

Magellan Complete Care of Virginia Member Newsletter

This is your newsletter from Magellan Complete Care of Virginia (MCC of VA). It has important information about your health plan and how to stay healthy.

Have questions? We're here Monday through Friday from 8 a.m. to 8 p.m. local time.

- Commonwealth Coordinated Care Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

Immunizations and checkups during the Covid-19 pandemic

The Covid-19 pandemic has affected us all. Because of restrictions throughout Virginia, you or your children may have missed vaccinations, well-care checkups, screenings, or other preventive care that helps lower your risk for future health concerns.

Ensuring that your child is up to date on their vaccines will help prevent the rapid spread of other diseases that can cause serious illness in your family and friends, such as whooping cough and measles. Flu season will be here in a few short months as well. Please reach out to your provider or to MCC of VA Member Services to learn about options available so you keep getting the care you need to stay healthy.

Protecting yourself and others from Covid-19

Learn how to keep yourself and others safe from getting sick

With many businesses and events in Virginia opened back up, it's more important than ever to make sure you're practicing good hygiene and safe social distancing. There is still no vaccine to prevent Covid-19, so the best way to prevent illness is to keep yourself from being exposed to the virus.

Medical professionals still believe the virus is spread mainly from person to person. It is spread through respiratory droplets that come from an infected person who coughs, sneezes or talks. These droplets can land in the mouths or noses of people who are nearby or may be inhaled into the lungs. The virus may even be spread by people who have it but aren't showing symptoms.

If you're over age 65 or have an underlying medical condition like diabetes, or heart or lung disease, you may be at higher risk for serious complications if you get Covid-19. If you're in one of these groups, limit your risk of exposure by staying home as much as possible.

You can take these important steps to keep yourself and those around you as safe as possible:

- Avoid close contact with other people. Stay at least 6 feet from other people and don't gather in large groups.
- Wash or sanitize your hands often. If you have been in a public place or if you have blown your nose, coughed, or sneezed into your hands, you should wash them with soap and water for at least 20 seconds.
- Cover your mouth and nose with a mask if you are out in public or around other people. You can have the virus and spread it to others even if you don't feel sick.
- Cover coughs and sneezes. If you're alone at home, remember to cover your mouth and nose with a tissue when you cough or sneeze. This will help protect others who live with you. Remember to wash your hands with soap and water after you have covered a cough or sneeze.
- Clean and disinfect surfaces you touch frequently. These include tables, doorknobs, light switches, keyboards, phones, toilets, faucets and sinks. Use one of the disinfectants on the [Environmental Protection Agency's list of disinfectants for use against SARS-COV-2](#) for maximum protection.
- Keep a close eye on your health. Watch out for symptoms like fever, cough, shortness of breath or other known symptoms of Covid-19. Take your temperature regularly to make sure you don't have a fever. Follow the [CDC guidance](#) on what to do if you think you may be sick with Covid-19.

Medallion 4.0 open enrollment is now!

Don't forget to renew your benefits so you don't miss out on needed services.

Open enrollment is the time for you to renew your healthcare benefits with MCC of VA.

Open enrollment for Medallion 4.0 is based on where you live. Check below to find out when open enrollment is happening for your area.

- » Northern/Winchester region: 6/19/2020 – 8/31/2020
- » Charlottesville/Western region: 8/19/2020 – 10/31/2020
- » Roanoke/Alleghany region: 12/19/2020 – 2/28/21
- » Southwest region: 12/19/2020 – 2/28/21

You can renew your healthcare benefits any of these ways:

- To renew for Medicaid/Managed Care, call CoverVA at 1-855-242-8282 or renew online at www.commonhelp.virginia.gov.
- Renew online at www.virginiamanagedcare.com/enroll.

You have the right to enroll in the plan of your choice.

After you've renewed with us, we'll send you your new ID card and other information to welcome you to our plan. You can find important resources, like your member handbooks, provider directories, notice of privacy practices and rights and responsibilities on our website. If you'd like a printed copy of one of these resources, call Member Services to request.

To request information about your health plan, call us at 1-800-424-4518 (TTY 711). We're here Monday through Friday from 8 a.m. to 8 p.m. local time.

Follow us on Facebook, Instagram and Twitter

Stay in the know with helpful reminders and health tips! You'll also be able to stay up to date on MCC of VA events in your area. Follow us today on:

 [Facebook @MCCofVA](#)

 [Instagram @MCCofVA](#)

 [Twitter @MCCofVA](#)

Do you receive both Medicaid and Medicare benefits?

Learn more about our MCC of VA (HMO SNP) plan

If you're a Commonwealth Coordinated Care Plus (CCC Plus) member and you qualify for and have Medicare, you may be able to get your benefits through our MCC of VA (HMO SNP) plan. Members of this plan get their medical care and Part D prescription drug benefits through their Medicare plan. Every member gets a Care Coordinator who works closely with your Medicaid plan to make sure you get the right care at the right place and time.

Visit www.mccofva.com/dsnp or call 1-800-424-4497 to learn more about our MCC of VA (HMO SNP) plan.

The danger of heatstroke

Learn how to recognize the signs of heatstroke and what to do if you or someone around you has it

Summer is here, and the days have been hot. As you spend time outside enjoying the warm weather, it's important to recognize the signs of heatstroke. Heatstroke happens when your body fails to regulate its own temperature, and your body temperature continues to rise.

There are two types of heatstroke: classic and exertional. Classic heatstroke can develop without exertion if a person is exposed to a hot environment and the body isn't able to cool itself effectively. It may develop over several days. Babies, older adults and people with chronic health problems are at the greatest risk of this type of heatstroke.

Exertional heatstroke can happen when a person is working or exercising in a hot environment. A person with this type of heatstroke may sweat a lot but their body still produces more heat than it can lose.

Heatstroke is a medical emergency and needs to be treated right away.

Symptoms of heatstroke include:

- Unconsciousness for longer than a few seconds
- Confusion, severe restlessness or anxiety
- Convulsion (seizure)
- Moderate to severe difficulty breathing
- Fast heart rate
- Sweating that may be heavy or may have stopped
- Skin that may be red, hot, and dry (even in the armpits)
- Nausea and vomiting

If you or someone around you is in the heat and showing these symptoms, call 911 right away. Then follow these first aid steps:

- Move the person into a cool place away from direct sunlight
- Remove the person's unnecessary clothing and place them on their side to expose as much skin to the air as possible
- Cool the person's body by sponging or spraying cold water, and fan them to help lower their body temperature
- Apply ice packs over as much of the body as you can
- **Do not give aspirin or acetaminophen** to someone experiencing heatstroke. These medicines may cause problems because of the body's response to heatstroke
- If the person is awake and alert enough to swallow, give the person fluids for hydration

You can help prevent heatstroke by acclimating to the increased heat over time. If you exercise outside, you should gradually increase the time you spend exercising in the heat each day. Do this over 8 to 14 days. You can also start acclimating before it gets hotter outside by wearing more clothing when exercising. This will raise your body temperature and make you sweat more. This will get your body used to sweating for a longer time at a lower body temperature. This helps to decrease the amount of salt your body loses in sweat or urine.

Your Member Handbooks are full of helpful information

If you have questions about your benefits, don't forget to check your Member Handbook! You may be able to find the answers you're looking for there. Just go to the "For Members" tab for either CCC Plus or Medallion 4.0 on MCCofVA.com to find your copy. You can also call Member Services to ask for a copy to be sent to you, or if you just have questions you need answered.

Member Services

- CCC Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

Our self-management tools can help you make better health decisions

You can find important resources on MCCofVA.com by searching for "Health education and resources". Read facts about health issues, learn key things you can do to make better health decisions and find information about your medications. You can take a test to learn how to make good health choices on topics like depression, stress levels, smoking, health screenings and many more.



Transportation benefits

Did you know that one of the benefits we offer is transportation? Check your Member Handbook to learn more about how you can get a ride to your covered appointments.

Our NurseLine and Behavioral Health Crisis Line are here for you when you need help

Whether you are having a behavioral health crisis or just need medical advice and can't get to the doctor, our NurseLine and Behavioral Health Crisis Line are available to you 24 hours a day, 7 days a week.

If you have thoughts about harming yourself or someone else, you should:

- Get help right away by calling 911
- Go to the closest hospital for emergency care
- Call a crisis hotline like the National Suicide Prevention Lifeline at 1-800-273-8255

NurseLine

- CCC Plus: 1-770-767-8038 (TTY 711)
- Medallion 4.0: 1-770-767-4601 (TTY 711)

Behavioral Health Crisis Line

- CCC Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

Benefits spotlight: Your adult dental and vision benefits

Learn more about your adult dental and vision benefits through MCC of VA

Dental

Adult dental benefits are administered through DentaQuest. Your MCC of VA Medicaid benefits cover routine, preventive and limited restorative dental benefits for members age 21 and older. Dental coverage for adults has a maximum benefit of \$550 per year.

This includes:

- One oral cleaning and exam every six months
- One x-ray per year
- Fluoride treatment
- Treatment for periodontal disease
- Sedation for routine procedures (must be approved by MCC of VA)
- Limited restorative services

For more information about your dental benefits, or to find a dentist in your area, visit www.dentaquest.com.

Vision

Adult vision benefits are administered through VSP. Your MCC of VA Medicaid benefits cover vision services for adults 21 and older that have an active prescription from a participating provider.

These benefits cover up to \$150 for eyeglasses every two years. Or, it will cover one pair of contact lenses every two years.

For more information about your vision benefits, or to find an eye doctor in your area, visit www.vsp.com.

MCC of VA's Quality Improvement Program

MCC of VA's Quality Improvement Program helps to make sure all employees and other healthcare personnel who work with MCC of VA strive to improve the quality of care and the medical and behavioral services provided to our members. The program regularly checks on the quality of care to make sure that it is appropriate. We work to improve the services we offer to our members when the program finds ways that we can make them better.

One way we measure how we're doing and look for areas where we can improve is by using the Healthcare Effectiveness Data and Information Set (HEDIS®) tool. This tool measures how well our quality program is working by measuring different areas of healthcare service, such as:

- Effectiveness of care
- Access to care
- Use of healthcare services
- Member satisfaction
- Health plan stability
- Health plan descriptive information

We compare MCC of VA HEDIS results to other health plans around the country. This helps us find ways that we can improve the services we offer members and see how we are doing every year. We just completed this year's HEDIS review. Below are some of the areas we have improved upon and/or met our performance goals:

- Well child visits
- Adolescent well-care visits
- Controlling blood pressure
- Cervical cancer screening
- Colorectal cancer screening
- Comprehensive diabetes care—several sub-measures
- Postpartum care

Our Recovery Support (Peer) Navigation program is here to help

Recovery Support (Peer) Navigation is for members who are coping with mental health challenges or substance use issues. When you join this program you get a certified Recovery Support Navigator (RSN) who has lived experience with mental health or addiction issues. Your RSN will work as a partner in your recovery.

Your RSN will do lots of things to help you, like:

- Teach you about recovery and support you with developing your own recovery and resiliency goals
- Help you live successfully in your community
- Help you identify and obtain information on community resources
- Introduce you to others who are working towards similar wellness goals
- Work with you in your community, your home, or your provider setting
- Assist you in following through with your decisions

To join the program, call MCC of VA Member Services:

- CCC Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

Ask to speak to a Recovery Support Navigation lead or Care Coordinator and say that you are interested in recovery navigation.

