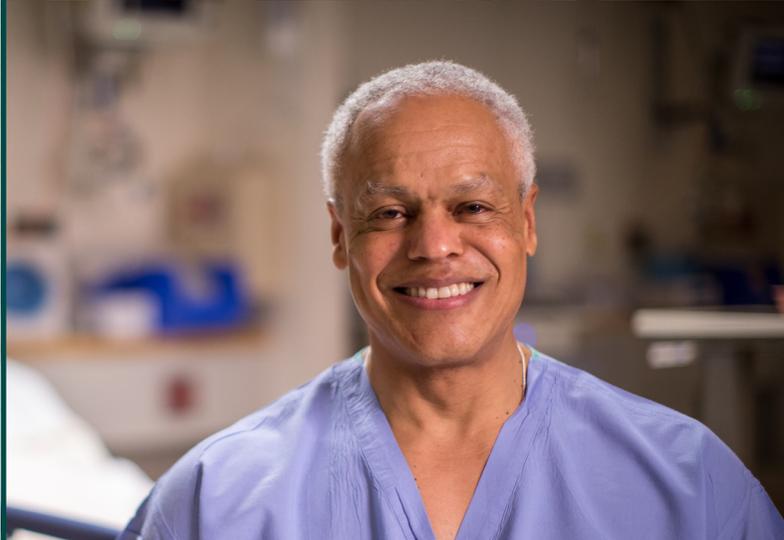


# Member Newsletter

Fall 2013



GreenMountainCare  
A HEALTHIER STATE OF LIVING



- Health Workshops
- Quit Smoking
- Health Screenings
- Flu Season
- HPV Vaccine
- Healthy Eating Tips
- Protect Your ID
- Privacy Practices

## VERMONT HEALTH CONNECT

WHAT IT MEANS TO YOU

# Vermont Health Connect

Vermont Health Connect is a new way to choose a health plan that fits your needs and your budget.

Starting October 1, 2013, you'll have all the information you need in one place to find the plan that's right for you by visiting [vermonthealthconnect.gov](http://vermonthealthconnect.gov).

Both private and public plans, such as Medicaid and Dr. Dynasaur, will be available through Vermont Health Connect.

If you work for a small business and get job-sponsored insurance, your employer will let you know when you can sign up through Vermont Health Connect.

If you currently receive health benefits through the State of Vermont, you'll want to stay tuned. Members of various programs will receive letters outlining what to expect and what actions are needed to maintain coverage. Read "Is My Plan Changing?" on the next page.

Under the new health care law, all of us will have access to health insurance. All of the plans offered through Vermont Health Connect have the same quality benefits, like doctor visits, hospital stays, preventive care, and prescription coverage.

Depending on how much you earn, you might qualify for a low-cost or free health plan. Financial help may be available to lower your monthly costs or what you pay when you go to the doctor. In fact, most Vermonters will get financial help to lower their costs, either through their job or through a tax credit.

If you need help, you can call Vermont Health Connect Customer Support toll-free at 1-855-899-9600, from 8:00 am to 8:00 pm on weekdays or Saturdays from 8:00 am to 1:00 pm. If you'd like to talk to someone in person, more than 200 Navigators are located across the state and happy to help for free.

Check it out! Encourage your friends and neighbors to check it out!

[vermonthealthconnect.gov](http://vermonthealthconnect.gov)



## Reminder of Notice of Privacy Practices

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule provides federal protections for individually identifiable health information.

**Effective August 20, 2013**, the Vermont Agency of Human Services (AHS) has an amended HIPAA Notice of Privacy Practices (NPP). There are two changes in the new NPP: 1) you have a right to request electronic copies of your health information that AHS holds electronically, and 2) AHS will tell you if there is ever a breach of your health information. A breach occurs when someone impermissibly sees, uses or discloses health information in a way that compromises the privacy or security of the information. See the entire NPP at

<http://humanservices.vermont.gov/privacy-documents/notice-of-privacy-practices/view>

## Is My Plan Changing?

### **If you are currently covered through Medicaid or Dr. Dynasaur:**

Vermonters who currently have Medicaid or Dr. Dynasaur will still be covered under those plans as long as you continue to meet the qualifications. Regular annual reviews have been extended to April of 2014, so you don't need to do anything until we let you know it's time for your review next April or later- except report any changes that could affect your coverage.

### **If you are currently covered through Catamount or Vermont Health Access Plan (VHAP):**

Vermonters who currently have Catamount or VHAP will see some changes to their coverage options. Some Vermonters with Catamount or VHAP will be eligible for low cost or free health coverage through Medicaid as a result of a Medicaid expansion.

Others with higher incomes will use Vermont Health Connect to purchase health insurance with financial help to cover the cost of their care.

We'll be sending out notices to let you know if you have been transitioned to Medicaid or if you'll need to apply for coverage through Vermont Health Connect.

### **If you currently receive VHAP Pharmacy, VScript or VScript Expanded coverage:**

Because every plan offered through Vermont Health Connect must offer basic services - also known as Essential Health Benefits - including checkups, emergency care, mental health services and prescriptions- you will receive prescription coverage as part of your new health plan.

### **If you are currently enrolled in Employer Sponsored Insurance Assistance (ESIA, VHAP-ESIA)**

If your employer offers coverage that meets essential coverage standards and is deemed affordable- that is, not costing more than 9.5% of your household income for coverage for yourself only- you will purchase coverage through your employer-sponsored program.

If those criteria are not met, you will use Vermont Health Connect to purchase health insurance with the help of tax credits and other forms of financial assistance to help cover the cost of your care.

**For any questions, please call Vermont Health Connect Customer Support (toll-free) 1-855-899-9600.**



## Medicaid & VHAP Co-Pay Changes

Co-pays for Durable Medical Equipment and Supplies have been eliminated, effective July 1, 2013, for Medicaid and Vermont Health Access Plan (VHAP) members.

A co-pay is when you are asked to pay a share of the cost for some services. Medicaid co-pays are never required for beneficiaries living in a long-term care facility, under age 21 or who are pregnant or in a 60 day post-pregnancy period.



## Are You an Adult with an Ongoing Health Condition?

### *Healthier Living Workshops provide tools you can use*

- Set and meet personal goals for improving your overall health and well-being
- Develop skills that empower you to
  - Improve communications with family members and with your health care team
  - Increase your confidence in your ability to manage your health or the health of a loved one

Three informative workshops are hosted throughout Vermont and are provided free of charge to participants.

1. Healthier Living Workshops for individuals with a chronic condition
2. Healthier Living with Diabetes
3. Healthier Living with Pain for people who suffer from chronic pain

Workshops empower individuals through education, peer support and skill-building. The workshops are facilitated by two people with these health conditions. Groups meet once a week for six weeks. Each weekly session is two and a half hours long.

Check it out online: [www.restartliving.org/Vermont.php](http://www.restartliving.org/Vermont.php)

For more information, Terri Price can be reached at [Terri.Price@state.vt.us](mailto:Terri.Price@state.vt.us) or 802-872-7531.

## Are You Ready To Quit?



*You will save both money and your health.*

The Vermont Quit Network is ready to help with free nicotine replacement therapy (NRT) and services. Get free NRT, like Chantix, inhalers, patches, gum or lozenges.



- Quit by Phone 1-800-QUIT-NOW (784-8669)
- Quit Online at [vtquitnetwork.org](http://vtquitnetwork.org)
- Quit in Person - Find your Quit Partner at [vtquitnetwork.org](http://vtquitnetwork.org)

Every tobacco-free day is a new success.

The Vermont Quit Network is ready to help you succeed and celebrate each day with as much support as you want.

# Take Charge of Your Health



## Schedule the Preventive Measures That are Covered by Your Health Plan

- Annual physical exams (for adults, children and adolescents)
- Immunizations, to help prevent diseases (for infants through adults)
- Professional dental cleanings and oral exams
- Screenings

## Are You Ready For Flu Season?

Influenza (the flu) is a contagious respiratory illness. The best way to prevent the flu is by getting vaccinated each year. You can also take everyday steps like washing your hands to reduce the spread of germs. If you are sick with flu, stay home from work or school to prevent spreading flu to others. To get your flu vaccine, visit your doctor. If you are 19 years-old or older, you may simply go to one of many participating pharmacies that administer flu vaccine.



## Screenings Can Find Diseases Before You Have Symptoms

### Breast Cancer Screenings (Mammograms)

- Ages 40-49 should talk to your doctor about how often to have breast exams.
- Ages 50-74 should have a screening mammogram done every 2 years.

### Colorectal (Bowel) Cancer Screenings

- Begin screenings soon after you turn 50 and continue based on your doctor's recommendation.
- Talk to your doctor if you have a close relative with a history of bowel disease; you may need to be tested earlier than 50.
- Discuss the screening method with your doctor.

## Have You Heard of HPV?

The human papillomavirus virus (HPV) is a collection of viruses that cause warts on the hands, feet, and genitals. Some HPVs are sexually transmitted and also cause certain cancers. A series of 3 HPV vaccines may reduce your risk. Boys (ages 11-21) and girls (ages 11-26) should get all 3 doses of the HPV vaccine.

Bring it up the next time you see your doctor.



## Protect Your ID Card

### *You Are Unique!*

Your insurance ID card and number is yours alone. It should never be loaned or sold to anyone. Medicaid card sharing is against the law.

If you think someone is sharing a Medicaid ID or card - *report it!* If you suspect Medicaid fraud - *report it!*

To report Medicaid card sharing or suspected fraud

- Send an email to [reportmedicaidfraud@state.vt.us](mailto:reportmedicaidfraud@state.vt.us)
- Mail information to: DVHA Program Integrity, 312 Hurricane Lane, Suite 201, Williston, VT 05495
- Phone (802) 879-5900 ask for "Program Integrity"
- Phone the Vermont Medicaid Fraud and Residential Abuse Unit at (802) 828-5511



## Living Wills & Advanced Directives

An advance health care directive is a legal document that tells your doctor your wishes about your health care. It may say who you choose to act on your behalf and your instructions on your health care treatment. An advance directive gives you a better chance of having your wishes carried out, even if you can't talk to the doctors about what you want.

For more information about advance directives and living wills, call the Vermont Ethics Network at 802-828-2909, or go to their website at [www.vtethicsnetwork.org](http://www.vtethicsnetwork.org).



### Tips For Healthy Eating



Snacks can be a source of extra

calories but they can also be a way to fit in healthy foods. Stock up on bottled water and healthy snacks. Have a small snack before a craving hits and you are less likely to pull into a fast food chain. Knowing what snacks are healthy and nutritious is important. For more health hints, go to this website:

[healthvermont.gov/eatforhealth/](http://healthvermont.gov/eatforhealth/)

Green Mountain Care  
Member Services  
1-800-250-8427

Vermont Health Connect  
Customer Support  
1-855-899-9600

Vermont Medicaid Fraud  
and Residential Abuse  
1-802-828-5511

Vermont Ethics Network  
1-802-828-2909

Free Healthy Living  
Workshops  
1-802-872-7531

Vermont Quit Network  
1-800-QUIT-NOW

**This information is important. If you need help understanding it, call 1-800-250-8427.**

- ◆ Ova informacija je važna. Ako Vam je potrebna pomoć da je razumijete, pozovite 1-800-250-8427.
- ◆ ဤသတင်းအချက်အလက်မှာ အလွန်အရေးကြီးပါသည်။ အကယ်၍ နားလည်ရန် အကူအညီလိုပါက 1-800-250-8427 သို့ ဖုန်းဆက်ခေါ်ပါ။
- ◆ Ces informations sont importantes. Si vous avez besoin d'aide pour les comprendre, appelez le 1-800-250-8427.
- ◆ यो जानकारी महत्वपूर्ण छ। यदि तपाईंलाई यो बुझ्न सहयोग चाहिएमा, 1-800-250-8427 मा कल गर्नुहोस्।
- ◆ Macluumaadkan waa muhiim. Haddii aad u baahan tahay caawimaad ah fahanka macluumaadka, wac 1-800-250-8427.
- ◆ Esta información es importante. Si usted necesita ayuda para comprenderla, llame al 1-800-250-8427.
- ◆ Maelezo haya ni muhimu. Ikiwa unahitaji msaada wa kuyafahamu, piga simu 1-800-250-8427.



VERMONT  
HEALTH  
CONNECT

Find the plan that's right for you.

[www.VermontHealthConnect.gov](http://www.VermontHealthConnect.gov)

 Facebook.com/VermontHealthConnect

 Twitter.com/VTHealthConnect

 YouTube.com/VTHealthConnect

*Learn More!*

*Find Coverage!*

*Help Spread the Word!*



Still have questions?

Email us at: [vthealthconnect@state.vt.us](mailto:vthealthconnect@state.vt.us)

