VHP
Valley Health Plan

2023 **VOLUME 1**

Perspectives

MEMBER NEWSLETTER

Telehealth with MDLIVE

See a Doctor in 10 Minutes by Phone or Video with MDLIVE

VHP offers doctor appointments by phone or video through MDLIVE to you and your eligible dependents. With MDLIVE, you can access doctors, mental health, and substance use treatment services for many urgent and non-urgent health issues. You can also choose a counselor or psychiatrist and see the same therapist regularly.

The MDLIVE phone line is open 24 hours a day, 365 days per year, including holidays. Video calls are open from 7a.m. to 9p.m., 7 days a week or by appointment.

Register to receive MDLIVE services before making your first appointment. With MDLIVE, you can see your online records. You will have the right to share your MDLIVE records with other doctors or to deny sharing your records.

To sign up, visit **mdlive.com/vhp** or call **1-888-467-4614**. Your cost will be the same as an in-person doctor's appointment. Any costs that you pay will build up to any deductible or out-of-pocket maximum that you may have. To learn more about MDLIVE visit: **valleyhealthplan.org/MDLIVE**.

MDLIVE Frequently Asked Questions

Why would I use MDLIVE instead of just going to my regular doctor for an appointment?

By using MDLIVE, you can consult with a doctor in about 10 minutes over the phone from home, work, or even while on vacation. This means you can save time by skipping the drive to and from your doctor's office.

What are some of the conditions that MDLIVE doctors can treat?

Acne
Allergies
Colds and Flus
Constipation
Cough
Diarrhea
Ear Infections
Fever
Headaches

Insect Bites
Nausea
Pink Eye
Rashes
Respiratory Issues
Sinus Infections
Sore Throats
Urinary Tract Infections
Vomiting

Can I use MDLIVE doctors for my eligible children?

Yes, you may select a pediatrician from the MDLIVE network to provide care for children ages 3 years and older. A parent or legal guardian must participate in the consult.

How long is each MDLIVE visit?

A typical medical visit is about 10 minutes long.

Can I get a prescription from a MDLIVE doctor?

If the doctor believes a prescription is needed, he or she can write a prescription for a nonnarcotic medication, which can be sent to your nearby preferred VHP plan pharmacy.

Can I take a photo of an injury or rash and send it to a MDLIVE doctor?

Yes, you can upload and share images.

Can MDLIVE handle emergency medical issues?

No, if you have a medical emergency, dial 911 immediately or go to a nearby emergency room.

What are some common behavioral health issues MDLIVE can help with?

Addictions	Panic Disorders
Anxiety	Parenting Issues
Bipolar Disorder	Postpartum Depression
Depression	Relationship Issues
Grief and Loss	Stress Management
LGBTQIA Support	Sinus Infections
Life Changes	Trauma and PTSD
Men's Issues	Women's Issues

How long is an average behavioral health virtual visit?

A visit with a counselor is typically 45 minutes. An initial visit with a psychiatrist lasts approximately 1 hour, while follow-up visits for medication management last 15 minutes.

What is the difference between a counselor and a psychiatrist?

A counselor provides guidance and support by talking to you and does not prescribe medications. A psychiatrist is a medical doctor who primarily prescribes medication for the treatment of behavioral health conditions.

Patient Choice in Telehealth Provider

Notice of Assembly Bill 457

If services are provided to a member through a third-party corporate telehealth provider, Assembly Bill 457 requires health insurance plans to comply with the following:

1. Notify the member of their right to access their medical records.
2. Share the records of any telehealth service provided with the member's primary care physician unless the member objects.
3. Ensure that the records are entered into a patient record system shared with the member's primary care provider or are otherwise provided to the member's primary care provider, unless the member objects, in a manner consistent with state and federal law.
4. Notify the member that all services received through the third-party corporate telehealth provider are available at in-network cost-sharing, and all cost-sharing shall accrue to the out-of-pocket maximum and deductible.

For more details on Assembly Bill 457 visit: **leginfo.legislature.ca.gov**.

For help with telehealth services or questions, contact VHP Member Services at **1-888-421-8444** or **memberservices@vhp.sccgov.org**.

VHP Salinas Office

We are pleased to share the news that Valley Health Plan opened an office in Salinas, expanding services to help support the overall health and well-being of Monterey County and San Benito County residents.

VHP now offers affordable health plan options to individuals and families living in Monterey County, San Benito County, and Santa Clara County. Over 200,000 regional residents have selected VHP as their health plan, and we are committed to serving more of our neighbors with quality service, comprehensive health benefits, and competitively priced premiums.

VHP's large provider network in Monterey County and San Benito County allows members access to preferred doctors, specialists, hospitals, pharmacies, and clinics. In addition to primary and specialty care services throughout our region, VHP covers emergency care worldwide, and telehealth services by phone or video are available to members from any location.

If you, your family members, or friends have questions, need support, or would like to connect with a representative to learn more about health coverage options, we welcome you to come by our new office, located at 917-A N. Main Street, Salinas, CA. Our office is open Monday – Friday, 9a.m. – 6p.m., except on holidays. You can also contact Member Services at **1-888-421-8444** or at **memberservices@vhp.sccgov.org**.

VHP Member Tools

VHP Connect

VHP launched a new online member portal, VHP Connect, and now you can easily find all your health information in one place!

What can you do online through VHP Connect?

- Update your profile and demographic information.
- Obtain a digital member ID Card.
- Find network doctors and pharmacies.
- Check the status of authorization requests.
- Check your out-of-pocket expense balances.
- View plan eligibility and benefits.
- Communicate with VHP Member Services.

How can you access VHP Connect?

- You can access VHP Connect online at: **www.vhpconnect.org**.

- You can access VHP Connect on your phone by scanning the QR code:

- You can also access VHP Connect on your phones and tablets by downloading the MyChart app for free on the App Store or Google Play Store. Select Valley Health Plan from the drop-down menu when first signing into the app.

GET IT ON Google Play

Download on the App Store
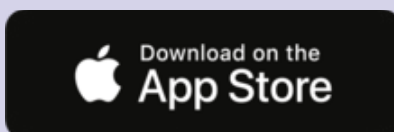
Provider Directory

Our online provider directory allows you to identify a doctor or hospital that best meets your needs. You can search for a doctor by gender, language spoken, location, or name. Start your search today by visiting **www.valleyhealthplan.org**, clicking the "Members" tab, and then clicking on the "Provider Search" icon. The provider directory includes general information on all VHP contracted doctors. You can also request to have the provider directory printed and mailed to you. If you would like to have the provider directory mailed to you, need to change your primary care doctor, or have any questions, please contact Member Services at **1-888-421-8444** or email **memberservices@vhp.sccgov.org**.

VHP Prior Authorization Grid

Our Prior Authorization Grid is a helpful online tool that helps you determine when a prior authorization is required. Please note that the grid is not a comprehensive list of covered services. Please continue to refer to your Evidence of Coverage for a complete list of covered benefits. The Authorization Grid is available at **www.valleyhealthplan.org** by selecting the "Members" tab, scrolling down to "Referrals/Prior Authorizations" on the drop-down list, and clicking on "Prior Authorization Guidelines," which will bring you to the grid. If you have any questions, please contact Member Services at **1-888-421-8444** or email **memberservices@vhp.sccgov.org**.

Language Assistance

As a member, VHP can help you in your preferred language at no cost. VHP provides over 150 languages including American Sign Language. We also offer braille and large print options upon request. All VHP members, regardless of their coverage plan, are eligible to receive free translation services. To access language services, translated documents, or American Sign Language assistance, please call VHP Member Services at **1-888-421-8444** or contact us by email at **memberservices@vhp.sccgov.org**.

Health and Wellness

Free Fitness Classes

The Timpany Center is partnering with Valley Health Plan to provide complimentary in-person and virtual fitness classes for members. As a partnership between VHP and San Jose State University Research Foundation, the classes are designed using nationally recognized certifications based on scientific evidence.

Having provided space for VHP's fitness program for many years, the Timpany Center is excited to be able to host classes directly for VHP members. Instructors come from all ages and backgrounds, and have the credentials and experience to teach wellness and fitness classes. While the center is known for providing specialty services to those of advanced age and with disabilities, instructors have the knowledge to work with all fitness levels.

Classes are held in the gym at 730 Empey Way in San Jose, which includes an open space for ample air flow. Classes available include Pilates, Yoga and Meditation, Sports Conditioning, Circuit Training, Total Body Conditioning, Core and More, and Gentle Yoga. Online classes hosted via Zoom consist of Seated Fitness,

Sports Conditioning, and Total Body Fitness. We now also offer an online Arthritis fitness class for those with joint and mobility issues. To register for classes or for more information, contact the Health Education Department at **healtheducation@vhp.sccgov.org** or at **408-885-3490**.

Achieve Your Weight-Loss Goals!

Now is the perfect time to focus on your health with support from our partner, WeightWatchers (WW). Unlock an individualized weight-loss plan that is backed by science, expert coaches, and a community you can lean on. VHP members receive a discount of 50% off WeightWatchers' monthly memberships. Did you know that changes in your diet and exercise can start improving your health even before you start losing weight? Take charge of your health today.

WeightWatchers connects you with resources to help you prioritize and improve your well-being. Discover a food plan that is based on what you enjoy including 12,000-plus recipes, on-demand workouts, meditations, and sleep tools in the WeightWatchers app.

Visit **http:/www.weightwatchers.com/us/ vhp** to sign up.

WeightWatchers

"How I feel about myself has changed so much since joining WeightWatchers."

WW MEMBER
ADAM Y.
-70 LB^

^People following the WW program can expect to lose 1 to 2 pounds per week.

COVID Updates

Post-Public Health Emergency Information

Following the Public Health Emergency, VHP members can still access COVID-19 tests, vaccinations, and therapeutics as outlined below.

1. COVID Tests, Vaccinations, and Therapeutics

   - From May 11, 2023, through November 11, 2023, members may continue to receive COVID-19 tests, vaccinations, and therapeutics without cost-sharing, whether received in-network or out-of-network.

2. At-Home Testing Kits

   - Members are eligible for at-home COVID-19 tests.

   - Over-the-counter COVID-19 tests may be obtained at no cost, through retail pharmacies or health centers approved by VHP or they may be purchased at pharmacies, stores, or online retailers.

   - Either the cost of the test or $12 per test (whichever is lower) will be reimbursed by VHP after the member submits a claim for reimbursement. VHP encourages members to take advantage of VHP's zero out-of-pocket cost for at-home COVID-19 tests available through approved retail pharmacies and approved health centers, as this option does not require members to submit claims for reimbursement.

- Members are entitled to eight individual at-home COVID-19 tests per 30-day period. Additional tests are only payable by VHP if a doctor orders them.

- For questions about zero-cost or reimbursed COVID-19 tests, please contact Member Services at **1-888-421-8444** or **memberservices@vhp.sccgov.org**.

3. Reimbursement / Claims Process

- Members that have been billed or have paid for services that are covered may submit the itemized bill and/or original receipt showing proof of payment with a request for reimbursement within 90 days after services are received (or as soon as possible).

   Submit medical claims to:
   Valley Health Plan
   Attention: Member Services
   2480 N. First Street, Suite 160
   San Jose, CA 95131

   The Medical Claim Request Form must include the member's name, the subscriber's social security number, the date, the type of service, the doctor's name, and any other pertinent information (such as original receipts or doctor's notes). VHP will process the request for reimbursement within 45 days of receiving the complete information.

   Submit pharmacy claims to:
   Navitus Health Solutions Operations Division - Claims
   P.O. Box 999
   Appleton, WI 54912-0999

   The pharmacy reimbursement claim request form must be completed and include the member's name, specific information about the prescription, the reason for the reimbursement request, and any payments made by the member.

- For information about reimbursements or to get a claim reimbursement form call Member Services at **1-888-421-8444** or email **memberservices@vhp.sccgov.org**. You may also visit **www.valleyhealthplan.org** and click on "Forms and Resources" from the Members tab. You can also visit our VHP Office for help at 2480 N. First Street, Suite 160, San Jose, CA 95131.

COVID Therapeutics

COVID-19 therapeutics can be used to prevent or treat eligible members who have tested positive and have mild to moderate symptoms. Prevention and early treatment can help improve symptoms, reduce stress on hospitals and clinics, and even save lives.

What treatments are available?
The Food and Drug Administration has approved antiviral drugs for adults and some pediatric patients with COVID-19 who are at high risk of progressing to severe COVID-19. Scientific evidence has proven that these antiviral drugs can reduce the risk of severe disease, including having to go to the hospital and even death.

Preferred Therapy
- Paxlovid

Alternative Therapy
For use only when the preferred therapy is not available.
- Molnupiravir

High Risk Medical Conditions
Those with any of the following existing medical conditions or risk factors may have a higher risk of developing severe COVID-19:

- Asthma
- Cancer
- Cerebrovascular disease

- Chronic kidney disease
- Chronic lung diseases limited to:
  - Interstitial lung disease
  - Pulmonary embolism
  - Pulmonary hypertension
  - Bronchiectasis
  - COPD (chronic obstructive pulmonary disease)
- Chronic liver diseases limited to:
  - Cirrhosis
  - Non-alcoholic fatty liver disease
  - Alcoholic liver disease
  - Autoimmune hepatitis
- Cystic fibrosis
- Diabetes mellitus, type 1 and type 2
- Disabilities
  - Attention-Deficit/Hyperactivity Disorder (ADHD)
  - Cerebral Palsy
  - Congenital Malformations (Birth Defects)
  - Limitations with self-care or activities of daily living
  - Intellectual and Developmental Disabilities
  - Learning Disabilities
  - Spinal Cord Injuries
- Heart conditions (such as heart failure, coronary artery disease, or cardiomyopathies)
- HIV (human immunodeficiency virus)
- Mental health disorders limited to:
  - Mood disorders, including depression
  - Schizophrenia spectrum disorders
- Neurologic conditions limited to dementia
- Obesity (BMI ≥30 kg/m2 or ≥95th percentile in children)

- Primary Immunodeficiencies
- Pregnancy and recent pregnancy
- Physical inactivity
- Smoking, current and former
- Solid organ or hematopoietic cell transplantation
- Tuberculosis
- Use of corticosteroids or other immunosuppressive medications

For a full list of risk factors, see the Centers for Disease Control and Prevention webpage "Underlying Medical Conditions Associated With Higher Risk for Severe COVID-19," at: **www.cdc.gov/coronavirus/2019-ncov/ hcp/clinical-care/underlyingconditions. html**.

If you have a positive COVID-19 test and symptoms, contact your doctor to see if these treatment options are right for you. For additional help, contact VHP Member Services at **1-888-421-8444** or email **memberservices@vhp.sccgov.org**.

Abortion Services

The recent Supreme Court ruling that overturned Roe and Casey (Roe versus Wade and Planned Parenthood of Southeastern Pennsylvania versus Casey) does not impact California's protections for access to abortion services. Despite the ruling, abortion services are considered an essential health benefit, and services are available to VHP members.

In March 2022, Governor Newsom signed Senate Bill 245, which will expand access to services and eliminate out-of-pocket costs for abortion services to members that are issued, amended, or renew a health care plan on or after January 1, 2023.

For more details on Senate Bill 245, visit **https://leginfo.legislature.ca.gov**. If you have questions about your benefits, call VHP Member Services at **1-888-421-8444** or email **memberservices@vhp.sccgov.org**.

Gender Identity Profile Updates

VHP's mission is to ensure high-quality and affordable health care for all members. We will continue to provide equitable and inclusive health plan coverage and services to our LGBTQIA+ members, as well as advocate for all members to be treated with respect and understanding.

In the next year you may be asked to update your member profile with your preferred name, gender identity, sex assigned at birth, preferred pronouns, and sexual orientation. Collecting this information will help VHP understand the member population so we can improve services and provide the best care to our members.

MedAssist

Does Your Child Have Asthma, Diabetes, or Severe Allergies?

If so, you may qualify for up to $600 deposited directly to you. MedAssist now offers financial help for anyone living in Santa Clara County with valid prescriptions for EpiPens, asthma inhalers, and diabetic medications, including insulin. Parents of children who use qualifying prescriptions can also benefit from the program.

Even middle-income individuals and families with health insurance who did not pay out-of-pocket for prescriptions may be eligible to help offset expenses.

Apply now at: **www.getmedassist.com**. For questions or to receive help with the application call: **408-970-2001**.

Primary Care Access Program

Do You Know Someone Who Needs Health Coverage?

Santa Clara County is a safety net county which provides care for its vulnerable residents. For those who are not eligible for Medi-Cal or other health insurance plans, they may be able to receive care through the Primary Care Access Program (PCAP).

PCAP is designed for Santa Clara County residents, ages 19 and older, who are ineligible for other insurance options and need access to health care services (**vhpn.sccgov.org/pcap**).

Effective July 1, 2023, the County of Santa Clara, Health and Hospital Committee, led by County Supervisors Joe Simitian and Otto Lee, expanded the program to include residents who earn 0-650% of the federal poverty level. This means even those who earn a middle income too high for other programs may be eligible.

If you have any family members or friends who are not eligible for employer insurance, Medicare, Medi-Cal, Covered California, or other plans, they may be eligible for PCAP. If eligible, they can receive basic primary care benefits, which may include x-rays, lab testing, and pharmacy services.

Santa Clara County residents who have questions or would like to inquire about PCAP can call **1-888-363-3394** or email **pcapinquiry@vhp.sccgov.org**.

More Important Resources and Information

At VHP we know that keeping up on how to get the most out of your health plan is important to you. So, we have made it easy. To find all your health information in one place, access our new member portal, VHP Connect, at **www.vhpconnect.org**. For information on the following subjects, visit **www.valleyhealthplan.org** **> Members > Forms & Resources**.

- Advance Health Care Directive
- Affirmative Statement About Financial Incentives
- Autism Care Management Program
- Change of Address
- Choosing and Changing Your Primary Care Practitioner (PCP)
- Chronic Condition Management Program
- Combined Evidence of Coverage
- Coordination of Benefits
- Emergency and Urgent Care Services

- Grievance and Appeals Process
- Language Assistance
- Lock-In Provision
- Member Rights and Responsibilities
- Non-Discrimination
- Protected Health Information
- Provider Directory
- Self-Refer Services (Direct Access)
- Timely Access
- Waste, Fraud, and Abuse