

MEMBER

PREVEA³⁶⁰
health planSM

news

Your Wellness Magazine From Prevea360 Health Plan

Fall 2020

**THE MANY SIDES
OF POSTPARTUM
DEPRESSION**

**THE IMPORTANCE
OF CANCER
SCREENINGS**

**IT'S TIME TO
PRIORITIZE YOUR
MENTAL AND
PHYSICAL
HEALTH**

Prevea360 Health Plan is underwritten by Dean Health Plan, Inc.



I hope you enjoyed your summer and are managing OK as we work through this public health challenge. We are committed to helping you get through this difficult period and urge you to keep up to speed on the pandemic by visiting **prevea360.com**.

Nowadays, it's especially important to double-check that the kids are up-to-date on their vaccinations. Remember, so much of good health is rooted in prevention. Have a great fall!

Sincerely,

Ashok Rai, M.D.
President & CEO of Prevea Health

MEMBER *news*
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PRESIDENT & CEO, PREVEA HEALTH
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Try Free Digital Nutrition Tool, Foodsmart

Nutrition-related chronic conditions, like diabetes and heart disease, account for many provider visits and prescriptions filled. That's where foodsmart comes in. This easy-to-use digital tool helps you put healthy food on the table. Prevea360 Health Plan has partnered with foodsmart, making it free for our HMO members.

Members benefit from:

- Online grocery ordering
- Immunity-boosting recipes
- Meal planning for the whole family
- Personalized nutrition tips

Build a digital cookbook from more than 1 million recipes, including 15-minute meals, access budget-friendly fare and prepare low-calorie dishes. Healthy food choices can reverse chronic diseases, help you lose weight and, ultimately, help lower health care costs. Use the tool and earn Living Healthy Rewards! Visit **prevea360.com/livinghealthy**.



Visit **prevea360.com** to sign up, or download the app from the Apple App Store or Google Play.

Find Us, Follow Us:  facebook.com/prevea360

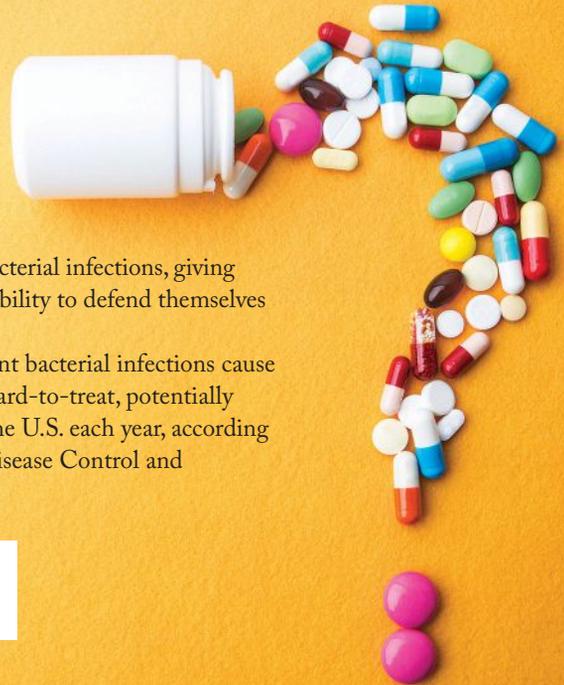
Can Antibiotics Treat the Flu, a Common Cold or Coronavirus?

No. Antibiotics do not work on viruses, such as those that cause a cold, the flu, bronchitis or runny noses, even if the mucus is thick, yellow or green. Antibiotics only kill bacteria; they do not treat viral infections — including the coronavirus.

Research has shown that approximately 30% of antibiotics prescribed are not necessary. This overuse of antibiotics has led to antibiotic

resistance in some bacterial infections, giving these infections the ability to defend themselves against the drug.

Antibiotic-resistant bacterial infections cause at least 2.8 million hard-to-treat, potentially lethal infections in the U.S. each year, according to the Centers for Disease Control and Prevention.



Concerns about COVID-19?

Visit prevea360.com and review our coronavirus page.

Health Brief



Steps to Help Prevent Illness This Season

It is cold and flu season again, and COVID-19 is still moving through communities in the U.S. These simple steps can help protect you from illnesses all year:

- Wash your hands often. Use soap and water. Rub your hands together for at least 20 seconds.
- Use an alcohol-based hand sanitizer when soap and water are not available. Check the label to make sure it is made up of at least 60% alcohol.
- Avoid touching your eyes, nose and mouth.
- Wear a face mask in public places. Wash your hands after taking it off.
- Do not have close contact with people who are sick.
- Clean and disinfect high-touch surfaces, including doorknobs, handrails and phones.

To learn the latest information about COVID-19, visit cdc.gov/coronavirus.



Self-Care for Your Mind and Body Today



With all the uncertainties in the world right now, it's important to still prioritize (and recognize) your own needs, physically and mentally. Here are some tips for establishing healthy self-care habits:

Stay Active at Home

Create a new workout routine to get in your 150 minutes (two and one-half hours) of aerobic activity per week. Don't forget to incorporate strength-training exercises as well. Don't just give up on physical activity because we are still practicing social distancing and have restrictions on activities.

Keep it simple. For inspiration, look up at-home workouts on YouTube or Pinterest. If living room workouts aren't your favorite, head outdoors. You can take a walk around the block and play with your kids in the backyard. Grab a rake, a sled, the cross-country skis or snowshoes to get moving, too.

Remember to talk with your physician before starting any new exercise program.

Find the Right Emotional Support

Most of us are spending more time at home, which means more time to fixate on anxiety-fueled thoughts. Remember, you are not alone! So many of us are struggling to keep our mental health in check right now.

And that's OK — it's normal to feel a little anxious. Instead of getting caught up in a cycle of stress, find ways to distract yourself. Some ideas include trying new hobbies, organizing your home and experimenting with new recipes.

Also, don't confuse social distancing with social isolation. Stay in touch with those closest to you. Try hosting virtual get-togethers with friends and family.

No matter how much your world changes, you are not powerless. If stress is disrupting your life, don't hesitate to reach out for help. That might mean calling a family member for emotional support or contacting your doctor.

Postpartum Depression

— An Individual and Unique Experience

Many women will experience postpartum depression (PPD) following the birth of a baby. Although the word “depression” can automatically make us think of sadness, women can experience a wide range of symptoms instead of, or in addition to feeling sad. It is estimated that 8.5 - 13% of women experience postpartum anxiety issues, which can affect a woman’s health as seriously as postpartum depressive symptoms. Some examples of these feelings include:

- Feeling constantly panicked without knowing why; unable to relax
- Unable to sleep, even when the baby is sleeping and everything else at home is fine
- Feeling so sleepy or withdrawn that it is hard to do anything, even take care of the baby
- Feeling angry much of the time for no known reason
- Fear of being left alone with the baby

The symptoms may not always develop shortly after giving birth. The symptoms of postpartum disorders can start any time up to one year following birth.

Remember, help and treatment are available. Talk with your family and your doctor so you can start feeling better! Visit postpartum.net for additional information and support.



STRONG BEGINNINGS

Prevea360 Health Plan’s Strong Beginnings offers the support new moms need to have a healthy pregnancy and baby.

Our team of nurses, social workers and program outreach specialists can help you navigate the health care system. They also locate community resources and services, and coordinate care to ensure your, as well as your child’s individual needs, are met to achieve an optimal health outcome. Our certified lactation counselors can provide you with the support you need to be successful with breastfeeding and pumping.

To learn more, call **608.830.5908** or visit prevea360.com/strongbeginnings.

Complex Case Management

We're here to support you if you have a serious condition or a complex health care need. Nurse case managers, social workers or other support staff will partner with you, providing education and evaluating resources, to reach your optimum health in your health care journey. Whether you are struggling to manage your diabetes or have encountered an unexpected change in your health, our team will work with you and your providers to develop a plan of care to meet your goals. Visit prevea360.com/livinghealthy and click on "Complex Case Management" to learn more and enroll in our helpful program, or call the Customer Care Center.

Provider Details Online

Visit prevea360.com/doctors to search our online provider directory for the most up-to-date listing of primary care providers. You can filter your search to view providers in your network. Then select a provider to learn about his or her education, specialty, certification and more. To have a printed copy of the provider directory mailed to you, or if you would like provider directory information over the phone, please call our Customer Care Center at the number below.

Member Guide Online

Our updated Member Guide contains helpful member resources and information. Visit prevea360.com/newmember and select "Member Guide" to view it and find information about:

- Benefits, benefit restrictions and exclusions
- Pharmaceutical management
- Copays and how to submit a claim
- Participating practitioners

- Primary and specialty care services
- Obtaining behavioral health care and hospital services
- After-hours and emergency care
- Obtaining care outside of the service area
- Submitting a complaint or appealing a decision
- How we evaluate new technology
- Obtaining language assistance

Member Rights and Responsibilities

You deserve the best service and health care possible. Rights and responsibilities help foster cooperation among members, providers and Prevea360 Health Plan. Visit prevea360.com/member-rights to view all your member rights and responsibilities.

Grievance and External Independent Review Rights

We know that at times you may have questions and concerns about benefits, claims or services you have received from Prevea360 Health Plan. When a question or concern arises, we encourage you to reach out to our Customer Care Center. Our Customer Care Specialists will make every effort to resolve your concern promptly and completely.

If, after contacting us, you continue to feel a decision has adversely affected your coverage, benefits or relationship with Prevea360 Health Plan, you may file a grievance (sometimes called an appeal).

Visit prevea360.com/appeals for details on how to file or for more information about these procedures. You may also find information in your Member Certificate or Summary of Benefits and Coverage document. You can contact the Customer Care Center with any questions about the process.

What's a Drug Formulary?

A drug formulary is a list of prescription drugs. People use the list to understand what is and isn't covered by a health insurance plan. The Prevea360 Health Plan drug formulary breaks the list into different tiers. The tiers are organized by the level of cost sharing between you and the health plan. As with most insurance coverage, there are limitations to coverage in order to help keep plan costs down. Be familiar with your plan's specific coverage details, along with our general limitations and procedures. Visit prevea360.com/pharmacy for a complete listing of our pharmacy resources, including the drug formulary.

Access to Utilization Management Staff

When you have questions about a required authorization for a particular service, Prevea360 Health Plan staff members are available to help. Contact the Customer Care Center at the number below. The Customer Care Specialist will ask about your concerns and may reach out to the Utilization Management Department to answer your question. If he or she is unable to assist you, your call will be transferred to the Utilization Management Department. This department is in place to make sure you receive the appropriate and necessary care for your condition. Customer Care Specialists can also assist those members who do not speak English. Utilization Management staff members are available Monday – Friday, 8 am – 4:30 pm. If you have an urgent need outside of those hours, leave a message with the Customer Care Center and your call will be returned within one business day.

CUSTOMER *care center*



CALL

CLICK

Our friendly Customer Care Specialists are here to turn health insurance confusion into clarity:

1. Get answers to benefit and coverage questions.
2. Figure out what your financial responsibility is for a bill.
3. Learn about a doctor's specific medical interests.

CALL

877.230.7555 (TTY: 711)

M – Th, 7:30 a.m. – 5:00 p.m.

F, 8:00 a.m. – 4:30 p.m.

CLICK

Visit prevea360.com/contact-us and select "Send a Message to Prevea360."



Don't Put Off Essential Cancer Screenings

Thanks to earlier detection, more Americans are surviving cancer. That's why you shouldn't put off having the screening tests you need.

A Pap test, mammography or colonoscopy can spot cancer before it causes any symptoms. Usually, the sooner cancer is found, the better the chance it can be treated before it has spread. This often means that treatment will be more successful.

Cancer screening may include a physical examination by a physician, imaging or

a laboratory test. In some cases, a mix of methods — such as clinical breast exam and mammography — is recommended.

Your doctor can tell you which cancer screenings you need. Your medical history, your family health history and other risk factors you have all play a role. Talk with your physician to determine the screening schedule that is best for you.

The bottom line: Early detection of cancer can save many lives. And a key piece of early detection is the use of screening tests.

Access to well care, including cancer screening recommendations, may be provided virtually by your doctor's office.

VIRTUAL VISITS: A REMOTE CARE SOLUTION

New to the world of virtual care? Words like virtual visits and telehealth might sound intimidating. But they're simply referring to accessing your health care provider by using a computer or phone for medical advice, which can include a real-time visit with a provider outside of the doctor's office.

Doctors can now provide comprehensive, remote services to their patients. All you need is a way to see and hear each other, such as with a smartphone, computer or tablet with a camera.

Virtual Visit takes the hassle out of the appointment process — no commute or waiting rooms required. Answer a brief on-line questionnaire and a local provider will respond within 12 hours, potentially with a treatment plan and a prescription, if needed.

Try it at prevea360.com/virtualvisit or call your doctor's office to see if your appointment may be provided virtually.



WEBMD CHALLENGES NOW AVAILABLE

Try our monthly online WebMD challenges covering topics across the eight dimensions of wellness. Log in through your Prevea360 member portal, click the Living Healthy tile, and register for the current or upcoming challenge (listed under the "Recommended for You" section) on the WebMD home page.

P.O. Box 28467
Green Bay, WI 54324-0467

CUSTOMER CARE CENTER
877.230.7555 (TTY: 711)
M - Th, 7:30 a.m. - 5:00 p.m.
F, 8:00 a.m. - 4:30 p.m.

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PLANNING FOR THE FUTURE

It's difficult to plan for the future when you are focusing on living in the present. But giving thought to what lies ahead can help you live your best life now and give you peace of mind.

Advance directives are legal documents that convey how you want to be cared for if you're unable to make medical decisions or express your wishes. There are three important types of advance directives:

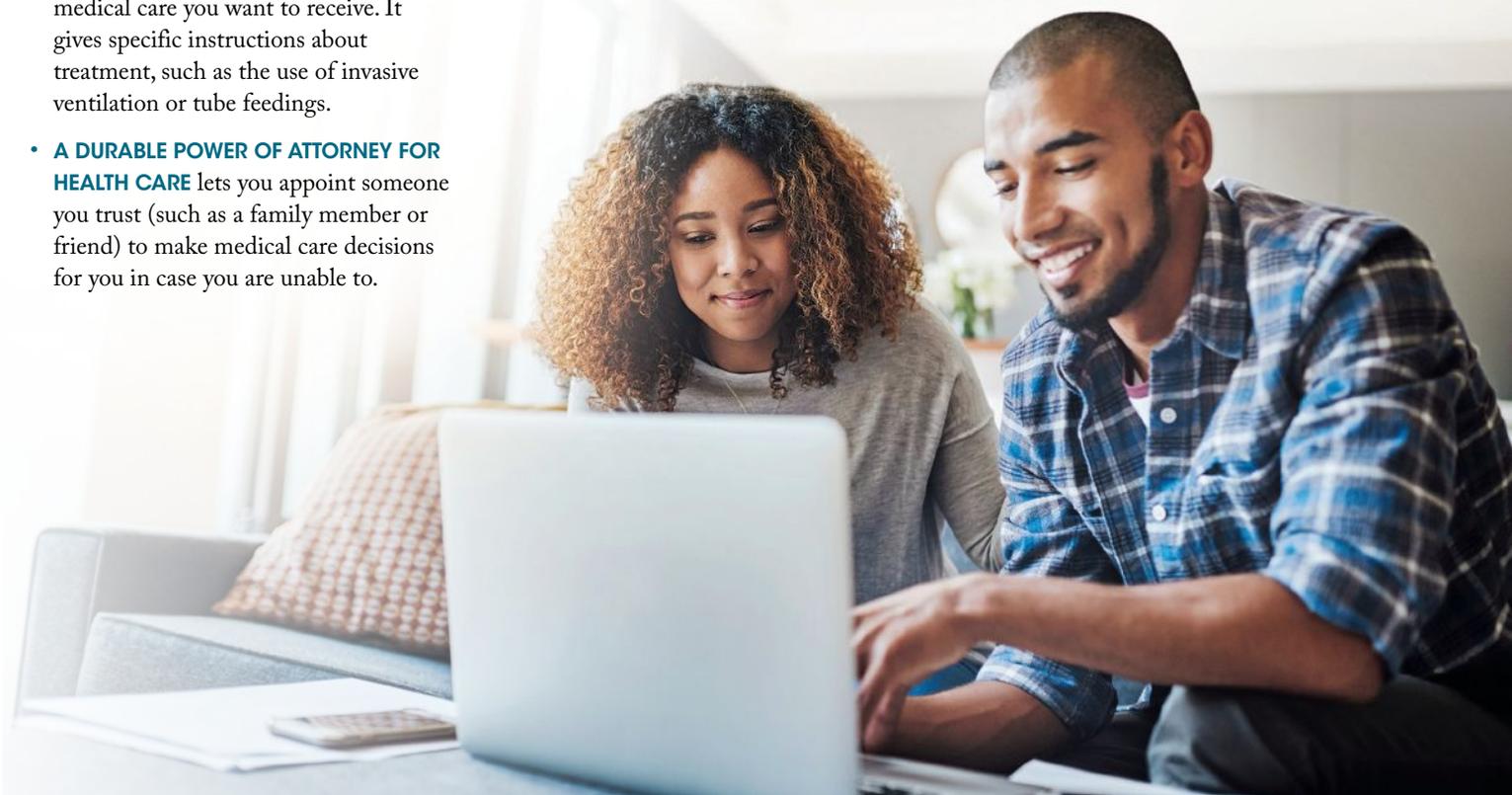
- **A LIVING WILL** outlines the type of medical care you want to receive. It gives specific instructions about treatment, such as the use of invasive ventilation or tube feedings.
- **A DURABLE POWER OF ATTORNEY FOR HEALTH CARE** lets you appoint someone you trust (such as a family member or friend) to make medical care decisions for you in case you are unable to.

- **A DO NOT RESUSCITATE (DNR)** order states that you do not want to be resuscitated if your breathing stops or you go into cardiac arrest. The DNR order must be signed by a doctor.

You can write your own advance directives or get help from an attorney. Discuss your advance directives with your doctor, who can fully explain the implications of

accepting or rejecting various forms of medical care. They remain in effect unless you prepare new ones. Consider preparing a directive for each state where you spend a lot of time.

Careful consideration can help you, and your family members, be at peace with the decisions that are made now and in the future.



Language Assistance

English - ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-317-2410 (TTY: 711).

Chinese - 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 1-877-317-2410 (TTY: 711)。

Polish - UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-317-2410 (TTY: 711).

Vietnamese - CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-317-2410 (TTY: 711).

Tagalog - PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-317-2410 (TTY: 711).

German - ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-317-2410 (TTY: 711).

French - ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-317-2410 (ATS: 711).

Hindi - ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं 1-877-317-2410 (TTY: 711) पर कॉल करें।

Spanish - ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-317-2410 (TTY: 711).

Hmong - LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-877-317-2410 (TTY: 711).

Korean - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-317-2410 (TTY: 711)번으로 전화해 주십시오.

Arabic - ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-317-2410 (رقم هاتف الصم والبكم: 711).

Russian - ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-317-2410 (телетайп: 711).

Gujarati - સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-877-317-2410 (TTY: 711).

Urdu - خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-877-317-2410 (TTY: 711).

Italian - ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-317-2410 (TTY: 711).

Non-Discrimination Notice

The Health Plan*:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and 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 and information written in other languages. If you need these services, contact the Customer Care Center at 1-877-317-2410 (TTY: 711).

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

If you believe that the Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, or religion, you can file a grievance with the organization's Civil Rights Coordinator. If you need help filing a grievance, the Civil Rights Coordinator for the Health Plan is available to help you. You can file a grievance in person, by mail, or email at:

Civil Rights Coordinator
1277 Deming Way
Madison, Wisconsin 53717

Phone: 1-608-828-2216 (TTY: 711)
Email: civilrightscoordinator@deancare.com

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>, 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

Phone: 1-800-368-1019 or 1-800-537-7697 (TDD)

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

*Dean Administrative Services; Dean Health Plan; Prevea360 Health Plan; WellFirst Health