A MESSAGE FROM Debra Halladay, Interim CEO

One of my favorite things to do is stepping out of the office and talking to different people in our amazing and diverse community. When out, I am often asked “What’s new with VHP?”. Lately, my response has been, “What isn’t new?” Whether it’s our expanded network of primary care and specialty doctors or the upcoming release of our improved online payment system, we have a lot to be excited about.

As Santa Clara County’s only locally based commercial health plan, we thank you for allowing VHP to be your partner in health. Your support gives us a chance to work towards our vision of having a positive impact on the health of our family, friends and neighbors throughout the area.

We hope you enjoy your Spring/Summer copy of Perspectives. It has great information about your care options, how to get the most out of your coverage, and useful tips to help you and your family live healthier and happier lives!

Again, thank you for being a member of the VHP Family.

Have you ever purchased a piece of clothing that is supposed to be one-size-fits-all, only to discover that while it might technically fit, you wouldn’t want to wear it out in public? That’s because no two people are built the same or have the same sense of fashion.

Well, just like with clothes, there is no one-size-fits-all when it comes to healthcare. No single provider, no matter how experienced and qualified, is perfect for every member. You might feel most comfortable with a female doctor who speaks Spanish, talks to you about your favorite hobbies, and works in a large clinic. But, your neighbor prefers a male doctor who speaks Vietnamese, tells funny stories and has their own small office and staff. Choosing the “right doctor” means choosing the right doctor for you.

That is why Valley Health Plan (VHP) has been working to expand our network of doctors, hospitals and behavioral health counselors. We believe that the more available doctors, locations, and facilities we have in our network, improves the chance of you finding your perfect healthcare team.

Over the last year, VHP has added hundreds of primary care practitioners (PCP), specialists, chiropractors, acupuncturists, and mental and behavioral health providers. Plus, we have greatly expanded the number of communities where providers are located, including South County and San Benito County, in an effort to offer you more choices.

Just a small portion of the providers who recently chose to join VHP include many independent providers at O’Connor and St. Louise Regional hospitals, hundreds of specialists with Santa Clara County Individual Practice Association (SCCIPA), providers with the Silicon Valley Medical Development (formerly Verity) some of the fine doctors with San Benito Medical Associates (SBMA), and dozens of independent practitioners throughout the region.

You have told us that having providers in Milpitas who speak Punjabi, Vietnamese neurosurgeons in Central San Jose, and behavioral health specialists fluent in Farsi and Russian is important to you. And we listened. Never before have we had such a diverse network of providers and facilities to fit your individual needs.

But, we aren’t finished yet! We are looking to continue to grow our network to better serve you, in convenient locations close to your home. So, send us an email at provider.relations@vhp.sccgov.org if there is something you’re looking for in a provider or know of a doctor who would be a great addition to VHP. We will never stop trying to add high quality providers who are committed to giving you the highest level of care.

At VHP, we know and respect that no provider is perfect for everyone. But, by offering more choices, we can help you find the provider that fits you…perfectly.

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Again, thank you for being a member of the VHP Family.
According to our member surveys and other types of feedback, most of you are very happy with the high quality care and local, friendly service you receive from VHP. But one thing that we have consistently been told is frustrating to you is our online bill pay service which requires your current month’s invoice number to submit a payment.

Well you spoke! We listened! And most importantly we’ve acted!

VHP is excited to announce in the later part of Fall, we will be unveiling a user-friendly system that will make paying your bill online quick and easy.

VHP has teamed with fellow San Jose Earthquakes partner and Bay Area company, Wells Fargo, to develop a new online bill pay tool that will give you two options for paying your bill online.

It is our goal to make all your interactions with VHP as enjoyable as possible. You have been asking for a better online bill pay tool and now that it is almost a reality, we can hardly wait for Fall.

Option 1: Autopay
Autopay allows you to set up automatic monthly premium payments using your debit or credit card. When you choose this option, you never have to worry about missing a payment again because the amount of your premium will be automatically paid each month. While you will be able to authorize future payments when the system goes live in the Fall, the first automatic payment will not be made until your first 2020 plan year invoice is generated.

Option 2: Quick Pay
Quick Pay allows you to make one-time payments. Members can pay as a guest or you can create a secured account, that uses a User ID and password to log into a personalized profile. By creating a secured account you can store your payment information. This method allows you to simply log-in, choose the amount you would like to pay, and submit your monthly premium payment without having to re-enter all of your payment information each month. When you use the Quick Pay option, your account will be charged the amount you paid on the next business day.

Coming this Fall! A New and Improved Way to Pay Online

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VHP is Focused on Improving the Member Experience

As a VHP member, you don’t need anyone to tell you that VHP is a good health plan. With our high quality doctors, friendly and knowledgeable member service representatives, and benefits like free health education classes, VHP gives you amazing bang for your buck.

However, we also understand that there are improvements that could be made to make your experience with us more meaningful and less stressful. Like the VHP website! We get it, while the VHP site was state of the art just a few years ago, web and mobile technology has changed so quickly that you have come to expect even more from your web-based interactions.

Well we are excited to announce that we are currently in the process of building a brand new website for you, the VHP member. With a launch date expected this spring, the new VHP website will make it easier for you to find what you need, when you need it. With a mobile responsive design, the new VHP site will give you the same great user experience whether you’re at your desk, using a tablet or if you are like most of us, trying to find something quickly on your smart phone while you are running from one appointment to the next.

Navigating your health plan can be complicated, the least we can do is make sure navigating your health plan’s website isn’t.
As your locally based health plan, you can count on VHP to serve all our beautifully diverse communities with compassion, dignity and respect. Because at VHP, our members are more than just a number, they are our family, friends, and neighbors.

#SiliconValleyPride  #DiversityinAction  
#MyVHP  #VHPandMe  #VHPhealth

www.valleyhealthplan.org

According to the World Health Organization, at least 80% of all heart disease, stroke and type 2 diabetes as well as over 40% of cancer could be prevented. The truth is that the majority of chronic diseases that affect the people we care most about, could have been prevented if they had only completed their regular checkups and screenings.

For VHP members like you, there really is no reason to fall behind in your preventive care. Preventive testing is completely covered by your plan with no out of pocket expenses. Some members may even be eligible for incentives just for getting a health screening, like mammograms, at the recommended times.

As a part of Santa Clara County for almost 35 years, you are more than just a VHP member… you are our family, friends and neighbors. You are an important part of our community and we want you to be healthy and happy for a long time. So please, if you haven’t completed your annual physical exam or any health screenings and tests you may need, contact your health care provider today to schedule an appointment.

When it comes to living a long, active and healthy life, an ounce of prevention truly is worth a pound of cure.

To find out more about VHP’s prevention options, contact MemberServices@vhp.sccgov.org or 1.888.421.8444 (toll-free).
The Right Care at the Right Time

Let’s be honest, sometimes trying to understand your health plan can leave you feeling lost and frustrated. And when you aren’t feeling well, worrying about whether you should go to the Emergency Room, seek Urgent Care or wait until you can make an appointment with your primary care practitioner (PCP) isn’t helping the situation.

Well, your friends at VHP would like to help with some easy tips to make sure you get the right care at the right time.

Understanding the difference between an Emergency health need and an Urgent health need is the key to making the right decision. The best explanation is that if your life, or the life of a loved one, is in immediate danger, that is an Emergency health need and you should go to the nearest Emergency Room. An Urgent health need is when something is not life threatening, but it is enough of a concern that you don’t feel you can wait to see your PCP. Basically, if you are able to walk and talk and have a general idea of what is wrong, you should skip the Emergency Room and seek help through Urgent Care.

Your health and care is always our priority. If you have any further questions about how to get the right care at the right time, please contact Member Services at 1.888.421.8444 (toll-free) to speak to one of our friendly and local service experts.

Examples of an Emergency health need are:

- Bleeding that cannot be slowed or stopped
- Difficulty breathing
- An obvious broken limb
- Severe dizziness or fainting
- A fever of 100.4 degrees or higher

Examples of an Urgent health need are:

- A sprain
- A fever that is rising, but has not reached 100.4 degrees
- A sore throat or cough
- You have a headache that won’t go away with over-the-counter remedies, but you can still drive
On the Road Again!
Plane tickets...check. Sleeping arrangements...check. Stop newspaper delivery...check. Everything seems to be in place for an epic vacation. But, do you have enough of your medicine to last your entire trip or know what to do if you need a new prescription filled?

Make sure nothing gets in the way of your perfect vacation by planning ahead. Even if your prescription is not due for a refill, you can get an extra 30-day supply before you leave. Just call your regular pharmacy or Navitus, tell them you are taking a trip and they will take care of the rest.

But what do you do if something unexpected happens while on the road? Let’s be honest, nothing can ruin a vacation faster than losing your prescription or not being able to get a prescription filled. The best way to make sure nothing gets in the way of creating your great vacation memories is knowing what to do in different situations.

Traveling Within the U.S.

Scenario 1
If you are in the United States and need to get a prescription refilled, contact Navitus at 1.888.421.8444 (toll-free) and they can put in a prescription at the nearest network pharmacy.

Scenario 2
If you need to go to an Emergency Room, VHP will refund any prescription you receive as long as you fill out the VHP Direct Member Reimbursement form within 90 days in order to receive a refund.

Scenario 3
If you get sick and a network Urgent Care is not available, your best option is to use your MDLIVE Telehealth benefit at mdlive.com/VHP. With MDLIVE a board certified doctor can make a diagnosis and write a prescription for you to pick up at the nearest Safeway, Walgreens or Costco pharmacy. You can also go to the nearest out of network Urgent Care and VHP will cover the visit although you will most likely need to pay upfront for services and fill out the VHP Direct Member Reimbursement form within 90 days in order to receive a refund.

Scenario 4
If you get sick and there is not a network pharmacy near you, you can have your prescription filled at the nearest pharmacy. In this situation, you will have to pay for the prescription upfront and fill out the VHP Direct Member Reimbursement form within 90 days to receive a refund.

Traveling Outside of the U.S.

Scenario 1
If you are vacationing outside of the United States and you lose or run out of your prescription, go to any local pharmacy to get a refill. You will need to pay upfront for the prescription and fill out the VHP Direct Member Reimbursement form within 90 days to receive a refund.

Scenario 2
If you get sick when vacationing outside of the United States, you must first get a new prescription from a local doctor. Once the prescription is written, you will most likely need to pay upfront for services and fill out the VHP Direct Member Reimbursement form within 90 days in order to receive a refund.

We want your next trip to be the vacation of a lifetime, so be sure you know what to do if the unexpected occurs. If you ever need help understanding your prescription benefits, please contact VHP Member Services at 1.888.421.8444 (toll-free) or go to members.navitus.com to log into your Navitus Portal.

Now that you know the do’s and don’ts, you can hit the road with confidence.
Hi Everyone! I’m Beary, one of the friendly local employees at VHP! The last several months I’ve been on an adventure of a lifetime, traveling to many of our great neighborhoods and meeting tons of amazing people. Along the way, I’ve teamed up with Gigante from the San Jose Giants to teach people about the importance of being active, recorded a bunch of videos with Q from the Earthquakes, showing healthy tips to kids and families, and handed out hundreds of my adventure books to all sorts of kiddos at dozens of local events.

And the adventure is just beginning! Over the next few months, me and my other friends at VHP are going to be out in our community even more. As members, I don’t need to tell you about how great it is to be a part of VHP of our family. But, there are a lot of our family, friends and neighbors who need some help. It’s my goal to make sure they personally get invited to join us.

If you are going to be at any of these upcoming events, I’d love for you to stop by to say hi. And if I’m not there personally, my VHP teammates will be there to give you a high-five and answer any questions.

Hope to see you soon.
Your friend,
Beary

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Join VHP at These Community Events

<table>
<thead>
<tr>
<th>Event Name</th>
<th>Date</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Street Jubilee</td>
<td>SEP 21</td>
<td>90 Post Street, San José</td>
<td>6pm - 2am</td>
</tr>
<tr>
<td>Taste of Morgan Hill</td>
<td>SEP 28-29</td>
<td>Historic Downtown Morgan Hill</td>
<td>Sat 10 - 7pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sun 10 - 6pm</td>
</tr>
<tr>
<td>2019 Binational Health Kick-Off Event</td>
<td>OCT 4-5</td>
<td>Eastridge Mall, San José</td>
<td></td>
</tr>
<tr>
<td>Día San José</td>
<td>OCT 19</td>
<td>Plaza de Cesar Chavez Park, San José</td>
<td>11 - 8pm</td>
</tr>
<tr>
<td>Silicon Valley Turkey Trot</td>
<td>NOV 28</td>
<td>Guadalupe River Park in San José</td>
<td>8:30am - Noon</td>
</tr>
<tr>
<td>Christmas in the Park</td>
<td>NOV 29-1</td>
<td>Plaza de Cesar Chavez Park, San José</td>
<td>9am - Midnight</td>
</tr>
<tr>
<td>Lights on Celebration Parade</td>
<td>NOV 30</td>
<td>Historic Downtown Hollister</td>
<td>5:30pm</td>
</tr>
</tbody>
</table>
Working with You to Prevent Type 2 Diabetes

Binge watching TV, grabbing a soda instead of a glass of water, and eating meals from the microwave or the fast food drive-thru. Do these things sound a little too familiar? If so, you could be putting yourself at risk of developing type 2 diabetes.

According to the Center for Disease Control (CDC), diabetes is the seventh leading cause of death in the United States. Today an estimated 84.1 million people are pre-diabetic and at serious risk of developing type 2 diabetes. While many diabetics are able to manage their disease with a strict diet and use of insulin, unmanaged diabetes can have devastating consequences which include: heart disease, stroke, hypertension, loss vision, amputation of toes, feet or legs and even death. That is why VHP has partnered with the Silicon Valley YMCA to offer a free 16-week Diabetes Prevention Program to our members. This CDC nationally recognized program teaches members about healthy nutrition choices, gives exercise tips and comes with a free membership to the Y for up to a year.

Don't let diabetes take control of your life when VHP can help you prevent this life threatening disease. The free 16-week Diabetes Prevention Program is just one more way VHP can be your partner in health.

Take the easy seven question survey to find out if you are eligible. If you score a five or higher, contact the YMCA at ymcadpp@ymcasv.org or 408.351.6484 and tell them you would like to register for the 16-week Diabetes Prevention Program.

If you scored 5 or higher

You are at increased risk for having prediabetes and are at high risk for type 2 diabetes. However, only your doctor can tell for sure if you have type 2 diabetes or prediabetes, a condition in which blood sugar levels are higher than normal but not high enough yet to be diagnosed as type 2 diabetes.

Q.1 How old are you?

| Younger than 40 years (3 points) |  |  |
| 40-49 years (1 point) |  |  |
| 50-59 years (2 points) |  |  |
| 60 years or older (3 points) |  |  |

Q.2 Are you a man or a woman?

| Man (1 point) |  |  |
| Woman (0 points) |  |  |

Q.3 If you are a woman, have you ever been diagnosed with gestational diabetes?

| Yes (1 point) |  |  |
| No (0 points) |  |  |

Q.4 Do you have a mother, father, sister, or brother with diabetes?

| Yes (1 point) |  |  |
| No (0 points) |  |  |

Q.5 Have you ever been diagnosed with high blood pressure?

| Yes (1 point) |  |  |
| No (0 points) |  |  |

Q.6 Are you physically active?

| Yes (0 points) |  |  |
| No (1 point) |  |  |

Q.7 What is your weight category?

(See chart at right)

Write your score in the boxes below

Height | Weight (lbs.)
---|---
4'10" | 119-142 143-190 191+
4'11" | 124-147 148-197 198+
5'0" | 128-152 153-203 204+
5'1" | 132-157 158-210 211+
5'2" | 136-163 164-217 218+
5'3" | 141-168 169-224 225+
5'4" | 145-173 174-231 232+
5'5" | 150-179 180-239 240+
5'6" | 155-185 186-246 247+
5'7" | 159-190 191-254 255+
5'8" | 164-196 197-261 262+
5'9" | 169-202 203-269 270+
5'10" | 174-208 209-277 278+
5'11" | 179-214 215-285 286+
6'0" | 184-220 221-293 294+
6'1" | 189-226 227-301 302+
6'2" | 194-232 233-310 311+
6'3" | 200-239 240-318 319+
6'4" | 205-245 246-327 328+

Total score:

You weigh less than the 1 Point column (3 points)

1 Point 2 Points 3 Points

If you scored 5 or higher

You are at increased risk for having prediabetes and are at high risk for type 2 diabetes. However, only your doctor can tell for sure if you have type 2 diabetes or prediabetes, a condition in which blood sugar levels are higher than normal but not high enough yet to be diagnosed as type 2 diabetes.
More Important News and Information

At VHP we know that life is hectic and keeping up on how to get the most out of your health plan is often the furthest thing from your mind. So, we’ve made it easy. Visit valleyhealthplan.org > Member Materials > Forms & Resources for information about the following important subjects.

- 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
- 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