

EMBRACE

Summer/Fall 2021

**Rx Savings
Solutions**

**Say Hello to
Sanvello**

**Supporting
Children with
ADHD**





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

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- To contact the Marketing & Communications Department, write AvMed, 9400 S. Dadeland Blvd., Miami, FL 33156; call **1-800-432-6676**, ext. 27366; or email **EMBRACE@AvMed.org**.

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Dear Valued Member:



At AvMed, we strive to be your trusted health partner to help you lead a healthier life. In fact, we offer a number of tools and resources aimed to help you stay committed to your health and wellness goals.

In this issue of **EMBRACE**, we have exciting news to share about a new behavioral health app and cost savings opportunities on prescription medications. We have

teamed up with Optum to introduce the Sanvello app, which supports your mental health needs, all in a safe and private manner. Plus, Rx Savings Solutions will provide you access to lower prescription cost options for you and your family.

We are committed to your well-being and helping you thrive, offering information to support your WELLfluent™ life – from immunizations to support for children with ADHD to care management.

On page 4, you'll read about an AvMed Member's story of exceptional support from one of our many specialty nurses who helped new mom, Edwin B., during her COVID-19 recovery. It is the unwavering commitment of our Associates who provide personalized service that goes beyond the expected to deliver a better Member health experience.

We are grateful for the opportunity to exceed your expectations.

Be well.

James M. Repp

President and COO, AvMed

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Questions About AvMed Coverage or Benefits?

Contact AvMed's Member Engagement Center:
Please call the number listed on your AvMed Member ID Card
(TTY 711) Monday-Friday, 8 am-8 pm; Saturday, 9 am-1 pm.
Hours may vary according to your policy.

HOW A CASE MANAGER HELPED A NEW MOM THROUGH HER COVID RECOVERY

Edwin had recently delivered her baby when she started feeling ill. After believing she had pneumonia, she tested positive for COVID-19. Her lack of oxygen was so debilitating that she had to be admitted to the ER, where she remained for 30 days, mostly at the Intensive Care Unit.

Backtracking to four months earlier, Edwin was expecting her first child. As part of her AvMed benefits, she was able to receive guidance throughout her pregnancy from Melissa Kyle, one of our Registered Nurses working on our Care Management Team. Melissa monitored Edwin's pregnancy and walked her through every step of the process, even helping her make sure she was able to get covered visits with her preferred doctor.

After the delivery, Melissa wanted to check up on Edwin and make sure the baby was also in good health. After not hearing back from her for a while, Melissa found out that Edwin had COVID and was still suffering the aftereffects. While her job as a Maternity Case Manager was done, Melissa reconnected with Edwin and supported her throughout the recovery process.

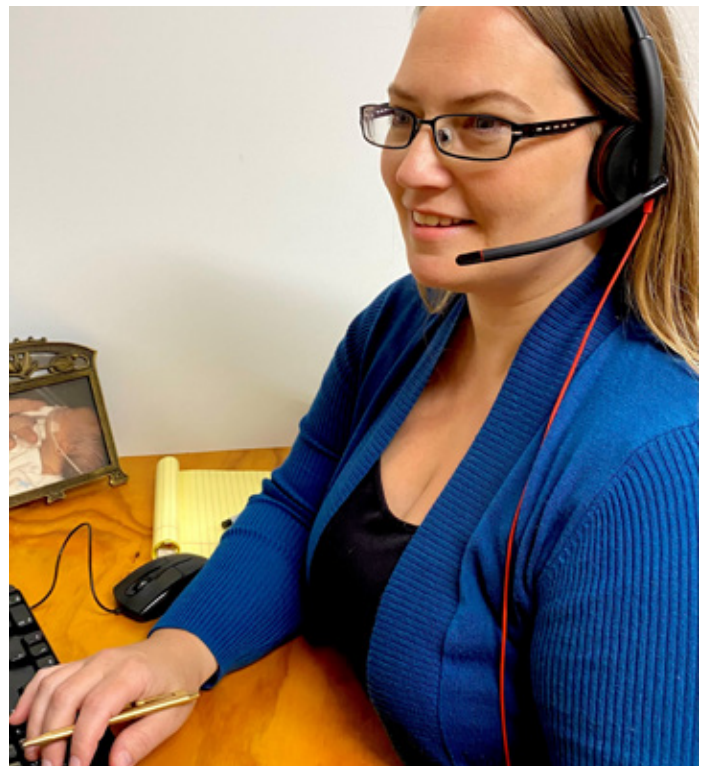
"When she didn't hear from me, she got a hold of me and stayed with me throughout. When I came out of the ICU, she followed up making sure I got my Respiratory Therapy and Physical Therapy. I was also having trouble scheduling an MRI and she helped with that too."

"When I came out of a coma, I thought of my baby boy, I cried because I didn't know what was going on. She helped with the emotions, because she's a mother too. She helped me see how he brought me out of it too, so I can now enjoy the moments with my son. She reassured me that AvMed was going to help me get back on track to normalcy."

"I owe her a great deal of gratitude. She helped me through the process. When everyone counts on you, you're there for everyone. Then I felt weak, and she was there for me. She was a life vest. She became a caring friend. She acted like a mother who really cares for her child." — Edwin B



AvMed Member
Edwin B. and
her family.



AvMed Case Manager - Melissa Kyle



What to know about Case Managers - Case Managers are advocates who help patients understand their current health status, what they can do about it and why those treatments are important. If you think you can benefit from this service, please call AvMed's Care Management at **1-800-972-8633** (TTY 711).



Vaccines – A Family Affair

It's a great time to review your family's vaccinations. This includes the new season's flu vaccine, which usually becomes available by August. All AvMed Members can receive their annual flu shot free of charge at a participating physician's office or pharmacy.

Vaccinations play a crucial role in preventing disease and illness in children. It's a good time to talk to your child's pediatrician about vaccinations to prepare for the upcoming academic year, including human papillomavirus (HPV). In fact, the Centers for Disease Control and Prevention recommend that all 11- and 12-year-old children get a two-part series of the HPV vaccine at least six months apart, ideally completing the second dose prior to the child's 13th birthday. Please note, if your child is in the age group to take the COVID-19 vaccine, please talk to your provider to get more information.



For the latest vaccination schedules, visit www.AvMed.org, select **Individuals & Families** then scroll down and click **Tools & Resources and Prevention & Education and Screenings and Immunizations**.

Supporting Children with ADHD

With modifications in schooling recently, many children with attention deficit hyperactivity disorder (ADHD) may be adjusting to these new changes in their learning environment. ADHD is a common disorder in children that can also affect teenagers and may continue into adulthood. Those with ADHD usually have trouble with focus, attention and controlling their behavior. They tend to be hyperactive and they may act without thinking things through. Common symptoms include:

- Problems with concentration
- Trouble staying organized
- Difficulty remembering details

ADHD affects more males than females, and children as young as three can have symptoms. In all, 11 percent of American children have ADHD, according to the Centers for Disease Control and Prevention (CDC).

AvMed provides ADHD support through Optum, our behavioral health provider. If your child or adolescent is prescribed medication for ADD or ADHD, it is important for them to follow up with their doctor within 30 days of any new medications and then two more times over the next nine months to evaluate the effectiveness of the medication and address any side effects.



Also, talk to your child's doctor about whether ADD medication follow up appointments can be provided via telehealth (by phone or video call). Many AvMed providers are now routinely providing telehealth services, which can be a safe, convenient and effective way to see the doctor.



To reach Optum, call **1-866-293-2689** or visit www.AvMed.org/BehavioralHealth-Members. For more information about ADHD, visit the National Institute of Mental Health at NIMH.NIH.gov.

FORMULARY UPDATE

See the latest Preferred Medication List on our website for copay levels and other pertinent pharmacy benefits. Your formulary may be different depending on your plan type.

New Generics

Brand Name	Generic Name	Use
Nayzilam	midazolam	to stop seizures
Nexletol	bempedoic acid	to lower cholesterol
Nexlizet	bempedoic acid/ezetimibe	to lower cholesterol
Oriahnn	elagolix-estradiol-norethindrone acetate	heavy bleeding associated with uterine fibroids

The Preferred Medication List includes specific coverage information on copayment 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 "Preferred Medication Lists," located under the Quick Links on the left 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.

RX SAVINGS SOLUTIONS IS NOW AVAILABLE

AvMed understands the importance of keeping prescription medication costs down for our Members. We also know that prescription prices may vary depending on where they are filled. That's why we're working with Rx Savings Solutions to help you easily find the lowest-price options to save on prescription drug costs.

This new online pharmacy transparency service is personalized to suggest equally lower-cost medications for you and your dependents. It's easy to use and available to AvMed Members at no cost to you. Plus, Rx Savings Solutions will notify you via email or text whenever you have an opportunity to save. Activate your account today!



To get started, access Rx Saving Solutions by logging on to **AvMed Member Portal** at **AvMed.org** and selecting the Rx Savings Solutions link on the left menu.

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

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- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact AvMed Member Engagement, P.O. Box 749, Gainesville, FL 32627, by phone 1-800-882-8633 (TTY 711), by fax 1-352-337-8612, or by email to members@avmed.org.

If you believe that AvMed has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with AvMed's Regulatory Correspondence Coordinator, P.O. Box 749, Gainesville, FL 32627, by phone 1-800-346-0231 (TTY 711), by fax 1-352-337-8780, or by email to regulatory.correspondence@avmed.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Regulatory Correspondence Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-882-8633 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-882-8633 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-882-8633 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-882-8633 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-882-8633 (TTY: 711)。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-882-8633 (ATS: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-882-8633 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-882-8633 (телетайп: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-882-8633 (رقم هاتف الصم والبكم: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-882-8633 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-882-8633 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-882-8633 (TTY: 711)번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-882-8633 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-882-8633 (TTY: 711).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-882-8633 (TTY: 711).

Important Contact Information

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8 am–8 pm; Saturday, 9 am–1 pm.

*Hours may vary according to your policy.

- AvMed Nurse On Call: **1-888-866-5432**
(TTY 711) 24 hours a day, 7 days a week
- Fraud and Abuse Hotline: **1-877-286-3889**
- AvMed website: **AvMed.org**
- AvMed Facebook  www.Facebook.com/AvMedHealth



WE SPEAK YOUR LANGUAGE

If you have specific language needs, please call
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AvMed ... Hablamos su idioma!

*Si usted tiene necesidades específicas
relacionadas con el idioma, comuníquese
con el Centro de Atención para Afiliados de
AvMed en el número que aparece en su
tarjeta de afiliado de AvMed.*

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de Membre pour un représentant qui peut
répondre à vos questions.

AvMed's Healthy Living:

1-855-81-AVMED (286333)

AvMed's Care Management:

1-800-972-8633

TTY Assistance: **711**

7 days a week, 8 am–8 pm



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