

Dear Member,

We would like to inform you of some recent and upcoming changes here at Advanced Health.

### TRANSPORTATION CHANGES

Previously, Advanced Health has worked with TransLink to provide free rides (non-emergent medical transportation, or NEMT) for your covered medical services. We are pleased to announce we have partnered with Bay Cities Brokerage (BCB) to provide these services beginning on **September 29, 2017**.

For medical appointments on or after September 29, 2017, please call Bay Cities Brokerage at **1-877-324-8109** at least two days in advance to arrange for rides (even if you have already scheduled a ride with TransLink). Bay Cities Brokerage's call center is available Monday through Friday from 8:00 a.m. to 5:00 p.m. to serve your needs. Please remember that Bay Cities Brokerage only provides **non-emergent** transportation. If you have an emergency **call 9-1-1**



Bay Cities Brokerage will provide the most cost-effective means of transportation given your needs. Based on your situation, this could be via bus (or mass transit), wheelchair van, car, secure transport, or a stretcher car. Depending on your needs, additional services such as mileage reimbursement, meal reimbursement, lodging reimbursement, or a debit card may also be provided. Please note that BCB must approve these services before your medical appointment. Please visit <http://www.bca-ride.com> for more details.

### PRESCRIPTION COVERAGE CHANGES

Starting on **October 1, 2017**, prescriptions for opioid pain medication of more than 60 pills in a 180-day period will need prior approval by Advanced Health. Examples of opioid pain medicines are hydrocodone/acetaminophen, tramadol, morphine, and oxycodone. For many painful conditions (including surgery), most people need only three (3) days of opioid pain medicine.

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It is easy to get addicted to opioids. If you get addicted, you could take too many pills and hurt yourself. This is called *opioid use disorder*. Also, if you keep extra pills, others could take them and get hurt. Many young people who get addicted to opioids got their first pills from a family member or friend who found unused pills in their home.

Even if you take opioids for a short time, you could get hurt. Opioids have a lot of side effects that can be dangerous, like constipation, difficulty breathing, drowsiness, dangerously low blood pressure, and even death. Opioids are now causing more accidental deaths than car accidents. We hope these changes will keep Coos and Curry Counties safe.

Advanced Health offers many other ways to treat pain like acetaminophen, nonsteroidal anti-inflammatories (NSAIDs) like ibuprofen, and some pain medicine that goes on your skin (called *topical pain medication*). Sometimes other types of medicine like gabapentin and antidepressants are helpful for treating pain. Many of our members have found these therapies to work well to treat their pain!

## LOCATION CHANGES

Lastly, we would like to announce that we have moved to a new location. You can find us in our new building located at **289 LaClair Street** in Coos Bay. We are also eager to welcome our new neighbors, Coos Health and Wellness, who will be located right next door at **281 LaClair Street**. Coos Health and Wellness provides behavioral health services to Advanced Health members in Coos County. Their new building is nearly complete and they hope to move in by November of 2017!



Please call our customer service department at 541-269-7400 or toll free at 1-800-264-0014 or come visit us at our new location if you have any questions.

Thank you,

Advanced Health