

Magellan of Virginia

Medicaid Member Newsletter

Magellan of Virginia's SafeLink Phone Program

Magellan of Virginia members get a free phone and minutes. Members also get easy access to behavioral health care support as well as health and reminder tips.

The SafeLink phone program provides limited free mobile phone and messaging services. It is a Lifeline program which is a federal benefit that is supported in Virginia by SafeLink Wireless. This special version of the program is for members of Virginia's Medicaid behavioral health program.

What does the program include?

- Free phone services from SafeLink Wireless
- 350 monthly calling minutes
 - Free calls to Magellan of Virginia member services: 1-800-424-4046 - does not count toward monthly limit
 - Free calls to 911 emergency - does not count toward monthly limit
- Unlimited text messages
- Voicemail, caller ID and call waiting
- Free technical support from SafeLink

Who qualifies for the program?

- Virginia Medicaid-eligible adults age 18 and older and
- Magellan of Virginia members. One member per household. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

How does a member enroll in the program?

- Visit www.safelink.com to apply online (this is the fastest way to enroll)
Or
- Fill out the paper application and mail it back.
Or
- Call SafeLink Wireless at 1-877-631-2550.

Whose property is the phone?

The phone belongs to the member.

Where can a member get technical support?

- Call SafeLink wireless: 1-877-631-2550
- Please visit [SafeLink Wireless](http://SafeLinkWireless.com) for more information.

Reminder: Be part of your total healthcare

Your behavioral health provider and primary care doctor should discuss your healthcare together and with you. This helps you get the best treatment. Talk to your providers. Ask them to work together. Your behavioral health and primary care providers can help you sign a release of information form. This means you allow your providers to discuss your care with each other. Always talk about your care with your providers, especially if you are taking medications. Address all parts of your care. This is essential for recovery and wellness.

Do you need help right away?

What is an emergency? This is when a person thinks he or she must act quickly to prevent serious health problems. You may have a mental health or substance abuse emergency. For example, you fear you may hurt yourself. Or you think a family member may harm themselves. Or your family member may harm another person.

In an emergency, you must act quickly:

- **Call 911 at once!** You do not need to call Magellan first. Go to the closest hospital. 911 will help you get transported to a hospital in an emergency. You can use any hospital for emergency care. Even if you are in another city or state.
- Tell the hospital that you are a Magellan member. Ask them to call Magellan at 1-800-424-4046.
- Contact your provider.
- Or, contact Magellan any time, day or night. Call 1-800-424-4046. If you are deaf or have trouble hearing, please call our TDD line. It is 1-800-424-4048. Or call the TTY line at 711. We will help you find the right care.

We Need YOUR Help!

Magellan of Virginia is committed to building a behavioral health system that is focused on recovery, resilience and superior program outcomes. To support our efforts, Magellan established a Governance Board and Quality Improvement Committees to offer community and provider stakeholders a true voice in shaping the vision and planning of the statewide program. Magellan of Virginia invites YOU to help us build a responsive and effective behavioral health system for Medicaid and FAMIS members. We are looking for Virginia residents who are interested in serving!

- **For more information on adding your voice to the Governance Board or Quality Improvement Committees**, please go to [Governance Board Overview](#) OR [QI Committee Descriptions](#)
- Please send your questions to VirginiaGovernanceBoard@MagellanHealth.com

Your Thoughts Matter: Please share your opinions, suggestions and feedback with Magellan of Virginia at VirginiaMemberInfo@MagellanHealth.com

For quality of care concerns, general questions, referrals or comments, please call:
Toll-free: 1-800-424-4046

Why is sleep important?

Sleep and emotional wellness

Everything can seem harder when you are tired. Here are some facts about sleep and emotions.

- If you aren't getting enough sleep, you may be irritable, angry, sad or stressed.
- Lack of sleep can hurt your social relationships.
- You may have a negative reaction to what's happening in your life. You may not be able to cope with challenges.
- Sleep and mood affect each other. Sleep problems may be a sign of depression. Depression can make sleep problems worse.

When you get a good night's sleep, you:

- Have less stress. Without the rest you need, your body is on high alert. This can increase your blood pressure. You may also produce more stress hormones. This can make it harder to fall asleep and recharge.
- Are more alert and active. You have higher levels of energy. It is easier to do complex physical and mental tasks.
- Can avoid depression. Sleep helps control a hormone that affects mood. Lack of sleep may lead to depression. It can cause anxiety and other behavioral health problems too.
- Can control your weight better. Lack of sleep affects hormones that control appetite. This can lead to being overweight.
- Have a healthier heart. Blood pressure and cholesterol levels are higher when you don't get enough sleep. These are risk factors for heart disease and stroke.
- Repair and restore your body. Sleep helps repair cells damaged by stress, fatigue and muscle strain.
- Have a better memory. Deep sleep improves memory. It helps us connect feelings and experiences.

Tips for getting better sleep

If you're having trouble with sleep, try these tips.

- Keep a regular sleep cycle, including weekends.
- Avoid caffeine, alcohol and nicotine four to six hours before bedtime.
- Don't eat large meals within two hours of bedtime.
- Don't exercise within two hours of bedtime. Do exercise earlier in the day. This can help you sleep more soundly.
- Don't use your bedroom to watch TV, pay bills, and check social media or text.
- Avoid napping during the day.
- Do the same things each night to tell your body it's time to wind down. Try a warm bath or reading.
- Avoid looking at the clock.
- If you can't fall asleep within 20 minutes, do a quiet activity somewhere else. Talk to your doctor if you are having problems sleeping.