Turn to www.coventrycareswv.com. From the Member Home Page, click on each section to learn about the following:

- Benefits included and excluded from your coverage
- The prescription drug formulary and pharmacy procedures
- Charges you may be responsible for
- Benefit limits and getting care outside the system or service area
- Language assistance, including interpreter services
- Submitting a claim for covered services
- Finding network providers and information about them
- Getting primary care, including points of access
- Getting specialty, behavioral health or hospital care
- Getting care after office hours
- Getting emergency care and knowing when to call 911
- Filing a complaint, appeal or fair hearing
- Evaluation of new medical technology
- What utilization management (UM) is, how we make decisions and how to contact our UM department
- Our disease management and case management programs
- Member rights and responsibilities
- Our privacy practices
- Our quality and compliance efforts and outcomes, including a description of our quality management program

Need help? Go online

No Internet access? We’re here for you by phone. Call customer service at 1-888-348-2922 (TTY 711) and ask for a paper copy of anything on our website. Customer service can take your call Monday through Friday, 8:30 a.m. to 5 p.m. They can answer any questions you have. If you need language assistance, customer service can help.
Healthy kids

Wellness visits for kids and teens

Kids and teens should have at least one well-child visit each year.

During the visit, the doctor will talk about your child’s height and weight, healthy eating, and staying active. The doctor may also discuss mental health issues like depression and anxiety, and not smoking, drinking or using drugs. Help your child get ready for the appointment by reminding him or her to ask questions and be honest with the doctor.

All parents want to protect their children. One way to do that is to be sure they get their shots. Below is a chart of recommended vaccinations for children and teens.

### Routine vaccines children need

These are general recommendations. Talk with your doctor about what is right for your child.

- **DTaP** = diphtheria, tetanus, pertussis (whooping cough)
- **Flu** = influenza
- **HepA** = hepatitis A
- **HepB** = hepatitis B
- **Hib** = *Haemophilus influenzae* type b
- **HPV** = human papillomavirus
- **IPV** = polio
- **MCV4** = meningococcal
- **MMR** = measles, mumps, rubella
- **PCV13** = pneumococcal
- **PPSV23** = pneumococcal
- **RV** = rotavirus
- **Tdap** = tetanus, diphtheria, pertussis
- **VAR** = varicella (chickenpox)

<table>
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<th>Birth</th>
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<th>Years (YEARS)</th>
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<td>2–3, 4–6, 7–10, 11–12, 13–18</td>
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<tr>
<td></td>
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<td></td>
<td>MCV4 series</td>
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</tbody>
</table>

*Needed in some cases

Updated 2015, with information from the Centers for Disease Control and Prevention
Making sure you get the right care

Our utilization management (UM) program ensures you get the right care when you need it. UM staff can help you and your doctors make decisions about your health care. Our UM program helps make sure you get the right services at the right place. When we make decisions, it’s important for you to remember the following:

- We make UM decisions by looking at your benefits and choosing the most appropriate care and service.
- We don’t reward doctors or other people for denying coverage or care.
- Our employees do not get any incentives to reduce the services you get.

You can speak to a person to ask questions about UM by calling customer service between 8:30 a.m. and 5 p.m., Monday through Friday. If you call after business hours, you can leave a message. We will call you the next business day.

You can also access TTY services or language assistance to talk about UM issues. If a UM employee calls you, they will give you their name and title and say they are calling from CoventryCares.

Just a phone call away. If you think you need help from a nurse, call 1-888-348-2922 and ask to talk to a case manager.

Helping you live well

If you have asthma, diabetes, heart problems or COPD (lung disease), we have help for you. Members with these types of problems are placed in our disease management program. In this program, you may get mailings, reminders and telephone calls from one of our health coaches. Participating in this program is important for your health. If you do not want to be in the program, you can opt out by calling 1-800-579-5755.

We also help our members who have serious or long-term medical needs.

Your feedback helps us improve our quality

CoventryCares of West Virginia works hard to give our members high-quality service. It is important that we measure our performance to make sure that we are meeting your needs. We conduct an annual member satisfaction survey. The survey is called CAHPS. It tells us how you feel about your doctor and your health plan services.

Thank you for your feedback. If you get a survey like this in the future, please take the time to complete it. We will continue to work hard to offer you access to good health care and good customer service.

HEDIS® stands for Healthcare Effectiveness Data and Information Set. HEDIS® is a tool that looks at how well members of the plan complete services for items such as:

- Well-child and adolescent PCP visits
- Shots given on time
- Pregnancy visits
- Dental visits
- Diabetes care

We use the results of the CAHPS survey and our HEDIS® rates to improve care and services for you. To see our 2014 results, go to our website at www.coventrycareswv.com. And click on the "Understanding Your Rights" tab.
Pamper yourself after baby

Go to your postpartum care visit

New babies get oohed and aahed over all the time. New moms deserve some attention too!

Make sure you get the attention you've earned. Take the time to go to your postpartum doctor visit.

It’s your chance to make sure you're healing well. And to ask your doctor questions about your health. This visit should happen about six weeks after your baby is born.

Of course, you can call your doctor anytime. Especially if you have concerns about the way your body changes after your baby is born. It's normal for you to have:

- Fluid come out of your vagina. You’ll need to wear pads for a few weeks.
- Menstrual-like cramps. Ask your doctor if you can take pain medicine.
- Soreness in the area between the vagina and rectum. Use a cold pack or try a warm bath for relief.

Call today to set up your postpartum visit.

Sources: March of Dimes; Office on Women’s Health

Treat yourself! Call 1-888-348-2922 to learn how you can earn a $25 gift card for a postpartum visit.