Family Member with Diabetes?

Check your blood sugar. You may have diabetes and not even know it. Family history is one of many factors that can cause diabetes. Chances increase if you’re overweight, have high blood pressure, don’t exercise and are African American, Hispanic or older than 65.

Symptoms can be hard to notice. You may find that you’re really tired or thirsty, going to the bathroom a lot or have wounds that heal slowly. To know for sure, see your doctor for a Hemoglobin A1C blood test, which shows the average level of blood sugar (glucose) over the previous three months.

A1C Diabetes Test Results and Ranges:

1. Below 5.7 percent — normal. Great news, you don’t have diabetes.
2. Between 5.7 to 6.4 percent — pre-diabetes. You’re at risk, but you can lower your chances or delay getting diabetes.
3. 6.5 percent or higher — diabetes.

Diabetes can do damage to your body that you can’t see, so consistent treatment is needed to help prevent it. Schedule an annual checkup and tests to evaluate your current condition. The doctor will measure your blood pressure and check your kidneys for damage. Diabetes can also cause blindness. See the eye doctor every year for a retinal or dilated eye exam.

We can help through our free Diabetes Care PATH Program. Call us at 1-866-447-8080. If your EmblemHealth ID card has a Montefiore logo, please call 1-866-996-6683.

The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Limitations, copays and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or copayments/coinsurance may change on January 1 each year.
Reminder – Get Your Annual Wellness Exam

As a Medicare member, you are covered for a wellness exam every 12 months. This exam may include lab tests and screenings to detect early warning signs of curable health problems. While similar to a physical, the Annual Wellness Exam includes a test of your cognitive skills. Now that 2015 is more than half over, use the checklist below to be sure you get all the services you need to stay healthy.

- One preventive care visit and blood pressure screening each year.
- Immunizations including your annual flu shot. Ask about the pneumonia vaccine.
- Cancer screenings (colorectal, breast, skin). Ask how often you need these tests.
- Dental exam every six months.
- Assistance managing chronic conditions like asthma, diabetes and high blood pressure.
- Assistance managing medications like those for depression.
- Monitoring the effects of certain medications such as digoxin, diuretics and ACE/ARBs.

Talk to your doctor about other topics that affect your health.

- Concerns you have with your memory, depression or controlling pain.
- Help you may need with daily activities such as bathing, dressing and eating.
- Exercise programs best suited for your needs and interests.

Make an appointment today for your wellness exam and any tests that are overdue. Remember to bring a list of all the medicines you are taking, including vitamins and over-the-counter drugs. Tell your doctor about any side effects you have.

Register at mymedicare.gov to stay on track with all your medical care, including regular checkups, screenings and vaccines. View your health information and descriptions of covered preventive services on the secure website.

AdvantageCare Physicians

AdvantageCare Physicians (ACP) makes you a priority. You’ll have a personal care team working together to help improve your health and all your doctor visits can be in one place. Save time and remove the guesswork from managing your health.

- **450 DOCTORS** including primary care and 26 areas of specialty care serving nearly half a million patients each year
- **36 LOCATIONS** throughout Brooklyn, Manhattan, Queens, Staten Island and Long Island
- **FULL RANGE OF SERVICES** including labs, radiology (x-ray), MRIs, pharmacy and more

To learn more, visit acpny.com.

ACP hours are now standard across all locations:
Monday – Thursday 8 am – 8 pm
Friday 8 am – 5 pm
Saturday 9 am – 1 pm

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.
Time for a Mammogram?

Early detection saves lives. More women are surviving breast cancer because it is easier to treat in the early stages. Every woman over age 40 should have a yearly mammogram and an optional breast exam. These exams are safe and noninvasive and should continue as long as you are in good health. The risk for getting breast cancer increases with age, so ask your doctor how often you should get mammograms.

Medicare covers mammograms every 12 months for women aged 40 and older. And there’s no copay. If you haven’t yet had a mammogram this year, don’t delay! Make an appointment today.

Make an Impact – Get Involved

October is Breast Cancer Awareness Month and a great time to join in the fight, through the American Cancer Society’s Making Strides Against Breast Cancer walks.

EmblemHealth is a multi-site flagship sponsor for walks taking place on Sunday, October 18, 2015, in NYC’s Central Park, Long Island’s Jones Beach, Washington Park Parade Grounds in Albany and Clinton Square in Syracuse. This is the largest network of breast cancer awareness events in the nation. By signing up, fundraising or participating, you will help fund research, provide comfort and save lives – now and into the future.

For details, visit makingstrides.acsevents.org.
Get A Flu Shot

The best way to prevent the flu is to get the flu vaccine (shot or nasal spray) every fall, especially if you have a chronic health condition or you’re over age 65. It can take two weeks from the time you get the vaccine for your body to build antibodies to protect you. So see your doctor now.

Tips for preventing the flu:

• Cough or sneeze into a tissue or your elbow.
• Don’t rub your eyes, nose or mouth.
• Avoid close contact with others who may be sick.
• Use a tissue instead of a handkerchief so you can throw it away.
• Wash hands often with soap and water.
• Eat a healthy diet.
• Get lots of rest.

For more information, call our Flu Hotline at 1-877-859-9001.

Stay On Your Feet

Falling is no laughing matter. It can lead to broken bones and a long healing process. Since 2012, falling has been the leading cause of injury-related death for people over age 65. To prevent a fall from happening to you or someone you know, share these safety tips:

• Wear shoes that fit properly and have non-skid soles.
• Have a grab bar and bathmat in your shower.
• Keep your front steps and walkways clear of fallen leaves, and keep an eye out for them whenever you’re walking. Wet leaves can be slippery.
• Stick with a regular exercise program.
• Think twice before climbing ladders and using step stools. Keep items within your reach.
• Keep steps, indoors and out, free of clutter and debris.
• Share all your medications with the doctor, including over the counter, herbal and supplements. Some combinations can cause dizziness which can lead to a fall.

Sometimes Falls Just Happen

Always have your cell phone with you, even for a quick trip to the mailbox or to take out the trash. This way you can call for help if it’s needed. For more tips to prevent falls, visit emblemhealth.com/safety. And call 1-888-447-5451 to join our Steps-4-Safety program.
Manage Your Health

Taking your medicine as the doctor orders is important for your health, especially for chronic conditions like diabetes, asthma or high blood pressure.

To make things easier, have the doctor fill your prescription through your plan’s mail order pharmacy. Your medicine will be sent to your home and you can request auto refills so you’ll always have your needed medication on hand. In most cases you can get up to a 90-day supply.

To help you remember when to take your medication, set a reminder on your phone or clock and use a daily pill case. Never stop taking your medicine without speaking to your doctor first. Not taking your medicine the right way or failing to take it all is very dangerous and can even lead to death.

Make Your Life Better

Smoking harms nearly every organ of the body, causing many diseases and affecting your overall health. Quitting has immediate long-term benefits for you and your loved ones.

If you smoke and want to quit, here’s help:

• See your doctor for advice and medication to help you stop smoking. Working with a quit coach can help you stay motivated.

• Call the New York State Smoker’s Quitline at 1-866-697-8487. Nonresidents of New York State should call 1-877-500-2393.

• For a free step-by-step quit guide, visit smokefree.gov.

Choose a better quality of life. Quit smoking today.

PATH to Wellness

Enroll in the Disease Management PATH Program to stay on track and have a better quality of life — at no additional cost to you. When you enroll, we’ll guide you through managing everyday aspects of your treatment and care. To learn more about the program and see if you are eligible, call 1-866-447-8080, Monday to Friday, 8:30 am to 8:30 pm; and Saturday, 9 am to 7:30 pm. If your EmblemHealth ID card has a Montefiore logo in the lower left corner, call 1-866-996-6683, Monday to Friday, 8:30 am to 5 pm. TTY users can call 711.
Case Management Services

We want you and your family to live life to its fullest. If you have a serious illness, injury or condition, we offer programs to help you. We can assess, plan, implement, coordinate, monitor and evaluate medical and mental health care options on your behalf.

While your primary care doctor is the one who determines your care needs, our case managers work closely with your care team to help you make the most of your treatment. As part of the case management program, registered nurses and social workers offer:

- A better understanding of your condition.
- A link between you and your care team.
- A liaison with community agencies.
- A health care advocate.
- More personalized attention.
- Expert guidance on effective self-care.

Our case managers help you get the right care in the right setting. If you think you may be a candidate for our case management program, speak with your doctor or call 1-800-447-0768.

Preventive Health Guidelines

Learn about all the exams and immunizations you and your family need to stay well at emblemhealth.com/2015preventiveguide. Visit the site often to stay on track with your health. Also, discuss the guidelines with your doctor to make sure you and your family get the recommended exams and immunizations.
Annual Review of Your Health and Prescription Needs

Your plan’s Annual Notice of Changes (ANOC) and Evidence of Coverage (EOC) provide important plan information, which can help you review your health and prescription needs. Please review your ANOC and EOC to see:

- If there is a change to your monthly premium cost.
- Changes to plan benefits and prescription drug coverage.
- If your doctors and other providers will be in your plan’s network.
- Details about your coverage and how to get the services you need.

You can make changes to your Medicare coverage each year during the Annual Enrollment Period, which begins October 15 and ends December 7. If you change your plan, coverage under the new plan will begin on January 1.

What’s Next After a Hospital Stay?

Depression is no longer a family secret. People are talking more openly about behavioral health, removing the shame and stigma these conditions once carried. Stressful events can be hard to face on your own. A hospital can be a safe place to get the care you need and feel better. When it’s time to go home, you’ll have a care plan with tools and resources to help continue your recovery and reduce the risk of another hospital stay. That’s why it’s important to meet with a behavioral health care professional within a week after leaving the hospital. Even if you are feeling better, this follow-up appointment is needed to continue the progress you made in the hospital. So please keep these appointments.

Your Feedback Counts!

During the year, we ask you to rate your satisfaction with your doctors and health plan by completing surveys. One survey, the Consumer Assessment of Healthcare Providers and Systems (CAHPS®), measures how you think we are doing in these areas:

- Rating of health plan
- Getting care quickly
- Customer service
- Coordination of care
- How well doctors communicate

Please fill out and return the survey if you receive one.
HIP Health Plan of New York (HIP) is an HMO plan and Group Health Incorporated (GHI) is a PPO plan with a Medicare contract. Enrollment in HIP and GHI depends on contract renewal. HIP and GHI are EmblemHealth companies.

HEALTH OR WELLNESS OR PREVENTION INFORMATION

Protect Yourself from Fraud

It’s important to protect yourself from fraud when looking for a deal. Scammers often offer fake discount cards to steal your identity and money.

Clear ways to spot a real discount from a fake:
• Real discount cards are FREE.
• Fake discount cards ask for money or claim to replace Medicare.

If you are unsure about a discount card you received, take it to your health plan or pharmacist and ask their opinion.

You have the power to stop Medicare fraud and identity theft. Share these tips with your friends. If you suspect any type of fraud, call us at 1-888-4KO-Fraud (1-888-456-3728).

Don’t Miss Out on Important Information

Has your address or contact information changed? Please let us know so you’ll receive communications about benefit changes and other important updates. If we send something to you in the mail and it is returned, we can only reach you if we have your correct telephone number.

So call us to confirm that we have your correct contact information.

HOW TO CONTACT US

Customer Service
PPO: 1-866-557-7300
HMO: 1-877-344-7364
Ask to speak with someone in your preferred language. Daily, 8 am to 8 pm

Tobacco-Free PATH Program
New York State residents
1-866-NY-QUITS (1-866-697-8487)
Nonresidents of New York State
1-877-500-2393

Lab Services — Quest Diagnostics
1-888-277-8772 (appointments)
1-866-697-8378 (customer service)

Mental Health and Substance Abuse
Emblem Behavioral Health Services Program (EBHSP) for HMO members:
1-888-447-2526
ValueOptions for PPO members:
1-866-318-7595

PATH Program
1-866-447-8080

Report Insurance Fraud
1-888-4KO-Fraud (1-888-456-3728)

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

Web Resources
emblemhealth.com/medicare
(mail-order pharmacy)
questdiagnostics.com
(lab services)
valueoptions.com
(behavioral health services)
emblemhealth.com/familycaregiver

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