

A publication for **AvMed** Members

EMBRACE

Summer/Fall 2020

**Best Way to Stay
Healthy**

**Relief for Lower
Back Pain**

**Smoking
Cessation
Resources**



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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:



As our state moves forward with a phased reopening from the impact of the pandemic, we are committed more than ever to our mission of helping our Members live healthier. Our Associates have been truly inspiring, rising to the occasion by helping us to ensure we continue delivering upon our promise of being your trusted health partner.

At AvMed, our Members' health is our top priority and that hasn't changed. Our goal has always been to provide you with peace of mind, better service, quality, affordability and health. That's why, during this challenging time, we removed the potential for financial barriers to care and alleviated concerns about access to testing and treatment for COVID-19. To find up-to-date information and useful resources to help keep you and your family healthy during the Coronavirus outbreak, visit [AvMed.org/news/coronavirus](https://www.avmed.org/news/coronavirus).

In this issue of **EMBRACE**, you will find a mix of interesting, informative and motivating articles including tips and resources about wellness visits and the best way to stay healthy, vaccinations and the crucial role they play in preventing disease and the benefits of quitting smoking.

As we continue through the second half of the year, I hope we inspire you to live a happier, healthier life. Thank you for the privilege of serving you and your family.

Stay safe and be well.

Sincerely,

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.



Preventive Corner

Wellness Visits: The Best Way to Stay Healthy

If you're like a lot of people, you probably only think of going to the doctor when you feel sick or you've been injured. But having routine preventive care visits and taking other steps to manage your health are just as important as sick visits when it comes to preventing diseases and ensuring you stay healthy. Now may be a great time to focus on wellness, before the cold and flu season arrives.

An annual preventive care visit is recommended to ensure your doctor has an ongoing record of your health, which makes it easier to spot subtle signs of disease. Plus, annual visits ensure you get the recommended health screenings and immunizations that can keep you healthy. AvMed offers comprehensive preventive care services as part of your coverage options.

Being proactive about your own health and wellness is the best way to avoid serious medical issues and keep your healthcare costs to a minimum. At AvMed, we make it easy for you. It starts by completing your confidential Personal Health Assessment (PHA), using the AvMed Wellness Portal by Healthyroads®. Just visit AvMed.org and scroll to the bottom of the home page then click on **Take Your PHA**.



To view a complete list of preventive services, visit **AvMed.org**. Contact your healthcare Provider to find out what services are recommended for you and to schedule your virtual or in office visit and start enjoying a healthier you!

Vaccines are not just for kids

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. While the kids are on break from school, it's a good time to talk to your child's pediatrician about upcoming 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.



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**.

ADHD Follow Up Visits for Children

Attention deficit hyperactivity disorder (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 Magellan Health, 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 the new medications and then two more times over the next nine months.

If you would benefit from telebehavioral health, contact Magellan Health to request a behavioral health Provider. Or, register online at www.MagellanAssist.com/ and search for an appropriate Provider.



To reach Magellan Healthcare, call **1-800-424-4810**. For more information about ADHD, visit the National Institute of Mental Health at NIMH.NIH.gov.

Relief for Lower Back Pain

Lower back pain can strike at any time. You may be at home relaxing, outside exercising or just working at your desk when the pain creeps up on you. While staying at home, people may have an even greater risk of experiencing low back pain due to a more sedentary lifestyle. For acute pain, at-home measures like ice packs and ample rest can help relieve sprains and other minor injuries to the back.

You can discuss your symptoms with a doctor and develop an appropriate treatment plan. Research has shown that conservative treatment approaches have produced better outcomes than more aggressive approaches. For resolving chronic pain, your doctor may first prescribe muscle relaxants or pain medications. If those do not work, your doctor may order X-rays or other screenings for further investigation. According to the American Academy of Family Physicians, best practices are to wait at least six weeks from diagnosis before exposing yourself to an X-ray.

To avoid low back pain, it is important to manage your weight and strengthen your “core”. In fact, strong abdominal muscles are very important in supporting your body and avoiding back strain and injury. Proper body mechanics when bending (at the knee, not the waist) and good posture and support while sitting may also help keep your back healthy.



Have questions about lower back pain? Talk to your doctor or participate in one of the AvMed Healthyroads® e-Classes about the topic by logging onto AvMed.org.



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
Baqsimi	glucagon	Severe low blood sugar
Nurtec ODT	rimegepant	Migraine headaches
Reyvow	lasmiditan	Migraine headaches
Rybelsus	semaglutide	Type 2 diabetes
Ubrelvy	ubrogepant	Migraine headaches
Vumerity	diroximel	Multiple sclerosis
Yupelri	revefenacin	Chronic obstructive pulmonary disease (COPD)

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.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.

Smoking Cessation Resources to Help You Quit for Good

Tobacco smokers are at greater risk for diseases that affect the heart and blood vessels, including heart disease and stroke. Even people who smoke fewer than five cigarettes a day are at increased risk for these diseases. The risk increases with the number of cigarettes smoked per day and the number of years that smoking continues. Exposure to secondhand tobacco smoke also increases the risk for heart disease and stroke. People who already have heart disease are at especially high risk of adverse effects from breathing secondhand smoke and should avoid even brief exposures.

And it's not just cigarettes that cause harm. Cigars have many of the same health risks as cigarettes, including causing certain

cancers. And e-cigarettes, also known as vapes, is a very serious and growing epidemic. In addition to other serious health concerns related to vaping, early data indicates that e-cigarette users are a higher risk for serious complications and even death from COVID-19 than non-users. If you have been trying to quit by using e-cigarettes instead, stop!

Today there are so many tools, tips, resources and support to help people quit smoking that you should be encouraged and eager to begin a new, smoke free phase of your life. The benefits of quitting smoking start immediately (see www.cancer.org below).

Tobacco-Free Florida

Quit kit with resources and tips
www.tobaccofreeflorida.com
1-877-U-CAN-NOW

American Cancer Society

Quit for Life
www.quitnow.net
www.cancer.org/healthy/stayawayfromtobacco

National Cancer Institute

Smoking Quitline
www.cancer.gov/cancertopics/tobacco/smoking

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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

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
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AvMed ... Hablamos su idioma!

*Si usted tiene necesidades específicas
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AvMed en el número que aparece en su
tarjeta de afiliado de AvMed.*

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Tous les jours ... Nous parlons votre
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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



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

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