



MISSOURI | SUMMER | 2009



# HARMONY HAPPENINGS

## SEEING A SPECIALIST



**If the group network does not include a health care provider with the training you need, you will be referred to someone out-of-network.**

Your primary care provider (PCP) may refer you to a specialist if you need a diagnosis, advice or a treatment that requires special training. If this happens, your PCP will need to fill out a referral and send it to the group network for approval. The specialist must be in the PCP's group network.

If the group network does not include a health care provider with the training you need, you will be referred to someone out-of-network. This will happen only when the specialist you need is not in the PCP's group network.

Once you have the referral, you will likely make the appointment yourself. If you have a hard time getting an appointment, ask your PCP's office to help you. If you still need help, call Harmony Member Services. The toll-free number is 1-866-822-1340.

## 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, 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.

## YOU CAN QUIT SMOKING



Many people try several times before they quit smoking for good. The information below offers tips and explains how you can get help to stop. Quitting is hard, but you can do it! A combination of things will help you.

### GET READY

- Set a quit date.
- Get rid of all cigarettes and ashtrays in your home, car and place of work.
- After you've quit, don't smoke —not even a puff.

### GET MEDICINE

- Talk to your PCP about medicine that can help you quit.

### GET HELP

- Talk with your PCP, nurse or other health care professional.
- Tell your family, friends and people you work with that you are going to quit. Ask for their support.
- Get together with other people who are trying to quit, or call a hotline.
- To find out where to get help in your area, call the American Cancer Society toll-free at 1-877-44U-QUIT or the Tobacco Quit Line toll-free at 1-866-784-8937.
- You can also contact your local Health Department.

# MAKING AN APPOINTMENT WITH YOUR PRIMARY CARE PROVIDER (PCP)

THERE ARE TIMES WHEN WE CALL FOR AN APPOINTMENT WITH OUR PRIMARY CARE PROVIDER (PCP), AND FIND OUT THAT WE CANNOT BE SEEN RIGHT AWAY. HERE ARE SOME GENERAL GUIDELINES FOR GETTING IN TO SEE YOUR PCP.

In an emergency, go to the nearest emergency room even if it is not in the Harmony Health Plan network or call 911.

For urgent health care appointments, you must be seen within the following time frames:

- for serious illnesses or injuries, appointments will be available at all times;
- for things like a high temperature and vomiting or diarrhea that won't stop, you must be seen within 24 hours;
- for things like a rash, non-life-threatening pain or fever, your provider must see you within five business days or one week, whichever is earlier.

Your PCP will treat you if he or she can. Your PCP will send you to someone else if he or she is not able to see you that soon. It is always important that you take all your health insurance cards to your appointments.

## KEEP YOUR APPOINTMENTS

Sometimes we all need to change our plans. If you can't keep an appointment, please call to let your health care provider know. This way you will help yourself and other patients get the best care. If you need to cancel, try to call at least one day ahead. Remember to cancel your transportation if you have arranged it.

If you are having trouble scheduling an appointment, please call Member Services. Call toll-free at 1-866-822-1340 (TTY: 1-877-650-0952).

**If you are having trouble scheduling an appointment, please call Member Services.**



Some offices allow “walk-in” visits. This means you can go to the PCP’s office and be seen without an appointment. Walk-ins usually have to wait in the waiting area longer than those who have an appointment.

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**In an emergency, go to the nearest emergency room even if it is not in the Harmony Health Plan network or call 911.**

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Your PCP does not know how long it will take to see each person who comes to his or her office. Please be patient if you are asked to wait in the waiting area. You should be seen within one hour from the time of your scheduled appointment.

If you feel that the waiting time was too long, please call Harmony Member Services toll-free at 1-866-822-1340. Let us know the PCP’s name, office location and how long you had to wait.

If you are going to be late for an appointment or cannot make it, please call the PCP’s office.



## START YOUR OWN PERSONALIZED FAMILY FITNESS PLAN

Who ever said physical activity is all work and no play? It can be just the opposite! There is no need to think of hard exercises or boring workouts. Instead, imagine doing fun physical activities with your family. And watch the health benefits follow!

### TIPS FOR PARENTS

You play an important role in shaping your children’s attitudes toward exercise. Here are some tips to help them be more active.

- Make physical activity part of your family’s daily routine. Set aside time for family walks or for playing active games together.
- Give children active toys and equipment. Take them to places where they can be active.

- Cheer children on when they participate in physical activities. Encourage them as they express interest in new ones.
- Make physical activity fun. It can be anything your child enjoys, from team sports to free-time play.
- Make sure activities are age-appropriate. And, to ensure safety, provide gear such as helmets, wrist pads and knee pads.
- Find a convenient place to be active regularly.
- Limit TV and video game time to no more than two hours a day. Encourage children to walk, play chase or dance instead!

*Source: Centers for Disease Control and Prevention (CDC)*

# GET CHECKED FOR CERVICAL CANCER

THE CERVIX IS THE LOWER END OF THE UTERUS THAT CONNECTS WITH THE VAGINA. CANCER OF THE CERVIX DEVELOPS SLOWLY. MANY WOMEN DO NOT HAVE SYMPTOMS.



Regular Pap tests can help prevent cervical cancer. They find cells that can be treated before they become cancer. Pap tests can also find signs of cancer early to stop it from spreading.

If all women who need Pap tests got them, almost all deaths from cervical cancer could be prevented. **Pap tests save lives.**

## What Is A Pap Test?

A Pap test is part of a routine pelvic exam. A small sample from the cervix is sent for examination at a laboratory.

## Who Should Get Pap Tests?

Women 18 and older who have ever been sexually active should get a Pap test. A test is needed every 1 to 3 years. How often depends on your risk factors and past test results. If you have an abnormal test, it is essential to get follow-up care.

Women over 65 may no longer need Pap tests if recent tests have been normal. Also, if they are not at higher risk for cervical cancer.

A woman who has had a total hysterectomy may no longer need Pap tests. An exception is if the surgery was done as a treatment for cervical cancer or pre-cancer.

## Risk Factors For Cervical Cancer

Most cervical cancer is caused by the human papillomavirus (HPV). HPV is a common sexually transmitted infection.

Tell your health care provider if you:

- Had cervical cancer in the past.
- Have had sex with many partners. Or, you had a partner who has.
- Have had a sexually transmitted infection.
- Smoke cigarettes.
- Have a weakened immune system. For example, if you are HIV-positive or being treated for any type of cancer.

## How To Reduce Your Risk For Cervical Cancer

- Get regular Pap tests. They are the only reliable way to prevent cervical cancer.

- Limit your number of sex partners.
- Use condoms. They can help protect you from HIV and other sexually transmitted infections, including HPV.
- Quit smoking. It reduces the risk of many other cancers, too.

For more information call Member Services at 1-866-822-1340 (TTY: 1-877-650-0952).

## More Information

- Centers for Disease Control and Prevention:  
[www.cdc.gov/cancer/nbccedp](http://www.cdc.gov/cancer/nbccedp)
- National Cancer Institute:  
[www.cancer.gov/cancerinfo/types/cervical](http://www.cancer.gov/cancerinfo/types/cervical)
- American Cancer Society:  
[www.cancer.org](http://www.cancer.org) or call 1-800-ACS-2345 (1-800-227-2345)
- National Cervical Cancer Coalition:  
[www.nccc-online.org](http://www.nccc-online.org) or call 1-800-4-CANCER (1-800-422-6237)
- Gynecologic Cancer Foundation:  
[www.thegcf.org](http://www.thegcf.org)



## CHILDREN WITH SPECIAL NEEDS

Do you have any questions or concerns about your child's development? If so, talk with your child's PCP. It is best to seek help as soon as you think your child may have a physical or emotional development problem. Early care may make a difference.

If you have questions, please call Harmony Member Services. The toll-free number is 1-866-822-1340.

**It is best to seek help as soon as you think your child may have a physical or emotional development problem.**



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



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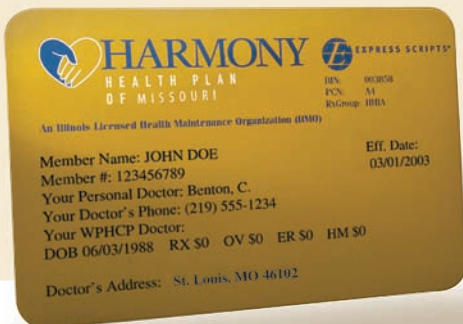
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## HAVE YOU MOVED?

Has your address or telephone number changed recently? If so, please call Harmony Member Services 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.

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

**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 to change it.

Call us toll-free at 1-866-822-1340, weekdays from 8am to 5pm. TTY users, please call 1-877-650-0952.