



MISSOURI | SPRING 2009

HARMONY HAPPENINGS

WHO IS THE HARMONY MEMBER SERVICES TEAM?

Our Member Services team members get a great deal of training before they can take your calls. They work hard to answer your questions. They want to give you the information you need.

We have always thought we offer excellent customer service. Now we know our members think so too. Our call centers recently earned recognition in the J.D. Power and Associates Certified Call Center ProgramSM. This lets us know our hard work to give you good service is paying off. The program is based upon your feedback.

When you call us, you may be asked to take part in a very brief survey after your call. We would like to hear what you think. Your comments help us make our service even better.

For certification status, a call center must perform within the top 20 percent of customer service scores, which are based on benchmarks established in J.D. Power and Associates' cross-industry customer satisfaction research. As part of its evaluation, J.D. Power and Associates conducted a random survey of WellCare Health Plans, Inc., customers who recently contacted its call centers. For J.D. Power and Associates Certified Call Center Program information, visit www.jdpower.com.



HAVE YOU MOVED? DO YOU HAVE A NEW TELEPHONE NUMBER?

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

It is important that we have your correct address and phone number so we can keep you up to date about your health care coverage.



CHECK YOUR ID CARD

Is the Primary Care Provider (PCP) listed on your ID card correct? If not, please call Member Services toll-free at **1-866-822-1340** weekdays, 8am to 5pm to change to the correct PCP. TTY users, call **1-877-650-0952**.

CHLAMYDIA: FREQUENTLY ASKED QUESTIONS

WHAT IS CHLAMYDIA?

Chlamydia is a sexually transmitted disease (STD). It is very common among young adults and teenagers. Many people do not know they have it because they may not have any symptoms.

HOW DO YOU GET IT?

You can become infected through sexual contact with someone who has it. Main risk factors include:

- Unsafe sex.
- Sex with more than one partner.
- Sex with someone who has many sex partners.

WHAT ARE THE SYMPTOMS?

In women, symptoms may include:

- Unusual vaginal discharge.
- Bleeding after sex.
- Bleeding between periods.
- Pain in the abdomen or pelvis.

In men, symptoms may include:

- Discharge from the penis.
- Burning with urination.
- Swollen and/or painful testicles.

CAN CHLAMYDIA LEAD TO OTHER HEALTH PROBLEMS?

Yes. If you don't get treated, you increase your risk of getting or passing on HIV. HIV is the virus that causes AIDS.

Women who do not get treated can get pelvic inflammatory disease, or PID. PID can be very serious. It can cause permanent damage to a woman's reproductive organs.

Men who do not get treated can get swelling and pain in the testicles. Men could become sterile.

WHAT IF YOU'RE PREGNANT?

Chlamydia can cause early labor and delivery. It can be passed from mother to baby during birth. Infection in newborns can cause eye infection and pneumonia. It can seriously and permanently damage a baby's eyes.

HOW IS CHLAMYDIA DIAGNOSED?

There are a few ways to test for infection. One test is with a urine sample. Another is with a sample taken from a woman's cervix or a man's urethra using a cotton swab.

HOW CAN YOU PROTECT YOURSELF?

Avoid risky sexual behaviors. Use latex or polyurethane condoms. Limit how many people you have sex with.

If you have been treated for infection, make sure your sex partner(s) get treatment. You don't want to get it again. Sex partners should get treatment even if they do not have any symptoms.

IS THERE A TREATMENT OR A CURE?

Chlamydia can be treated and cured with antibiotics. Avoid having sex while being treated to lower the chances of getting it again or giving it to someone else.

HOW DO YOU GET TESTED FOR CHLAMYDIA?

Talk to your health care provider to get tested. Confidential STD tests and treatment are also available at a local Public Health Agency in Missouri at no cost to you. For a list of agencies and hours, visit www.dhss.mo.gov/LPHA/LPHAs.html.

Source: www.EngenderHealth.org



SHOW YOU CARE BY KEEPING APPOINTMENTS

It is very important to keep your appointments for health care provider visits. This includes lab tests or X-rays. Not showing up means you don't get the care you need. Plus it disrupts the health care provider's schedule. When you get there late, it makes it hard for your health care provider to give you all of the time you might want and deserve. Please call your health care provider at least one day ahead of time if you can't keep a scheduled appointment. If you have trouble making an appointment, call Member Services at 1-866-822-1340 (TTY: 1-877-650-0952).



It is very important to keep your appointments for health care provider visits.



IMMUNIZATIONS (SHOTS) SCHEDULE FOR CHILDREN

Immunizations (shots) help prevent serious illness. This record will help you keep track when your child is immunized. If your child did not get his or her shots at the age shown, he or she still needs to get that shot. Talk to your PCP about your child's immunizations (shots). Children must have their immunizations (shots) to enter school.

AGE	SHOT (IMMUNIZATION)
Birth	Hep B
1 Month	Hep B
2 Months	DTaP, Hib, IPV, PCV, Rota
4 Months	DTap, Hib, IPV, PCV, Rota
6 Months	HepB, DTaP, Hib, IPV, PCV, Influenza, Rota
12 Months	Hib, PCV, MMR, Varicella, Hep A Series
15 Months	DTaP
4–6 Years	DTaP, IPV, MMR, Varicella
11–12 Years	Tdap or Td, MCV4, HPV (3 doses)
13–18 Years	Tdap or Td, MCV4, HPV series (catch-up)
Every Year	Influenza (after 6 months)

ADULT DENTAL CARE

Continuing good mouth and tooth care as an adult can help you avoid tooth loss, painful gums and other problems. Here are some helpful things you can do:

- Brush your teeth at least twice a day with a fluoride toothpaste.
- Floss your teeth at least once a day.
- Avoid smoking and chewing tobacco.
- Ask your health care provider if your medicines have side effects that might damage your teeth. (For example, some medicines may cause you to have a dry mouth.)
- Look inside your mouth regularly for sores that don't heal, irritated gums or other changes.
- See your dentist regularly.

If you have any problems with your teeth or concerns about your mouth, see your health care provider or dentist right away.

Source: The editorial staff at familydoctor.org.

Continuing good mouth and tooth care as an adult can help you avoid tooth loss, painful gums and other problems.



TRANSPORTATION FROM HARMONY HEALTH PLAN

Do you need a ride to:

- The WIC office?
- Your health care provider's office?
- The pharmacy?
- The hospital?

Harmony will give you a ride to and from your home and any medical office, at no cost to you. We encourage you to use this benefit in order to keep your medical appointments.

Call Member Services to schedule your appointment: 1-866-822-1340 (TTY: 1-877-650-0952), Monday through Friday, from 8am to 5pm. Please call at least 2 business days before your appointment to schedule your ride. If you need to cancel, please call 24 hours in advance.



Women's Issue



It's never too early to protect your future fertility. *US News and World Report* says there are several health factors that lead to about one third of fertility issues in women.



GOOD HABITS NOW FOR REPRODUCTIVE HEALTH LATER

You may not be planning to get pregnant now. But what about later? It's never too early to protect your future fertility. *US News and World Report* says there are several health factors that lead to about one third of fertility issues in women. These include:

- endometriosis
- uterine fibroid tumors
- ovarian cysts
- blocked fallopian tubes

Other problems come from sexually transmitted diseases (STDs). These include gonorrhea and chlamydia. These STDs may go unrecognized. This may be because of few or no symptoms at first. But they can cause issues later in life when you're ready to start a family.

You've probably heard about safe sex to prevent the spread of HIV/AIDS. However, safe sex can prevent other STDs. That's why it's important to use a condom during each sexual contact. It can prevent STDs that could affect your future chance of conceiving.

I HAVEN'T EXERCISED IN YEARS. HOW SHOULD I START?

Most importantly, start slowly. It's easy to be too enthusiastic on the first day and push yourself too hard. The next day, you can barely walk, and your brave new exercise scheme is postponed for another year. Step up gradually to exercising on most days of the week for 30–60 minutes.

The choice of exercise doesn't matter. Start walking. Pick up a new sport or an old one that you liked back in high school. It might take a little experimentation before you find something that you really enjoy.

If willpower is a problem, get other people involved. Join a group of guys who meet for pick-up games in the park. Having an obligation to someone else might be just what you need to push yourself out of your easy chair and away from the soothing glow of your television.



Men's Issue



Step up gradually to exercising on most days of the week for 30–60 minutes.



25872

Para solicitar este documento en español, llame al Servicio al Cliente al 1-866-822-1340 (TTY/TDD: 1-877-650-0952).



MO09549_CAD_NEW_ENG
©WellCare 2009 MO_01_09

MO_APPROVAL_04_14_09

JUST FOR KIDS

HEALTHY FOOD FINDS

Find the missing words below in the word scramble. Remember, words can be forward, backward, up or down. Here's a hint: These words are foods that are good for you.

A P P L E F G E O P U P B K E I
U L M O N P P E T L S L F I S H
O K T Y L O R A N G E K U L U J
E D O E G F S A H D T D S T P E
D E E F V G E S R E I E W Y E Q
E A V F E G Y P J A D A V E A O
E G E M N Y O A M G H G J A R P
I L O C C O R B I Y N L R C X N
I L K R Q W E I K L X L A V B M
B M T K L I M T E M C M Z N T Z

APPLE
FISH
ORANGE
PEAR
BROCCOLI
MILK

