

the Vantage View

2022 QUARTER 2



SHARE YOUR VANTAGE STORY!

We would love to hear about how Vantage has helped during a time of need! If you or someone you know has a great testimonial about Vantage and would like to share, call our Member Services team at **(888) 823-1910**, or email **memberservices@vhpla.com**. Your story could be featured in a Vantage commercial, an upcoming newsletter, or on social media!

ARE WE FRIENDS YET?

If you're not following us on Facebook, take a second to search "Vantage Health Plan" on your Facebook page, and "Like" us to stay up to date on what's new with your health plan.

DID YOU KNOW? WE ARE HERE TO HELP!

Car Wreck? Workers' Compensation? Personal Injury? It can feel overwhelming when medical bills start arriving, and we can help! Vantage has a team dedicated to explaining how health insurance works when an accident has occurred. Call the Vantage Subrogation Department at **(888) 823-1910** or email **subrogation@vhpla.com**.

REMEMBER THESE SUMMER WELLNESS TIPS

Hopefully all your New Year's Resolutions are still in full swing, but if you find yourself faltering and need a boost, try these quick tips to continue crushing your health goals!

Tip #1 Drink a glass of water immediately after waking up.

Tip #2 Check Vitamin D levels with a doctor and consider taking a Vitamin D supplement.

Tip #3 "Grease the Groove" If an exercise is particularly difficult or you get very sore consider this approach.

- Throughout the day perform an exercise 1-5 times every hour (Ex. Adding a pullup bar to the doorway so every time you walk under it you can perform 1 pullup)
- Over time the body will get more efficient at the motion, it will get easier, and you will be able to do more repetitions
- This will not induce soreness and fatigue like a full workout session but will improve skill and increase strength

For more health and wellness tips, visit us online at VantageWellness.com or email the Wellness Team at VantageWellness@vhpla.com.

VANTAGE HEALTH PLAN'S DESIARD PHARMACY NETWORK

As a Vantage Health Plan member, you have options that can help you save time and money when filling your covered prescriptions. DeSiard Pharmacy Network (DPN) is Vantage Health Plan's preferred network of independent pharmacies that offer preferred cost sharing for your prescriptions. Most members can receive Tier 1 prescriptions and preferred diabetic supplies at DPN pharmacies with a \$0 copay.

Visit www.VantageHealthPlan.com/dpn to find DPN pharmacies near you. Call **(888) 823-1910** for more information about DPN pharmacies.

GET THE MOST FROM YOUR PHARMACY BENEFITS

General Vantage pharmacy benefit information is available at VantageHealthPlan.com/Members/RX. Member-level pharmacy benefit information can also be accessed through the Vantage Member Portal and the Navitus Portal link in the Pharmacy tab. Log in to your Vantage Member Portal, click the "Pharmacy" tab, and then click the Navitus logo or "Navitus Member Portal" link to access the Navitus Member Portal. This link includes formulary changes, new drug additions, and drugs recalled by the FDA due to serious safety concerns.

Navitus Health Solutions (Navitus) is Vantage's contracted Pharmacy Benefit Manager (PBM). PBM's are responsible for processing and paying prescription drug claims within a prescription benefit plan. PBM's also help to encourage the use of safe, effective, lower-cost medications, including generic drugs, so that you may have the best possible health outcomes. Pharmacy information may also be obtained by calling Vantage's Member Services Department at **(888) 823-1910**.

UTILIZATION MANAGEMENT (UM) AFFIRMATIVE STATEMENT

Vantage distributes a statement to all members and to all practitioners, providers, and employees who make Utilization Management (UM) decisions, affirming the following:

- UM decision-making is based only on appropriateness of care and service and existence of coverage.
- Vantage does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

This statement can be found on the web at VantageHealthPlan.com/Members/UMAffirmativeStatement

Other Pharmacies are available in our network. Vantage Health Plan's pharmacy network includes limited lower-cost, preferred pharmacies in Louisiana. **There are an extremely limited number of preferred cost share pharmacies in Louisiana.** The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including whether there are any lower-cost preferred pharmacies in your area, please call **866-704-0109 (TTY 711)** or consult the online pharmacy directory at VantageHealthPlan.com/rx. If there's not a DPN pharmacy in your area, Saint John Pharmacy is Vantage's preferred mail order pharmacy. Call Saint John Pharmacy at **(888) 316-4354** to have prescriptions mailed directly to your home.



MEDICATION THERAPY MANAGEMENT PROGRAM

The Medication Therapy Management (MTM) program is not a benefit but is a service Vantage offers at no cost to our members. Our MTM program helps you and your doctor better manage your medications. MTM can help find any possible errors or gaps in your care by:

- Lowering the risk of medication errors, especially if you have chronic conditions, take many medications, or see multiple doctors
- Giving information on proven medical practices to help you and your doctor decide the most effective treatment
- Helping you understand your condition and medications, so you can take an active role in taking care of your health

Vantage determines eligibility monthly by looking at members' pharmacy and medical claims. Our MTM department will contact eligible members about their participation and review the benefits of the MTM program. Members can also request to be included in the MTM program by contacting the MTM department at **(318) 998-3907**. By participating in the MTM program, we can help you make sure your medications are working for you, may help you find lower cost options, and answer any questions or concerns you may have about your medications.

WHAT CAN I EXPECT IN THE MTM PROGRAM?

At least once a year, all eligible members will be offered a one-on-one Comprehensive Medication Review (CMR) with a Vantage clinical pharmacist or licensed pharmacy intern under the direct

supervision of a pharmacist. During the CMR, a pharmacist or pharmacy intern will guide you through a comprehensive review of your entire medication profile (including prescriptions, over-the-counter medications (OTCs), herbal therapies, dietary supplements, and samples). Medications are reviewed for opportunities to improve medication adherence, reduce prescription drug costs, or any problems that may be preventing you from taking your medications as prescribed. Our goal is to help you get the most from your prescription benefits and improve your medication experience. You will also get a personal medication list that will include all the medications you are taking, how to take them, and why you take them.

The pharmacist will work collaboratively with other Vantage clinical program team members and providers to recommend any appropriate medication changes and ensure they are aware of important information discussed during the review. Your doctor will decide whether to consider our recommendations. Your prescription medications will not change unless you and your doctor decide to change them.

In addition, our MTM program is a referral source for our members enrolled in Case Management, Disease Management, VMAP (Vantage Medication Adherence Program), and the Special Needs plan. We communicate the results of the MTM services to other interdisciplinary care managers who may be assisting these same members with other healthcare needs.

SAFE MEDICATION DISPOSAL

Dispose of both prescription and over-the-counter medications, especially controlled substances, immediately. The US Drug Enforcement Administration (DEA) suggests mailing unused prescriptions back to pharmacies or other authorized take-back sites. If there is not a nearby take-back site, you can safely dispose of medications by flushing them or trashing them.

DROP IT OFF



PREFERRED METHOD!

Ask your local pharmacy if you can drop off or mail your unused medications to them or find Take-Back sites near you by visiting www.USdoj.gov.

*No Take-Back Site or Program nearby? **Remove all personal information** from bottle and flush or trash medications.*

FLUSH IT

If your medications are listed on the FDA flush list, immediately flush down the toilet and throw away or recycle the bottle.



TRASH IT



If your medications are unsafe to flush, combine medication with dirt, kitty litter, or coffee grounds in a sealed plastic bag and toss in the trash.

FOR MORE INFO

Additional information about safe medication disposal: vantagehealthplan.com/rx/safedisposal

DEA Collection Site Locator tool: vantagehealthplan.com/rx/takebacksites

How to safely dispose of medication when there are no nearby take-back sites: vantagehealthplan.com/rx/unusedmeds

- a. Medications that are safe to flush: vantagehealthplan.com/rx/flush
- b. Medications not safe to flush and instructions on safely disposing in trash: vantagehealthplan.com/rx/trashdontflush



YOU'RE PRESCRIBED OPIOIDS?

Living with pain is difficult, but you can take control of your care. Prescription opioids have benefits and risks, and understanding how to safely use them is key to avoiding serious side effects. Your provider can help you make the best decision based on your individual needs.

YOU HAVE OPTIONS!

Discuss creating an alternate pain management plan that does not involve opioids with your provider. Some options that have fewer risks and side effects include:

- Pain relievers such as acetaminophen, ibuprofen, & naproxen
- Physical therapy and exercise
- Cognitive behavioral therapy

REDUCE THE RISK

Prescription opioids and illicit opioids (i.e., heroin) are powerful drugs that have a risk of a potentially fatal overdose. Certain factors that increase risk include:

- Combining opioids with alcohol, muscle relaxers, benzodiazepines, hypnotics, or other opioids
- Taking high dosages of prescription opioids daily, taking more than prescribed dosages, or taking opioids not prescribed to you
- Medical conditions like sleep apnea, reduced kidney function, or reduced liver function
- Do not share medications, and store medications out of reach of others

SIGNS AND SYMPTOMS OF AN OPIOID OVERDOSE

Higher doses of opioids can lead to an overdose, with the slowing or stopping of breathing that leads to brain damage and sometimes death. It's important to be familiar with the signs and act fast.

SIGNS INCLUDE:



CANNOT BE WOKEN
UP; NOT MOVING



CHOKING, COUGHING,
GURGLING SOUNDS



SLOW OR ABSENT
BREATHING



DISCOLORATION OF
FINGERS AND LIPS

WHAT TO DO

It may be hard to tell the difference between a person that is high or is experiencing an overdose. If you aren't sure, treat it as if it is an overdose - you could save a life.

1. Call 911 immediately.
2. Administer naloxone: 1 spray into nostril (or inject 1 vial or ampoule into arm or leg)
3. Try to keep them awake and breathing.
4. Lay them on their side to prevent choking.
5. Stay with them until emergency workers arrive.

To find out more about how to protect yourself and your loved ones from opioid abuse, addiction, and overdose, visit [cdc.gov/drugoverdose](https://www.cdc.gov/drugoverdose)

Struggling with addiction? Talk to your health care provider and ask for guidance or call SAMHSA's National Helpline at **1-800-662-HELP**.

Vantage Health Plan (Vantage) is an HMO with a Medicare contract. Enrollment in Vantage depends on contract renewal. You may be eligible to enroll in a Vantage Medicare Advantage plan if you reside in our service area and are currently entitled to Medicare Part A and enrolled in Part B. This information is not a complete description of benefits. Limitations, copayments/coinsurance, and restrictions may apply to this plan. Benefits, premiums, and copayments/coinsurance amounts may change on January 1 of each year.

NONDISCRIMINATION NOTICE - *Vantage Health Plan is required by federal law to provide the following information.*

Vantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation, or any other legally protected characteristic. Vantage does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation, or any other legally protected characteristic.

Vantage provides free aids and services to people with disabilities to communicate effectively with us. Those services include qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, and other formats).

For people whose primary language is not English, Vantage provides free language translation services. Those services include qualified interpreters and information written in other languages. You can use Vantage's free language translation services by calling the "Members" phone number on the back of your Member ID card. For Members who are deaf or hard of hearing, please call for teletypewriter (TTY) services at 711.

If you believe that Vantage has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation, or any other legally protected characteristic, you can file a grievance with Vantage or the U.S. Dept. of Health and Human Services, Office for Civil Rights.

If you would like to file a complaint directly with Vantage, you can reach us in person, by mail, by fax, or by email at the addresses below:

Vantage Health Plan
Attention: Civil Rights Coordinator
130 DeSiard Street, Suite 300
Monroe, LA 71201

Phone: **(318) 998-2887 TTY: 711**
Fax: **(318) 361-2165**
Email: civilrightscordinator@vhpla.com

If you would like to file a complaint directly with the U.S. Dept. of Health and Human Services, Office for Civil Rights, you can contact them by mail, by phone, or by email at the addresses below:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201

Phone: **(800) 368-1019, (800) 537-7697 (TDD)**
Online Complaint Portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

If you need help filing a grievance, our Civil Rights Coordinator is available to help at civilrightscordinator@vhpla.com or by phone at (318) 998-2887.

Vantage has adopted internal grievance procedures for providing prompt and equitable resolution of complaints alleging discrimination on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation, or any other legally protected characteristic. Any person who believes someone has been subjected to discrimination on any of these grounds, may file a grievance under Vantage's grievance procedure. It is against the law for Vantage to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance. Depending on the type of grievance, a 60-day filing limit may apply. To learn more about Vantage's grievance procedure, you can call or email our Civil Rights Coordinator at the addresses above or you can visit our website at www.vantagehealthplan.com/vhpnondiscriminationgrievanceprocedure.

LANGUAGE ASSISTANCE - *Vantage Health Plan is required by federal law to provide the following information.*

If you, or someone you're helping, have questions about Vantage Health Plan, you have the right to get help and information in your preferred language at no cost. To talk with an interpreter, call Member Services, 888-823-1910 (TTY 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-823-1910 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 888-823-1910 (ATS: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 888-823-1910 (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 888-823-1910 (TTY 711)。

مؤرب لصنا. ناجملاب لفل رناونق ةبوغللا ةدعاسملا تامدخ نإف، ةغللا ركذا ثدحن تنك اذإ: ةظوحلم فتاه مؤر (888-823-1910 مكدلاو مصلا: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-823-1910 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-823-1910 (TTY: 711) 번으로 전화해 주십시오.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 888-823-1910 (TTY: 711).

ໂປດຊາບ: ຖ້າວາ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 888-823-1910 (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。888-823-1910 (TTY: 711) まで、お電話にてご連絡ください。

نېړک لاک - نېه باؤسدي م تفم تامدخ یک ددم یک نابز وک پآ و، ټولوب ودر پآ رگا: رابریخ (888-823-1910 TTY: 711)

સચન: જો તમે ગજરાતી બોલતા હો, તો નન:શલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 888-823-1910 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 888-823-1910 (TTY: 711)

مهارف امش يارب ناگوار تروصب ینابز تلاهست، دیزک یم وگننک یراف نابز هب رگا: هجود اب دشاب یم (888-823-1910 TTY: 711) نیریگب ساج.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-823-1910 (телетайп: 711).

หมายเหตุ: ถาคุณพูดภาษาไทยคุณสามารถไ้บริการช่วยเหลือทางภาษาได้ฟรี โทร 888-823-1910 (TTY: 711).



130 DESIARD ST., STE 300
MONROE, LA 71201

Important Vantage Health Plan Information

MEDICARE ADVANTAGE MEMBERS: (866) 704-0109; TTY 711
OGB MEDICARE MEMBERS: (844) 536-7103
OGB COMMERCIAL MEMBERS: (844) 536-7104



EXCHANGE/MARKETPLACE MEMBERS: (844) 833-7505
COMMERCIAL MEMBERS: (855) 934-6847
www.VantageHealthPlan.com www.VantageMedicare.com

MEMBER SERVICES OFFICE HOURS:
M-F 8 AM - 8 PM FOR MEDICARE ADVANTAGE MEMBERS; **M-F 8 AM - 6 PM** FOR ALL OTHER MEMBERS

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SUMMERTIME!

Wellness tips for summer!

PRESCRIPTION SAFETY

Opioid information and safe disposal

MEDICATION MANAGEMENT

Expert advice available



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