

WHOLE you



ISSUE 3, 2021

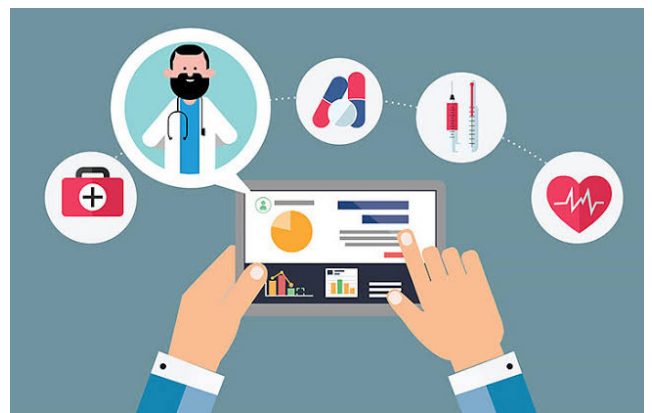
In this issue...

In this issue of **Whole You**, you'll see a number of articles that relate to your health plan. These topics include scheduling COVID-19 vaccines, virtual health, where to go for care, mental health, and explore being eco-friendly.

Thank you for being our member, and for taking care of the whole you. Until next time!

Get More Access To Manage Your Health Better

- The Interoperability and Patient Access rule (CMS-9115-F) puts patients first by **giving you control and easy access to your health information** when you need it most.
- Starting in 2021, **a new federal rule** will make it easier for SilverSummit Healthplan members to do all of this and more.
- This lets you manage your health better and **know what healthcare resources are available to you**. Learn more today: silversummithealthplan.com



Stay Connected and More!

Your online member account is a great way to stay up to date with important plan information and manage your insurance!

VISIT silversummithealthplan.com TO SIGN UP TODAY!

COVID-19 vaccines for Nevada Medicaid recipients



SCHEDULE YOUR VACCINE!

WHO is eligible for the COVID-19 vaccine and WHAT is the cost? All Nevada Medicaid recipients are eligible to receive the COVID-19 vaccine at no cost. Nevada Medicaid providers cannot charge a fee to Medicaid recipients. There are no out-of-pocket costs for the COVID-19 vaccine. Non-citizens and uninsured individuals are not eligible for the vaccine through Nevada Medicaid but may be served by public health clinics or other providers. If you need insurance, apply for Nevada Medicaid at: <https://accessnevada.dwss.nv.gov/>.

WHEN will the COVID-19 vaccine be available to everyone? For information regarding when the vaccine will be available to you, please refer to your local news or Immunize Nevada at www.NVCOVIDFighter.org.

WHERE can I get the COVID-19 vaccine? The vaccine will be available through doctor's offices, public health clinics, rural health clinics, tribal health clinics, pharmacies, drive-thru point of dispensing sites, and many more. Immunize Nevada has your county's distribution plan at www.NVCOVIDFighter.org.

Information can also be found through Nevada's public health clinics:

- Carson City Health and Human Services
<https://gethealthycarsoncity.org>
- Southern Nevada Health District
www.southernnevadahealthdistrict.org
- Washoe County Health District
www.washoecounty.us/health
- Division of Public and Behavioral Health's Community Health Clinics
<http://dpbh.nv.gov/>

WHY should my family be vaccinated? It is important for everyone to utilize all the tools available to help stop the spread of coronavirus.

Is the COVID-19 vaccine safe and effective? Yes. The COVID-19 vaccines that have been approved by the U.S. Food and Drug Administration (FDA) have been proven safe and effective through large clinical trials. The data shows that the potential benefits of the COVID-19 vaccines outweigh the potential harms of becoming infected by COVID-19. For more safety information, please go to the Centers for Disease Control and Prevention (CDC) at www.cdc.gov.



Is transportation covered to get the COVID-19 vaccine? Yes. Anyone who is eligible for non-emergency transportation can get a ride to get the vaccine.

Same-day rides will be provided. Please call 1-844-879-7341 to verify if eligible and to schedule your ride. More information can be found in English and Spanish at: silversummithealthplan.com

Additional Resources, Links & Contacts

For more information on coverage visit <http://dhcfp.nv.gov/covid19/>, or call your local Nevada Medicaid office:

- Carson City (775) 684-3651
- Elko (775) 753-1191
- Las Vegas (702) 668-4200
- Reno (775) 687-1900

Virtual Health—Anytime, Anywhere Medical Advice!

*It's good to know all of your options when it comes to medical care. And it's good to know that SilverSummit Healthplan offers **Babylon** at no cost to you—so you can see the doctor without leaving home.*

Babylon is your easy, **24-hour access** to in-network providers for non-emergency health issues. Get medical advice, a diagnosis or a prescription. Do it all by phone or video. And, have easy access through your mobile device!

A normal doctor visit can take weeks or months to get into. Babylon allows you to get the same quality care on **your** time.

Use Babylon for:

- Colds, flu and fevers
- Rash, skin conditions
- Sinuses, allergies
- Respiratory infections
- Ear infections
- Pink eye
- Behavioral health*

Learn more and download the Babylon app at SilverSummitHealthplan.com.

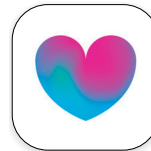
Not sure whether to schedule a doctor visit?

Call our **Free 24/7 Nurse Advice Line at 1-844-366-2880**. Medical experts can talk to you about your health concerns and help you set up a doctor visit if you need one.

**Limits apply for appointment times with behavioral health services, which are open weekdays from 8 a.m. to 5 p.m.*

Make an appointment for a time that works for you. You can enjoy same-day visits. Plus, limited wait times. Be sure to set up your account now so it's ready when you need it!

Learn more and download the Babylon app/set up your account at www.silversummithealthplan.com/members/medicaid/benefits-services/telehealth.html



Download the **Babylon app**



Get the Right Care at the Right Place

Make sure you know where to get medical care when you need it.
If you get sick or hurt, you have several options to get the care you need.



EMERGENCY ROOM (ER)

Consider all of your options before going to the ER.
Visit the ER if you're experiencing a life-threatening injury or illness.



IN-NETWORK URGENT CARE CENTER

Go to a nearby urgent care center if your illness or injury isn't life-threatening and your primary care provider's (PCP) office is closed.

GO HERE FOR:

Flu symptoms | Ear infections | High fevers
Severe sprains, pulled muscles



VIRTUAL HEALTH

Easy, 24-hour access to in-network providers for non-emergency health issues. Do it all by phone or video at no cost to you. Get medical advice, a diagnosis or a prescription from home.

MAKE AN APPOINTMENT FOR:

Colds, flu and fevers | Rash, skin conditions Sinuses, allergies | Respiratory infections
Ear infections | Pink eye | Behavioral health*
1-844-366-2880 (TDD/TTY at 1-844-804-6086)
silversummithealthplan.com/virtualhealth

**Limits apply for appointment times with behavioral health services, which are open weekdays from 8 a.m. to 5 p.m.*



PRIMARY CARE PROVIDER (PCP)

Your PCP is your main provider. Call the office to schedule a visit if you don't need immediate medical care.

MAKE AN APPOINTMENT FOR:

Vaccinations | An annual wellness exam
Help with colds, flus and fevers | General advice about your overall health | Care for ongoing health issues like asthma or diabetes



FREE 24/7 NURSE ADVICE LINE

Medical professionals can answer your health questions and help set up doctor appointments.

CALL FOR:

Help caring for a sick child | Help knowing if you should see your PCP | Answers to health questions
Call: 1-844-366-2880, (TTY/TDD: 1-844-804-6086)

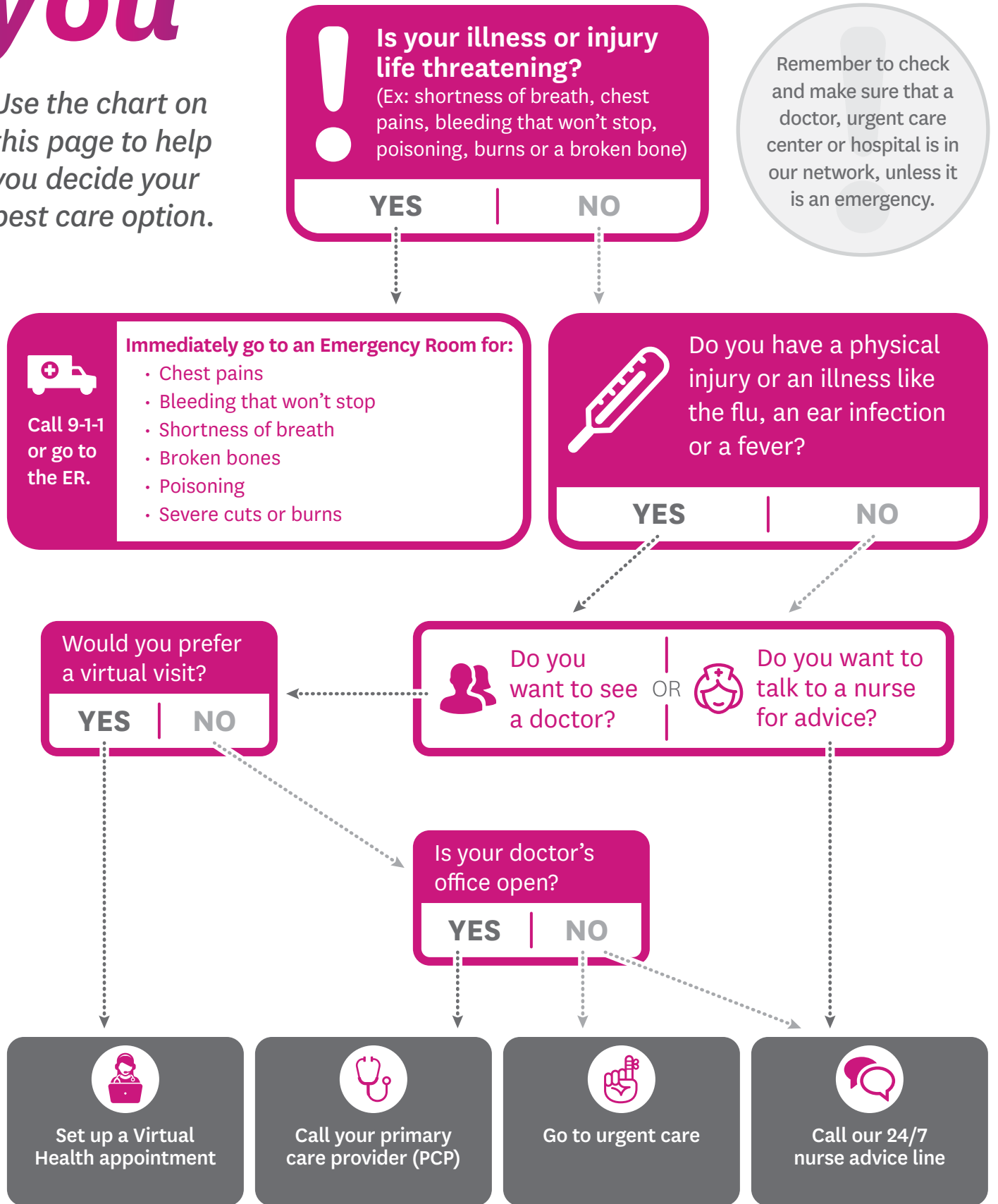
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WHOLE you

Use the chart on this page to help you decide your best care option.

Get the Right Care at the Right Place



4 Truths About Mental Health

Your mental health, also known as behavioral health, is part of the whole you. It's just as important as your physical health! Even if you're eating all your veggies, ignoring your mental well-being is ignoring your health.

Incorrect ideas about behavioral health issues may prevent people from getting support they need. Read on to learn five truths about mental health.

Mental health issues have nothing to do with your strength of character.

The idea that mental health issues are a sign of weakness is harmful and untrue. These are medical disorders. Factors shaping mental health include genes and brain chemistry, injuries and diseases, trauma, high-stress jobs and home life, and family history. You cannot (and should not) “power through” mental health issues by pushing down symptoms. These things have a way of coming out, sometimes showing up as physical problems.

Many people have mental health issues but don't know it.

In a given year, nearly 1 in 5 American adults will have a diagnosable mental health condition. And, at some point their lives, 46 percent of Americans will meet the criteria for a diagnosable mental health condition; half of those people will develop conditions by the age of 14. That's a lot! But, because of mental health stigma and lack of awareness, many people don't realize why they are suffering.

Mental health issues can worsen if left untreated.

Conditions often get worse with time. This is why it's so important to seek help early—and sometimes even when you're not sure you need it! Signs that you or someone you know may have a mental illness include:

- Feeling sad or depressed
- Trouble concentrating
- Extreme feelings (including fear, guilt, sadness, or anger)



- Withdrawal from friends or activities
- Extreme mood changes
- Alcohol or drug abuse
- Unexplained hostility or violence
- Inability to cope with stress or your feelings
- Delusions, paranoia or hallucinations (such as hearing voices)
- Thinking about hurting yourself or others

But there is nothing wrong with needing medications.

Sometimes lifestyle changes and talk therapy are not enough to address mental health issues. In these cases, medication can play a role in treating mental disorders and conditions. This treatment may be ongoing or temporary. It should always be done under a mental health professional's care.

Here are some questions to ask your doctor if you're worried about your mental health:

- I have some of these symptoms. Could I have a mental illness?
- What is the treatment?
- Do I need to see a psychiatrist?
- Do I need therapy?
- Can you recommend a counselor or therapist I could see?
- Is this a temporary problem or is it permanent?
- Will I need treatment for the rest of my life?
- What can I do at home to help me recover?
- How can I explain to other people the mental problem that I'm having?

**Limits apply for appointment times with behavioral health services, which are open weekdays from 8 a.m. to 5 p.m.*

Teach Your Kids to Help the Planet



We all want to set the best example for our children. One of the most powerful ways we can teach our kids how to be in the world is to show them. When we practice eco-friendly habits, we pass these habits on to the next generation—and we show our kids how to live in a way that respects the planet.

Many people want to live greener but feel overwhelmed by what this might mean. Rest assured that even small changes can help! Our world benefits when many people commit to just a few everyday habits. Here are four ways you can move toward an eco-friendly life:



Recycle.

This is a basic step that any family can take to reduce their carbon footprint. It's likely that where you live already has a system in place. Be sure to read up on your local recycling guidelines. This will tell you which items to recycle and how to recycle them.



Go car-free.

Whether you're walking, riding a bike or using public transit, there are many great ways to get around. Living car-free or cutting down on car travel can have major impacts on the environment.



Don't buy plastic bottles.

This is simple. Whenever possible, avoid purchasing plastic bottles. Plastics are a huge and quickly growing segment of the trash we produce. Find a reusable water bottle you like, and keep using it!



Cut down on meat.

Eating a plant-based diet is a high-impact strategy for lowering carbon emissions. Exploring meatless options for meals is also a great strategy for health! Eating more fruits and veggies is a good call all the way around.

WATER TRACKER

Fill in a drop for each glass you drink. Try to finish the week with all of your drops filled!

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
FRIDAY	SATURDAY	SUNDAY	MONDAY

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

SilverSummit Healthplan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. SilverSummit Healthplan no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

If you, or someone you're helping, has questions about SilverSummit Healthplan, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-844-366-2880, (TTY/TDD: 1-844-804-6086).

Si usted, o alguien a quien está ayudando, tiene preguntas sobre SilverSummit Healthplan, tiene derecho a recibir ayuda e información en su idioma sin costo. Para hablar con un intérprete, llame al 1-844-366-2880, (TTY/TDD: 1-844-804-6086).

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