

A publication for **AvMed** Members

EMBRACE

Summer/Fall 2019

**Getting Ready for
Back to School**

**AvMed Helps
Family Manage
Daughter's
Neurological
Disorder**

**What is Diabetic
Eye Disease?**



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EMBRACE

James M. Repp
President and COO

Jaime Alfaro
Director of Marketing and Communications

Felicia Lopez-Walker
Managing Editor

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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:

Our mission is to help our Members live healthier lives and many of the articles inside focus on how to attain and maintain a WELLfluent™ life. As we reach the middle of the year, measles outbreaks are again making headlines. We want to give you as much information as possible to prevent measles, the flu and take care of your family if someone needs urgent care.

Please take time now to learn if you, or your loved one needs to be protected. Measles vaccination is especially important if your family plans to travel internationally. With the new school year approaching parents must have their children immunized if their vaccines are not current. Inside you'll find the recommended shots for children from birth through teen years.

Are you aware of when your injury or sickness would be best treated at the Urgent Care Center instead of the ER? Read about the difference between getting care for a non-life-threatening

health issue at the Urgent Care Center (UCC) instead of having to spend a lot of time waiting in the ER. And remember, this fall you may be able to stay away from the UCC if you get the flu shot earlier. Another way to prevent eye problems, especially if you have diabetes, is to schedule a comprehensive dilated eye exam.

Our goal is to be our Members' trusted health partner for life and we've just begun improving the well-being of one family and their daughter as shared by her Mom on page 5.

Have a WELLfluent story to tell us? Share it at EMBRACE@AvMed.org and you could be featured in a future issue.

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.

Getting Ready for Back to School

Measles

Measles outbreaks are making headlines again. Measles, once considered to be eradicated in the U.S. can be spread by unvaccinated children and adults. About 25 percent of those who come down with the measles are hospitalized.

For certain populations, like infants under 6 months old or people with compromised immune systems, it can even be deadly. Are you and your family protected? Being vaccinated is especially important if you plan on traveling internationally. If you and your family plan on going abroad this summer. Make sure everyone is up to date on his or her vaccines. Here are the Centers for Disease Control and Prevention's official recommendations for measles prevention when traveling overseas:

- Infants 6 months through 11 months of age should receive one dose of MMR vaccine.
- Children 12 months of age and older should receive two doses of MMR vaccine separated by at least 28 days.
- Teenagers and adults who do not have evidence of immunity against measles should get two doses of MMR vaccine separated by at least 28 days.

Other Immunizations

With the new school year upon us, it's time for parents to get their kids ready. One of the most important things that parents can do right now is to immunize their children. By ensuring that your children's vaccines are up to date, you not only protect them but others around them as well.

Whether you're dealing with a toddler heading to preschool or a teenager starting high school, the first step you should take is checking your kids' vaccination records.

AvMed has the resources to help ensure your kids are properly vaccinated. The types of immunizations your children need will vary based on age, and it's crucial that your children get the right shots at the right times to provide the best protection.



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 and the Centers for Disease Control and Prevention (CDC).

The sheer number and scheduling of your child's vaccines can seem overwhelming at times. Luckily, there are handy guides available from the CDC that can guide you through immunizations from birth to adulthood in easy to reach, printable format.

Besides catching up on vaccinations, your children should also undergo a well-child visit. During this visit, their Provider will guide them on nutrition and physical activity as well as monitor their body mass index. Together with immunizations, well-child visits ensure that your child enjoys the best possible health – not just in school but all the way through adulthood.



To view the complete Childhood Immunization Recommendations, visit [www.CDC.gov/vaccines/parents/child-hood-vaccines](https://www.cdc.gov/vaccines/parents/child-hood-vaccines).

AvMed Helps Family Manage Daughter's Neurological Disorder

Linda G. isn't one to mince words. When discussing how important AvMed is to the well-being of her daughter, also named Linda, mom was direct and to the point:

"AvMed has improved my daughter's quality of living. Period."

Daughter Linda was diagnosed with Rett syndrome, a neurological disorder that affects girls exclusively. Patients usually have normal growth and development in the first few years, and Linda was no exception. She was an active and chatty toddler until just before her second birthday, when symptoms that are often misdiagnosed as cerebral palsy began to emerge. At the time, the family lived in Flagler County and was referred to specialists at Shriners Hospital in Tampa.

"Once we knew the diagnosis, we moved to Tampa to be as close as possible to the very best care," says mom, whose family became AvMed Members following the move. "Linda's care was our top priority, but there was so much we didn't know. AvMed helped us every step of the way, making a very challenging situation a little easier to manage."

As Rett syndrome advances, patients experience a continued slowing of development, loss of purposeful use of the hands, slowed brain and head growth, problems with walking, seizures and intellectual disability.

The care needs were significant and complex in the early stages, with Linda being hospitalized four to 10 times a year over the 10 years following her diagnosis. Hospitalization was mostly for respiratory issues, but Linda also had her adenoids removed, a pacemaker inserted and rods placed in her back to correct severe spine curvature.

"As difficult as that all sounds, and it is, AvMed was the one reliable constant," says mom, who was impressed



most by the bend-over-backward attitude to expedite referrals at all times. Mom also has nothing but praise for AvMed's complex case managers who help the family efficiently coordinate needs and navigate obstacles.

"I'm also confident saying the geneticist we worked with saved Linda's life," says mom assertively. "The care for Linda and the commitment to our family has been tremendous. We're treated like family - we truly feel that way."

Having a child who demands so much attention is something many families have difficulty managing, and mom doesn't hesitate to share how stressful life can be.

"It's extremely hard," she says, "but having a care provider that is always there for you, and I mean really there for you, is a huge stress reducer. We will never, ever leave AvMed."



For more information about AvMed Complex Case Management, visit www.AvMed.org.

MEDICATION UPDATE

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. CVS Caremark is our specialty drug pharmacy, but you may also drop off and pick up most specialty prescriptions at local retail pharmacies.



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
Firdapse	Amifampridine	Lambert-Eaton Syndrome
Nuzyra	Omadacycline	Antibiotic
Oxervate	Cenegermim	Neurotrophic Keratitis (degenerative corneal condition)

New Generics

Brand Name	Generic Name	Use
Exjade	Deferasirox	Iron Toxicity
Renagel	Sevelamer	Phosphate levels in Chronic Kidney Disease
Zytiga	Abiraterone	Prostate Cancer
Ranexa	Ranolazine	Chronic Angina

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.

WHAT IS DIABETIC EYE DISEASE?

Diabetic eye disease refers to a group of eye problems that people with diabetes may face as a complication of the condition. Diabetic eye disease includes cataract, diabetic retinopathy, and glaucoma. Diabetic retinopathy, the most common diabetic eye disease, is the leading cause of vision loss and blindness in adults 20–74 years of age. The longer a person has diabetes, the greater the risk of developing diabetic eye disease.

HOW TO STAY ON TRACK TO PROTECT YOUR VISION

Diabetic eye disease often has no symptoms in its early stages, and the only way to detect it is through a comprehensive dilated eye exam. Other things that people with diabetes can do to delay or slow down the progression of diabetic eye disease include:

- T - Take your medications as prescribed by your doctor.
- R - Reach and maintain a healthy weight.
- A - Add more physical activity to your daily routine.
- C - Control your ABCs-A1C, blood pressure, and cholesterol levels.
- K - Kick the smoking habit.



For more information visit: <http://www.ndep.nih.gov>
<https://nei.nih.gov/diabetes/content/english/faq3>

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 - 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 انكر 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).

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Please call the number listed on your AvMed
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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
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
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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 (28633)

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

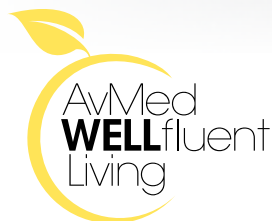
TTY Assistance: **711**
7 days a week, 8 am-8 pm

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