

SUMMER 2020



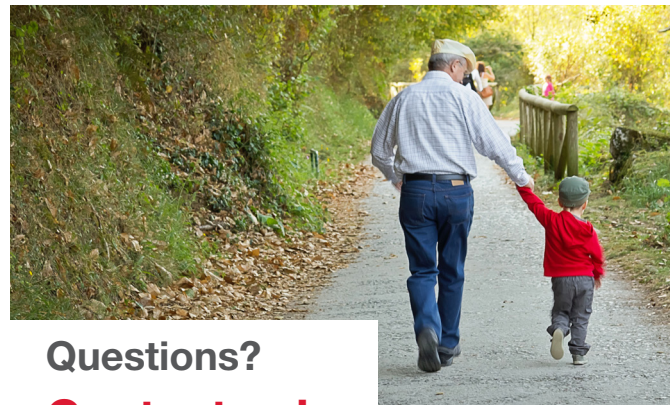
UNIVERSITY of MARYLAND
HEALTH ADVANTAGE
Quality Care. Better Health.

HEALTHY ADVANTAGE



HIGHLIGHTS

- **Updates Made to the 2020 ANOC.** Important updates have been made in reference to prior authorization for select services.
- **What is Telehealth and Why Should I use it?** Connect with your provider in the comfort of your home.
- **Home Monitoring is Key for Good Blood Pressure Management.** Read tips on how to get an accurate reading and why monitoring is key.
- **Are you Showing your Medicaid Card?** Find out why you should always show both your University of Maryland Health Advantage and Medicaid card.
- **Save Time, Save Money, and be Prepared!** Switch your prescriptions to a 90-day to take advantage of savings!
- **Know Your Fats.** Learn which fats are healthy and which ones to stay away from.



Questions?
Contact us!

Member Services:

410-779-9932 or 1-844-386-6762 (TTY:711)

8am - 8pm ET | 7 days a week | 10/1 - 3/31

8am - 8pm ET | Monday - Friday | 4/1 - 9/30

Website:

www.UMMedicareAdvantage.org

Visit *MyHealth* Portal on our website to view eligibility, check claim status, view authorizations, see updates to the formulary, request a new ID card, or update your information.

Updates Made to the 2020 ANOC.

Important updates have been made to the 2020 Annual Notice of Change (ANOC). To see the full document, please visit www.UMMedicareAdvantage.org.

	2019	2020
Doctor Office Visits	Prior authorization is not required for home visits. Prior authorization is not required for pain management and sleep study specialists.	Prior Authorization rules may apply for home visits. Prior authorization rules may apply for pain management and sleep study specialists.
Services to Treat Kidney Disease	Prior authorization is not required for dialysis treatments.	Prior authorization rules may apply for dialysis treatments.

What is Telehealth and Why Should I use it?

It's a great way for you to connect with your Doctor or Nurse from the safety and security of your own home. This allows you to continue receiving care from your medical provider with the least amount of risk to you of exposure to coronavirus.

It is conducted with some form of technology, usually involving your smart phone or computer. It can be audio only or a combination of audio and video.

Many medical offices are currently offering some form of Telehealth. Check with your Doctor to see if Telehealth is available and right for you!



Home Monitoring is Key for Good Blood Pressure Management

The American Heart Association (AHA) recommend that anyone with high blood pressure monitor his or her blood pressure at home. Home monitoring can help you keep tabs on your blood pressure in a familiar setting, make certain your medication is working, and alert you and your doctor to potential health complications.

Types of Home Monitors:

Discuss the choices with your doctor so that you pick the monitor that's best for your situation. Ask if you can bring your choice to your next appointment to make sure you are using it correctly & to check its accuracy against the office model they use.

Digital monitors that are fitted on the upper arm are generally the most accurate. Monitors that measure your blood pressure at your wrist or finger aren't recommended by the AHA.

Tips for Accurate Use:

- **Measure your blood pressure twice daily.** The first measurement should be in the morning before eating or taking any medications, and the second in the evening.
- **Don't measure your blood pressure right after you wake up.** Wait 30 minutes or longer.
- **Avoid food, caffeine, tobacco and alcohol for 30 minutes before taking a measurement.**
- **Sit quietly before and during monitoring.** Sit for five minutes in a comfortable position with your legs and ankles uncrossed and your back supported against a chair. Try to be calm and not think about stressful things. Don't talk while taking your blood pressure.
- **Make sure your arm is positioned properly.** Always use the same arm when taking your blood pressure. Rest your arm, raised to the level of your heart, on a table, desk or chair arm. You might need to place a pillow or cushion under your arm to elevate it high enough.
- **Place the cuff on bare skin, not over clothing.**
- **Take a repeat reading.** Wait for one to three minutes after the first reading, and then take another to check accuracy. If your monitor doesn't automatically log blood pressure readings or heart rates, write them down.

Blood pressure varies throughout the day, and readings are often a little higher in the morning. Contact your doctor if you have any unusual or persistent increases in your blood pressure. Ask your doctor what reading should prompt an immediate call to the medical office.

Home blood pressure monitoring is not a substitute for visits to your doctor. Even if you get normal readings, don't stop or change your medications or alter your diet without talking to your doctor first.

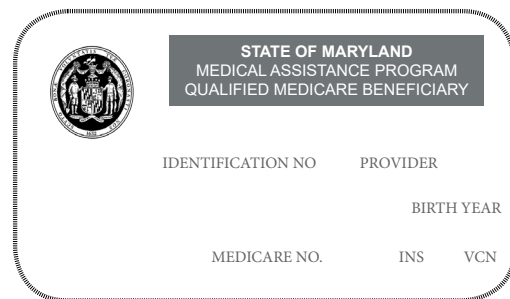
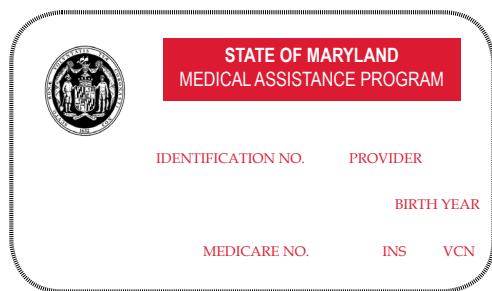
Monitoring your blood pressure at home doesn't have to be complicated or inconvenient. In the long run, you might risk fewer complications related to high blood pressure and enjoy a healthier life.

Source: Mayo Clinic Staff; Jan. 09 2019; "Get the most out of home blood pressure monitoring"

Are you Showing your Medicaid Card?

It is important to take your University of Maryland Health Advantage and Medicaid ID cards with you to all your doctor appointments. Your provider will need your Medicaid information on file to ensure they do not mistakenly bill you.

If you think you have received a bill for a service that should have been covered by University of Maryland Health Advantage, please call our Member Services team at **1-844-386-6762 (TTY: 711)** to speak with a representative today.



Save Time, Save Money, and be Prepared!

Switch your prescriptions over to a 90-day supply to ensure you have enough medication on hand. Doing this will not only cut down the number of trips you take to the pharmacy, but could also save you money on your copays. You pay the same amount for a 30-day supply and a 90-day supply of your medication depending on where you are in your Part D benefit.

	90-day Standard Retail Cost	90-day Mail-Order Cost
Generic Drugs (including brand name drugs treated as a generic)	\$0, \$1.30, or \$3.60 (Depending on your level of Extra Help)	\$0, \$1.30, or \$3.60 (Depending on your level of Extra Help)
All Other Drugs	\$0, \$3.90, or \$8.95 (Depending on your level of Extra Help)	\$0, \$3.90, or \$8.95 (Depending on your level of Extra Help)

Have questions on if your prescriptions are eligible for a 90-day supply or what your next steps should be? Call us at 1-844-786-6762 (TTY: 711), 24 hours a day, 7 days a week.

Know your Fats!

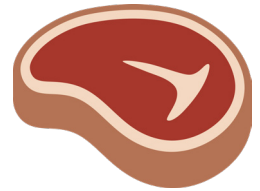
MONOUNSATURATED: Healthy

Examples: Avocado, canola oil, nuts, olive oil, and peanut butter.
Enjoy in moderation.



SATURATED: Unhealthy

Examples: Coconut oil, fatty meats, and whole or 2% dairy foods.
Limit.



POLYUNSATURATED: Healthy

Examples: Corn oil, sesame oil, sunflower seeds, and fatty fish like salmon and trout.
Enjoy in moderation.



TRANS FATS: Unhealthy

Examples: Shortening, stick margarine, and some fried foods.
Avoid.



Source: Academy of Nutrition and Dietetics, American Heart Association

Complete a Colorectal Cancer Screening Test at Home!

Don't wait, earn a **\$15 reward card** today by completing a colorectal cancer screening test at home!

Continue to practice social distancing by completing an iFOBT stool-based test at home. Order your at-home kit by calling our Quality Department. To receive your \$15 reward card:

- Order your at-home kit
- Follow the directions to complete the test and mail it back
- Complete the Colorectal Cancer Screening form within your 2020 Healthy Rewards Program booklet and send it back to us
- Once we are able to verify your test has been completed, we will send you a \$15 reward card



Call **410-525-5804 (TTY: 711)** to order your kit today!

9:30am - 4pm ET | Monday - Friday

*Your reward card will arrive in the mail within six (6) to eight (8) weeks after we have verified your kit has been completed.



University of Maryland Health Advantage, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. University of Maryland Health Advantage, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

University of Maryland Health Advantage, Inc.:

- 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 Member Services at 410-779-9932, or toll-free at 1-844-386-6762, 8 AM to 8 PM EST, 7 days a week from October 1 through March 31 and 8 AM to 8 PM EST, Monday through Friday from April 1 through September 30. TTY users should call 711.

If you believe that University of Maryland Health Advantage, Inc. 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:

University of Maryland Health Advantage
c/o Appeals and Grievance Department
1966 Greenspring Drive, Suite 100
Timonium, MD 21093
Phone: 410-779-9932 or toll-free at 1-844-386-6762
Fax: 1-844-329-0831

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Appeals and Grievance Department 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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

H8854_19_DRS_0095_002_OE DRS: 08/04/2018

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-386-6762 (TTY: 711).

SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-844-386-6762 (TTY: 711).

CHINESE

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨1-844-386-6762 (TTY: 711)。

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-844-386-6762 (TTY: 711)로 연락주시기 바랍니다.

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-386-6762 (TTY: 711).

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-844-386-6762 (TTY: 711).

TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang 1-844-386-6762 (TTY: 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: 1-844-386-6762 (телетайп: 711).

AMHARIC

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KRU (Bassa)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̄ [Bàsò ò -wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò bé in m̄ gbo kpáa. Đá 1-844-386-6762 (TTY:711)

IBO

Nti: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 1-844-386-6762 (TTY: 711).

YORUBA

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfé ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹrọ-ibanisọrọ yi 1-844-386-6762 (TTY: 711).

URDU

زبان ،بیس بولتے انگریزی آپ اگر توجہ
1-844- بیس دستیاب کو آپ مفت ،خدمات معاونت
386-6762 کریں کال (711 : وائی ٹی ٹی) -

FARSI

توجه: چنانچه به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان، در اختیار شما قرار خواهد گرفت.
تماس بگیرید. (711: 1-844-386-6762) آبا شماره

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-386-6762 (TTY: 711).

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-844-386-6762 (TTY: 711).

ARABIC

ملاحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً (الهاتف النصي: 711). 1-844-386-6762 من أهلك. اتصل بالرقم

GUJARATI

યુના: જો તમે જરાતી બોલતા હો, તો િન: લુ ભાષા સહાય
સેવાઓ તમારા માટ ઉપલબ્ધ છ. ફોન કરો 1-844-386-
6762 (TTY: 711).



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1966 Greenspring Drive, Suite 100
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Health and Wellness or Prevention Information.
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