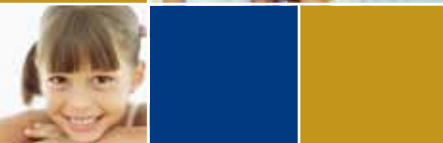




MISSOURI | 2011 | ISSUE III

HARMONY

HAPPENINGS



KIDS CLUB



Harmony's Kids Club is especially for children. It teaches children all about health. The Kids Club also features birthday parties! Each month, we hold a birthday party for all children under 10 years of age whose birthday is that month. The slogan for the Kids Club is "It's Hip to be Healthy." The Kids Club even has its own mascot, Harmie the Hip Hop Hound.

**Each month,
we hold a birthday
party for all
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10 years of age
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RESOURCE FOR YOUR HEALTH

There may be times when you need help managing your health care. As a member of Harmony, the following services are available to you:

- 24-hour Health Advisor to call when you have questions. Our friendly and helpful nurses can help if you or someone in your family is sick, hurt or in need of medical advice. Please call **1-866-762-9122**.
- Care management programs to help with chronic diseases such as asthma, diabetes and HIV/AIDS. A nurse will work with you one-on-one. Please call **1-866-635-7045**.

HARMONY HUGS

Harmony Hugs is our special program for pregnant women. It's Harmony's way to make sure our mothers-to-be get the care they need before and after they have their baby. We want our members to seek care very early in their pregnancy. We can suggest the right tests to give you early warning of any possible risks. We will also assign someone who will work with you to manage your pregnancy.





TIPS ON TALKING WITH YOUR PROVIDER

Being involved in the decisions about your health care is important. So, remember these tips when talking with your provider. They could help you build a better relationship.

1. **Talk freely** and give honest information, even if it is embarrassing. Remember - the provider is a professional. For example, explain your symptoms and update your health history. Always take your medication(s) or a list when you visit a provider. Offer information on any other treatments you are receiving.
2. **Ask questions.** Write down your questions before you go to your appointment and take someone along to help you ask them. Ask the provider to draw a picture if that will help and don't forget to take notes.
3. **Ask for written directions,** brochures, or tapes if you need more information about your illness or disease.
4. **Follow up** after your appointment. For instance, if you had a test performed, call for the results. And if you need tests or labs, make an appointment as soon as possible so you won't forget. If you need to see a specialist, make the appointment or ask the office to help you make the appointment.

Remember, your health is very important and staying involved in your care helps keep you healthy.

Source: United States. Quick Tips., Web. 18 Jul 2011. <<http://www.ahrq.gov>>.

CASE AND DISEASE MANAGEMENT PROGRAMS

CASE MANAGEMENT is a joint effort to coordinate all of the healthcare options and services you might need. Case managers are R.N.s who can help you with a range of health problems. They can be your link to Harmony, your community, and your Primary Care Provider (PCP) and other providers. WellCare case managers work with your providers to get you the services you need, when you need them.

Case managers can help you deal with:

- Costly or complex medical needs
- Solid organ and tissue transplants
- Chronic illness
- Catastrophic illness or injuries

DISEASE MANAGEMENT is a joint effort to coordinate all of the healthcare options you might need. The program focuses on members who have, or are at risk for, established medical conditions. The program focuses on supporting your relationship with your providers. Our Disease Managers are registered nurses. They can help with setting up a plan of care, keeping your condition under control, and getting the information you need.

Disease managers can help you deal with:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease (CAD)
- Diabetes
- Hypertension
- HIV/AIDS

The goal of both Harmony programs is to get you the best outcome with the best care.

Do you think either program could help you? Then please call 1-866-635-7045, 8 a.m.–5 p.m. Central.



COORDINATING YOUR CARE

Your Primary Care Provider (PCP) leads the way in coordinating your care. Your PCP helps ensure that you get the health services you need. He or she also makes sure that your other providers stay informed about your health status. Your PCP's job as your care coordinator includes:

- Communicating between your PCP, behavioral health provider, and any specialist.
- Ensuring that all members of your team are aware of test procedures and services to avoid needless services.
- Sharing health care decisions with your providers.

WHAT DOES COORDINATION OF CARE MEAN FOR YOU?

- Most importantly ... your safety. All the communication can mean less medical errors.
- Communication between you and your PCP means you get to have more say about your own health care.
- You are more likely to receive the preventive care and services you need.

DOES EVERYONE NEED COORDINATION OF CARE?

Coordination of care benefits anyone with health care needs, but especially:

- Children with special needs.
- People with disabilities & complex medical conditions.
- Behavioral health patients.

HOW CAN YOU HELP?

Generally, it's a good idea to make sure all of your health care providers are talking. You can help by:

- Asking your behavioral health provider to give your PCP updates on your care.
- Asking your specialists to send reports to your PCP.
- Making sure your PCP knows any specialists you are seeing, and for what reason.
- Giving your PCP a list of all the medications you are taking.
- Making sure your ID card has the correct PCP listed. If not, call Customer Service at the number on the back of your ID card.

Harmony Health Plan of Missouri is committed to our members' good health. Coordination of Care is a very important part of keeping you healthy. Communicate with your PCP TODAY!



Communication between you and your PCP means you get to have more say about your own health care.



HOW PRIOR AUTHORIZATION WORKS

Some treatments and services require prior authorization. That means getting approval for a treatment or service before the visit. A member of our team reviews the visit to be sure you get the services you need. We have providers and nurses on our team. They make sure the treatment or service meets certain medical guidelines.

Reviews are made on timeframes set by the state. There are also federal guidelines for timeframes. Harmony is accredited by the NCQA (National Committee for Quality Assurance). Because of that, we use the stricter timeframe – either state or federal.

Sometimes a request is denied. Or a request can be approved for less than the amount requested. Those decisions are made only by a qualified health care provider. If we decide that the service is not medically necessary, the decision will be made by a health care provider/reviewer.

Sometimes reviewing a request in the standard timeframe can jeopardize a member's life. Or even their health. In such cases, a health care provider-reviewer will call for a quicker review. Any such request will be honored by Harmony.

Members may also request quick reviews. Those that meet the standard will be honored. If not, we will let the member know. The request will then be handled on a standard timeframe.

WHAT TO EXPECT AT A DENTAL VISIT

Even if you take good care of your mouth, you still need to see the dentist on a regular basis. Dental visits will help prevent cavities. The dentist also looks for other problems like teeth coming in crooked. Did you know that schools report the most common reason for students being absent as dental emergency care? Seeing the dentist regularly should prevent most dental problems and reduce the need for emergency appointments.

FINDING A DENTIST

Find a dentist that you feel comfortable with. If you need help finding a dentist call 1-800-436-5288. We recommend that you find a “dental home.” That means that you have a dentist that you and your family see on a regular basis. The dentist and the other dental staff know you, welcome you and provide care for the majority of your dental needs.

GETTING STARTED

You will start your appointment in the waiting area where you check in. When you go into the dentist’s treatment area you will sit in a large comfy chair. It tilts back so the dentist can look in your mouth.

Your first meeting with the dentist may take a little longer. The dentist will want to know your full health history. Some medical problems affect what’s going on in your mouth and vice-versa. The dentist will want to know about you, your family and everyone’s medical history. If your health changes, the dentist will also need to know about it when you see him or her next.

THE HYGIENIST’S JOB

During a regular check-up you will usually see a dental hygienist and a dentist.

The dental hygienist usually starts the visit by taking X-rays if the dentist recommends them. X-rays let the dentist look at the jawbone and other parts of your mouth that can’t be seen by looking with the naked eye. X-rays will also show cavities very early so they can be treated.

The hygienist usually cleans and polishes your teeth. The hygienist will use a tooth scraper to clean your teeth. A small mirror helps to see in back of the mouth and on both sides. The tooth scraper removes plaque from your teeth. Plaque is a thin, sticky layer that coats your teeth. The plaque contains bacteria. If your teeth aren’t cleaned the plaque mixes with your spit and bacteria and causes cavities. Then the hygienist usually brushes your teeth and flosses. You will learn how to brush and floss at home. The hygienist may put fluoride on your teeth. Fluoride is a mineral that makes your teeth strong.

THE DENTIST’S JOB

When the hygienist is done, the dentist will come in and examine your mouth to identify any problems. The dentist will look at your mouth and gums to make sure all look healthy. The dentist will also check the way your top and bottom teeth fit together. The dentist will study your X-rays.

The dentist will then develop a treatment plan to deal with any problems.

FOLLOW-UP

If you have any cavities or other dental problems you may need to make other appointments and come back.

Dentist appointments are usually recommended every 6 months. Some people need appointments more often, some less. Talk with your dentist about how often you should come in.

What if you’ve never been to the dentist? What if you’re embarrassed about how your mouth looks? The dentist will be happy to see you and will start you on the road to good oral care. It’s never too late to go. You’ll leave the office with a shining smile!

Submitted by: DentaQuest

Dentist appointments are usually recommended every 6 months. Some people need appointments more often, some less. Talk with your dentist about how often you should come in.



PREGNANCY AND ORAL CARE

Did you know that the health of your mouth could affect the health of your unborn baby?

Bacteria (called plaque) in your mouth causes gum disease – an infection in your gums. Not taking care of your mouth allows the plaque to build up. It can cause your gums to swell up and become red and bleed easily. When you are pregnant the hormones in your body change and that can also cause swelling of your gums.

The infection in your gums may cause other changes in the hormones in your body. Those hormones help your body to know when to deliver the baby. Gum disease could cause you to deliver your baby too early. Babies born early are usually not as big as babies born after nine full months. These babies could have more medical problems and be slower to develop and think than other babies. They could also have lung, hearing or other problems.

Here are some things to look for to find out if you might have gum disease:

- A bad taste in your mouth
- Bad breath that doesn't go away
- Red or swollen gums
- Gums that bleed when you brush
- Gums that have pulled away from your teeth

We want you to do whatever you can to take care of yourself and your unborn baby. We know that you want that too. Here are some easy things you can do to take care of yourself:

- Brush daily – twice is even better
- Floss every day
- Eat healthy foods - lots of fruits, vegetables, cheese
- Take the vitamins the Primary Care Provider talked to you about
- Do not smoke or drink alcohol
- See the dentist on a regular basis – two times per year is recommended for everyone. That's especially important when you are thinking about becoming pregnant or have just found out that you are.

Submitted by: DentaQuest

DEPRESSION DISEASE MANAGEMENT

WHAT IS THE DEPRESSION DISEASE MANAGEMENT (DDM) PROGRAM?

The goal of DDM is to get you and your health care providers working together. The program can help you manage your behavioral health. It can even help you reduce the risk of ever developing a problem. The program will also give you the information you need about medications and self-treatment.

WHAT DO MEMBERS SAY ABOUT DDM?

98% reported high satisfaction with the program and would refer it to others.

HOW DOES DDM HELP YOU?

Our health coaches will help you better understand your condition. You will also learn how to better manage the symptoms.

Your providers will get routine and urgent updates about your health status. They will also get tools that may help them make decisions about your care.

DDM coaches help you with referrals and authorizations. They will also make sure your providers share information with each other.

HOW DO YOU BECOME A MEMBER?

Your providers can refer you. You can also refer yourself. Call **1-800-403-6549**, Monday– Friday, 8 a.m. to 7 p.m., and Saturday, from 9 a.m. to 1 p.m. Central (except holidays and holiday weekends).

IMPORTANT HEALTH SCREENINGS

WHAT ARE THE SCREENING TESTS FOR COLORECTAL CANCER?

The most common tests for colorectal cancer screening are:

- High-sensitivity fecal occult blood (FOBT) (every year)
- Flexible sigmoidoscopy (every 5 years)
- Colonoscopy screening starting at age 50 (if screening is normal, every 10 years).

FLU VACCINE, HEPATITIS B VACCINE, AND PNEUMONIA VACCINE

For ages 65 and above, the CDC recommends that each senior receive, at a minimum:

- **Influenza** – 1 dose of the regular flu vaccine and the H1N1 flu vaccine each year in the fall or winter season
- **Pneumococcal (pneumonia)** – 1 dose at age 65 (if you received this shot before you were 65, you will need another shot at age 65 AND it has been 5 years since your most recent shot)
- **Hepatitis B** – 3 shots for complete protection (based on specific risk factors – check with your Primary Care Provider to see if you are at high risk for Hepatitis B)

WHAT IS HIGH CHOLESTEROL? HOW DO I KNOW IF MY CHOLESTEROL IS HIGH?

There are no symptoms. So you may have high cholesterol and not even know it. Your Primary Care Provider can do a simple blood test to check your cholesterol levels. It is recommended that you have your cholesterol levels checked at least every 5 years. If you're overweight or obese, and have a family history of high cholesterol or heart disease, you're at a higher risk of developing high cholesterol.

WHAT IS A MAMMOGRAM, AND WHY SHOULD I HAVE ONE?

A mammogram is a safe, low-dose X-ray of the breast; it can find breast cancer early and save lives. All women age 40 and older should have a mammogram every year. As you get older, your chances of getting breast cancer get higher. Cancer can show up at any time, so one mammogram is not enough.

WHAT IS GLAUCOMA AND HOW IS IT DETECTED?

In a healthy eye, fluid is constantly being made and drained through a drainage canal. The pressure inside the eye goes up when something blocks or prevents this drainage. Glaucoma is often caused by increased pressure that develops when the fluids are not draining properly. That can damage the nerve that connects the eye to the brain and leads to vision loss. Glaucoma is easily detected with a medical eye exam. Optometrists or ophthalmologists (eye care providers) can measure the pressure inside the eye with a quick and painless office test.

HIDDEN SUGARS – ARE THEY HARMING YOUR HEALTH?

It sneaks into your soda as fructose, dextrose, maltose, corn sweetener, or high-fructose corn syrup. But it's still sugar. Too much can increase your blood pressure and harm your heart.

Sugars occur naturally in foods like fruit and milk. But most of the sugar in our diets comes from added sugars. They've been mixed into soft drinks, desserts, fruit drinks, jams, breads, and other foods. We don't need sweets for our bodies to work properly. And sugars you don't need cause weight gain.

SUGAR'S EFFECTS: NOT SO SWEET

There are other health risks from added sugars. Eating and drinking too much sugar have been linked to high triglycerides, high blood pressure, fat around your organs, and other risk factors for heart disease and Type 2 diabetes.

DE-SUGAR YOUR DIET

Cutting extra sugar of all kinds out of your diet can protect your waistline—and your heart. But the average American gets about 360 calories from sugar each day! Try to keep your intake under 100 calories or 6 teaspoons a day for women, and 150 calories or 9 teaspoons a day for men. Follow these tips to minimize sugar in your diet:

- Read nutrition labels. Check the number of sugar grams; there are four calories in each gram of sugar.
- Avoid foods that place honey, corn or maple syrup, or words that end in “ose” at the top of the ingredients list.
- Halve the amount of sugar you add to your coffee, cereal, or tea. When baking, cut sugar by one-third. You won't notice the difference.
- Buy fresh fruits or those canned with water or natural juice, rather than syrup.
- Choose water instead of sodas and sports drinks.
- Reach for the spice jar. Ginger, nutmeg, and cinnamon—along with extracts like vanilla and almond—provide sweetness without calories.

Sources include American Heart Association, Journal of the American Dietetic Association, Nutrition & Metabolism





133 S. 11th St.
Suite 200
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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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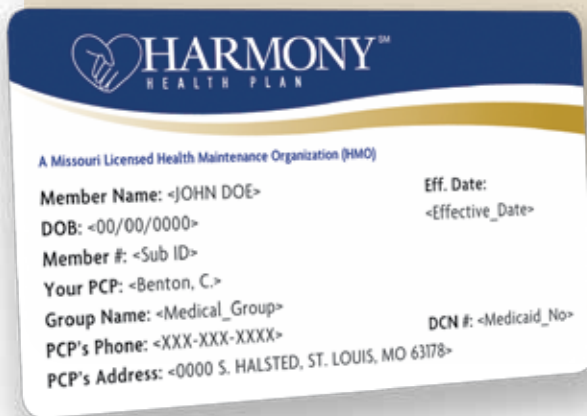
MO State Approval 11072011

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NEW ADDRESS? NEW PHONE NUMBER? LET US KNOW.

Has your address or telephone number changed recently? If so, please call Harmony Member Services. You can call us toll-free at **1-866-822-1340**, weekdays, 8 a.m. to 5 p.m. Central to let us know how we can reach you. It's important that we have your correct address and phone number so we can keep you up to date about your health care coverage.

Please also contact your local Family Support Division office and the MO HealthNet Managed Care Enrollment Helpline at **1-800-348-6627**.



CHECK YOUR ID CARD

Is the correct primary care provider (PCP) listed? If not, please call Member Services toll-free at **1-866-822-1340** weekdays, 8 a.m. to 5 p.m. Central to make the change. TTY users may call **1-877-650-0952**.