

Healthy You

FALL 2018

Member ID #: 100000100



Member: [Insert your name here]

PCP Name: [Insert doctor's name here]

PCP Phone #: [Insert doctor's phone number here]

www.nhpri.org

New for 2019 P2

Questions & Answers P3

Get Walking This Season P4

Neighborhood Benefits P5

Get Your Flu Shot P6





New for 2019!

Neighborhood Health Plan of Rhode Island is pleased to share exciting changes about your plan. Effective January 1, 2019:

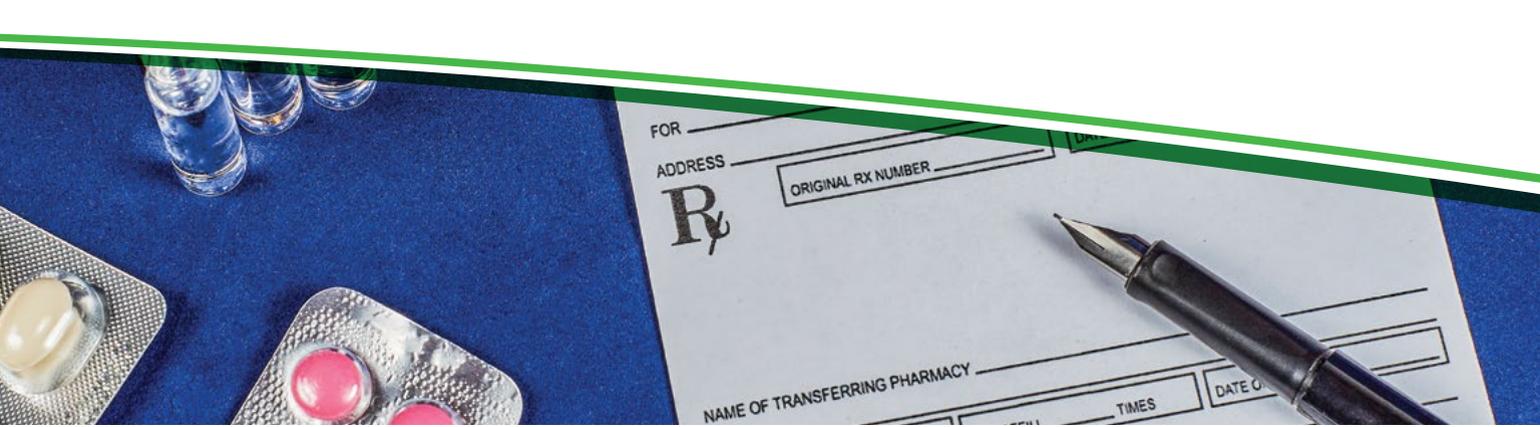
- › CVS Caremark® will become Neighborhood's pharmacy benefit manager.
- › Optum® will become Neighborhood's behavioral health benefits and network manager.

You will receive a new member ID card in the mail in December.*

What you need to do:

- › Continue to use your current ID card through December 31 when you go to the doctor or pharmacy.
- › Starting January 1, 2019:
 - › Bring your new member ID card whenever you go to the doctor or pharmacy.
 - › Throw away your current Neighborhood member ID card.
- › If you have prescriptions filled regularly or use behavioral health services, visit our website to check your 2019 coverage.
- › If you don't receive your new member ID by December 28, please call Neighborhood Member Services.

* Members enrolled in a small business plan through their employer will receive a new member ID card upon renewal of their coverage in 2019.



Questions and Answers About New 2019 Changes

Pharmacy changes

- **What is a pharmacy benefits manager?**

A pharmacy benefits manager (PBM) helps fill your prescriptions. CVS Caremark® is Neighborhood's new PBM starting January 1, 2019. They manage your drug benefits through Neighborhood by processing and paying prescription drug claims. They also create and update the formulary (drug list).

- **Do I have to go to CVS for my prescriptions?**

No. You can go to any pharmacy in our network to get your prescriptions. To see which pharmacies take Neighborhood, visit our online provider directory at www.nhpri.org/INTEGRITY and click on "Find a Provider or Pharmacy" or call Neighborhood Member Services..

- **How do I find out if my drug is covered?**

You can view Neighborhood's formulary (drug list) on our website, www.nhpri.org/INTEGRITY. Go to the "Pharmacy Benefits" page and click on "2019 List of Covered Drugs." You can also call Neighborhood Member Services.

Behavioral health changes

- **What is behavioral health?**

Services for mental health and substance use disorder are called behavioral health services. As a Neighborhood member, you are eligible for many of these services. Check your member handbook to see what is covered by your plan.

- **What is a behavioral health benefits and network manager?**

A behavioral health benefits and network manager helps coordinate your behavioral health benefits. Optum® is Neighborhood's new behavioral health benefits and network manager starting January 1, 2019. They manage your behavioral health benefits through Neighborhood by processing and paying service claims. They also create and update the provider network.

- **Can I still go to my current behavioral health provider?**

Yes, if that provider is in our network. To see which providers take Neighborhood, visit our website at www.nhpri.org/INTEGRITY and click on "Find a Provider or Pharmacy." You may also call Neighborhood Member Services.

For more information about these changes, please visit www.nhpri.org



Keep Your Mind and Body Happy and Healthy!

By Dr. Christopher Ottiano,
Medical Director

Did you know that how you're feeling can affect your physical health?

Depression is a mood disorder that makes you feel sad. It can also stop you from feeling like doing everyday things. You may even stop taking care of yourself. Depression can lead to other health problems such as issues with your heart and type 2 diabetes.

Your mental health changes over time. It's important to keep track of how you feel. Practicing mental health exercises can help you get better at handling stress, anxiety and more. It's a start to living a healthier life. Here are some ways to improve your mental health:

- › Walking or running
- › Taking slow, deep breaths
- › Meditating
- › Doing something to keep your mind busy, like a crossword puzzle, painting or listening to music

If you are concerned about your mental health, talk to your doctor today!

Get Walking This Season

Fall in Rhode Island is beautiful. Mild weather, better air quality and fewer bugs make it the perfect time to start taking walks. Adding walks to your day is good for you and doesn't require special equipment. Walking can help lower the risk of health problems. Walking and being outdoors can also help your mood.

Keep these tips in mind:

- › Remember to stretch
- › Dress in layers
- › Stay hydrated
- › Be careful of uneven or slippery surfaces
- › Talk to your doctor before starting any new exercise program



All You Need for Great Health Care is a Neighborhood Card

Staying healthy is easy with your Neighborhood member ID card.

With your card, you get many health and wellness benefits, special perks and rewards and helpful teams to answer questions and support your health goals.

Here are five great benefits you get with your Neighborhood card:

- 1. Annual Visits:** One of the best ways to stay healthy is to see your provider every year. Get your yearly check-up – it's covered under your plan.
- 2. Local and Helpful Customer Service:** Our customer service team is here to help you! Our team is located right in Rhode Island. We have people on the phones who can help in many languages.
- 3. Care Management:** We have groups of health care workers – doctors, nurses, and community care coordinators – teaming up to support you and your health goals.

If you need to update the information on your card, request a replacement card or change your mailing address, please contact Member Services by:

- › Calling the number on the back of your ID card
- › Sending us an email at www.nhpri.org/EmailUs

*Restrictions apply



Did You Get Your Flu Shot?

Have you had your flu shot this season?

Have you had your flu shot this season? The flu is a virus that can affect people differently and make you very sick. It can be more serious in some people and can even lead to pneumonia. It is important for anyone 6 months or older to get their flu shot every year.

There is more than one type of flu shot. Each shot is made for a different age group. Make sure you talk with your provider to find out which one is best for you.

The flu shot can help to protect you from each new strain of the virus. You might feel sore or get a fever after your flu shot. This is normal and goes away quickly. Ask your provider when the best time is to get your flu shot.

Get your flu shot – not the flu!



New Family Caregiver Program

CareShare from Seniorlink is a program for Neighborhood INTEGRITY (Medicare-Medicaid Plan) members.

This program helps members stay at home. CareShare guides and supports caregivers to help give them peace of mind.

With CareShare, you can get:

- › Access to coaching, support and education.
- › Partner with a care team on tailored care plans within a single app.
- › Work with a team of advocates to access the full range of your benefits.

To see if you may be eligible for CareShare, talk to your Care Manager.



Neighborhood Health Plan of Rhode Island is a health plan that contracts with both Medicare and Rhode Island Medicaid to provide the benefits of both programs to enrollees.

Neighborhood Health Plan of Rhode Island complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services at 1-844-812-6896 (TTY 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. On Saturday afternoons, Sundays and holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

ATENCIÓN: Si usted habla Español, servicios de asistencia con el idioma, de forma gratuita, están disponibles para usted. Llame a Servicios a los Miembros al 1-844-812-6896 (TTY 711), de 8 am a 8 pm, de lunes a viernes, de 8 am a 12 pm los Sábados. En las tardes de los Sábados, domingos y feriados, se le pedirá que deje un mensaje. Su llamada será devuelta dentro del siguiente día hábil. La llamada es gratuita.

ATENÇÃO: Se você fala Português, o idioma, os serviços de assistência gratuita, estão disponíveis para você. Os serviços de chamada em 1-844-812-6896 TTY (711), 8 am a 8 pm, de segunda a sexta-feira; 8 am a 12 pm no sábado. Nas tardes de sábado, domingos e feriados, você pode ser convidado a deixar uma mensagem. A sua chamada será devolvido no próximo dia útil. A ligação é gratuita.

Out-of-network/non-contracted providers are under no obligation to treat Neighborhood INTEGRITY (Medicare-Medicaid Plan) members, except in emergency situations. Please call our customer service number or see your Member Handbook for more information, including the cost-sharing that applies to out-of-network services. If you have questions, please call Neighborhood INTEGRITY at 1-844-812-6896 (TTY 711), 8 am to 8 pm, Monday - Friday; 8 am to 12 pm on Saturday. The call is free. For more information, visit www.nhpri.org/INTEGRITY.



Healthy You is published by Neighborhood Health Plan of Rhode Island for its members. The information is intended to educate its members about subjects pertinent to their health and is not a substitute for consultation with their provider. ©2018 Printed in U.S.A.

For more health tips and resources, visit www.nhpri.org/CurrentMembers/YourHealth or call Neighborhood Member Services at 1-844-812-6896 (TDD/TTY 711).