

**The following is the information referenced in the healthymoves Fall 2009  
newsletter.**

**How often should you and your child see the doctor?**

University Health Plans, Inc. (UHP) wants to make sure that all of our members receive their needed healthcare services. Most of us do not see our doctors unless we are sick. However, you do need to see your doctor regularly to make sure you stay well. This is called “preventive healthcare.”

To stay healthy, it is important that you have one physical a year and your child has a regular checkup that includes a physical exam and an assessment of your child’s social, psychological, and nutritional development.

If you have any questions about your healthcare benefits or need assistance finding a doctor, please call UHP Member Services at 1-800-564-6847 or TTY/TDD 1-800-852-7897 for help. You also can press option 7 to be connected to a nurse at NurseWise. NurseWise is available 24 hours a day, 7 days a week, including holidays to answer your questions about your healthcare needs.

**Advance Directives**

You have a right to make decisions about your medical care. An advance directive is a form you can fill out to protect your rights. It can help your family and your doctor know your wishes about your care. You have a right to accept or refuse treatment. You also have the right to plan and direct the types of healthcare you may receive in the future.

**With an advance directive you can:**

- Let your doctor know if you would or would not like to use life-support machines before something serious happens;
- Let your doctor know if you would like to be an organ donor;
- Decide right now what medical care you want or don’t want; and
- Give someone the power to say “yes” or “no” to your medical treatments when you are no longer able.

You may have a wish that a certain doctor or hospital cannot follow because of a moral or religious belief. If that happens the doctor or hospital should tell you so that you can decide if you want a different provider for your healthcare.

If you have an advance directive and your doctor does not follow your wishes you can file a complaint with the Department of Health and Human Services, Division of Medical Assistance & Health Services and the Department of Banking and Insurance.

You can let your doctor know about your feelings by completing a living will or power of attorney for health care form. You may contact your doctor for more information. You may also contact UHP Member Services at 1-800-564-6847 (TTY 1-800-852-7899) if you have questions about any of this information.

## **Educational Programming**

It is never too early to think about your future. In one of four New Jersey homes, someone is receiving or will need caregiving services for the elderly or persons with disabilities. University Health Plans, Inc. (UHP) recognizes the importance of future planning in order to maintain dignity and independence for the elderly and persons with disabilities. As part of our ongoing quality of care services, we would like to provide you with information on community-based alternatives to nursing home placement.

If you would like to receive this information, you may call UHP Member Services at 1-800-564-6847 (or for TDD/TYY 1-800-852-7987). We will mail you a complete resource package that will include information on many in-home services and resources for caregivers.

## **Safety**

UHP members identified as elderly and enrollees with disabilities receive the Exceptional Needs Member Booklet annually. Care Management and Concurrent Review Nurses refer to the Quality Management Department any issues involving compromised care or high-risk situations. Cases related to patient safety for the elderly and persons with disabilities including cases related to aspiration pneumonia, decubiti, injuries, fractures and contusions are investigated by the Quality Department. The results of the investigation tracked, trended and reported to the Quality Management Committee (QMC) quarterly. The goal is to identify potential issues with the quality of care received by our members and make changes needed to make sure that members receive high quality, safe and effective care. This is required per New Jersey Medicaid Managed Care Contract Section 4.6.2.S for Elderly and Enrollees with Disabilities.

### **UHP monitors patient safety through the following pharmacy management initiatives:**

- Identified 50 new members for placement in the pharmacy lock-in program;
- Developed programs in which a pharmacist and case managers work together to improve quality of care;
- Identified one new member with HIV/Aids for case management by utilizing US Script reports;
- Identified over 100 new members per month on prenatal vitamins for maternity case management by utilizing US Script reports; and
- Monitors Chemet prescribing for members with lead poisoning.

## **Continuity of Care**

UHP is responsible for providing medically necessary continuity of care in the following instances:

- Members with established care or who have a prior authorization issued by another Managed Care Organization (MCO) that is still active on the effective date with UHP;
- Members with previously authorized services whose benefits are terminated at the direction of the State.
- Pregnant members who become eligible with UHP in the third trimester of pregnancy;
- Members who are affected by a provider or facility termination; and
- Category of Aid or program design changes as mandated by the NJ Medicaid/NJ FamilyCare Contract.

## **Start Smart for Your Baby Program**

The Start Smart for Your Baby program is for women who are pregnant and for moms who have just had a baby. UHP wants to help you take care of yourself and your child through the whole process.

Once the member agrees to participate, they are sent a Start Smart book on pregnancy, a pregnancy calendar and a digital thermometer. If the member is identified as high risk, she is contacted at regular intervals and Case Management will arrange for any necessary services beyond standard prenatal care.

Information on how to take good care of yourself and your baby is available thru IPOD casts, written materials and contact with your Nurse Case Manager through our website: ([www.startsmartforyourbaby.com](http://www.startsmartforyourbaby.com)).

Our Start Smart staff can answer questions if you are having a problem. Home visits can also be arranged if needed. There is even a way to receive gifts for going to the doctor. It is very important that you start seeing your doctor as soon as you think you are pregnant. Be sure to take your baby to the doctor after he or she is born for needed immunizations and health screenings.

## **Health Management Programs**

### **Asthma Program**

UHP would like to introduce you to the **Healthy Solutions for Life Program**. Our respiratory program is free to UHP members.

### **Here's how the program works:**

- A team member will contact you by telephone.
- The team member will answer any questions you have about your breathing problem.
- The team will follow the treatment plan your doctor has for you.
- The team will also offer advice and explain medicines used for any breathing problems.

Good health is important. We want you to enjoy life to the fullest!

Call Member Services if you have questions or want more information. If you have a special need (vision, hearing problems, or require a language other than English or Spanish) please let the person that you talk to know. To reach the TDD line, for the hearing impaired, call 1-800-730-6219.

### **COPD Program**

**UHP's Healthy Solutions for Life Program** also helps members with COPD and you may be in this program at no cost to you.

**Good health is important. Our goal is to help you stay healthy. This program will help you:**

- Improve your lung function
- Follow your doctor's care plan
- Be physically active
- Use breathing machines the right way
- Learn about medicines used for breathing problems
- Answer questions you have about your breathing problem
- Reduce your symptoms
- Prevent flare-ups
- Enjoy social activities

You can call toll-free at **888-886-0185** (TDD 1-800-730-6219) to talk to a Health Coach from 9:00 a.m. to 9:00 p.m. Monday – Thursday, Friday 9:00 a.m. to 7:00 p.m. and Saturday 10:00 a.m. to 6:00 p.m.

### **Why Do I Feel So Down?**

Many people feel sad. Sometimes sadness lasts for a few days. But feeling sad for weeks or months may mean you are depressed. Depression is a real illness. A doctor can help you recover from it.

Depression does not look the same for every person. A young person who is depressed may not feel or act the same as an older person. Men and women feel depression differently.

Do you have any of these symptoms?

- Feeling sad, down, hopeless or worthless
- Crying for no reason
- Sleeping poorly or sleeping more than normal
- Finding it hard to concentrate or make decisions
- Losing or gaining weight without trying
- Being easily annoyed
- Losing interest in sex
- Thinking of killing yourself

If you feel any of these symptoms every day for two weeks, make an appointment to see your doctor for help.

## **Good News for Women**

Each year when you see your doctor or OB/GYN providers, you get the same tests which includes a pelvic exam and a Pap test. Your doctor will feel your breasts to be sure there are no lumps. You should also talk to your doctor about getting tested for sexually transmitted diseases (STDs). Here's what you should know about these tests:

### **Cervical Cancer Screening**

All women 20 years of age or older should have an exam and a Pap test. Each year after that, repeat the tests. In the exam, the doctor feels your uterus and ovaries for problems. For the Pap test, the doctor takes a sample of cells from your cervix with a tiny brush. The Pap test is the best way to find cervical cancer. After you turn 30, your doctor may tell you to have Pap tests every two or three years.

### **Breast Cancer Screening**

The doctor will feel your breasts and underarms in an up-and-down or circular pattern. The doctor is looking for any lumps that should be tested for cancer. It is suggested that you get your first mammogram between age 35-40. You should get yearly tests beginning at age 40. This is a special X-ray of the breast. It finds tumors when they are very small.

### **STD Screening**

If you are sexually active, talk to your doctor about STD testing. When you find out about STDs, you can prevent serious problems. Your doctor can check for STDs during your pelvic exam. He or she might also order blood tests to check for diseases.

## **Lump Detector**

Have you ever wondered how big a breast cancer tumor really is?

- .55 inches      This is about the size of a tumor found with a mammogram.
- .80 inches      This is about the size of a tumor found by the doctor.
- 1.06 inches    This is about the size of a tumor when a woman finds it on her own.

## **Is It True I Can Prevent Cervical Cancer?**

Yes, it is true. Cervical cancer is caused by an infection called HPV. HPV is passed during sex. The only way to totally prevent it is not to have sex. If you choose to have sex, be faithful to one partner and use condoms every time. Girls and women ages 9 to 26 should get a vaccine called Gardasil. It may protect you from HPV. Have a Pap test every year so that your doctor can find and treat HPV or cervical cancer early.