

2011 - Health Matters Newsletter

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Brand EmblemHealth, GHI ,HIP

Product HMO, PPO, EPO, POS, CHPlus

Overview **On April 7, 2011, the Spring 2011 Health Matters Newsletter was mailed to approximately 165,000 Medicaid members.**

To view a copy of the newsletter, please click [here](#).

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Health Matters Newsletter – Spring 2011

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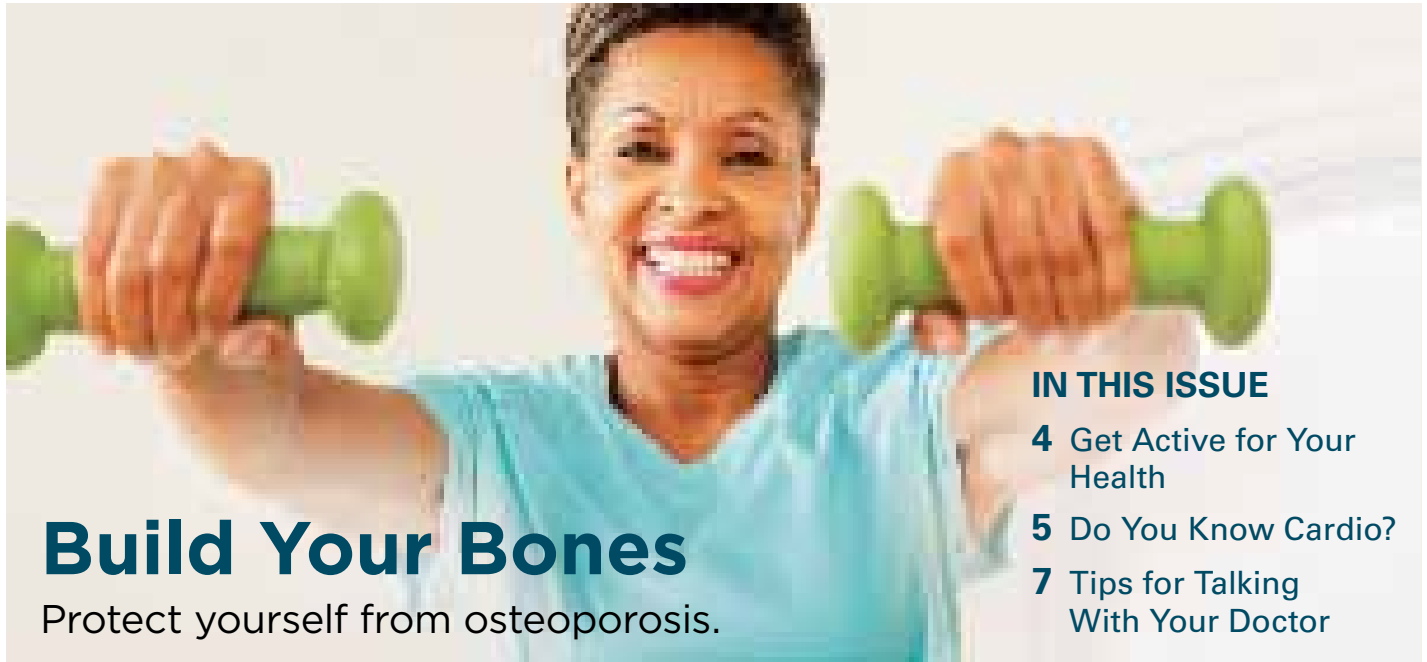
Note: Member Newsletters are now available on the [EmblemHealth website](#).

HEALTH MATTERS

A Newsletter for GHI Medicare PPO and HIP Medicare HMO Members

Spring 2011

LET'S TALK HEALTH CARE



Build Your Bones

Protect yourself from osteoporosis.

IN THIS ISSUE

- 4 Get Active for Your Health
- 5 Do You Know Cardio?
- 7 Tips for Talking With Your Doctor

You can't feel your bones weakening as you age. In fact, a broken bone is often the first sign of osteoporosis. This bone weakening condition, while common, can be avoided.

To reduce its severity, follow these tips from the National Osteoporosis Foundation:

- Exercise regularly.
- Eat a nutritious diet with calcium and vitamin D.
- Don't smoke or drink.

You can get calcium from low-fat milk and cheese, green

vegetables and almonds. Milk and many cereals are fortified with vitamin D. Your skin also produces vitamin D after about 10 minutes in sunlight. Talk to your doctor about supplements, too.

Weight-bearing exercise such as weight lifting, walking, running and dancing may also strengthen your bones.

Smoking and drinking alcohol can weaken your bones. So make bone health another reason to limit drinking and quit smoking for good.

Diagnosis and Treatment

Your doctor looks at your medical history and lab tests to diagnose osteoporosis. A bone density test (a special X-ray of your hip and spine) estimates bone strength and indicates how likely you are to break a bone.

If you are diagnosed with osteoporosis, make a treatment plan with your doctor. Some medications help prevent broken bones. Improving your balance and taking action to prevent falls also helps.

THE DOCTOR WILL SEE YOU NOW

Doctors must provide you with urgent and routine care in a timely manner.

Your doctor should see you within these time frames when you call for an appointment.

- **URGENT CARE:**
24 hours
- **NON-URGENT SICK VISITS:** between 48 and 72 hours
- **ROUTINE CARE:**
four weeks
- **ROUTINE MENTAL HEALTH CARE OR DRUG ABUSE CONCERNS:** five business days

Dispose of Medications **SAFELY**

Have you checked the dates on your medicines lately? Chances are, you have expired cough medicine or prescription pills you no longer need. It's tempting to simply toss these in the trash, but there's a better way to get rid of medication. Follow these drug disposal guidelines from the Food and Drug Administration (FDA), instead.

Read and follow the disposal instructions on the prescription label. Do not flush prescription medicine down the toilet unless the label specifically says to do this. If there are no instructions, take these steps before putting medication in the trash and remove it from your home right away.

- Take the medicine out of the original container.
- Place medicine in a sealable bag or can and mix the medicine with an unappealing substance, such as dirt, cat litter or coffee grounds.



SAVE MONEY With Online Coupons

Your plan offers coupons for leading brand products and services that can help you and your family save money and stay healthy. The coupons may be used at supermarkets, drugstores and other retailers nationwide.

- ▶ Go to your plan's Web site (shown on the back page), log in and click on the coupon icon on the left side of the page. Check back often because new coupons are posted regularly. You may also call Customer Service to ask for these coupons.

Health Matters is published by EmblemHealth to inform members of current health issues and improve the use of services. This publication should not replace the care and advice of your doctor. Always talk to your doctor about your personal health needs. The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the EmblemHealth grievance process.

Spotlighting Our Shining Stars

Congratulations and thank you **Faye McDew** from Queens-Long Island Medical Group in North Babylon and **Marlene McIntyre** from the Cambria Heights Medical Group for the exceptional service you provide to our members. Here are comments from letters sent to us about Ms. McDew and Ms. McIntyre:

S.D. of Dix Hills, New York, writes: “Faye treats everyone with empathy. She patiently works with each person as if they are her only patient. Faye takes the time to make each of us feel special and important. She understands the pain we as patients endure and tries to make each visit a happy and rewarding time. This is why she is a Shining Star!”

S.M. of Queens Village, New York, writes: “I would like to commend Marlene for her outstanding ability, understanding and accuracy. She patiently and painlessly assists the patients who come to the office. Marlene has great skills in drawing blood. She always puts you at ease in a stressful situation. For this reason, I would like to see Marlene made a Shining Star.”

To recognize these Shining Stars for their caring and superior service, they have each been awarded a \$100 gift card.



Tell Us About Your Shining Star

Is there a staff member in your GHI or HIP network doctor's office whom you'd like to acknowledge? Let us know! Mail your thoughts to:

EmblemHealth
Attn: John McConnell
55 Water Street, Sixth Floor
New York, NY 10041-8190

Or e-mail providercomm@emblemhealth.com. Include your name, member ID number, address and daytime phone number. Your letter may be edited for clarity.



ARE YOU
READY
TO **QUIT**
SMOKING?

Our Tobacco-Free PATH program is available to you at no cost. To join, call **1-866-611-7848**, TDD **1-877-777-6534**, 24/7. GHI NYC Medicare members should call the New York State Quitline at **1-866-NY-QUITS** (1-866-697-8487). If you live outside New York State, call the National Quitline at **1-800-QUIT-NOW** (1-800-784-8669).

* YOUR HEALTH ROUTINE

Seeing your doctor regularly is a must for overall health. Your annual wellness exam is the time to ask your doctor any health questions. You should even feel comfortable discussing substance abuse, depression, smoking and sexual issues with your doctor.

During your wellness exam, your doctor will:

- Measure your height and weight.
- Take your blood pressure.
- Look at your skin.
- Ask about your diet and exercise routine.
- Discuss your risk factors for certain types of cancer, and possibly recommend screenings.

During this exam, you may also receive simple screenings or shots — such as the annual flu vaccine. You'll also get the pneumonia vaccine every five or ten years starting at age 65, and the shingles vaccine once after age 60. And you'll continue colon cancer, breast cancer, prostate and cervical cancer screenings on the schedule your doctor recommends.

Get ACTIVE For Your HEALTH

Exercise is good for you! OK, that's not news. What is noteworthy, though, are the different ways to get moving and stay active at any age. Before starting any exercise program, check with your doctor.

There are four basic types of exercise: endurance, strength, balance and flexibility.

Endurance exercises

increase your heart rate and breathing for an extended period of time. Walking, jogging, dancing, swimming, tennis and even raking and sweeping are all examples. Start slowly with 5 to 10 minutes of sustained endurance exercise daily. Over time, build up to 30 minutes a day on most days of the week.

Strength exercises build muscle and protect your bones. You can accomplish a lot by using hand weights in a seated position. Start with lighter weights and add more resistance over time. If you can't lift the weight eight times, then it's too heavy and could cause injury.



Balance exercises help prevent falls that could break bones or limit your independence. For balance postures, all you need is a chair to brace yourself. Focus on your lower body and core by shifting your weight from one leg to the other or raising one leg at a time.

Flexibility exercises give you more freedom of movement in your workout and daily life. Stretch your arms, legs, neck and shoulders for 10 to 30 seconds each. Try to reach farther, but not so far that it hurts — and don't bounce.

Stay with a well-rounded exercise routine and you'll notice that everyday tasks — like lifting groceries or playing with the grandkids — become easier. Talk to your doctor before you get moving.

Do You Know Cardio?



The human heart beats about 100,000 times a day and 35 million times a year. While your heart never takes a break, you can make its work easier by preventing and treating heart disease.

There are seven ways to improve heart health on an everyday basis, according to the American Heart Association (AHA).

- 1 Get moving.** Exercising for just 30 minutes a day reduces your heart disease risk. The AHA recommends at least 150 minutes of moderate exercise or 75 minutes of vigorous exercise a week.
- 2 Control cholesterol.** A total cholesterol level higher than 200 mg/dL means it's time to take action.
- 3 Eat better.** Be sure to eat nutrient-rich foods like vegetables, fruits, whole-grain products and lean protein. Steer clear of fatty and salty foods. Try to eat less than 300 milligrams of cholesterol a day, and control your calories too.
- 4 Manage blood pressure.** Have your blood pressure checked regularly. If you have high blood pressure, manage it with your doctor's help.
- 5 Lose weight.** If you're overweight, you're at higher risk for heart problems and diabetes. Ask for your doctor's guidance and your loved ones' support.
- 6 Reduce blood sugar.** If you're a diabetic, work closely with your doctor to manage blood sugar through medication and diet.
- 7 Stop smoking.** Talk to your doctor about a quit plan today.

If your contributing factors turn into heart disease, your doctor will likely prescribe medication to address high cholesterol, diabetes complications or a genetic cause. Your doctor may also monitor your heart using a chest X-ray, stress test, echocardiogram, CT heart scan or other screening test.

Heart disease is a manageable condition. Whatever your diagnosis, there's always time to do right by your heart.

BLOOD PRESSURE BASICS

High blood pressure increases your risk for heart attack, stroke, and kidney, eye and other problems. You may not know you have it until a serious health problem arises.

Most people over age 65 have high blood pressure, the American Geriatrics Society says, because blood vessels stiffen over time. That's why regular screening is vital.

Get screened at each doctor's visit, and use a blood pressure cuff to track your pressure at home. If it is 140/90 or higher on two occasions, the doctor will suggest a plan to lower it. The plan might include medication, diet and exercise. Stick to it to realize results.

Isolated systolic hypertension is the most common form of high blood pressure in older people. It means that the first number (systolic) is over 140, but the second number (diastolic) is under 90.

The National Institutes of Health says you can lower your risk by:

- Limiting salt in your diet.
- Exercising regularly.
- Eating nutritious foods.
- Drinking less alcohol.
- Not smoking.
- Managing stress.



New Plan Offers Much-Needed Assistance for Uninsured Baby Boomers

Baby Boomers (people aged 50 to 64) benefit the most from the new health reform law. One new report, *Realizing Health Reform's Potential: Adults Aged 50–64 and the Affordable Care Act of 2010*, notes that nearly two-thirds of Boomers have a diagnosed medical condition. Thanks to reform, there is a new affordable health plan that can help. Our New York Bridge Plan is specifically for New Yorkers who are legal U.S. residents, have a medical condition and have been uninsured for at least six months. It's a great way to get benefits at a time when they are most needed. To find out more, call **1-877-444-9622** or visit **www.nybridgeplan.com**.

Breast Reconstruction Surgery Benefits

The Women's Health and Cancer Rights Act of 1998 requires health plans to cover breast reconstruction following a mastectomy and provide plan participants with a notice of this coverage each year. We understand that there are many important decisions to consider before undergoing reconstructive breast surgery. That's why we want to make sure you're fully aware of your benefits.

If a covered member has a mastectomy, lymph node dissection or lumpectomy and decides, after consulting with his or her doctor, to have reconstructive surgery, covered services would include:

- Reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical appearance.
- Prostheses.
- Treatment of physical complications at any stage of the mastectomy, including lymphedema care.

Please be aware that this coverage is only for members diagnosed with breast cancer. The benefits do not apply to elective cosmetic surgery, which is not covered.

As with your other surgical benefits, this coverage may be subject to a copay or an annual deductible, if your contract requires them. Please refer to your Member Handbook, contract or certificate of coverage for details.

If you have any questions about this or any of your other benefits, please call the customer service phone number or visit our Web site, listed on the back page.

STAY ON TOP OF SCREENINGS

Are you due for a cancer screening? Keep in mind that early detection of colon, cervical and breast cancer leads to more effective, and often more successful, treatment.

Men and women aged 50 or older should be screened for colon cancer. Screening methods include colonoscopy, fecal occult blood test and sigmoidoscopy. Ask your doctor about the best screening method for you.

Women aged 40 and older should have a mammogram every one to two years, according to the National Cancer Institute. Women may also need a Pap test to detect cervical cancer about every three years. **Note:** Women do not need a referral to visit an OB/GYN.

Quick Tips for Talking With Your Doctor



Stay healthy by being on top of your health. Here are tips to help you partner with your doctor and improve your health care.

Give Information — Don't Wait to Be Asked!

- You know important things about your symptoms and your health history. Share them with your doctor.
- It's important to tell your doctor personal information — even if it makes you feel uneasy.
- Bring a “health history” list with you, and keep it up to date. You might want to make a copy of it for each member of your family.
- Always bring any medicines you are taking, or a list of those medicines (include when and how often you take them) and what strength. Talk about any allergies or reactions you have had to your medicines.
- Tell your doctor about all products you use, including over-the-counter, herbal and alternative medicines or treatments you receive.
- Bring other medical information, such as X-ray films, test results and medical records.

Get Information

- Ask questions.
- Write a list of questions before your visit. List the most impor-

tant ones first to make sure you ask them and get answers.

- Bring someone along to help you ask questions. This person can help you understand and/or remember the answers.
- Take notes.
- Let your doctor know if you need more time. If there is not enough time that day, perhaps you can speak to a nurse or physician assistant on staff. Or ask if you can call later to speak with someone.

Take Information Home

- Ask for written instructions.
- Your doctor also may have brochures, audiotapes and videotapes that can help you.

Once You Leave the Doctor's Office, Follow Up

Call if you:

- Have questions.
- Feel worse, or if you have problems with your medicine.
- Had tests and do not hear from your doctor. Ask for your test results.
- Need to make appointments at the lab or other offices to have tests.
- Were told by your doctor to see a specialist. Make an appointment.

* SPECIAL APPOINTMENTS

Your primary doctor may give you some general dental and vision tips. However, see your eye doctor and dentist for specific care.

Continue regular cleanings at your dentist's office once or twice a year. That's also the time to bring up any problems with tooth and gum sensitivity, loose teeth or denture comfort.

See your eye doctor every year, or more often if you have diabetes. Your doctor looks for signs of glaucoma, cataracts, age-related macular degeneration and other conditions. Discuss any vision changes you've noticed at this appointment.

HEALTH MATTERS

A Newsletter for HIP Medicaid and Family Health Plus Members
Boletín para los miembros de HIP Medicaid y Family Health Plus

Spring 2011
Primavera 2011

LET'S TALK HEALTH CARE / HABLEMOS SOBRE LA ATENCIÓN MÉDICA

Keep Asthma Under Control

Know about allergies.



Are you coughing and sneezing? You might have spring allergies, like millions of people do. These allergies can make asthma worse.

Allergies cause about 60 percent of asthma attacks. It's important to know your allergy and asthma triggers so you can avoid problems. Some triggers in the spring are pollen, mold and grass.

Keep your asthma under control. Most people with asthma can learn to manage their condition. HIP can help. Eligible members diagnosed with asthma can join our Better Breathing PATH program. To find out more, call **1-888-881-3112**.

Take asthma medicines as prescribed. If your asthma doesn't

get better, talk to your doctor about adjusting medication.

One of the best ways to control your asthma is to take the right medicine at the right time. For most people, long-acting "controller" medicine works best to manage asthma symptoms.

Also, develop an asthma action plan with your doctor. This plan has three zones — green, yellow and red. Green means everything is fine. Yellow shows asthma is getting worse. Red means get medical help right away. Your doctor helps you write this action plan. It will be based on your medicine and triggers. Ask your doctor for more advice about controlling your asthma this spring.

HOW TO CONTACT US

Customer Service
1-800-447-8255

Quit Smoking
1-866-NY-QUITS
(1-866-697-8487)

Healthy Beginnings PATH
1-888-366-2229

Lab Services
Quest Diagnostics
Appointments:
1-888-277-8772

Mental Health &
Substance Abuse
1-888-447-2526

Suspect Insurance Fraud?
Call 1-888-4KO-Fraud

Web Resources
www.hipusa.com
www.questdiagnostics.com
www.emblemhealth.com/reform





The Doctor Will See You Now

Doctors must provide you with urgent and routine care in a timely manner. Your doctor should see you within these time frames when you call for a visit.

- **URGENT CARE:**
24 hours
- **NON-URGENT SICK VISITS:** between 48 and 72 hours
- **ROUTINE CARE:**
four weeks



Get Rid of Medication Safely

Are you holding on to old cough medicine or an old bottle of prescription pills? Get rid of them safely. Follow these tips from the Food and Drug Administration (FDA).

- Follow the disposal instructions on the package.
- Do not flush medicine down the toilet unless the package says to do this.
- If there are no instructions,

take the medicine out of the package. Put the medicine in a sealable bag or can and mix it with dirt, cat litter or coffee grounds. Then put it in the trash.

- Take the trash out right away.
- These steps help protect your children and pets from eating the medicine and getting sick.

Keep Your HEALTH PLAN COVERAGE

To keep your HIP coverage, you must have an active Medicaid or Family Health Plus case. When you receive a renewal notice from your Local Department of Social Services (LDSS), you must renew your eligibility. This means you have to show proof that you still meet the requirements for Medicaid or

Family Health Plus benefits. The renewal notice will tell you what to do next.

If you are given an appointment date, arrive at the scheduled time and bring all your required documents. If you are asked to mail your renewal documents, all required proof should be mailed as soon as

possible so the LDSS receives it before the deadline.

If you complete this process on time, you will retain your eligibility without a break in coverage. If you have questions about this process, call the number listed in your renewal booklet or on the back of your ID card.

HELP for Members With HIV/AIDS

Living with HIV/AIDS? Want to learn more about your illness or find the best treatments? Need help keeping your doctor visits and taking your medicines? Our HIP HIV/AIDS Case Management Program can help you.

HIV/AIDS Case Management Program

HIP case managers help members with HIV/AIDS get the most out of their benefits. Members learn about the disease and their treatment choices. Case managers work with members, their families, PCPs and their other doctors to make a personal treatment plan. They may also help with work, home life, legal and money issues, and mental health concerns.

In addition, case managers work with PCPs to help members get:

- Referrals to specialty centers when they need long-term special medical or out-of-network care.
- Continued care from out-of-network doctors when new members transition to an HIP network doctor.

Member Training

Members get ongoing training to help them make good choices, such as:

- Access to anonymous and/or rapid testing for sexual partners.
- How the law guards their protected health information (PHI).
- Needed precautions.
- Proper use of medicines, including dosage and side effects.

Specialists as PCPs

Members with HIV/AIDS can have a specialist with skills in treating HIV/

AIDS be their PCP and provide their primary and specialty care.

Standing Referrals

Case managers can arrange for standing referrals, so members can see specialists on an ongoing basis. Members can see the specialist for a set number of visits or during a set period of time without getting a referral for each visit.

Community Resources

When members need services that are not covered by HIP, case managers arrange for members to get these services in their community or through other resources. This information is shared with PCPs so that care is coordinated.

Designated AIDS Centers (DACs)

DACs are hospitals with units that offer a full range of expert care for HIV/AIDS patients. They are certified by the Department of Health and reviewed for the highest quality care. Based on a member's needs, HIP may approve placement in a DAC. HIP case managers stay involved to help and to make sure that the DAC is meeting all member needs. Often the specialist at the DAC will become the member's PCP. If not, the HIP case manager will keep on coordinating care with the existing PCP.



CONTACT US

To learn more about our case management program, call **1-800-447-0768**, Monday to Friday, from 9 am to 5 pm.



Are You Ready to QUIT SMOKING?

When you're ready to stop smoking cigarettes, people are ready to help you. Call the New York State Smokers' Quitline at **1-866-697-8487** or visit www.nysmokefree.com. You'll get tips and links to support groups, and other tools for quitting. Your doctor can help, too. Talk with your doctor about a quitting plan. It's never too late to stop smoking.

10 TIPS to Prevent Accidents

You have the power to prevent accidents. Keep safety in mind, whether in your home or on the road. Set a good example for your loved ones! Follow these 10 tips every day to protect yourself and your family.



playing or taking a bath. Also, install window guards to keep kids from falling out of windows.

- 1 Keep stairs free of clutter.** Make sure stairways are well lit. Use safety gates at the top and bottom of stairs if you have small children in your home.
- 2 Avoid using small rugs.** They are easy to trip on. Use larger rugs or keep floors clear, instead. Install non-slip mats in the bathroom and put grab bars in the shower.
- 3 Keep medicine, cleaners and beauty products in their original containers and away from children.**
- 4 Install a smoke alarm and carbon monoxide detector on every floor of your home and in each bedroom.** Test them once a year to be sure they work. Hold fire drills with your family.
- 5 Stay by the stove when you're cooking.** Be careful when frying food.
- 6 Keep your hot water at 120 degrees F to prevent burns.**
- 7 Don't leave small children unattended.** Watch them carefully when they are
- 8 Make sure everyone in your car wears a seat belt and test the car seats.**
- 9 Stay focused when driving.** Don't talk or text on your cell phone.
- 10 Call 911 if someone needs emergency medical attention.**



Get Your Shots

Children under age 2 need many shots, called vaccines, to keep them well. Did you know that pre-teens and young adults need vaccines, too? By age 12, your child should receive these three vaccines:

- ✓ **Tetanus-diphtheria-acellular pertussis (Tdap)**
- ✓ **Meningococcal (MCV4)**
- ✓ **Human papillomavirus (HPV) series**

Older children should get the following vaccinations if they did not receive all recommended doses when younger:

- ✓ **Hepatitis B series**
- ✓ **Polio series**
- ✓ **Measles-mumps-rubella (MMR) series**
- ✓ **Varicella (chickenpox) series**

✦ Talk to your child's PCP about these and other shots your child may need.

Adopt a Good Health Routine

Work and family may keep you busy. It's also important to pay attention to your health. Follow these tips to stay strong and healthy.

WELLNESS VISIT

Visit your primary doctor at least once a year for a wellness exam, even if you feel fine. Ask the doctor health questions. Tell the doctor about any changes in your lifestyle. Also tell the doctor if there is a change in health for one of your parents, brothers, sisters or children.

Your doctor will:

- Measure your height and weight.
- Take your blood pressure.
- Look at your skin.
- Ask what you eat and if you exercise.
- Talk about your risks for cancer.
- Give routine shots, like your yearly flu shot.

Also, talk to your doctor about giving up smoking or drugs, losing weight, depression and sexual matters. Your doctor is there to help.

VISION SCREENING

Have your eyes checked each year. If you have diabetes, problems seeing or you are an African-American over age 40, you may need to see the eye doctor more often. Your eye doctor will test how well your eyes focus

and how clearly you can see. If needed, you'll get a prescription for eyeglasses.

DENTAL SCREENING

Children: should have their first dental exam around the time their first tooth appears and no later than twelve months of age. Routine exams should be every 6 months or as determined by your child's dentist.

Pregnant women: should see a dentist at least once during pregnancy. Necessary treatment can be provided throughout pregnancy.

Adults: should have a dental home and see the dentist as often as the dentist recommends.

Use of fluoridated toothpaste for children under age 2: Parents should use a soft bristled toothbrush and water to clean the teeth of children younger than age 2. Only children at high risk for dental cavities should be using a smear of fluoridated toothpaste before age 2. Parents should speak with a dentist before using fluoridated toothpaste.

Use of fluoridated toothpaste for children age 2 or older: A pea-sized amount of fluoridated toothpaste should be used to brush the teeth of children aged 2 and older. Children should spit out any extra toothpaste instead of rinsing their mouth with water.

Stay on Top of SCREENINGS

Is it time to have a cancer screening? Remember that finding colon, cervical and breast cancer early means that treatment can start sooner.

MEN AND WOMEN AGED 50 OR OLDER should be tested for colon cancer. Ask your doctor about your cancer risk and the best test for you. Your doctor may suggest a colonoscopy, a fecal occult blood test (stool sample) or a sigmoidoscopy.

WOMEN AGED 40 AND OLDER should have a mammogram to find breast cancer every one to two years, according to the National Cancer Institute. Women also need a Pap test to find cervical cancer every one to three years. **Note:** Women do not need a referral to visit an OB/GYN for these tests, so make an appointment for your yearly visit today.

Have a HEALTHY HEART



Your heart never takes a break. But you can make it easier for your heart to work. The American Heart Association says these seven steps can help you strengthen your heart.

- 1. Get moving.** Exercise for 30 minutes, five days a week. Speak with your doctor, first.
- 2. Control cholesterol.** If your doctor tells you your total cholesterol is more than 200 mg/dL, you should ask how to lower it.
- 3. Eat better.** Eat vegetables, fruits, whole-grain products, beans and lean meat. Avoid fatty and salty foods. Only eat when you are hungry and stop when you are full.
- 4. Watch your blood pressure.** Have your

blood pressure checked every time you see the doctor. If you have high blood pressure, ask your doctor for help bringing it down.

- 5. Lose weight.** Too much weight hurts your heart. Ask for your doctor's help to reach a healthy weight.
- 6. Reduce blood sugar.** If you have diabetes, follow your doctor's instructions about diet and medications.
- 7. Stop smoking.** Talk to your doctor about how to quit today.

If you already have heart disease, follow your doctor's directions to stay healthy. You may have to take medicine or have tests often.

Breast Cancer and Reconstruction Surgery

The Women's Health and Cancer Rights Act of 1998 requires health plans to cover breast reconstruction following a mastectomy, and to provide plan participants with a notice of this coverage each year.

We understand that there are many important decisions to consider before undergoing reconstructive breast surgery. That's why we want to make sure you're fully aware of your benefits.

If you have had a mastectomy,

lymph node dissection or lumpectomy and decide, after consulting with your doctor, to have reconstructive surgery, covered services would include:

- Reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical appearance.
- Prostheses.
- Treatment of physical complications at any stage of

the mastectomy, including lymphedema care.

Again, please be aware that you will be covered for reconstructive surgery only if you have been diagnosed with breast cancer. The benefits do not apply to elective cosmetic surgery, which is not covered.

If you have breast cancer and have questions about reconstructive surgery, you may speak with a case manager at **1-800-447-0768**.

Cáncer de mama y cirugía reconstructiva.

La Ley de derechos sobre la salud y el cáncer de la mujer de 1998 requiere que los planes de salud cubran la reconstrucción de los senos después de una mastectomía y que brinden a los participantes en el plan un aviso de esta cobertura cada año.

Sabemos que hay muchas decisiones importantes para considerar antes de realizarse una cirugía reconstructiva de los senos. Es por eso que queremos estar seguros de que usted conoce sus beneficios en su totalidad.

Si ha tenido una mastectomía, disección de ganglio linfático o lumpectomía, y decide después de consultar con su médico, tener una cirugía reconstructiva, los servicios cubiertos incluirán:

- Reconstrucción del seno en el que se realizó la mastectomía.
- Cirugía y reconstrucción del otro seno para dar una apariencia simétrica.
- Prótesis.
- Tratamiento de las complicaciones físicas en cualquier

etapa de la mastectomía, incluyendo la atención de los linfedemas.

Nuevamente, por favor tenga en cuenta que estará cubierta para una cirugía reconstructiva sólo si ha sido diagnosticada con cáncer. Los beneficios no se aplican a cirugía cosmética electiva, que no está cubierta.

Si tiene cáncer de mama y tiene consultas sobre la cirugía reconstructiva, usted puede hablar con un administrador de casos al **1-800-447-0768**.

Tenga un **CORAZÓN SALUDABLE**

Su corazón nunca descansa. Pero usted puede hacer más fácil el trabajo de su corazón. La American Heart Association (La Asociación estadounidense del corazón) indica que estos 7 pasos pueden ayudar a fortalecer su corazón.

- 1. Póngase en movimiento.** Ejercítese por 30 minutos, 5 días a la semana. Hable primero con su médico.
- 2. Controle su colesterol.** Si su médico le dice que su colesterol total es más de 200mg/dL, deberá preguntarle como disminuirlo.
- 3. Coma mejor.** Coma vegetales, frutas, productos integrales, frijoles y carne magra. Evite comidas grasosas y saladas. Coma sólo cuando tenga hambre y deténgase cuando esté lleno.

- 4. Observe su presión arterial.** Haga que revisen su presión arterial. Si tiene una presión arterial alta, pida ayuda a su médico para disminuirla.
- 5. Pierda peso.** Demasiado peso puede dañar su corazón. Pida ayuda a su médico para alcanzar un peso saludable.
- 6. Reduzca el azúcar en la sangre.** Si tiene diabetes, siga las instrucciones de su médico sobre la dieta y los medicamentos.
- 7. Deje de fumar.** Hable con su médico sobre cómo dejar de fumar hoy.

Si ya sufre de una enfermedad del corazón, siga las indicaciones de su médico para mantenerse sano. Podría tener que tomar medicamentos o realizarse exámenes con frecuencia.

Adopte una buena rutina de salud

El trabajo y la familia lo pueden mantener ocupado. También es importante prestarle atención a su salud. Siga estos consejos para mantenerse fuerte y sano.

VISITA DE RUTINA

Visite a su médico de atención primaria al menos una vez al año para un examen de rutina, incluso si se siente bien. Pregunte al médico sobre su salud. Converse con el médico sobre algún cambio en su estilo de vida. También dígame si existe algún cambio en la salud de algunos de sus padres, hermanos, hermanas o hijos.

Su médico podrá:

- Medir su estatura y peso.
- Tomarle la presión arterial.
- Observar su piel.
- Preguntarle acerca de lo que come y si hace ejercicio.
- Hablarle sobre sus riesgos de cáncer.
- Aplicarle vacunas de rutina, como su vacuna anual contra la gripe.

También, hable con su médico sobre dejar de fumar o dejar las drogas, pérdida de peso, depresión o problemas sexuales. Recuerde, su médico está allí para ayudarlo.

EXAMEN DE LA VISIÓN

Haga que examinen sus ojos una vez al año. Si tiene diabetes, problemas de visión o si es afroamericano de más de 40 años de edad, es posible que necesite ver al oftalmólogo más seguido. Su oftalmólogo examinará cuán bien

se enfocan sus ojos y cuán claro puede ver. Si es necesario, se le brindará una receta para anteojos.

EXAMEN DENTAL

Niños: deben tener su primer examen dental aproximadamente cuando les salga su primer diente y antes de cumplir 12 meses de edad. Los exámenes rutinarios deben hacerse cada 6 meses o como lo determine el dentista de su hijo.

Mujeres embarazadas: deben ver a un dentista al menos una vez durante su embarazo. El tratamiento necesario puede ser proporcionado a lo largo del embarazo.

Adultos: deben contar con un centro odontológico designado y ver al dentista con la frecuencia que él recomiende.

Uso de la pasta dental fluorizada para niños menores de 2 años: Los padres deben usar un cepillo dental con cerdas suaves y agua para limpiar los dientes de su hijo menor de 2 años. Sólo los niños con alto riesgo de caries deben usar una pizca de pasta dental fluorizada antes de los 2 años. Los padres deben hablar con un dentista antes de usar pasta dental fluorizada.

Uso de la pasta dental fluorizada para niños de 2 años o más: Se debe de usar una cantidad mínima de pasta dental fluorizada para cepillar los dientes de niños de 2 años o más. Los niños deben de escupir la pasta dental sobrante en vez de enjuagar su boca con agua.

Manténgase al tanto de las PRUEBAS

¿Es hora de tener una prueba para detección de cáncer? Recuerde que detectar cáncer de colon, cáncer cervical y cáncer de mama de manera temprana significa que el tratamiento puede comenzar más pronto.

LOS HOMBRES Y MUJERES DE 50 AÑOS O MÁS deben ser examinados para detectar cáncer de colon. Pregúntele a su médico acerca de los riesgos del cáncer y cuál es el mejor examen para usted. Su médico puede sugerir una colonoscopia, una prueba de sangre oculta en heces (muestra de deposición) o una sigmoidoscopia.

MUJERES DE 40 AÑOS O MÁS deben realizarse una mamografía para detectar cáncer de mama cada uno o dos años, de acuerdo al Instituto Nacional de Cáncer. Las mujeres también necesitan un examen de papanicolaou para detectar cáncer cervical cada uno o tres años. Nota: Las mujeres no necesitan una derivación para ir al ginecólogo por estos exámenes, así que haga una cita para su visita anual hoy.

10 CONSEJOS para prevenir accidentes

Usted tiene el poder para prevenir accidentes. Tenga presente la seguridad, ya sea en casa o cuando este viajando. ¡Sea un buen ejemplo para sus seres queridos! Siga estos 10 consejos a diario para protegerse y proteger a su familia.

- 1 Manenga las escaleras libres de cosas.** Asegúrese de que las escaleras estén bien iluminadas. Use rejas de seguridad en la parte de arriba y de abajo de la escalera si tiene niños pequeños en casa.
- 2 Evite el uso de alfombras pequeñas.** Es fácil tropezarse con ellas. En su lugar use de alfombras más grandes o mantenga los pisos libres de obstáculos. Instale tapetes antideslizantes en el baño y coloque barras de soporte en la ducha.
- 3 Mantenga medicinas, limpiadores y productos de belleza en sus envases originales y fuera del alcance de los niños.**
- 4 Instale una alarma de humo y un detector de monóxido de carbono en cada piso de su casa y en cada habitación.** Pruébelos una vez al año para asegurarse que funcionen. Haga simulacros contra incendios con su familia.
- 5 Permanezca cerca de la estufa cuando esté cocinando.** Tenga cuidado al freír alimentos.
- 6 Mantenga el agua caliente a 120 grados F (48.8 C) para prevenir quemaduras.**
- 7 No deje a los niños pequeños sin atención.** Obsérvelos cuidadosamente cuando estén jugando o tomando un baño. Además, instale protección en las ventanas para evitar que los niños se caigan de ventanas abiertas.
- 8 Asegúrese que todos en su auto utilicen el cinturón de seguridad y pruebe los asientos del auto.**
- 9 Manténgase concentrado cuando conduzca.** No hable o envíe mensajes de texto por teléfono celular.
- 10 Llame al 911 si alguien necesita atención médica de emergencia.**



Obtenga sus inyecciones.

Los niños menores de 2 AÑOS necesitan muchas inyecciones, llamadas vacunas, para mantenerse sanos. ¿Sabía usted que los pre-adolescentes y adultos jóvenes también necesitan vacunas? Para cuando tenga 12 años, su hijo debe haber recibido 3 vacunas:

- ✓ **Tétanos, difteria, pertussis (Tdap)**
- ✓ **Meningocócica (MCV4)**
- ✓ **Serie del virus Papiloma Humano (HPV)**

Los niños mayores deben tener las siguientes vacunas si no recibieron las dosis recomendadas cuando eran más pequeños:

- ✓ **Serie de hepatitis B**
- ✓ **Serie de polio**
- ✓ **Serie de sarampión, rubéola y paperas (MMR)**
- ✓ **Serie de varicela (viruela)**

✳ Hable con el PCP de su hijo acerca de éstas y otras vacunas que su hijo pueda necesitar.

AYUDA a los miembros con VIH/SIDA

¿Vive con VIH/SIDA? ¿Quiere aprender más acerca de su enfermedad o encontrar mejores tratamientos? ¿Necesita ayuda para mantener sus citas médicas y tomar sus medicamentos? Nuestro Programa de Administración de casos con VIH/SIDA del Plan de Seguro de Salud (HIP, por sus siglas en inglés) puede ayudarlo.

Programa de Administración de casos de VIH/SIDA

Los administradores de casos ayudan a los miembros con VIH/SIDA a obtener lo máximo de sus beneficios. Los miembros aprenden sobre la enfermedad y sus opciones

de tratamiento. Los administradores de casos trabajan con los miembros, sus familias, los proveedores de atención primaria (PCP, por sus siglas en inglés) y sus otros médicos para elaborar un plan de tratamiento personal. Es posible que también ayuden con el trabajo, el hogar, asuntos legales y financieros y problemas de salud mental.

Además, los administradores de casos trabajan con los PCP para ayudar a que los miembros consigan:

- Derivaciones a centros especializados cuando necesitan atención fuera de la red o tratamiento médico especial de largo plazo.
- Atención continua por parte de médicos fuera de la red durante la transición de nuevos miembros a un médico de la red HIP.

Preparación para los miembros

Los miembros reciben preparación continua para ayudarlos a hacer buenas elecciones, como:

- El acceso a pruebas anónimas y/o rápidas para las parejas sexuales.
- Cómo la ley custodia su Información de Salud Protegida (PHI, por sus siglas en inglés).
- Prevenciones necesarias.
- El uso apropiado de medicamentos, incluyendo dosis y efectos secundarios.

Especialistas como PCP

Los miembros con VIH/SIDA pueden hacer que un especialista con habilidades en el tratamiento del VIH/SIDA sea su PCP y que le proporcione atención primaria y especial

permanentes, de tal manera que los miembros puedan ver a especialistas de manera continua. Los miembros pueden ver al especialista por un número determinado de visitas o durante un periodo de tiempo sin necesitar una derivación por cada visita.

Recursos comunitarios


Cuando los miembros necesitan servicios que no son cubiertos por HIP, los administradores de casos arreglan para que los miembros obtengan estos servicios en su comunidad o a través de otros recursos. Esta información es compartida con el PCP para que se coordine la atención.

Centro de SIDA designado (DAC).

Los Centros de SIDA designados (DAC, por sus siglas en inglés) son hospitales con unidades que ofrecen una variedad de cuidados especializados para los pacientes con VIH/SIDA. Están certificados por el Ministerio de Salud y revisados para dar la mejor calidad de atención. Sobre la base de las necesidades de los miembros, HIP puede aprobar una ubicación en un DAC. Los administradores de casos de HIP permanecen al tanto para ayudar y asegurar que el DAC cumplen con todas las necesidades del miembro. Con frecuencia el especialista del DAC se convertirá en el PCP del miembro. Si no, el administrador de casos de HIP seguirá coordinando la atención con su actual PCP.

CONTACTENOS

Para conocer más acerca del programa de administración de casos, llame al **1-800-447-0768**, de lunes a viernes, de 9 am a 5 pm.



¿Está listo para DEJAR DE FUMAR?

Cuando usted esté listo para dejar de fumar cigarrillos, las personas estarán listas para ayudarlo. Llame a la línea telefónica de ayuda para dejar de fumar New York State Smokers' Quitline al **1-866-697-8487** o visite **www.nysmokefree.com**. Usted recibirá consejos y enlaces a grupos de apoyo y otras herramientas para dejar de fumar. Su médico también puede ayudarlo. Hable con su médico sobre un plan para dejar de fumar. Nunca es demasiado tarde para dejar de fumar.



El Médico Lo Verá Ahora

Los médicos deben brindarle atención de urgencia y de rutina de manera oportuna. Su médico debe verlo dentro de estos lapsos de tiempo cuando usted lo llame para una consulta médica.

- **ATENCIÓN DE URGENCIA:** 24 horas
- **VISITA MÉDICA POR ENFERMEDAD NO URGENTE:** entre 48 y 72 horas
- **ATENCIÓN DE RUTINA:** cuatro semanas

Deseche la medicina cuidadosamente

¿Sigue teniendo viejas medicinas para la tos o un viejo frasco de píldoras con receta? Deseche la medicina cuidadosamente. Siga estos consejos de la Administración de Drogas y Alimentos (FDA, por sus siglas en inglés).

- Siga las instrucciones para el desecho que se incluyen en el paquete.
- No tire la medicina al inodoro a menos que lo indique el paquete.
- Si no hay instrucciones, retire la medicina del paquete. Coloque la medicina en una bolsa o recipiente sellable y mézclala con tierra, arena o granos de café. Luego colóquela en la basura.
- Saque rápidamente la basura. Estos pasos lo ayudan a proteger a sus niños y mascotas de ingerir la medicina y enfermarse.

Mantenga la COBERTURA DE SU PLAN DE SALUD

Para conservar su cobertura HIP, debe tener activo un caso de Medicaid o Family Health Plus. Cuando recibe un aviso de renovación de su Departamento Local de Servicios Sociales (LDSS, por sus siglas en inglés), debe renovar su elegibilidad. Esto significa que debe demostrar que aún cumple con los requisitos para los beneficios de

Medicaid o Family Health Plus. El aviso de renovación le indicará qué hacer después.

Si le dan la fecha para una cita, llegue a la hora programada y lleve todos los documentos requeridos. Si le solicitan que envíe sus documentos para la renovación por correo postal, debe enviar todas las pruebas requeridas lo más pronto posi-

ble para que el LDSS las reciba antes de la fecha límite.

Si completa este proceso a tiempo, mantendrá su elegibilidad sin una interrupción en su cobertura. Si tiene preguntas sobre este proceso, llame al número que aparece en su cuadernillo de renovación o en la parte posterior de su tarjeta de identificación.



Mantenga el asma bajo control

Infórmese sobre las alergias

¿Está tosiendo o estornudando? Puede que tenga alergias primaverales, como tienen millones de personas. Estas alergias pueden empeorar el asma.

Las alergias causan cerca del 60% de los ataques de asma. Es importante conocer los desencadenantes de su alergia y asma para evitar problemas. Algunos desencadenantes en la primavera son el polen, el moho y el césped.

Mantenga su asma bajo control. La mayoría de personas con asma pueden aprender a manejar su condición. El HIP lo puede ayudar. Miembros elegibles diagnosticados con asma pueden unirse a nuestro programa Better Breathing PATH. Para obtener más información, llame al **1-888-881-3112**.

Tome los medicamentos para el asma como le han sido recetados.

Si su asma no mejora, hable con su médico sobre ajustes en su medicación.

Una de las mejores maneras de controlar su asma es tomando el medicamento apropiado en el momento apropiado. Para la mayoría de personas los medicamentos de acción prolongada funcionan mucho mejor para controlar los síntomas del asma.

Además, desarrolle con su médico un plan de acción para el asma. Este plan tiene tres zonas-verde, amarilla y roja. Verde significa que todo está bien. Amarillo indica que el asma está empeorando. Rojo significa que debe obtener atención médica rápidamente. Su médico le ayuda a escribir este plan de acción. Éste estará basado en sus medicamentos y sus desencadenantes. Pida a su médico más asesoramiento sobre el control de su asma esta primavera.

CÓMO PONERSE EN CONTACTO CON NOSOTROS

Servicio de Atención al Cliente

1-800-447-8255

Deje de fumar

1-866-NY-QUITS
(1-866-697-8487)

Healthy Beginnings PATH

1-888-366-2229

Servicios de laboratorio

Citas para Quest

Diagnostics:

1-888-277-8772

Salud mental y abuso de sustancias

1-888-447-2526

¿Sospecha de un fraude con el seguro?

Llame a 1-888-4KO-Fraud

Recursos web

www.hipusa.com

www.questdiagnostics.com

www.emblemhealth.com/reform





→ Confidence Is Healthy

Bringing up urinary incontinence, even with your doctor, is enough to make anybody squirm. But without treatment, you could suffer rashes, sores and urinary tract infections. So ask for your doctor's help.

Urinary incontinence may be caused by medication side effects, enlarged prostate, thinning vaginal tissue, obesity or vascular disease, diabetes and Alzheimer's disease. Age can contribute to incontinence, too.

Describe symptoms to your doctor to guide your treatment plan. He or she might suggest bladder-strengthening Kegel exercises or bladder training, which involves slowly lengthening the time between bathroom visits. Until incontinence improves, use special underclothing that isn't noticeable under regular clothes.

Losing weight and drinking less caffeine could help ease symptoms, too. Your doctor likely won't recommend surgery, although it may be an option, until you've tried less invasive methods of treating incontinence.

HIP Health Plan of New York (HIP) is a Medicare Advantage organization with a Medicare contract. Group Health Incorporated (GHI) is a Medicare Advantage organization and a standalone prescription drug plan with a Medicare contract. HIP and GHI are EmblemHealth companies.

HOW TO CONTACT US

Customer Service

GHI: 1-866-557-7300; TDD: 1-866-248-0640

HIP: 1-800-447-8255; TDD: 1-888-447-4833

Monday to Friday, 8 am to 8 pm

TDD Hours: 8:30 am to 5 pm

Quit Smoking Program

1-866-611-7848; TDD: 1-877-777-6534

Lab Services

Quest Diagnostics

Appointments: 1-888-277-8772

Mental Health & Substance Abuse

- **GHI PPO NYC resident members:**
1-800-692-2489
- **GHI PPO non-NYC resident members:**
1-866-208-1424
- **HIP members:** 1-888-447-2526

Report Insurance Fraud

1-888-4KO-Fraud

For TDD assistance, any of the above numbers can be reached by calling NYS Relay services at **711**.

Web Resources

www.ghi.com

www.hipusa.com

www.emblemhealth.com

www.questdiagnostics.com

GHI only: www.valueoptions.com

