Help Direct the Healthcare Conversation

How would you rate your healthcare?
Are you getting the care you need?
Does your doctor communicate clearly?
Are your healthcare claims processed correctly?
Do Customer Service teams treat you with courtesy and respect?

Optima Health wants your answers to all of these questions, and more.

As an Optima Health member, you may be selected to participate in this year’s Consumer Assessment of Healthcare Providers and Systems (CAHPS®1) survey. Members chosen to participate will receive notice via mail or phone between the months of March–May, 2019. The survey is conducted by the SPH Analytics firm.

We take the results of this survey seriously, and have initiated many improvements based on previous member feedback. We value your opinion and are always looking for ways to improve our services. We thank you in advance for your participation.

1 CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
Don’t Get Hooked!

Tips to Protect Your Data from Phishers and Other Scammers

Phishers often pose as legitimate companies and reach out to targeted victims in a variety of ways through emails, text messages, phone calls, social media, etc. Our partners at HealthEquity® have compiled the following tips to help you become your best first line of defense against scammers.

These tips and more are available at healthequity.com/protect.

- Use unique passwords. Be creative and consider replacing letters with numbers or symbols.
- Don’t save passwords in your browser.
- Learn to identify phish bait. Be suspicious of misspellings and grammatical errors in emails, including UK spellings. Never open an email attachment you didn’t request.
- Look for secure site indicators in any link. Authentic login sites have certificates of security indicated by a locked keypad icon by most browsers or an ‘s’ added to the url (i.e., the address should start with https://www instead of http://www).
- Regularly review your accounts and credit reports. Pursuant to the Fair Credit Reporting Act, you may obtain a free copy of your credit report online at annualcreditreport.com or by calling toll free 1-877-322-8228.
- Learn about Fraud Alerts and Security Freeze. Find out if placing a Fraud Alert or Security Freeze on your credit report is right for you by visiting any of the following websites: freeze.equifax.com, experian.com/freeze, transunion.com/credit-freeze.
At-Home Screening Aims to Reduce Cancer Death Rate

Colorectal cancer (CRC) is cancer that occurs in the colon or rectum. In 2015, Virginia reported 3,182 new cases of CRC. The same year, there were 1,303 people who died of CRC.¹

There is strong scientific evidence that screening for colorectal cancer beginning at age 50 saves lives!

Colorectal screening tests can save lives by finding precancerous polyps, so they can be removed before they turn into cancer. They also find colorectal cancer early, when treatment works best. The U.S. Preventive Services Task Force recommends three CRC screening tests:

- colonoscopy
- stool tests (guaiac fecal occult blood test—FOBT, or fecal immunochemical test—FIT)
- sigmoidoscopy (now seldom done)

If you are age 50 or older, get screened now. If you think you may be at increased risk for CRC, talk to your doctor about when to begin screening. Ask which test is right for you, and how often to get tested.

Optima Health At-Home FIT Screening Program

Optima Health offers an easy and fast at-home screening program for colon health, at no cost to members—the BioIQ Fecal Immunochemical Testing (FIT) kit. The FIT kit includes detailed instructions and supplies for collecting a stool sample within just a few minutes in the comfort of your own home. A pre-addressed return envelope is also included to send your sample for analysis.

Both you and your primary care provider (PCP) will be notified of the screening results via mail and/or phone. Results will indicate whether you need further testing. One in every ten members who completes a FIT test is positive and needs a follow-up colonoscopy. By participating in the at-home screening program, members will receive a FIT kit once a year.

If you are over age 50 and would like to participate, please visit optimahealth.com/colonhealth to register. You will need to enter your Optima Health member ID number and your PCP’s information.

Heart Health Help

You can make healthy changes to lower your risk of developing heart disease. Controlling and preventing risk factors is also important for people who already have heart disease. To lower your risk:

- Manage your weight.
- Quit using tobacco and e-cigarettes, and stay away from secondhand smoke.
- Control your cholesterol and blood pressure.
- If you drink alcohol, drink only in moderation.
- Get active and eat healthy foods.

Questions to Ask Your Doctor About Gynecologic Cancer

When visiting a doctor, it may be helpful to bring a list of questions to ask, and to take notes during your visit. Consider asking the following questions:

1. What is my risk for getting a gynecologic cancer, such as cervical, ovarian, uterine, vaginal, or vulvar cancer?
2. When should I have my next Pap test?
3. What do my Pap test results mean?
4. Is the HPV test right for me?
5. When can I stop getting a Pap test?
6. Are there any other gynecologic cancer tests that I need, based on my personal health and family cancer history? If so, what are they? Why do I need them? How do they work?
7. I have noticed [insert any symptoms you are experiencing], which is not normal for me. Could this be caused by a gynecologic cancer? If so, what should I do next?
8. Should I get the HPV vaccine? (The Centers for Disease Control and Prevention recommend the HPV vaccine for young women through age 26, and young men through age 21).

American Diabetes Association® Alert Day®

American Diabetes Association Diabetes Alert Day, observed annually on the 4th Tuesday in March, is a one-day wake-up call to inform the American public about the seriousness of diabetes, particularly when diabetes is left undiagnosed or untreated.

Diabetes Alert Day 2019 is March 26, 2019

Did you know?

• Diabetes affects about 30.3 million Americans or about 9.4% of the U.S. population.
• Nearly 1 in 4 adults with diabetes, or 7.2 million Americans, are unaware that they have the disease.
• Another 84.1 million Americans have prediabetes, a condition in which blood glucose levels are higher than normal, but not high enough to be diagnosed as diabetes.
• Almost 9 out of 10 adults with prediabetes don’t know they have it.

If you have a family history of diabetes, you are at greater risk of developing type 2 diabetes. You are also more likely to develop type 2 diabetes if you are over age 45, overweight, or not physically active.

Diabetes Risk Test

Take the Diabetes Risk Test¹ to find out if you may be at risk for diabetes or prediabetes.

¹ [https://www.niddk.nih.gov/health-information/diabetes/overview/risk-factors-type-2-diabetes/diabetes-risk-test>]

Living with Rheumatoid Arthritis

With rheumatoid arthritis, you can still lead a full life. Besides going to your doctor and therapists regularly, you can also do the following activities to help reduce your symptoms.

Care for Your Joints. Look for ways to reduce stress on your joints. Some people find wearing a splint around a painful joint for a short time helps. Talk with your doctor to see if a splint may work for you. In addition, some special equipment such as a zipper puller or long-handled shoe horn can help.

Rest. Keep a good balance between rest and activity. Try to take frequent breaks, especially when your symptoms are bothering you.

Manage Stress. Try to lower your stress by taking the time to relax, doing hobbies you enjoy, or joining a support group. Support groups can reduce your stress by helping you to:

- Learn about the disease.
- Cope with your emotions about your symptoms.
- Feel more control over the disease.
- Build confidence.

Eat a Healthy Diet. Eating a healthy diet will help you to manage your weight and provides you with the nutrients your body needs to stay healthy.

Self-Care for Caregivers

Get organized. Make to-do lists, and set a daily routine.

Ask for help. Make a list of ways others can help. For instance, someone might pick up groceries or sit with the person while you run errands.

Take breaks each day, and spend time with your friends.

Keep up with your hobbies and interests.

Join a caregiver’s support group. Meeting other caregivers may give you a chance to exchange stories and ideas.

Eat healthy foods, and exercise as often as you can.

See your doctor regularly. Be sure to tell your healthcare provider that you’re a caregiver, and mention if you have symptoms of depression or sickness.

Build your skills. Some hospitals offer classes on how to care for someone with an injury or illness. To find these classes, ask your doctor or contact your local area’s Agency on Aging at n4a.org.


Member Rights and Responsibilities

The Optima Health Member Bill of Rights and Responsibilities ensures that all members are treated in a manner consistent with the mission, goals, and objectives of Optima Health. It also ensures that members are aware of their obligations and responsibilities upon joining Optima Health, and throughout their membership with the Plan. New and existing members are notified of their rights and responsibilities in the Benefit Information Guide and member newsletters.

To view this information online, select Member Rights and Responsibilities from the bottom navigation menu on optimahealth.com/members.

Pharmacy Changes Effective April 1, 2019

For members with pharmacy benefits administered by Optima Health, the pharmacy changes effective April 1, 2019 are now available online:

Introducing the New Optima Health Mobile App


Download the Optima Health mobile app (formerly MyOptima) today to experience the refreshed look and features, including:

- claims and authorizations
- wellness tools
- Touch ID or Fingerprint Scanner¹
- virtual visits with MDLIVE®
- Treatment Cost Calculator
- Health Savings Account (HSA) or Health Reimbursement Account (HRA) access²
- common forms and documents
- and more

¹ Touch ID for Apple Users, Fingerprint Scanner for Android users
² Applies to members with HSA or HRA plans