnancy in 2011, she received materials listing AvMed's obstetric services and contact information for various departments. Soon after,



"She became more than just an AvMed Case Manager – she became a friend."

though, complications developed. That's when she met Hetzer. The OB Case Manager called to discuss the benefits of grief counseling and therapy. She also encouraged her to rely on family, friends and faith during this difficult period.

"About two years after that, I again contacted her," recalls Hetzer. "Our conversation started much like the previous, with focus on counseling and dealing with loss. At that time, I asked her if she had ever been seen by a reproductive endocrinologist."

Clarke took her advice. She met with a specialist who identified and treated the condition that had caused so many problems in the past. One year later, she was pregnant again. She enrolled in AvMed's Healthy Expectations Program, which monitors high-risk pregnancies, provides education and support, and promotes regular contact with expectant mothers.

Also, after learning the good news, Clarke found herself speaking with Hetzer almost every week.

"She would call me and ask me different questions and check in, like ask me what was my weight gain, how was I doing with my nutrition and how was my blood pressure," says Clarke.

In November 2014, she gave birth to a son.

"When my water broke, I called her even before I called

my husband because she was so important to me at the time. She was the first person I wanted to share the good news with," says Clarke. "So she became more than just an AvMed Case Manager for me—she became a friend."

Clarke has since become an unofficial spokesperson for AvMed's services. Recently, she reminded a first-time dad and fellow Member about some of the plan's useful programs. She suggested he contact AvMed's Nurse On Call, and he did.

"I think a lot of people are not aware, even though the on-call number is written on the card. But in the end we are human beings, and sometimes we don't pay attention to details. We just look for our policy number or the 800 number," says Clarke.

Clarke's road to motherhood has been long. But it may have been longer were it not for AvMed's dedication to customer service. Through Hetzer's interactions with Clarke, she put into practice the company's mission to serve each Member with excellence and care.

"Alice, in the end, was instrumental. She encouraged me to get pregnant again. We talked. We laughed. We have built a partnership. This has been a great journey, and I am truly grateful for having Alice in my life," says Clarke. 🧡


CHOOSE TO BE HEALTHY

As an AvMed Member, reaching your health goals is now easier—and more economical—than ever.

ChooseHealthy®, an online health and wellness value program, provides Members with attractive discounts to a wide range of health improvement products and services.

With ChooseHealthy you can:

- Receive discounts on services from a national network of more than 33,000 contracted providers, including chiropractors, acupuncturists, massage therapists and registered dietitians
- Access a national network of more than 11,000 fitness clubs and exercise centers that offer up to 10% off monthly dues and/or waived initiation fees
- Receive a free trial or a free introductory session at participating fitness facilities
- Shop from an online catalog of discounted health and wellness products, all with free shipping.

To access ChooseHealthy or to learn more, visit AvMed.org, select **Health and Wellness** then click **ChooseHealthy Networks**. Or call **1-877-335-2746** (TTY 711), Monday-Friday, 8 am-9 pm (EST). 



SCHEDULE A SCREENING

Most diseases and health conditions don't just "happen" overnight; they take weeks, months or even years to develop. During that time, your body often provides clues that can help your doctor spot these conditions in their early stages, when treatment can be most effective. Health screenings are tests developed specifically to look for these early clues to serious diseases.


Today, there are dozens of health screenings available. Some, like blood pressure screenings, can be conducted in your doctor's office. Others may require lab work or other types of tests. How can you tell which ones are right for you? That's where your AvMed Provider can help. By providing your doctor with the most accurate and up-to-date personal and family medical information, he or she can determine which screenings are best for your personal health needs.

AvMed covers the following health screenings:


- Blood pressure
- Cholesterol
- Colorectal cancer
- Diabetes
- Glaucoma
- Hearing
- Hepatitis C
- HIV
- Immunizations
- Mammograms
- Osteoporosis
- Pap test and pelvic exams
- Prostate and testicular exams
- Sexually transmitted diseases (chlamydia, gonorrhea, syphilis)
- Skin cancer
- Tuberculosis
- Urinalysis
- Vision
- Well care visits

AvMed providers offer other screenings, which may be recommended based on your personal risk factors, including:

- Alcohol misuse screening
- Aortic aneurysm for men over age 65 who ever smoked in the past
- Depression screening
- Obesity screening and counseling

Depending on your personal and family health histories, your age and other factors, you may benefit from other screenings as well. Being screened for serious diseases and health issues is a great way to take charge of your health. During your next office visit, ask your doctor which screenings might be best for you. 

As an AvMed Member, we encourage you to take advantage of other essential tools and resources available to you that will help you stay on track.

Through AvMed's Wellness Program, you'll enjoy a wide range of discounts Weight Watchers® reimbursements, personalized nutrition and activity planners, e-coaching courses, stress reduction, smoking cessation and much more. Simply visit AvMed.org to learn more. 

WEIGHING IN ON YOUR HEALTH

Your weight plays a big role in your health – probably a bigger role than you ever imagined. Even just a few extra pounds can raise your blood pressure or increase your risk for other health problems. When you maintain a healthy weight by eating foods that are good for you and becoming physically active, you not only keep your body in good shape – you can also help prevent serious medical problems like heart attack, stroke or diabetes.

But weight is just one way to measure your body's health and the effect your diet and exercise are having on your body. The other important measurement is your body mass index, or BMI. Your BMI is a ratio based on your weight and your height. Many healthcare providers and medical researchers believe BMI is a better measurement of your health than your weight alone. Your BMI provides a “quick and easy” way to tell if you need to lose or gain a few pounds or take steps to keep your weight right where it is.

You can measure your own BMI by going to AvMed.org, click on EmbraceBetterHealth.com under **Products and Services**, and then click on **BMI Calculator** at the top to get started.

Your weight isn't the only factor you should control for better health. Knowing your blood pressure and understanding what steps you can take to keep it under control is important too. AvMed offers blood pressure screenings at no cost - and no co-pays - when screenings are performed in network. Diet and obesity counseling are also provided in network at no cost or co-pays. Combined, these screenings can be powerful tools for helping you maintain better health at any age. 

TAKING STOCK IN OUR CHILDREN

It's estimated that one in three American children and adolescents is overweight or obese, according to the American Heart Association. It's not surprising then that childhood obesity is a growing concern among parents in the United States.

Children who are obese are at higher risk for cardiovascular disease, including high cholesterol, high blood pressure, and pre-diabetes. Worse yet, studies reveal children and teens who are obese will likely be obese as adults, which comes with a host of other health problems.

In an effort to reduce obesity in children, AvMed has adopted a quality measurement to ensure children ages 3-17 receive body mass index (BMI) percentile testing as well as counseling on nutrition and physical activity once a year during their well-child visit.

Known as the Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents or WCC, this measurement ensures the following are reviewed and then documented in a pediatric patient's chart each year:

- Counseling for nutrition (discussion of diet, guidance on nutrition, obesity discussion)
- Counseling for physical activity (discussion of current physical activity, sports participation, exercise performed, obesity discussion, water safety tips pertaining to swimming, etc.)
- BMI percentile or percentile plotted on a BMI chart (includes data showing weight and height taken the same day and BMI value calculated)
- Documentation of any advice given to patient


For more information be sure to ask your doctor. 

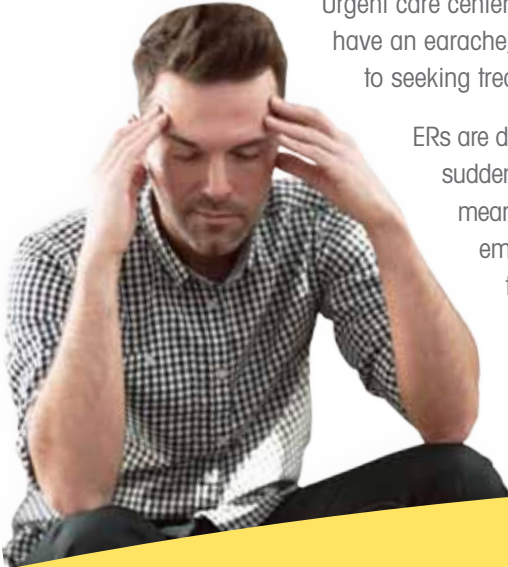
ER VS. URGENT CARE: What Members Need to Know

Today, many consumers are concerned about the rising costs of healthcare. The good news is there are plenty of things you can do to help keep your healthcare costs low, like eating a healthy diet, being physically active and having regular physical exams and health screenings. Another way to see significant savings in your medical costs is to make use of urgent care centers in AvMed's network.

Urgent care centers (UCCs) provide care specifically tailored for non-life-threatening emergencies. If you have an earache, flu, upset stomach or fever, going to an UCC can offer significant savings compared to seeking treatment at an emergency room (ER).

ERs are designed to handle major medical issues, like chest pain, uncontrolled bleeding and sudden, severe abdominal pain. In addition, the costs associated with ER equipment and facilities mean your co-pays and other associated costs will be substantially higher. Plus, because most emergency care problems take considerable time to manage, the waiting times at ERs tend to be much longer than at an UCC.

The next time you need medical care, call AvMed's Nurse On Call to speak to a registered nurse who can help you determine whether you should seek care from a hospital emergency room or an urgent care center. Just dial the toll-free number **1-888-866-5432** (TTY 711). 



CARE MANAGEMENT: Designed with Your Health in Mind

Whether it is recuperation after surgery, a chronic condition such as COPD or diabetes, a disease like cancer or a complex medical condition such as an organ transplant, AvMed's Care Management Programs provide helpful support for Members with a wide range of health conditions.

In fact, AvMed has staff in place who work closely with Members facing health challenges. These programs are staffed by highly qualified and experienced team members including nurses, social workers, and other healthcare professionals who are trained to help patients navigate the healthcare system and who can advocate on their behalf.

We offer a variety of Care Management Programs including:

- **Complex Care** - for Members who are experiencing a catastrophic event or diagnosis or who have multiple diagnoses requiring coordination and support
- **Short-Term Care** - for Members who could benefit from extra support following a health issue or medical concern
- **Transitional Care** - for Members who have been discharged from a hospital and are transitioning back home or to a skilled nursing facility
- **Specialty Care** - for Members who have specialized health issues such as high-risk pregnancy and transplant.


If you think you can benefit from one of AvMed's Care Management Programs, please call AvMed Member Services at the number listed on your ID card (TTY 711). 



FORMULARY UPDATE

The Preferred Medication List includes specific coverage information on co-payment levels, medications that require prior authorization or have quantity limits, and therapeutic alternatives. The most recent listing can be viewed online at AvMed’s website, AvMed.org. Click on **Medication Lists**, located under the log-in area at the right side of the page.


Medications are added to the AvMed Preferred Medication List (formulary) after careful review by a committee of practicing doctors and pharmacists called the Pharmacy and Therapeutics Committee. The committee meets quarterly and decides which medications provide quality treatment at the best value.

The medications on this page have been added to the formulary. Formularies are updated on the AvMed website by the fifth of each month. 




| Brand-Name | Generic Name | Use |
|-------------------|----------------------------|---|
| ProAir RespiClick | Albuterol | Asthma |
| Glyxambi | Empagliflozin; Linagliptin | Type 2 Diabetes Mellitus |
| Nuversa Gel | Metronidazole | Antimicrobial |
| Farydak | Panobinostat | Multiple Myeloma |
| Ibrance | Palbociclib | Breast Cancer |
| Lenvima | Lenvatinib | Thyroid Cancer |
| Lynparza | Olaparib | Ovarian Cancer |
| Cosentyx | Secukinumab | Psoriasis |
| Movanik | Naloxegol | Opiate agonist-induced constipation |
| Savaysa | Edoxaban | Atrial Fibrillation; Pulmonary embolism |

| New Generics | | |
|-------------------------------------|-------------------------|---|
| Lamictal (orally dissolving tablet) | Lamotrigine ODT | Bipolar Disorder; Seizures |
| Zonatuss | Benzonatate | Cough |
| Tarka ER | Trandolapril; Verapamil | Hypertension |
| Carac 0.50% Cream | Fluorouracil; 5-FU | Actinic Keratosis |
| Abilify | Aripiprazole | Bipolar Disorder; Schizophrenia; Autism |

See latest Formulary List on our website for co-pay levels and other pertinent pharmacy benefits information. 

REFILLS ON THE GO? GET THE MOBILE APP!

We’ve made it even easier for you to stay connected and take charge of your family’s health. This newly redesigned mobile app makes managing your prescription benefits a breeze. With it, you will be able to refill your mail service prescription and check drug interactions between prescriptions and over-the-counter medications or foods. There’s also a pill identifier, which uses the color or shape and the imprint to identify pills separated from their original packaging. There are even some tools you can use without even signing in. To get the app, simply log on to AvMed.org, select **Group**, then go to **My Account**, click **Prescription Info**, then go to **Claims and Benefits**. It will take you to the CVS/Caremark website. Once there, select **Home** to view the app information. Available to iPhone and Android users only. 





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Important Contact Information

- AvMed Member Services: Please call the number listed on your AvMed ID card (TTY 711 or 1-800-955-8771) Monday-Friday, 8 am-8 pm and Saturday, 9 am-1 pm
- AvMed's Nurse On Call: 1-888-866-5432
24 hours a day, 7 days a week
- Member Link Line: 1-800-806-3623
- Fraud and Abuse Hot Line: 1-877-286-3889
- AvMed website: AvMed.org

WE SPEAK YOUR LANGUAGE

If you have specific language needs, please call AvMed's Member Services Department at the number listed on your AvMed ID card.

**AvMed ... Estamos aquí para servirle!
Todo el día. Cada día. Y hablamos su idioma.**

Si usted no puede leer esta revista en inglés por favor llame al Departamento de Servicios a los Afiliados al número impreso en su tarjeta de identificación. Un representante bilingüe le podrá contestar sus preguntas.

**AvMed ... a votre service!
Toute la journée. Tous les jours.
Et nous parlons votre langue.**

Si vous ne pouvez pas lire les articles dans ce magazine, veuillez composer la ligne d'assistance imprimée au votre carte de membre pour un représentant bilingue qui peut répondre à vos questions.



Your Time MATTERS

We know your time is valuable. That's why AvMed is working with physicians to reduce your waiting time at the doctor's office. You can also help minimize wait times by planning ahead for your appointment:

- **Make a list of your symptoms and medications.**
- **Report health changes.**
- **Call if you're running late or need to reschedule.**

We want to help you **make the most of your time.**
Visit AvMed.org.



Embrace better health.®

AvMed's Healthy Living: 1-855-81 AVMED (28633)
AvMed's Care Management: 1-800-972-8633
TTY Assistance: 1-800-955-8771 (711)

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