



HealthySense

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As we continue our rebranding of The Health Plan, we invite you to check out our newly improved website, healthplan.org. We have designed the site with you, our members, in mind. Our site can be easily viewed on computers and the many mobile devices that exist today. We are committed to growing through innovation, vision and hard work. In the next several months, we will be continuing our efforts in updating all parts of our website. This includes the secure member portal and provider search. Please be patient with us. We continue to improve products and services which manage and improve the health and well-being of our members. Don't forget to check us out today.

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May is

Arthritis Awareness Month



More than 50 million Americans have arthritis. Here are some tips for dealing with arthritis:

- Exercise and weight management are vital to help manage the pain and stiffness from many types of arthritis. Every extra pound of body weight puts four times the stress on your knees.
- Do not sit or stand for too long – switch between the two for less pain! If you need to stay seated for a long period of time, take a break and stand up every half an hour.
- Look for flexible shoes that are sturdy and have squared or rounded toes (never pointed) with a rubber sole.
- Apply ice to sore spots to reduce pain and swelling. Heat is especially useful for reducing stiffness. Many people get relief by switching between heat and cold.
- Know that smoking raises the risk of having weak bones and suffering a broken bone.

Avoiding and Reporting Scams

Awareness

Did you know?

Discount prescription drug cards can save you money. But, some scammers use fake discount cards to steal your identity or your money. Before accepting a card, remember:

- **Real** discount cards are FREE – you should never pay for one.
- Prescription drug discount cards may come from **well-known** stores or health care companies.
- **Fake** discount cards ask for money or claim to replace Medicare.
 - **Claim** to replace Medicare or insurance.
 - **Won't help** Medicare Part D enrollees in a coverage gap.
- Talk to **someone you trust**, like your health plan or pharmacist.

If you are enrolled in Medicare Part D, your prescription drugs are already covered. Call 1.800.MEDICARE with questions about your prescription drug costs and any gaps in coverage.

Remember: Never give out your Social Security, Medicare, health plan numbers or banking information to someone you do not know.

www.cms.gov

1.800.MEDICARE (1.800.633.4227)

Need help changing your habits? Our online Health Risk Assessment can help you pinpoint what areas would have the greatest impact.

Did you know?

Many businesses use telemarketing. Criminals can also use live or recorded calls to try to steal your identity. Medicare will not call to ask for your bank account, Social Security, Medicare or health plan numbers. Nor will your health plan. Also, Medicare forbids other health plans to call you without your permission.

To protect yourself:

- Never give your personal information to someone you do not know.
- Hang up on recorded messages. Do not press any keys or numbers when prompted – even if it is to take your name off their list.
- Write down suspicious numbers and report them!

Protect yourself from this scam

A Medicare health plan member received several calls from "John". He asked for her bank account number to refund her \$399. He said the money was withdrawn from her account a few months ago. John continued to call and ask for her account information even though the member refused to give it to him.

Report it right away if someone calls asking for your:

- Banking information
- Social Security number
- Medicare number
- Health plan number

To report telemarketing scams to the FTC, call: 1.888.382.1222

To discuss benefits, coverage or claims payment concerns, contact

Customer Service at: 1.888.847.7902

**To report suspected fraud, call:
1.877.7SAFERX (1.877.772.3379)**



Early Warning Signs and Symptoms

May is Mental Health Month

Having more than one symptom suggests that someone might be showing signs of a mental health condition. Be aware of these symptoms when they last longer than a few weeks.



Problems with concentration, memory, or ability to think clearly



Changes in eating such as loss of appetite or overeating



Not being able to complete school or work tasks



Feeling overly worried



Feeling sad, empty, hopeless, or worthless



Sensitivity to sounds, sight, smell, or touchy



Irritability and restlessness



Loss of interest in activities that are normally enjoyable, withdrawal from others, or disconnection



Feeling like your brain is playing tricks on you. Hearing knocking or scratching sounds, or name being called



Changes in energy level and sleep patterns. Often someone will sleep during the day and be up at night

Signs and symptoms that require immediate attention:

- Thoughts or plans of killing or hurting one's self or another person
- Hearing voices or seeing things that no one else can hear or see
- Unexplainable changes in thinking, speech, or writing
- Being overly suspicious or fearful
- Serious drop in school or work performance
- Sudden personality changes that are bizarre or out of character

Tips for Enhancing the Quality of Your Health Care

One golden ticket to getting top-notch medical care is in your hands! Keep your primary care physician (PCP) informed of any visits to:

- the emergency room
- urgent care center
- a specialist

In order for your PCP to manage your care, he or she must know what tests, medicines, or treatments were ordered for you while you were under another physician's care. Here are some more tips to help you keep your PCP informed:

1. When seeing any doctor, make sure that you understand what you've been told. Ask that they provide the information in writing. Take someone with you if you are afraid that you won't remember what's been said.
2. Make a list of all your doctors with their phone numbers. Add a brief note of why you are seeing them. Include what medications they have prescribed for you and what condition they are for. Keep copies of this list on your fridge, in your wallet, and in the glove box of your car.
3. Make sure to call your PCP's office any time that you've seen another doctor or have gone to another medical facility.

Member Rights and Responsibilities

Go to healthplan.org for information about your member rights.



52160 National Road East
St. Clairsville, OH 43950-9365

Freedom from Smoking

It can be done

Five employees at The Health Plan are now able to teach the Freedom from Smoking program. The eight step program is given both in-person and over the phone by The Health Plan.

Now is the time to help yourself – do it for you and for those who love you. It's not easy to quit smoking, but with the right tools and help, it can be done! It is never too late to quit smoking – it will help you to live a longer and healthier life no matter how old you are.

For more details, please call The Health Plan at 740.695.3585 or 1.800.624.6961, ext. 7659.



Quality Improvement (QI) Program Evaluation

This program helps us to see if we've met our service and care goals. If a goal has not been met, new plans are put into place to help us reach these targets. The 2015 program frames our duties to reach these goals. If you want to see this report, call the QI Department at 1.800.624.6961, ext. 7659 or 740.695.7659.

Health Fair Schedule Changes

In the past The Health Plan has held monthly health fairs at our St. Clairsville and Massillon locations. After careful thought, we have decided to offer these on a quarterly basis. The remaining 2015 health fairs will be planned as follows:

St. Clairsville:

- June 17 (last monthly health fair)
- August 19 (3rd quarter 2015 health fair)
- November 18 (4th quarter 2015 health fair)

Massillon:

- June 24 (last monthly health fair)
- August 26 (3rd quarter 2015 health fair)
- November 25 (4th quarter 2015 health fair)