

FALL 2019



HEALTHY PARTNERS



HIGHLIGHTS

- **Annual Wellness Visits Are Important**
We are here to help find the right doctor for you.
- **Join Our Consumer Advisory Board**
Your feedback is important to us. Join our Advisory Board today!
- **90-Days for the Price of 30 Prescription Benefit**
Save money on the medicine you use every day.
- **Pharmacy Services - Formulary Updates Every 3 Months**
Check out the formulary on our website
- **The Opioid Crisis - Very Close to Home**
Read what measures we are taking throughout Maryland to help address the opioid crisis.
- **Plus, Flu Prevention Tips!**



Questions?
Contact us

Member Services:

410-779-9369 or 800-730-8530 (TTY:711)
8am - 5pm ET | Monday - Friday

Email: members@umhealthpartners.com

Website: www.UMHealthPartners.com

Visit *MyHealth* Portal to view eligibility, check claims status, view authorizations, see updates to the formulary, request a new ID card or update your information.



Find us on social media

An Annual Wellness Visit is Important Throughout the Ages!

We can help you with the following:

- Finding the right doctor for you or your child to meet your primary care needs
- Scheduling your wellness visit with the doctor you've selected
- Arranging transportation to your doctor if needed
- Understanding which preventive services may be due for you or your child
- Taking advantage of our 90-days for the price of 30-days prescriptions

To get a complete picture of your health and what you need to do to be even healthier, please call us today at 1-800-730-8530 (TTY: 711).

Join Our Consumer Advisory Board: Your Feedback is Important

We want to hear from you! Member feedback is important for our continued improvement as a health plan. Please consider joining our Consumer Advisory Board.

For more information, call us Monday – Friday between 8:00 AM – 5:00 PM at 1-410-779-9369 or 1-800-730-8530; TTY 711.





90-Days for the Price of 30 Prescription Benefit

The University of Maryland Health Partners (UMHP) offers you a 90-day prescription option that is available for medications to treat chronic conditions. The copay for a 30-day supply and a 90-day supply for these medications is the same. You can lower the amount of money you spend on formulary medications by obtaining a 90-day supply of them. The medications that are included on the 90-day supply list must be generic medications, unless otherwise noted, and must be found on the UMHP Formulary here: [UMHP Formulary](#). Ask your provider if your prescription can be written for 90 days.

UMHP allows 90-day prescription fills to treat the following chronic conditions:

- Asthma
- High blood pressure
- Diabetes
- High Cholesterol
- Prenatal Vitamins

Special note for Vacation Overrides: UMHP only allows vacation overrides for a maximum of 30 days per prescription. Please plan ahead for vacations by requesting a vacation override at least 5-7 days before you leave for your trip. Contact CVS Help-desk at 1-800-345-5413 to request your vacation override. Make sure you have your travel schedule ready to provide the necessary information to process the vacation override. Opioids are not allowed early refills or vacation overrides.

The Opioid Crisis - *Very Close to Home*

Maryland is among the top five states with the highest rates of opioid-related overdose deaths. Opioids include prescription opioids, heroin and fentanyl. The death rate in Maryland has consistently ranged from roughly 1.5 to 3 times the national average rate.

What happened on March 1, 2017? Governor Larry Hogan signed Executive Order 01.01.2017.02 declaring a State of Emergency in response to the opioid crisis ravaging communities in Maryland.

What's happening in Maryland? The number of opioid-related overdoses in Maryland increased 14.8 percent in the first half of 2018 from the year prior. Most of the 1,185 deaths in that time were related to the powerful opioid fentanyl, which is often added to heroin and even cocaine to boost their effects without the user knowing. Fentanyl is 50 times more potent than heroin and even a tiny amount can kill.

By July 1, 2018, 483 people in Baltimore City had died of overdoses, 88 more than at midpoint 2017 and the most in any Maryland area.

What are we doing for you at University of Maryland Health Partners?

We are available to connect you to resources that can help you find other less risky pain management options. You can contact one of our Nurse Case Managers at 844-613-8978 to find the right information or call Member Services at 800-730-8530 (TTY: 711).

Where to go for more information about Managing Your Pain:

- Maryland resources, including Maryland Crisis Connect Call 211, Press 1 – go to https://bha.health.maryland.gov/OVERDOSE_PREVENTION/Pages/Get-Help-Now-2.aspx
- National Helpline and finding a treatment center – go to <https://www.hhs.gov/opioids/>
- Medication-Assisted Treatment (MAT) – go to <https://www.samhsa.gov/medication-assisted-treatment>



References

- McDaniels, Andrea K. (2018). *Opioid overdose in Maryland increased 14.8 percent in first six months of 2018.* Retrieved from <http://www.baltimoresun.com/health/bs-hs-drug-overdose-20181012-story.html>
- Donovan, Doug (2018). *As Maryland's opioid crisis rages on, so does the grief of the families left behind to mourn.* Retrieved from <http://www.baltimoresun.com/health/bs-md-overdose-deaths-2018-story.html>

FLU



SEASON IS HERE

MINIMIZE
YOUR RISK
of catching
THE FLU

STAY AWAY
from sick people



The flu is extremely
contagious

WASH HANDS
often



Use soap and hot
water to make sure
your hands are clean.

DO NOT SHARE
your food, drink or
utensils with others



The flu virus can
contaminate items

AVOID TOUCHING
your eyes, nose or mouth



The flu virus can be
here

**GET THE FLU
VACCINE**



The flu vaccine
reduces the odds of
getting the flu by
70% to 90%



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

University of Maryland Health Partners:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - 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
 - Information written in other languages

If you need these services, contact Member Services at 410-779-9369, or toll-free at 1-800-730-8530, 8 AM to 5 PM EST, Monday through Friday. TTY users should call 711.

If you believe that University of Maryland Health Partners has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

University of Maryland Health Partners
c/o Appeals and Grievance Department
1966 Greenspring Drive, Suite 100
Timonium, MD 21093
Phone: 410-779-9369 or toll-free at 1-800-730-8530
Fax: 1-844-329-0831

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Appeals and Grievance Department is available to help you. 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> or 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
1-800-368-1019, 800-537-7697 (TDD)

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

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-730-8530 (TTY: 711).

SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-730-8530 (TTY: 711).

CHINESE

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨1-800-730-8530 (TTY: 711)。

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-800-730-8530 (TTY: 711)로 연락주시기 바랍니다.

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-730-8530 (TTY: 711).

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-800-730-8530 (TTY: 711).

TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang 1-800-730-8530 (TTY: 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: 1-800-730-8530 (телетайп: 711).

AMHARIC

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገልግሎት ድርጅቶች በነጻ ሊያገኙዎት ተዘጋጅተዋል። ወደ ሚኒተሎው ቁጥር ይደውሉ 1-800-730-8530 (ጭነት ለተላካዎቻችን: 711)።

KRU (Bassa)

Dè dè nià ke dyédé gbo: Ɔ jü ké m̄ [Bàsó ò -wùdù-po-nyò] jü ní, níí, à wuḍu kà kò dè po-poò bé in m̄ gbo kpáa. Ɖá 1-800-730-8530 (TTY:711)

IBO

Ntị: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 1-800-730-8530 (TTY: 711).

YORUBA

AKIYESI: Bi o ba nso èdè Yorùbú ọfẹ ni iranlọwọ lori èdè wa fun yin o. E pe ẹrọ-ibanisọrọ yi 1-800-730-8530 (TTY: 711).

URDU

زبان ہمیں بولنے انگریزی آپ اگر توجہ 1-800-730-8530 . ہمیں دستیاب کو آپ مفت ، خدمات معاونت (711 : وائی ٹی ٹی) کریں کال

FARSI

توجه: چنانچه به زبان فارسی صحبت میکنید، خدمات کمک زبانی به صورت رایگان، در اختیار شما قرار خواهد گرفت. تماس بگیرد. (711 : وائی ٹی ٹی) 1-800-730-8530

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-730-8530 (TTY: 711).

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-800-730-8530 (TTY: 711).

ARABIC

ملاحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً (الهاتف النصي: 711). 1-800-730-8530 آمن أجلك. اتصل بالرقم

GUJARATI

યુના: જો તમે જરાતી બોલતા છે, તો િન: લુ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છે. ફોન કરો 1-800-730-8530 (TTY: 711).