

A publication for **AvMed** Members

EMBRACE

Winter/Spring 2019



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EMBRACE

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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 (PCP) regarding medical advice. The health information in this publication is not intended to replace your doctor's directives.
- 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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#JoinTheWELLfluent for a chance to be featured in an upcoming issue. You can also share your story by emailing us at

EMBRACE@AvMed.org



Dear Valued Member:

Hope you're having a great year! I want to thank you for selecting AvMed. You can expect a better Member health experience now and for many years to come. Our goal remains the same, to be your lifelong partner in health.

Through our WELLfluent® Living program, we strive to make your life richer. That's why we've filled this issue with information you need to keep you healthy and happy. Aside from following up on your care, be sure to get your flu shot. It's free for all AvMed Members at participating providers and pharmacies and it's just in time to prevent the flu during the peak season. We also wanted to take the time to review how you can get

the most out of your appointment. We hope the valuable articles you find in this issue are inspirational and it motivates you to become a better you.

As we continue to breeze through 2019, it's my sincere hope that we insure you on the path toward WELLfluent™ living. We thank you for being a valued Member and look forward to joining you on your journey!

A handwritten signature in black ink, appearing to read 'James M. Repp', with a stylized flourish at the end.

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.

Why Follow-up Care Matters

If you think that you don't need to schedule a follow-up visit with your Primary Care Physician (PCP), think again. In many cases, follow-up appointments are just as important as your initial visit.

For example, a follow-up visit with your PCP gives your doctor the opportunity to see if your current care is effective. If it isn't, he or she can then adjust your medications or another part of your treatment. Without that follow-up appointment, there's no way for them to know. That's how complications can arise.

Here are some situations that warrant follow-up care with a PCP:

After a hospitalization: If you've recently been hospitalized, it's crucial that you schedule a follow-up appointment with your PCP as soon as possible – ideally within seven to 10 days of discharge. This can go a long way in preventing readmission, as your doctor needs to be aware of any new medications you may have been prescribed during your hospitalization. These new prescriptions could interact with your current treatment; your PCP can help you navigate these changes.



If you are diagnosed with a chronic condition such as Diabetes, high blood pressure and other chronic health issues, we encourage you to see your Primary Care Physician regularly for monitoring. After a diagnosis, you should talk with your doctor about the ideal follow-up schedule.

One way to remember to schedule a follow-up visit: Schedule it before you leave your current appointment. Already having a follow-up appointment in the books can help keep you on track with your care plan. And remember, you can always reschedule if something comes up — just make sure you follow through.



To find an AvMed Provider near you, log into [AvMed.org](https://www.avmed.org).

ADHD: An Overview

Attention deficit hyperactivity disorder (ADHD) is a common brain disorder in children that also affects teenagers and may continue into adulthood. People 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 concentrating, staying organized and remembering details.

While there is no known cure for ADHD, there are different ways to manage it, including behavior modification therapy and prescription medication. If the doctor does order medication for ADHD, make sure you have a follow up visit within 30 days and 2 more within the next 9 months to determine the safety and effectiveness of your treatment. As an AvMed Member, you have access to a variety of behavioral health resources through our partner Magellan Health. Some of these benefits may include inpatient care, outpatient care, psychiatrist evaluations, office visits and substance abuse treatment.



For information about services, programs and authorization requirements, please call **1-800-424-4810** (TTY 711), Monday-Friday 8 am-6 pm.

Getting More Out of Your Appointment

Your time is valuable. With a little preparation, though, you can ensure that your visit to the doctor's office goes smoothly and quickly.

Here are some things you can do to get the most out of your appointment:

Come prepared. Is this your annual checkup? Are you getting a new symptom checked out? Are you having issues with your medication? Knowing the specific purpose of your visit can help save you and your physician time. If you're experiencing a new symptom, for example, make sure you write it down so you don't forget to bring it up during your appointment.

Tell your Primary Care Physician (PCP) about other care you've received. If you're seeing different specialists, bring your PCP up to date on current treatments and other relevant information – and vice versa. Having your doctors on the same page can help improve care coordination. On that note ...

Bring in all current medications. This doesn't just apply to prescriptions. Your doctor(s) should be aware of any over-the-counter medicine or supplements that you're taking. That way, your health care team can look out for possible interactions and update their own records. Consider putting them all in a clear plastic bag for convenience.



Pay attention to your doctor's instructions. When you leave the office, you should have a clear understanding of what you need to do (i.e., take a new medication, schedule a follow-up appointment, etc.). If you don't understand something, ask for clarification from your physician; don't leave without being sure of his or her instructions. Sometimes, an appointment can be overwhelming so you might want to take down notes or request written or printed instructions before you leave the office.



Do you have a question about your AvMed benefits? Contact AvMed's Member Engagement Center by calling the number listed on your AvMed Member ID Card. You can also access more Member resources by logging into [AvMed.org](https://www.avmed.org).

The Importance of Filling Prescriptions

So, you've left the doctor's office with a prescription in hand. Now what? The next step is to visit your local pharmacy to pick up your medication(s). Unfortunately, that doesn't always happen. Factors like drug pricing can affect whether you end up filling your prescriptions, and not filling them can lead to unnecessary disease progression and complications.

If you have medication concerns, here are some tips:

Find out about lower-cost alternatives. If the cost of your medication is high, talk to your doctor or pharmacist about other options like generics. Depending on the medicine, the price difference can be significant.

Ask questions. Are you 100 percent sure you know how to take your medication? If you don't understand what you're taking, you're less likely to adhere to your treatment.

Bring up side effects. If you're particularly worried about side effects, talk to your doctor about ways to minimize them.



Talk privately to a registered nurse by calling our dedicated 24/7 Nurse On Call hotline at **1-888-866-5432**.

FORMULARY UPDATE

See the latest Preferred Medication Lists on our website for copay levels and other pertinent pharmacy benefits.

New Drugs

| Brand Name | Generic Name | Use |
|------------|--------------------------------|------------------------|
| AJOVY | Fremanezumab | Chronic Migraine |
| EMGALITY | Galcanezumab | Chronic Migraine |
| GALAFOLD | Migalastat | Fabry Disease |
| LOKELMA | Sodium Zirconium Cyclosilicate | Hyperkalemia |
| TIBSOVO | Ivosidenib | Acute Myeloid Leukemia |
| TAKHZYRO | Lanadelumab | Hereditary Angioedema |

New Generics

| Brand Name | Generic Name | Use |
|------------------|------------------|------------------------------------|
| ALBENZA 200mg | Albendazole | Parasitic organisms (pinworm) |
| AMPYRA 10mg | Dalfampridine | Multiple Sclerosis (walking) |
| FORFIVO XL 450mg | Bupropion | Depression |
| KADIAN ER 40mg | Morphine Sulfate | Severe Pain |
| ONFI | Clobazam | Lennox-Gastaut Syndrome (Seizures) |
| SPORANOX 10mg/mL | Itraconazole | Fungal Infection |

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.

THANK YOU FOR GETTING YOUR FLU SHOT!

The flu vaccine is the first and most important thing you can do to protect against flu. So if you've already had your flu shot, we applaud you for embracing better health. If you haven't, it's still not too late! Ask your doctor or visit an AvMed Participating Pharmacy for your flu shot. Remember to answer "yes" to receiving your flu shot in any survey you may receive.



Log into your account on AvMed.org to find Participating Provider or pharmacy near you.



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.

AvMed:

- 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).

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

Important Contact Information

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.

AvMed Nurse On Call: **1-888-866-5432**
(TTY 711) 24 hours a day, 7 days a week
Member Link Line: **1-800-806-3623**
Fraud and Abuse Hotline: **1-877-286-3889**
AvMed website: **AvMed.org**



WE SPEAK YOUR LANGUAGE

If you have specific language needs, please call
AvMed's Member Engagement Center at the
number listed on your AvMed Member ID Card.

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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Tous les jours ... Nous parlons votre
langue. Si vous ne pouvez pas lire
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de Membre pour un représentant qui peut
répondre à vos questions.

AvMed's Healthy Living:
1-855-81-AVMED (28633)

AvMed's Care Management:
1-800-972-8633

TTY Assistance: **711**
7 days a week, 8 am–8 pm

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- Weight Watchers[®]
- Active&Fit Direct[™]
- Smoking Cessation Resources
- ChooseHealthy[®] Discount Program



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to learn more.

