

healthy **moves**



**MAKE THE MOST OF YOUR
HEALTHCARE BENEFITS**

Consulte la contraportada para
información en español.

FALL 2009



WOMEN'S HEALTH

Think Pink for Breast Cancer

**DOES IT SEEM LIKE THERE ARE A
LOT OF PINK RIBBONS AROUND TOWN?**

October is Breast Cancer Awareness Month. Pink ribbons show support for breast cancer research and treatment. There is very good news for people with breast cancer these days.

A doctor's exam or mammogram can catch it very early. If cancer is caught very early and treated, a patient is almost sure to survive.

Even better, you can help prevent breast cancer. First, avoid alcohol and smoking. Then, try to walk, jog, swim, dance or play ball for at least 30 minutes every day. Eat

vegetables, fruits and whole grains. Avoid meats, fried foods and sweets. Finally, ask your doctor what you should weigh. Talk with your doctor about how to lose weight if you are overweight.

HUN

499 Thornall Street
4th Floor
Edison, NJ 08837
1-800-564-6847
TTY/TDD 1-800-852-7897
www.uhpnet.com

UNIVERSITY HEALTH PLANS, INC.

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HOW TO USE YOUR ID CARD

Each member enrolled in UHP receives a UHP membership card and a NJ FamilyCare/Medicaid Health Benefits ID card. Please use your UHP card and your Medicaid card as follows:

- Show your UHP card and your NJ FamilyCare/Medicaid Health Benefits ID card to receive prescriptions at any participating US Script pharmacy. A list of participating pharmacies can be found in the Provider Directory included with your new member packet.
- For information regarding medications on the UHP Preferred Drug List (PDL) or how to obtain an override, please download the most recent UHP PDL located at www.uhpnet.com/portal/wcm/resources/file/ebf10f4b34af1d7/PDF-UHP.pdf. The UHP PDL is updated quarterly. You can also call Member Services at 1-800-564-6847 (TTY/TDD 1-800-852-7897) for help or to request a hard copy.
- If you have any questions, please call 1-800-564-6847 (TTY/TDD 1-800-852-7897), between 8 a.m., and 5 p.m. We are ready to assist you 24 hours a day, every day of the year. If you call between 5 p.m. and 8 a.m. or on a holiday or weekend, please press option 7.

On Our Website

For information about the following topics, visit our website at www.uhpnet.com or call Member Services to request a hard copy.

- How often you and your child should see the doctor
- Advance directives
- Educational programming
- Safety
- Continuity of care
- The Start Smart for Your Baby™ Program
- Health management programs
- Facts about depression
- Good news about women's health
- How to detect a lump
- Preventing cervical cancer



1-800-564-6847

TTY/TDD 1-800-852-7897

Fraud + Abuse

DIFFERENT DOCTORS IN THE UHP NETWORK HAVE AGREED TO BE PAID IN DIFFERENT WAYS.

Your doctor may be paid each time you are treated. This is called fee-for-service. A doctor can also be paid a set fee each month for each member assigned to them. This is called capitation. UHP does not discourage doctors from discussing all treatment options with their patients, even if the service(s) is not a covered benefit. If you want more information about how your doctor is paid, contact UHP Member Services at 1-800-564-6847 (TTY/TDD 1-800-852-7897). **IF YOU FEEL YOU RECEIVED INAPPROPRIATE SERVICES FROM A PROVIDER,** please call our confidential hot line at 1-866-685-8664.



Medical Guidelines

UHP HAS ADOPTED THE NATIONAL PREVENTIVE HEALTH GUIDELINES DEVELOPED BY THE U.S. PREVENTIVE SERVICES TASK FORCE PRACTICES.

University Health Plans, Inc. (UHP) uses medical guidelines to support you and your doctor in getting the quality care you need. These medical guidelines allow for changes based on your medical condition as well as family and social factors. Some of UHP's approved guidelines are for preventive care, asthma, chronic lung disease, congestive heart failure, depression, diabetes, elder abuse, high blood pressure, immunizations and lead screening. You can view the guidelines on UHP's website at www.uhpnet.com, or you can request a free copy of a medical guideline or other health education materials by contacting Member Services at 1-800-564-6847 (TTY/TDD 1-800-852-7897).

Be a Germ Stopper!

As the weather gets cooler, everyone spends more time indoors. That makes it easy to share germs. Germs can cause everything from the flu to yucky stomach problems. Give germs the one-two punch with these tips:

- 1. Scrub your hands.** Each time you sneeze or cough into your hand, wash your hands with soap and warm water. Scrub front and back, up to your wrists and under your fingernails.
- 2. Scrub your home (and work).** Germs can live for a long time on doorknobs, desks, counters and phones. Wash these surfaces with soap and water at least once a day. Also, clean your towels and bedding weekly in hot water.

Remember: If you have a fever and a sore throat, or you are coughing or vomiting, stay home from work. Call your doctor if you need a note to stay out of work and get better.



IS IT TIME TO RENEW?

UHP members with NJ FamilyCare or Medicaid need to renew their insurance every year. Failure to do so can cause you to lose both your NJ FamilyCare/Medicaid and your University Health Plans benefits.

To renew, complete the renewal application provided by NJ FamilyCare/Medicaid and include any required support documents in the envelope provided. If you need help processing your paperwork or have any questions, you can contact UHP's Member Services Department at 1-800-564-6847 (TTY/TDD 1-800-852-7897) or contact a Health Benefits Coordinator at 1-800-701-0710. Hearing or speech impaired members can be assisted at 1-800-701-0720.

DID YOU KNOW?

HOW WE MAKE DECISIONS

UHP uses McKesson Interqual utilization guidelines to review care. The guidelines help with hospital admissions, outpatient care and referrals to specialists. Medical decisions about your care are made by your doctor. You may request a copy of these guidelines from UHP by calling a Member Services Representative at 1-800-564-6847 (TTY/TDD 1-800-852-7897).

All UHP staff involved in UM decisions are asked to sign an Affirmative Statement about incentives acknowledging that UHP does not:

- Specifically reward providers or other individuals for issuing denials of coverage or service care.
- Offer financial incentives for UM decisions that result in underutilization.
- Employ incentives to encourage barriers to care and services.

Need Information?

Your Member Handbook contains valuable information about your benefits. For Information on the following topics, please refer to your Member Handbook, which is also located on the UHP member website www.uhpnet.com.

→ Protecting Your Privacy

- How We Use or Share Your Health Records
- What Are Your Rights
- Using Your Rights

→ Medical Management

- Utilization Management
- How to Access Utilization Management
- What Is an HMO Care Manager?
- Decision Making
- New Technology

→ Complaints & Grievances

- Complaints & Grievances
- Medicaid Fair Hearing

→ Appeals

- Appeals Procedure

If you do not already have one, you can request a hard copy of the Member Handbook by calling Member Services at 1-800-564-6847 (TTY/TDD 1-800-852-7897).



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Your Healthcare Partner.

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