

NEWSLETTER

NOVEMBER 2022

E-NEWSLETTER FROM THE DESK OF DR. IRIS UDASIN, MEDICAL DIRECTOR



HONORING ALL WHO SERVED

**Veterans
Pay**



WHAT'S INSIDE

- New Pharmacy Info: Express Scripts
- Important WTC Reminders
- NEW: My Chart Patient Portal
- Flu Season & Tips for Staying Safe
- Happy Holidays!



Pharmacy Updates

Express Scripts Pharmacy

The WTC Health Program recently transitioned from Optum and contracted Express Scripts to provide prescription benefits for members with certified WTC-related conditions as the Pharmacy Benefit Manager (PBM).

Express Scripts has approximately 62,000 pharmacies in their national retail pharmacy network including major retail pharmacy chains and independent pharmacies.

Express Scripts provides home delivery and specialty pharmacy options for eligible WTC Health Program members.

You can contact Express Scripts at 1-800-935-7179 with any questions you may have and to request a pharmacy card if you have not received one.



Member Portal

The Express Scripts Member Portal allows you to check your prescriptions status, find your local in-network pharmacies, and track any home deliveries you may have.

Visit the Express Scripts website for the latest news and to register for the Express Scripts Member Portal.

<https://www.express-scripts.com/>

Mobile App

The Express Scripts® mobile app is like a pharmacy in your pocket. You can order refills, make payments, and even set up reminders to take your medication.

Available in the
Apple App Store
and Google Play



If you have WTC-related specialty prescriptions, these will be filled with Accredo. You should have received a letter from Express Scripts with instructions. To fill specialty prescriptions online, track shipments, and access your plan information, visit the Accredo website: <https://www.accredo.com> or call 1-855-540-1780.

The WTC Health Program is aware that some members may be experiencing issues filling their prescriptions and is working to resolve these issues. For your options to get your prescriptions filled, please call Express Scripts at 1-800-935-7179 or contact our clinic at 848-445-0123 (select option 1).

Important Reminders

Annual Monitoring Exams

Have you been putting off your annual monitoring exam? We know life can be busy, but the WTC Health Program encourages you to schedule your exam! Early detection of WTC-related conditions is key to successful treatment. The annual monitoring exam helps ensure that your health is monitored properly over time and that any new conditions are diagnosed early.

Concerned about safety related to the COVID-19 pandemic? The Clinical Centers of Excellence and Nationwide Provider Network have robust safety measures in place for in-person appointments. At our clinic we offer Telehealth visits using video or phone for part or all of your exam to reduce or eliminate time spent at the clinic. We also have many safeguards in place to protect our patients and prevent the spread of infection, including the use of personal protective equipment, equipment sterilization, and vaccination of all staff members against coronavirus.



Follow up with Referrals

After your visit with our doctors, they may choose to refer you to a specialist - for example an ENT, Gastroenterologist, Pulmonologist or Dermatologist.

It's very important for your health that you don't forget to schedule these appointments. This is a huge component for early detection of health concerns and maintenance of your overall health.

Our doctors may choose to order follow up lab work or imaging for you as well. Please ensure a copy of these exams is sent to us so our doctors can review the results with you.

Contact our office at (848)-445-0123 (Select option 1) to schedule your annual monitoring exam today!

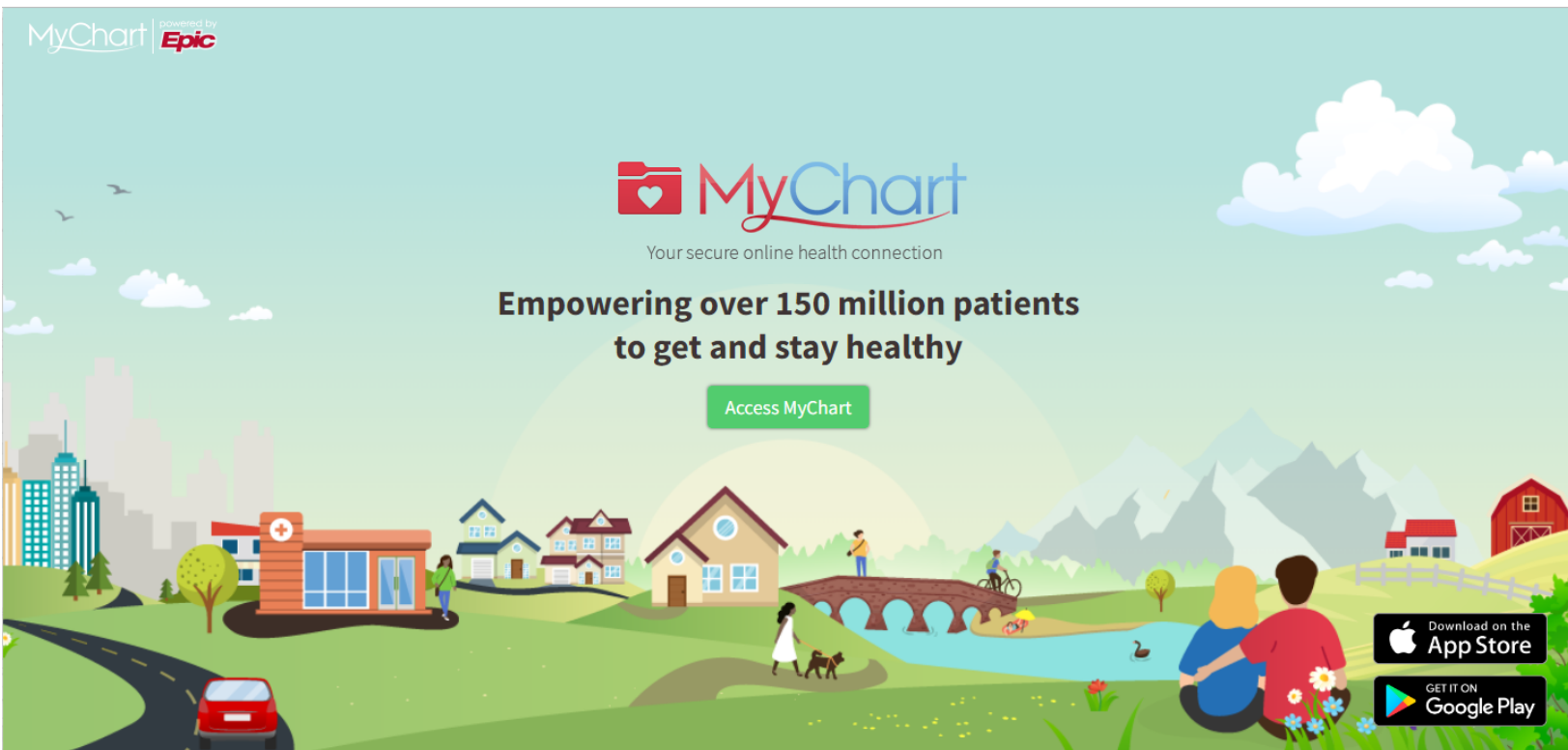
RWJBH My Chart Patient Portal

As part of our transition to EPIC charting system, our patients now have access to an online patient portal called “My Chart.”

My Chart allows you to send messages to your doctor, view your test results, renew your prescriptions, schedule appointments and more! If you have already received your Activation Code, visit:

<https://mychart.rwjbh.org/MyChart/> and follow the instructions to activate your account.

If your Activation Code has expired, or if you did not receive one, call our office at 848-445-0123 (select option 1) and we will send a new one to your email or to your mobile phone. Or send us an email at wtchp-help@eohsi.rutgers.edu and we will help get you started!





Flu Season is Back!

Friendly reminder to get your flu shot if you have not already. If it is convenient for you, we can give you the flu vaccine during your annual monitoring exam. Certified members can also use their WTC Pharmacy Card to receive the flu shot at any in-network pharmacy at no out-of-pocket cost. We do not carry COVID-19 booster shots in our clinic.

Check out the WTC Health Program's Flu Shot Fact Sheet on the next page. (Page 6)

Tips to Help Protect Yourself & Others

Mask up!

When in crowds or when you feel unwell, it doesn't hurt to wear a mask - it can actually help a lot. The flu is spread to others from contact with respiratory droplets expelled from the mouth or nose from coughing or sneezing. Wearing a mask in public can significantly reduce your chances of getting sick this flu season.

When in Doubt, Stay Home

If you're not feeling well, or you think you were exposed to someone with the Flu, stay home from work. The average time it takes to start having symptoms after you are exposed to the Flu is 2 days. Wait it out and see how you feel.

Hand Hygiene

The single most important thing you can do to prevent yourself from getting sick or spreading infection to others. Keep disinfectant hand wipes or hand sanitizer on you when you leave your house. Use it after touching new surfaces, shaking someone's hand, or using door-nobs. Always ensure your hands are washed and clean before touching your face or eating food.



Make sure to like us on Facebook so you can stay up to date with all news pertaining to the Rutgers WTC Health Program Clinical Center of Excellence!

Visit: <https://www.facebook.com/rutgerswtchp>

9.11 World Trade Center Health Program

The World Trade Center (WTC) Health Program provides medical monitoring and treatment of WTC-related health conditions for 9/11 responders and survivors.

Certified Members: How to Get This Year's Flu Vaccine

The WTC Health Program encourages all members to receive the flu vaccine every year.

Each year, research indicates which types of flu (known as strains) will be most common during the upcoming flu season, and a vaccine is developed to protect against those strains.

Why You Should Get a Flu Vaccine

Getting a flu vaccine prevents or reduces the severity of the flu.

The flu vaccine is sometimes not recommended for those with specific health conditions or those receiving certain types of treatment.

Follow the recommendation of your primary care physician or your Program doctor or clinician.



Is There an Out-of-Pocket Cost?

All flu vaccines are covered at no out-of-pocket cost by the WTC Health Program for members with a certified WTC-related health condition at in-network pharmacies.

You do not need a prescription. Simply use your WTC Health Program Express Scripts pharmacy card at any in-network pharmacy.



How to Get Your Flu Vaccine at No Out-Of-Pocket Cost

Members with a certified WTC-related health condition should follow these steps to get a flu vaccine:

- 1. Consider whether you should get the flu vaccine.**
The Centers for Disease Control and Prevention (CDC) recommends that everyone six months of age and older should be vaccinated, especially if you are at risk of developing serious flu complications.*
If you are unsure, talk with your primary care physician or Program doctor or clinician.
- 2. You do not need a prescription.**
Simply use your WTC Health Program Express Scripts pharmacy card at any in-network pharmacy.

Members who are not certified should speak to their primary care physician and use their primary health insurance to receive the flu vaccine.

**For more information
about the flu, and how
to prevent it, visit
www.cdc.gov/flu**

*Source: www.cdc.gov/flu/prevent/whoshouldvax.htm

Learn More About the World Trade Center Health Program: www.cdc.gov/wtc or call 1-888-982-4748



We want to wish you and yours a very

HAPPY
Thanksgiving

and a wonderful holiday season!

