

Member news



It's Time to SEE Your Primary Care Physician (PCP)

Many providers are opening their practices for in-person visits. Find out if you can be seen in person and what safety measures are in place. An **in-person** visit is necessary to monitor conditions like diabetes, high blood pressure, asthma, HIV status and discuss whether your medications are still working well. People living with HIV should get a viral load lab test to confirm it remains undetectable. As long as your viral load stays below 200 copies/mL, your risk of spreading HIV through sex is negligible.

Take a minute right now to schedule an in-person appointment with your PCP. As of this writing, it's safe to see your PCP in person. COVID-19 is trending down in New York, and all medical offices are expected to follow CDC's guidance on preparing workplaces for COVID-19.

It's important to get and discuss the results of these tests and screenings which count towards your Steps to a Healthier Life program rewards, as recommended by your PCP:

- Hemoglobin A1c - 3-month average blood sugar reading
- Blood Pressure
- Spirometry (measures how well you breathe)
- Cancer Screenings, including breast and colon
- Viral Load
- Dental and Eye exams
- Sexually Transmitted Infection (STI) testing
- Flu Shot

Photo of model.

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Protect Yourself – Get Your Flu Shot

It's even more important this year to get the flu vaccine as COVID-19 continues to spread. At this time, there is no approved COVID-19 vaccine. Getting your flu shot can reduce your risk of dealing with both the flu and COVID-19. Every year the flu is different, so every year you need an updated vaccine which takes 2 weeks to offer protection. The flu shot is available as part of your SelectHealth plan. Call Member Services for more information at 1-866-469-7774, Monday – Friday, 8 am – 6 pm.

Staying Ahead of Opioid Addiction

Opioids are drugs that lessen pain, such as after minor surgery, an injury or chronic illness. Using them after the pain goes away can lead to a physical and emotional dependence on the drug.

Overdoses happen when there are too many drugs in the body, making the person unresponsive because opioids restrict oxygen and the ability to breathe.

Signs of overdose include:

- Slow or no breathing
- Sleeping and not responsive
- Blue or purple fingernails and lips

A Life-Saving Option

Narcan is a life-saving medication that can reverse an overdose and is available without a prescription. It's highly recommended that you avoid taking Narcan when you're alone. The effects of Narcan are temporary and must be followed up with emergency treatment. Have a discussion with your doctor, pharmacist or Care Manager to see if it's a good option for you and the best ways to use Narcan. Remember that any time there is a suspected overdose, call 911, whether or not Narcan is used.



Stock photo. Posed by model.

To stay ahead of addiction, try to manage pain without opioids and follow exactly your doctor's orders on dosage and duration. Keep your medications locked in a cabinet and throw them away properly. For information on how to throw away your drugs go to www.dec.ny.gov/chemical/67720.html.

Help is Available

- **Medication Assisted Treatment** can help you stop taking opioids safely. For information, go to www.samhsa.gov/medication-assisted-treatment.
- Call the **NYS Hopeline at 877-846-7369 or text 467369** for free, confidential help, 24/7.
- Your SelectHealth plan offers behavioral health services and help with addiction. Refer to your Member Handbook at www.vnsnychoice.org/member-handbook-sh, call Beacon Health Behavioral Services at 855-735-6098 or call Member Services for help.

Source: oasas.ny.gov/prevent-overdose

Explore New York Virtually!

New Yorkers are rising to the challenges of a life in a COVID-19 world. So, the Summer of 2020 looks very different in terms of enjoying the city than in the past.

Virtual Enjoyment is a Sure Thing

Luckily, you can experience New York, from the Adirondacks to the 9/11 Memorial, using your computer, tablet or smart phone. Feel as if "you are there" by taking these virtual tours: www.nycgo.com/virtual-nyc/.



More Benefits for SelectHealth Members

Benefit & Plan Updates*	Effective Date	Summary
Additional behavioral health services (children and youth under age 21)	7/1/19	The Office of Alcoholism and Substance Abuse Services (OASAS) <ul style="list-style-type: none"> ✓ Hospital based outpatient services including clinic, rehabilitation and opioid treatment. ✓ Inpatient rehabilitative services for chemical dependence. Children and Family Treatment and Support Services (CFTSS), <ul style="list-style-type: none"> ✓ Psychosocial rehabilitation, community psychiatric and family peer support services.
Children's Home and Community Based Services (children and youth under age 21)**	10/1/19	Extra help for children with complex health, developmental and/or behavioral health needs, including: <ul style="list-style-type: none"> ✓ Community and day habilitation. ✓ Prevocational and employment services (at least age 14). ✓ Respite and palliative care. ✓ Environmental and vehicle modifications.
Infertility Services (members age 21-44)	10/1/19	The plan covers some drugs for infertility, limited to 3 cycles of treatment per lifetime.
Expansion into Nassau and Westchester	12/1/19	Individuals living in these two counties may now enroll into the SelectHealth plan.
Added CFTSS (children and youth under age 21)	1/1/20	Youth Peer Support and Training by Credentialed Youth Peer Advocate, or Certified Recovery Peer Advocate who: <ul style="list-style-type: none"> ✓ Help members manage health challenges to transition to the adult health system. Crisis Intervention to: <ul style="list-style-type: none"> ✓ Help in a crisis using plans to de-escalate and prevent future episodes.
National Diabetes Prevention Program (NDPP)	2/1/20	NDPP covers 22 group training sessions (12 months) to help at-risk members from getting Type 2 diabetes by teaching healthy eating and exercise.
Change in the maximum pharmacy co-payment (all members)	4/1/20	The maximum co-pay is \$50 each quarter. It re-sets each quarter, regardless of the amount you paid last quarter.

* The services listed in this chart are a summary. Please see your member handbook for a complete list of all services.

** Benefits apply to those who have the HCBS Waiver which allows Medicaid to pay for some services not normally provided through Medicaid in all counties and boroughs of New York City.

VNSNY CHOICE complies with Federal civil rights laws. VNSNY CHOICE does not exclude people or treat them differently because of race, religion, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-469-7774 (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 1-866-469-7774 (TTY: 711)。

Member Word Scramble

Use the hint and unscramble these words from the Summer/Fall Newsletter.

1. Pepr _____

Hint: A pill that helps prevent HIV infection

2. mincedpa _____

Hint: A global Health Crisis

3. pidooi _____

Hint: Strong drug for pain

4. ginnersec _____

Hint: Tests to keep you healthy

5. befitsen _____

Hint: Health Insurance Coverages

6. importsrye _____

Hint: A test to measure how well you breathe

Answers: 1. Prep 2. Pandemic 3. Opioid 4. Screenings
5. Benefits 6. Spirometry

PrEP to Prevent HIV & Promote Sexual Health

If you are HIV negative, **PrEP** is a safe, daily pill that protects you from HIV. It's a powerful tool in helping to End the HIV Epidemic as well as to help you take control of your sexual health. Studies have shown that PrEP is safe with no serious side effects reported. Talk to your doctor to see if starting PrEP is right for you. Most health insurance plans cover PrEP, including SelectHealth!

Source:

health.ny.gov/publications/9930.pdf

SelectHealth
Launches
Transgender
Taskforce

SelectHealth is committed to improving the quality and access to healthcare services available to our Transgender, Non-Conforming and Non-Binary members. We are excited to launch our **Transgender Taskforce**, which aims to empower and increase awareness for people of trans experience through organizational and community action. We have a long-term vision to provide best in class coordination and access to healthcare services to members across our service area.

For more information, or to get involved, please call **Member Services** and ask about how to get involved in the Transgender Taskforce.

If Something Seems Wrong, Tell Us.

SelectHealth is committed to finding and stopping fraud, waste, or abuse in our health care plans.

Anonymous Reporting

VNSNY CHOICE Compliance Hotline: 1-888-634-1558.
File an online report at: vnsny.ethicspoint.com.
Learn more at: vnsnychoice.org/for-our-members/member-rights/compliance-program.

Member Services

1-866-469-7774 (TTY: 711)

8 am – 6 pm, Monday – Friday

SelectHealthNY.org/member

"Progress" Pride Flag by Daniel Quasar
(quasar.digital LLC)



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