

A publication for **AvMed** Members

AvMed Embrace
better health.®

EMBRACE

Winter/Spring 2020



**Making Your
Healthcare a Priority**

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EMBRACE

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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.

- 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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WELLfluent is a life rich in health and happiness. How are you joining the WELLfluent? Email us at **EMBRACE@AvMed.org** with your story and photo or share it on Facebook – tag AvMed and use the hashtag **#JoinTheWELLfluent**. You could be featured in an upcoming issue of the magazine.

Dear Valued Member:



I hope you are having a great year! I want to thank you for selecting AvMed as your healthcare partner. I'm excited for what the year ahead has in store for our Members.

It's a good time to reassess your health. Knowing where you stand, you can take the necessary steps to prevent health problems down the road. We hope this issue of *EMBRACE* can help you do just that!

In this issue, you'll find lifestyle tips to help you control your high blood pressure and preventive health screenings to monitor your well-being. Besides making your health a priority, be sure to get your flu shot. It's not too late and it's free for all AvMed Members at participating providers and pharmacies.

Don't forget to fill out any healthcare surveys you may receive in the mail. Consumer Assessment of Health Providers and Systems (CAHPS) surveys let us know how we're doing and what areas we can improve. Within these pages, you can

read more about how these surveys play an important role in your healthcare and ensures we continue delivering quality services.

This dedication to you is why we've been around for 50 years, a milestone we celebrated last year. We're proud to have been a part of this community for five decades, and we look forward to growing that relationship for decades to come. As we continue through the year, I hope we inspire you to live a happier, healthier life. Thank you for the privilege of serving you and your family. Here's to a happy and healthy 2020!

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

EMBRACE@AvMed.org

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.

Making Your Healthcare a Priority

Your feedback helps us deliver the best healthcare experience possible. Every year, the Centers for Medicare and Medicaid Services (CMS) requires AvMed to survey a small sample of their Members with the Consumer Assessment of Healthcare Providers and Systems (CAHPS) and the Health Outcomes Survey (HOS).

The CAHPS survey asks Members about their experiences with AvMed and their Network Providers. The HOS survey asks Members about their health and the healthcare they received from their doctors. We encourage you to check your mailbox regularly and fill out any surveys you may receive about AvMed, so we can learn about your experience to improve our services and better meet your needs.

Another way to make your healthcare a priority: getting the flu shot. 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 a Participating Pharmacy for a flu shot. Remember to answer "yes" to receiving your flu shot in any survey you may receive.



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

Allergies vs. Asthma

Allergies and asthma are diseases that do not discriminate based on race, gender, or age. There is currently no cure for either – but both can be controlled. There are basically five different types of allergies:

- Indoor and Outdoor
- Skin
- Food and Drug
- Insect
- Eye
- Latex

Asthma is a disease of the lungs with:

- Repeated episodes of wheezing
- Breathlessness
- Chest tightness
- Coughing

AvMed encourages our Members to have annual wellness visits. This is a perfect time to review your preventive care needs and an opportunity to discuss any concerns you have with your treatment. With your healthcare provider's help, you can make your own asthma or allergy management plan so that you know what to do based on your symptoms.



For more information, visit www.cdc.gov/asthma/.



Preventive Corner

It's All About Preventive Care

This is an ideal time to focus on your well-being by scheduling health screenings. It's especially important to monitor these common health concerns:

Breast cancer: The United States Preventive Services Task Force (USPSTF) recommends that women aged 50 to 74 receive screening mammography every two years. If your family has a history of breast cancer, your doctor may suggest additional screenings.

Colon cancer: The U.S. Preventive Services Task Force recommends several types of screenings for colorectal cancer. Methods and frequencies vary. Some common screenings include stool tests, colonoscopy and CT Colonography. Talk with your doctor to determine which screening test is right for you.

Diabetes: According to the American Diabetes Association, you should screen for type 2 diabetes annually if you are overweight or have high blood pressure. However, if you have already been diagnosed with diabetes, additional screenings such as HbA1c, nephropathy (for diabetes-related kidney damage) and retinography (for diabetes-related damage to the eyes) are necessary.

Heart Disease: Staying on top of your heart health is particularly important because heart disease and high blood pressure are silent killers; symptoms often don't appear until it's too late. Prevention is key, and that starts with regular screenings. Make



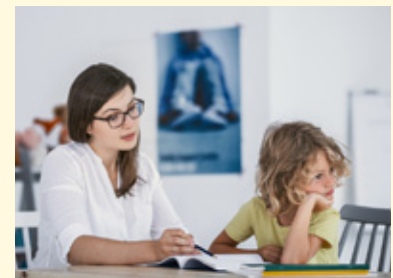
sure you check your blood pressure regularly and track any changes. Adopting healthier habits is also important, as your lifestyle can play a big role in preventing and managing high blood pressure and heart disease. If you're overweight, improve your diet and become more active to shed the extra pounds. If you're dealing with a lot of stress, consider mindfulness exercises like meditation to clear your head. Remember: Even small tweaks to your daily routine can have an impact on your heart health. Have questions about high blood pressure? Use AvMed Nurse On Call to speak confidentially with a registered nurse 24 hours a day, 7 days a week – just call **1-888-866-5432**.



Visit [AvMed.org](https://www.avmed.org) to see more recommended screenings and guidelines.

Why ADHD Follow-Up Visits Matter

Attention-deficit hyperactivity disorder is among the most common behavioral disorders affecting roughly 11 percent of children in the United States; the condition is characterized by hyperactivity and inability to concentrate. Medication can help get symptoms under control, but only if patients stick to their treatment plan. Once a child is diagnosed with ADHD and prescribed medication, parents should schedule a follow-up appointment within 30 days of the initial visit to assess the child's response to the medication. At least two more follow-up visits should be scheduled within nine months to ensure your child is doing well with his or her treatment plan.



For more information about ADHD, visit the National Institute of Mental Health at [NIMH.NIH.gov](https://www.nimh.nih.gov).

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
Aimovig	erenumab-aoee	Migraine prevention
Fasenra	benralizumab	Specific subtype of severe asthma
Rinvoq	upadacitinib	Rheumatoid arthritis
Rocklatan	netarsudil-Hatanoprost	Glaucoma
Xultophy	liraglutide-insulin degludec	Type 2 diabetes

New Generics

Brand Name	Generic Name	Use
Apriso	mesalamine	Ulcerative colitis
Lotemax	loteprednol	Eye redness and allergies
Nuvaring	ethinyl estradiol/etonogestrel	Contraception
Symbicort	budesonide / formoterol	Asthma
Transderm Scop	scopolamine transdermal patch	Nausea and vomit prevention

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.

THE IMPORTANCE OF FILLING PRESCRIPTIONS

Taking your medications for as long as prescribed, at the right time and dose, and according to instructions, can help you feel and stay well. Be sure to have your prescription medications when you need them. AvMed allows Members to get a 90-day supply of most prescription medications. Ask your doctor or pharmacist for a 90-day supply to help you take your medication as prescribed.



Log into your account on [AvMed.org](https://www.avmed.org) to find a 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).

เรียน: 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
- 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
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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Toute la journée. Toute la journée ...
Tous les jours ... Nous parlons votre
langage. Si vous ne pouvez pas lire
les articles dans ce magazine, veuillez
composer le numéro imprimé sur votre carte
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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happiness and healthiness.

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related tools, information, support,
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use to reach your personal goals,
including:

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



Visit **AvMed.org/WELLfluentLiving**
to learn more.

*For participating Group Members, some exclusions may apply. Please contact AvMed's Member Engagement Center at the phone number listed on your Member ID, for additional information.