



Member FOCUS

KENTUCKY | 2017 | ISSUE 3

BREAST CANCER SCREENING: It Could Save Your Life

Breast cancer is the second most deadly cancer for women in the U.S. But screening tests, like mammograms, could help save lives.

A mammogram is an X-ray of the breast. It can detect cancer before there are symptoms, when it's easiest to treat.

Ask your doctor about screening for breast cancer at your next visit.

SOURCE: National Cancer Institute, "Breast Cancer Screening (PDQ®)—Patient Version," retrieved from: <https://www.cancer.gov/types/breast/patient/breast-screening-pdq>

NUMBERS TO KNOW

We're just a phone call (or click) away!

Call Customer Service:
1-877-389-9457
TTY: 1-877-247-6272
Monday–Friday,
7 a.m. to 7 p.m.

Nurse Advice Line:
1-800-919-8807
24 hours a day/
7 days a week

Or visit
www.wellcare.com/Kentucky

REMEMBER TO SCHEDULE KIDS' CHECKUPS

It's important for kids to get regular checkups. That way, doctors can help find and treat any problems early. WellCare covers recommended checkups for kids and teens from birth to age 21. It's part of our Early and Periodic Screening, Diagnosis and Treatment Program (EPSDT).

WHAT'S COVERED?

WellCare's EPSDT Program covers:

- Physical exams
- Vision, hearing and dental exams
- Immunizations (shots)
- Body Mass Index (BMI) and nutrition checks
- Growth and development checks: personal, social, motor skills and language
- Lab tests (including lead screenings)
- Mental health assessments

WHEN SHOULD YOUR CHILD VISIT THEIR DOCTOR?

1 month

2 months

4 months

6 months

9 months

12 months

15 months

18 months

24 months

30 months

Once a year from ages 3 to 21

NEED HELP SCHEDULING AN APPOINTMENT?

WellCare is here to help. Call us:

1-877-389-9457

TTY: 1-877-247-6272

Monday–Friday, 7 a.m. to 7 p.m.

Be sure to check out

WellCare's Healthy Rewards Program.

You can earn gift cards for completing checkups!



SOURCE: American Academy of Pediatrics, "Bright Futures," retrieved from: <https://brightfutures.aap.org/states-and-communities/Pages/Kentucky.aspx>

HEALTHY CHOICES = HEALTHY YOU

You hear it all the time: eat right and exercise. But it's true. Healthy choices mean a healthier you.

EAT SMART

The latest nutrition guidelines recommend a varied diet, with lots of fruits and vegetables. Aim for whole grains and lean proteins, and limit your salt and sugar intake. It might seem overwhelming to change your diet. But healthy eating can be simple. Try these easy swaps:

Food Group	Instead of:	Try:
Grains	White pasta Sugary cereal	Whole-wheat pasta Oatmeal
Dairy	Regular yogurt Whole milk	Low-fat yogurt Skim milk
Fruit & Vegetables	Canned fruit in syrup Regular canned vegetables	Canned fruit in water Low-sodium canned vegetables
Meat	Full-fat ground beef Fried chicken or fish	Lean beef (90% or higher) Grilled or baked chicken or fish

PORTION CONTROL IS KEY TO EATING HEALTHY, TOO

Choose a smaller plate for meals, and stop eating when you're full.



SOURCES: President's Council on Fitness, Sports & Nutrition, "How to Eat Healthy," retrieved from: <https://www.fitness.gov/eat-healthy/how-to-eat-healthy/>; Health.gov, "Physical Activity Guidelines," retrieved from: <https://health.gov/paguidelines/>; ChooseMyPlate, "2015-2020 Dietary Guidelines: Answers to Your Questions," retrieved from: <https://www.choosemyplate.gov/dietary-guidelines>

HOW MUCH EXERCISE DO I NEED?

- **Kids** need 1 hour/day
- **Adults** should aim for 30 minutes, 5 days/week



GET MOVING

Eating healthy is a great start. But getting active keeps your whole body looking and feeling good. Did you know that active people are healthier and have lower rates of chronic disease?

Remember, some exercise is better than no exercise. Even cleaning the house or washing the car by hand counts! Just do what you can to keep moving. As always, check with your doctor before making changes to your diet or exercise program.

MEMBER RIGHTS & RESPONSIBILITIES

As a WellCare member, you have certain rights. There are also some things you're responsible for.

YOU HAVE THE RIGHT TO:

- Receive information about our organization and its services, practitioners and providers
- Receive information about member rights and responsibilities
- Be treated with respect and dignity
- Have your privacy protected
- Participate with practitioners in making decisions about your health care
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost and benefit coverage
- Voice complaints or appeals about the plan or the care it provides
- Make recommendations regarding the plan's member rights and responsibilities policy



YOU HAVE RESPONSIBILITY TO:

- Supply information needed for the plan and its doctors to provide you with care
- Follow agreed-upon plans and instructions for care
- Understand your health problems
- Help set treatment goals with your doctor

You may have more rights and responsibilities. Find a complete list in your Member Handbook.

As always, we wish you good health.

HEALTHY TIPS FOR KIDS

Healthy living can be simple for kids. Just remember **5-2-1-Almost None**.

Each day:

5: Eat 5 servings of fruit and veggies.



2: Watch no more than 2 hours of TV.

1: Get active for at least 1 hour.



Almost None:

Aim for zero sugary drinks.

As always, remember to go in for regular doctor visits.

SOURCE: 5-2-1-Almost None, "Five Two One Almost None," retrieved from: <http://www.521almostnone.com>

MEMBER INFORMATION UPDATE

Keep up to date with your health plan.

Check our website often for new content. Go to the website listed under “Numbers to Know” on the front cover of this newsletter. There you’ll find the Member Handbook. It contains information on:

- Benefits and services
- Exclusions from coverage
- Pharmacy benefit information
- Co-payments and other charges you might be responsible for
- Benefit restrictions about out-of-network and out-of-service areas
- Language assistance
- Filing claims
- Information about doctors who are in our network
- Primary care services
- Specialty, behavioral health and hospital services
- After-hours care
- Emergency care – when to call 911 or go to the emergency room
- How to get coverage when you’re out of the service area
- How to file complaints
- How to file appeals
- How we evaluate new technology



Need a hard copy? Call to request a printed copy of the handbook or other member materials. You can also ask for another format. Let us know if you need a different language, large print or audio tape. There is no charge for this service.



Find our contact info and hours under “Numbers to Know” on the front cover of this newsletter. If you leave a voice mail message after hours, we’ll call you back within 24 business hours.

WHICH SHOTS DO I NEED?

No one likes to get shots. But they can protect against lots of viruses. Health experts recommend different shots depending on your age and health. Talk to your doctor about which shots and vaccines are right for you.

Some of the most common vaccines are listed below.

Chickenpox/Shingles Vaccine: If you had chickenpox as a kid, you could get shingles as an adult; each is a separate vaccine

Flu Vaccine: Reduces your risk of getting the flu and spreading it to others

HPV Vaccine: Protects against the virus that causes cervical cancer

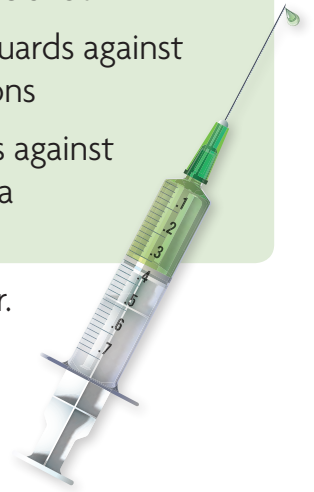
MMR Vaccine: Knocks out measles, mumps and rubella with one shot

Pneumococcal Vaccine: Guards against pneumonia and ear infections

Td/Tdap Vaccine: Protects against Tetanus (lockjaw), diphtheria and whooping cough

Some vaccines protect you for life; others require you to get a shot every year. Ask your doctor if you're due for any vaccines at your next appointment.

SOURCE: Centers for Disease Control and Prevention, "Vaccines and Immunizations," retrieved from: <https://www.cdc.gov/vaccines/index.html>



PREVENT THE FLU AND PNEUMONIA

Want to cut your risk of getting the flu in half? It's simple – get a flu shot.

The flu can make health problems worse or even lead to pneumonia. That's a lung infection that makes it hard to breathe.

Each year, 50,000 people in the U.S. die from pneumonia. But vaccines, like the flu shot and pneumococcal vaccine, could prevent many of these deaths.

Protect yourself from the flu and pneumonia:

- Get the flu shot every year
- Ask your doctor about the pneumococcal vaccine
- Wash your hands often
- Stay away from people who are sick

SOURCES: Centers for Disease Control and Prevention, "Influenza (Flu)," retrieved from: <https://www.cdc.gov/flu/index.htm> and "Pneumonia Can Be Prevented—Vaccines Can Help," <https://www.cdc.gov/features/pneumonia/index.html>

**Ask your doctor
which vaccines are
right for you.**



THE QUIT LINE:

Pregnant? Stop smoking
for both you and your baby.

When you're ready to quit smoking, get coaching and support from the Quit Line. It's available at no cost to you. Plus, the Quit Line actually increases your chances of quitting.

**Call 1-800-QUIT-NOW
(1-800-784-8669)**

The Quit Line can help with:

- A personalized Quit Plan
- Cravings
- Advice and support

Talk to your doctor, or call the Quit Line today.

SOURCE: *SmokeFree.gov*, "1-800-QUIT NOW," retrieved from: <https://teen.smokefree.gov/800quitNow.aspx>

CLICK or CALL for the Latest Drug Coverage Updates

Want to find the latest about the drugs we cover? Stop by our website, www.wellcare.com/Kentucky. You'll find our Preferred Drug List (PDL). You can learn about drugs we've added or removed. You'll also find changes to any drug requirements or coverage limits. You can also call Customer Service for updates. The number is on the front page.



CommUnity

Assistance Line

CAL NUMBER VIDEO RELAY
1-866-775-2192 1-855-628-7552

We offer non-benefit resources such as help with food, rent and utilities.

ALWAYS TALK WITH YOUR DOCTOR



Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor's advice. It is based on third party sources. We are presenting it for your information only. It does not imply that these are benefits covered by WellCare. Also, WellCare does not guarantee any health results. You should review your plan or call Customer Service to find out if a service is covered.

CALL 911 or **your doctor**
right away in a health emergency.



P.O. Box 438000
Louisville, KY 40253

WellCare of Kentucky complies with all applicable federal civil rights laws. We do not exclude or treat people in a different way based on race, color, national origin, age, disability or sex.

If English is not your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio and large print. Just give us a call toll-free. You can reach us at **1-877-389-9457**. For TTY, call **1-877-247-6272**.

Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle esta información en otros formatos. Estos incluyen Braille, audio o letra de imprenta grande. Simplemente llámenos sin cargo al **1-877-389-9457**. Para TTY llame al **1-877-247-6272**.

如果中文是您的母語，我們可以為您翻譯。我們也可以用其它格式為您提供資訊。這些格式包括布萊葉文、音頻及大字體。僅需撥打我們的免費電話。您可以撥打 **1-877-389-9457** 聯絡我們。TTY 用戶請撥打 **1-877-247-6272**。

