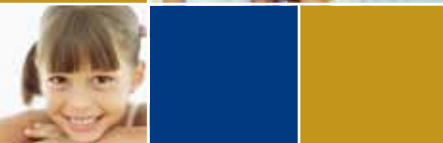




MISSOURI | 2011 | ISSUE II

HARMONY HAPPENINGS



GETTING YOU ON YOUR WAY TO A HEALTHIER AND HAPPIER LIFE

Is stress getting in the way of your personal health goals? Has your medical treatment become a burden? Have you been diagnosed with depression? Are you being treated for depression by a health care professional?

If you said "Yes" to any of these statements, a program is available that may help you. It is our Depression Disease Management (DDM) program. It features resources and activities that are carefully matched to your personal needs and preferences. The DDM program can help you overcome the challenges that are keeping you from living the life you want to live.

Some of the DDM program's resources and activities designed to help you include:

- Developing stress management skills
- Identifying and changing thought patterns and habits that get in the way of being healthy
- Choosing health goals and creating action plans to meet those goals
- Identifying and overcoming roadblocks related to meeting your health goals
- Knowing the difference between normal stress and symptoms of depression
- Getting the most out of your health care appointments
- Finding emotional support and how to best use your support system
- How to monitor depression symptoms

- Treatment options for depression
- How to get back into your normal routine after you are hospitalized

The DDM program has experienced personal health coaches. They can help you learn how to stay healthy. They can refer you to community resources that you may find useful. And, if you would like, your coach can stay in touch with your health care providers to make sure you are getting all the support you need to reach your health goals.

Please call us to get more information on the program or to sign up. You can reach us at **1-800-404-6898**, Monday through Friday, between 9 a.m. and 8 p.m., and on Saturdays from 11 a.m. to 3 p.m. Central time (except holiday weekends). The program is confidential and provided at no cost to you. Call today and be on your way to a healthier, more productive life.



**The DDM program
can help you overcome
the challenges that
are keeping you from
living the life you
want to live.**



KEEPING UP WITH THE LATEST TECHNOLOGY

We look at new technology every year. We also look at the ways we use the technology we have. The findings help us:

- Determine how new advancements can be included in the benefits that members receive
- Make sure that members have fair access to safe and effective care
- Make sure we are aware of changes in the industry

The review of new technology is done in the following areas:

- Behavioral health procedures
- Medical devices
- Medical procedures
- Pharmaceuticals

To learn more, call Member Services.

A WORD ABOUT INCENTIVES

IT'S GOOD TO KNOW

Your health plan makes decisions based on whether care is appropriate and covered. We don't reward providers or anyone else for denying care. We also don't encourage decisions that would cause our members to get less care than they need.



MEDICAL APPOINTMENT STANDARDS

Harmony Health Plan has rules that our providers have to follow when they set up appointments. The rules apply to all primary care physicians.

Medical Appointment Access Standards – Primary Care Adult

- Urgent Sick Visit – Within 24 hours or less
- Sick Care Visit – The lesser of 1 week or 5 business days
- Routine Care – Within 30 calendar days

Medical Appointment Access Standards – Pediatric Care

- Urgent Sick Visit – Within 24 hours or less
- Sick Care Visit – The lesser of 1 week or 5 business days
- Routine Care – Within 30 calendar days

Medical Appointment Access Standards – OB/GYN

- 1st Trimester – Within 7 calendar days or less
- 2nd Trimester – Within 7 calendar days or less
- 3rd Trimester – Within 3 calendar days or less
- High Risk – Within 3 calendar days or less

Office Wait Times

- 1 hour or less

After Hours Coverage

- 24-hour coverage (includes answering service or paging system after hours), without restrictions as to where the services are rendered
- Vacation coverage

Members must schedule all routine visits in advance. This is outlined in the member handbook. Harmony checks on our PCP offices to make sure they follow these standards. This is done through member complaints, office site visits and annual after-hours surveys.

WE KEEP YOUR PHI PRIVATE

The law says your Protected Health Information (PHI) must be kept private. Your health plan follows this law. By law, we tell you how we keep your PHI safe. PHI includes information that can be used to identify you. It may have details about your health and what care you get or have had.

We appreciate your trust. We have made policies to safeguard your PHI. These include:

- Setting rules about who can see PHI
- Defining how you can get access to your PHI, get a list of prior disclosures, ask for changes and ask for restrictions
- Training our staff on how to keep your PHI safe within and outside of Harmony

You can see our policies on our website, www.harmonyhpm.com. You can also call Member Services at 1-866-822-1340 (TTY 1-877-650-0952). If we change our PHI policies, we will post a new notice on our website. We will also mail a notice of the changes to you when the law requires it.





KNOW YOUR HARMONY HEALTH PLAN OF MISSOURI MEMBER RIGHTS

As a Harmony member, you have the right:

- To get information about the plan, its services, its Primary Care Providers (PCPs) and health care providers.
- To get information about your rights and responsibilities.
- To know the names and titles of PCPs and other health care providers caring for you.
- To be treated with respect.
- To be treated with dignity.
- To privacy.
- To decide with your PCP on the care you get.
- To talk openly about care you need for your health, regardless of cost or benefit coverage, as well as choices and risks involved. The information must be given in a way you understand.
- To know about your health care needs after you get out of the hospital or leave the health care provider's office.
- To refuse care, as long as you agree to be responsible for your decision.
- To refuse to take part in any medical research.
- To complain about the plan or the care it provides and to know that if you do, it will not affect how you are treated.
- To not be responsible for the plan's debts.
- To be free from any form of restraint or seclusion as a means of force, discipline, convenience or revenge.
- To have access to your medical records, and make changes if necessary.
- To have your records kept private.
- To make your health care wishes known through advance directives.
- To have input in the plan's member rights.
- To appeal medical or administrative decisions by using the plan or the state's grievance process.
- To exercise these rights no matter what your sex, age, race, ethnicity, income, education or religion.

- To have all Harmony Health Plan staff observe your rights.
- To have all the above rights apply to the person legally able to make decisions about your health care.

You have responsibilities as a member:

- To give information that the plan and its PCPs and health care providers need to provide care.
- To follow plans and instructions for care that you have agreed on with your health care provider.
- To understand your health problems.
- To help set treatment goals that you and your health care provider agree to.
- To read the member handbook to understand how Harmony Health Plan works.
- To always carry your member ID card.
- To always carry your red or white MO HealthNet card.
- To show your ID cards to each health care provider.
- To schedule appointments for all non-emergency care through your PCP.
- To get a referral from your PCP for specialty care.
- To cooperate with the people providing your health care.
- To be on time for appointments.
- To notify your health care provider's office if you need to cancel or change an appointment.
- To respect the rights of all health care providers.
- To respect the property of all health care providers.
- To respect the rights of other patients.
- To not be disruptive in your health care provider's office.
- To know the medicines you take, what they are for, and how to take them the right way.
- To make sure your PCP has copies of all previous medical records.
- To let your plan know within 48 hours, or as soon as possible, if you are admitted to the hospital or receive emergency room care.



133 S. 11 St.
 Suite 200
 St. Louis, MO 63102

Para solicitar este documento en español, llame al Servicios para Miembros al 1-866-822-1340 (TTY 1-877-650-0952).



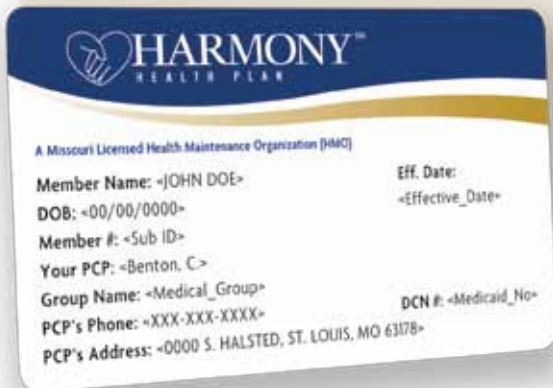
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KEEP YOUR MEMBER ID CARD HANDY

Your member I.D. card is very important. When you need care, you will give your card to your PCP. Your card has important information about your health plan. Keep this card with you at all times. If your personal information changes, please call Harmony Health Plan of Missouri Member Services at 1-866-822-1340. TTY users, call 1-877-650-0952.



Also remember that sometimes a provider can bill a member. These times include:

- When a member agrees to be seen as a self-pay patient before he or she gets services. Such a patient will have to pay for the services. He or she will likely get a bill in the mail.

