

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

### **Early and Periodic Screening, Diagnosis and Treatment (EPSDT)**

Early and Periodic Screening, Diagnosis and Treatment (EPSDT), or a well care visit, will help your child stay healthy or spot health problems early. Schedule a well care visit for your child as often as your doctor recommends.

#### **Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program services including:**

- A complete health history including physical and mental health development.
- A complete unclothed physical exam including vision and hearing screening, lead screening, dental inspection and nutritional assessment.
- Immunizations according to age, health history, and the schedule established by the Advisory Committee on Immunization Practices for Pediatric Vaccines.
- Health education and guidance on healthcare.
- Referrals for further diagnosis and treatment or follow-up of all abnormalities.
- Non-legend drugs.
- Ventilator services in the home.
- Private duty nursing when indicated as a result of EPSDT screening.

EPSDT information is sent to members upon enrollment. UHP also notifies members by mail, reminding them to make an appointment with their PCP.

For NJ FamilyCare Plans B and C participants, coverage is limited to early and periodic screening and diagnosis, medical examinations, dental, vision, hearing and lead screening services. Includes only those treatment services identified through the examination that are available under UHP's benefit package or services under the Medicaid Fee-For-Service (FFS) Program

For NJ FamilyCare Plan D recipients, coverage is limited to well child care including immunizations and lead screening and treatments. Preventive dental exams are covered up to age 12. Private duty nursing is included only when authorized by UHP.

## Diabetes in Your Family

Does someone in your family have diabetes? He or she might need to make some healthy changes. Your family can help.

Write down the health goals for your loved one. Help him or her take small steps. When they reach a goal, do something special. Show them that their health matters to you.

Does your family member need to be more active? It's easier to get in shape if other people join you. Choose something you can do as a family. Maybe you can walk in a local park, or dance to music. Or try taking a fitness class together.

Does your loved one need to eat better? Try healthy versions of favorite recipes. Prepare food together to make it fun. Don't be afraid to try something new, like a strange vegetable. Be brave! You might like it.

### **Q: My doctor says I have diabetes. Now he wants me to get an HbA1C test. What is that?**

A: Your blood carries glucose (sugar) and insulin (a hormone) through your body. They bring energy to your cells. Insulin "unlocks" a cell for glucose. Then glucose can give its energy to the cell.

If you have diabetes, insulin does not do its job. Then glucose builds up in the blood. Sometimes glucose builds up over many years. That can cause problems such as a stroke or kidney failure.

If you have diabetes, you test your glucose levels daily. Then you might take medication to help keep glucose at a good level for your body. Every few months, your doctor also tests your blood. This is called an HbA1C test.

The HbA1C test shows your glucose levels over the past few months. Your doctor uses your daily tests and HbA1C tests to decide how to treat you. If your HbA1C test shows that your glucose builds up often, you might need to change your medication or diet.

## **Have a Healthy Heart**

Do you want a healthy heart? If you do, eat grains, fruits and vegetables every day. Choose low-fat dairy products and lean protein such as chicken. Cut down on oils, fats, salt and sweets. Limit alcohol, and don't smoke.

Getting in shape is good for your heart, too. Work out five times a week for 20 to 30 minutes. On some days, choose activities that make your heart pump faster, such as basketball.

Your doctor can help you protect your heart. A cholesterol test can show your risk for heart disease. If your risk is high, you might need to take medications to stay healthy. Take them as directed. Be sure to ask your doctor if you have any questions.

## **On the Plate**

What are the best foods to eat? Most foods that come from plants. Lean meats and low-fat dairy products are also healthy.

What are the worst foods to eat? Foods that come from animals. Avoid fatty meats and fats such as lard. Also avoid full-fat dairy products.

## **Help Your Kids Get Fit**

About one-third of all U.S. children are overweight. Why is that? Fewer kids were overweight in the past. But kids are less active now than they used to be. They spend more time in front of the TV and the computer. Also, parents have less time to plan and make healthy meals. All this makes kids (and adults) gain weight.

Overweight kids are at risk for problems. They might get heart disease, diabetes, asthma or sleep problems. They might be teased about their weight. This makes them feel bad about themselves. If your child feels bad, he or she might have trouble making friends or doing well in school.

How can you help your child? First, get active. Your child needs an hour of activity daily. Get fit as a family. If you are active, your child will be, too. Try walking or biking. Play games with your child, like tag and jumping rope. Choose something that your child will like.

Second, limit the time your child spends on TV, video games and computers. This is called "screen time." Children age two and younger should have no screen time. Older children should have two hours or less of screen time daily. More screen time means a greater risk for weight problems in your child.

Third, eat healthy meals. Serve fruits, vegetables, whole grains and lean meats. Plan and eat meals together. (Check out some healthy recipes at [www.fruitsandveggiesmatter.gov](http://www.fruitsandveggiesmatter.gov)). Make sure your child eats breakfast. Then he or she is less likely to eat unhealthy snacks later. Don't let kids eat in front of the TV.

Don't put your child on a diet, unless your doctor says it's okay. Kids need to eat enough so they can grow. Instead, give them less fruit juice and soft drinks. And cut back on sweets, fried food and fast food.

## **How to Obtain Primary Care Services**

### **How to Get Care**

You and your family may have different PCPs. Please note that some PCPs have Physician Assistants, Nurse Midwives, Nurse Practitioners, or other providers working for them. You may be seen by one of these health professionals during your office visits.

It is important to call your PCP and your family's PCP right away and make appointments for baseline checkups. Checkups will help you stay healthy. Also make dental appointments if this service is part of your benefit plan. If you are not sure if dental services are covered under your plan, call Member Services at 1-800-564-6847, TTY/TDD 1-800-852-7897. UHP will contact you to encourage you to schedule a physical examination based on your age and sex. UHP also requires its PCPs to make their best effort to contact new UHP members or authorized individual for this examination.

Members with special needs are identified through a Complex Needs Assessment completed when they join UHP. Once the Complex Needs Assessment is completed, UHP will work out an Individual Health Care Plan that will help your doctors and UHP case managers make sure you get all the care you need. The Individual Health Care Plan will be completed within 90 days of enrollment for all children and for adult clients of the Division of Developmental Disabilities (DDD) and within 180 days for all other adults.

Emergency medical care and primary care services, including certified nurse midwives, nurse practitioners, clinical nurse specialist, physician's assistant services and independent clinic services, are available 24 hours a day, seven days a week.

A list of UHP physicians is included in your new member package. You can also call Member Services at 1-800-564-6847, TTY/TDD 1-800-852-7897 to request a copy or visit our website at [www.UHPnet.com](http://www.UHPnet.com) to find a physician.

## **How to Obtain Emergency Care**

### **Emergency Care**

Emergency care is medical or dental care that is needed right away. The need for this care may be caused by an injury or a sudden illness. UHP will pay for an emergency screening in a hospital emergency room.

An emergency is a health problem that a "prudent layperson" possessing an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in:

- Placing the health of the person afflicted with such condition in serious jeopardy, or in the case of a behavioral condition, placing the health of the person or others in serious jeopardy; or
- Serious impairment to such person's bodily functions; or
- Serious dysfunction of any bodily organ or part of such person; or
- Serious disfigurement of such person.

For a pregnant woman, the beginning of contractions can be considered an emergency.

#### **Some examples of emergencies are:**

- Severe pain of any kind.
- Change in mental status.
- Change in neurological status.
- Complications of pregnancy.
- Chest pain.
- Poisoning.
- Acute allergic reactions.
- Severe shortness of breath.
- Multiple episodes of vomiting or diarrhea.
- Fever greater than 100.4°F in infants two months or younger.
- Bleeding that won't stop.
- Injuries that cause loss of function to a body part.
- Symptoms of substance abuse.
- Psychiatric disturbances.
- Overdose of medication.

Emergency room services include a medical screening; hospital admission, if necessary; and coordination of any follow-up care with your PCP or a specialist. Emergency services are available to you 24 hours a day, seven days a week.

Post stabilization care services are covered services, related to an emergency medical condition that are provided after an enrollee is stabilized in order to maintain the stabilized condition, or to improve or resolve the enrollee's condition.

If you have an emergency, go to the nearest hospital emergency room or call 911 for an ambulance. You do not need prior authorization for emergency care, whether care is given within or outside of UHP's network. If possible, bring your UHP ID card and your Medicaid card with you. Be sure to notify UHP at 1-800-564-6847, TTY/TDD 1-800-852-7897, as soon as possible that you were seen in the emergency room.

## **Urgent Care**

**The following conditions are usually not considered emergencies, but some of them may require urgent care:**

- Vomiting
- Coughs
- Sore Throats
- Pinkeye
- Cramps
- Diarrhea
- Minor Cuts
- Rashes
- Swollen Glands
- Sprains and Strains
- Poison Ivy
- Earaches

An urgent condition is one that requires medical treatment within 24 hours. **When you need care for an urgent condition, follow these steps:**

- Call your PCP. The name and telephone number are on your UHP ID card. You may be given advice over the telephone, told to come in that day, or told to go to a hospital emergency room.
- Or call NurseWise at 1-800-564-6847. Press option 7, (TTY/TDD 1-800-852-7897) and you will be connected to a nurse line agent. Tell the nurse about your health problem. Have your UHP ID card number handy. Make sure you give the nurse the telephone number where you can be reached. Then keep the telephone line open. NurseWise will assist you in contacting your PCP, direct you to other care, or help you over the telephone.

**If you are told to see another doctor or go to the nearest hospital emergency room, be sure to:**

- Bring your UHP ID card and your Medicaid card with you.
- Ask the doctor or hospital to call your PCP or UHP as soon as possible.

## How to Obtain Specialty & Hospital Care

### Specialty Services

Sometimes you may have a health problem that your PCP will not treat because you need special care. When that happens, your PCP will send you to a specialist. A specialist is a doctor who is trained in the type of healthcare you need. Specialists include:

- Cardiologist (heart doctor)
- Dermatologist (skin doctor)
- Gynecologist (doctor who specializes in women's healthcare)
- Hematologist (a doctor who treats blood problems)
- Podiatrist (a doctor who treats foot and ankle problems)
- Ophthalmologist (doctor who treats eye problems)

If your PCP wants you to see a specialist, you and your PCP can choose the specialist from the UHP network. UHP will send you a directory of our specialists if you need one or you can visit our website at [www.UHPnet.com](http://www.UHPnet.com). If you have additional questions about a provider listed in the UHP network, please call Member and Provider Services at 1-800-564-6847, TTY/TDD 1-800-852-7897. If you have a chronic disability, you can see a specialist who is experienced in treating that disability.

#### **When your PCP sends you to a specialist, this is called a referral. Here is how it works:**

- Your PCP will give you the name of a specialist from the UHP network and the information you will need to help you make an appointment with that specialist; or
- Together you can choose the specialist you want from the UHP network.
- Your PCP may give you a card that lists the name of the specialist and the appointment date and time or;
- Give you the information to take to the specialist to explain why are you making the appointment.

When your PCP refers you to another doctor, make sure you understand what your condition is and what treatment you can expect. If you think you need a specialist, talk to your PCP about it. If you have any questions about referrals call Member Services at 1-800-564-6847, TTY/TDD 1-800-852-7897.

Sometimes people with certain illnesses or medical conditions will do better if a specialist coordinates their care or if they are cared for by a hospital specialty center instead of a PCP. If you have been receiving your primary care services through a specialist or hospital specialty center or think you would do better with a specialist coordinating your care, call Member Services at 1-800-564-6847, TTY/TDD 1-800-852-7897 to discuss your case with one of our medical experts.

If you have a condition that needs ongoing care from a specialist, you can ask your PCP or UHP for a standing referral that will let you see that doctor whenever you have to without talking to your PCP first. If UHP does not have a doctor with the training and experience that you need, we will arrange for you to see a doctor outside of UHP. Of course, you will not pay for this care. We will work with your PCP to get you this referral.

### Hospital Care

Sometimes your PCP may decide that you need hospital care. Your PCP will arrange for you to be admitted to the hospital and will let UHP know. If you have any questions about being admitted the hospital, talk to your PCP.

## How to Submit a Claim For Covered Services

### What to Do If You Are Billed or Need To Submit A Claim

Some plans (C and D) have copays for some health services. But if you receive a bill from a provider for any reason other than your copay or need to submit a claim, please tell us about it. Call Member Services at 1-800-564-6847, TTY/TDD 1-800-852-7897, so we can help.

**Remember, you may be responsible for paying for healthcare services received under these conditions:**

- For healthcare services that are not covered either by UHP or Medicaid.
- For non-emergency or out-of-network care, without your PCP's prior authorization.
- For non-emergency care received outside the State of New Jersey.
- For services from a provider who does not participate with UHP without your PCP's or UHP's prior approval.

If you are not sure if a healthcare service will be covered, call Member Services at the above number. We expect our doctors to tell you when they provide a service that may not be covered.

Except for emergencies and other healthcare that does not require your PCP's referral (see page 35 in your handbook), please remember to go through your PCP.

Please contact Member Services if you have other insurance. It is important that UHP is aware of any other coverage in order to coordinate your benefits appropriately.

### Balance Billing

UHP provides services to most of their members at no cost. Balance billing is when a provider bills you for all or part of the bill. **With the exception of a co-payment, you should not be charged for any approved medical services when you get them from a UHP provider unless your plan has a copayment or if:**

- The service is not covered
- The service is determined to be medically unnecessary before it is provided
- The provider does not participate in the program either generally or for that service
- The member is informed in writing before the service is provided that one or more of the conditions listed above exist and voluntarily agrees in writing before the service is provided to pay for all or part of the providers charges
- The service is not an emergency
- The member has been paid for the service by a health insurance company or other third party and the member has failed or refused to remit to the provider that portion of the payment to which the provider is entitled by law
- Except for full time students, the member received non emergency care outside the State of New Jersey

If you receive a bill from a provider for services, call Member Services at 1-800-564-6847, TTY/TDD 1-800-852-7897.