

# Member FOCUS

KENTUCKY | 2017 | ISSUE 4

## SEASONAL DEPRESSION

**SAD** stands for **Seasonal Affective Disorder**

SAD is a type of depression that typically gets worse over the winter months.

### Symptoms include:

- Loss of energy
- Feeling sad or hopeless
- Eating or sleeping more than usual
- Thoughts of death or suicide

### Treatment options include:

- Light therapy
- Counseling
- Medication

**TALK TO YOUR DOCTOR**  
**if you think you might have SAD.**

*SOURCE: National Institute of Mental Health, "Seasonal Affective Disorder," retrieved from: <https://www.nimh.nih.gov/health/topics/seasonal-affective-disorder/index.shtml>*

## 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](http://www.wellcare.com/Kentucky)

# MAKE THE MOST OF YOUR BENEFITS

We put you and your family first. The benefits we offer are designed to keep you healthy. Below are just some of the benefits available at no cost to you:



## NO COPAY FOR:

- Physicians
- Inpatient/outpatient hospital services
- Extra benefits



## UP TO \$120 IN OVER-THE-COUNTER (OTC) ITEMS, INCLUDING:

- Diapers
- Reading glasses
- Pain relievers



## EARN REWARDS THROUGH OUR HEALTHY REWARDS PROGRAM, SUCH AS:

- Diapers
- Gift cards
- Reloadable debit card



## DISCOUNT CARD

that provides monthly discounts on items such as milk, bread, detergent and OTC items



## STEPS2SUCCESS PROGRAM INCLUDES:

- GED testing for members 16 and older
- Job training assistance
- Reading scholarships

## WE ALSO OFFER THESE GREAT BENEFITS:

- Eyeglasses for members ages 21 and up
- Annual membership to Boy Scouts and Girl Scouts for members ages 6–18
- Meal program for members discharged from inpatient hospital, rehabilitation or skilled nursing facility
- Wireless cellphone with 350 monthly minutes and unlimited text messages for all members
- Sports physical each year for children ages 6–18

**WellCare of Kentucky has the most providers statewide.**

This means you get the care and services you need to stay healthy.



Enroll with **WellCare of Kentucky** today!  
Call 1-877-389-9457  
(TTY/TDD 1-877-247-6272)

## LOWER YOUR STD RISK

Sexually transmitted diseases (STDs) are passed between people through sex. Are you sexually active? If so, do these things to lower your chances of getting STDs:

- Use condoms;
- Reduce your number of sex partners;
- Don't use drugs or alcohol before or during sex; and
- Ask your provider about:
  - STD testing;
  - Vaccines against HPV and hepatitis B; and
  - Ways to prevent HIV.

### Want more information?

Check your Member Handbook. Or call us. Use the number listed under “Numbers to Know” on the front cover of this newsletter.

**We're here to help.** Your health plan covers STD tests. You don't need a referral.

*SOURCE: Centers for Disease Control and Prevention, “STDs and HIV – CDC Fact Sheet,” retrieved from: <https://www.cdc.gov/std/hiv/stdfact-std-hiv.htm>*

## NOTICE OF PRIVACY PRACTICES

We protect your health information – it's the law. Our Notice of Privacy Practices states how we may use this data. It also tells you how you may use your rights to access and control your health information.

View our Notice of Privacy Practices on our website. Or ask us for a copy. Call us at the number listed under “Numbers to Know” on the front cover of this newsletter. It also lists our hours.

If we change our privacy policies, we'll let you know. We will post a new notice on our website. We'll also mail a notice of the changes to you when the law says we must.



# AH-CHOO!

## All About the Common Cold

**THE #1 REASON PEOPLE MISS WORK AND SCHOOL IS THE COMMON COLD.**

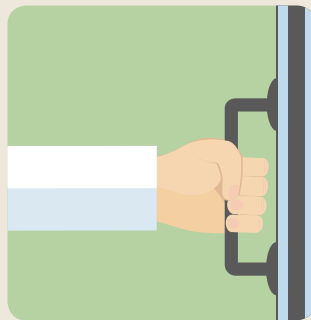
Most adults get two or three colds each year, and kids get sick more often than that. Symptoms include sore throat, runny nose, coughing, sneezing, headaches and body aches.

### ABOUT COLDS

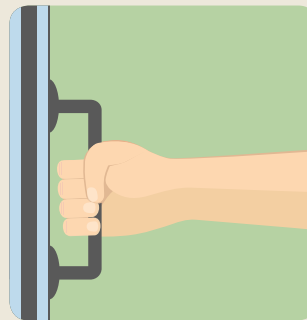
Certain viruses cause colds. They are spread through the air and through close personal contact. Contaminated surfaces can also spread viruses. Here's an example of how it works:



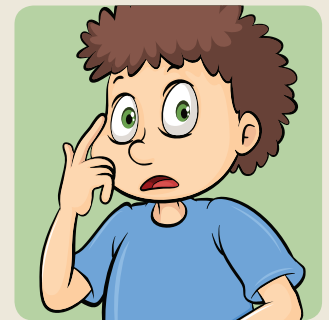
A person has a cold and coughs into their hands but doesn't wash them



That person opens a door, leaving the virus behind



You open that same door



You rub your eyes or touch your nose or mouth, inviting the virus into your body

### PREVENTION

You might assume colds are a fact of life. But there are ways to protect yourself. Follow these tips to reduce your risk of getting a cold:

- Wash your hands frequently with soap and water;
- Don't touch your eyes, nose or mouth unless you've washed your hands; and
- Keep your distance from others who are sick.

### PROTECT OTHERS

Keep your family and friends healthy. If you have a cold, stay home. Also be sure to:

- Avoid shaking hands or kissing others;
- Cough or sneeze into your sleeve or a tissue;
- Wash your hands after you cough, sneeze or blow your nose; and
- Disinfect surfaces you touch.

### WHEN TO SEE YOUR PCP

A cold typically lasts 7-10 days. But if your symptoms last longer than that, call your primary care provider (PCP). Always get help right away if your child is younger than three months and has a fever.

*SOURCE: Centers for Disease Control and Prevention, "Common Colds: Protect Yourself and Others," retrieved from: <https://www.cdc.gov/features/rhinoviruses/>*

# ABOUT YOUR BENEFITS AND SERVICES

Here are some things about your plan you should keep in mind:

## Women's Visits

You can use in-network women's health specialists for routine and preventive health care. You can see an OB/GYN for one women's health visit each year without approval.

## Second Opinions

Want a second opinion? Call your primary care provider (PCP). He or she will ask you to choose a WellCare provider in your service area. If there's not one, you will be asked to pick one that is out of the plan's network.

## Out-of-Network Services

If we cannot provide a necessary and covered service to you in-network, we will cover that service out-of-network. We'll do this for as long as we are unable to provide the service in-network. The cost to you will be no more than if the service was done in-network.

## Fair Treatment

Our doctors must offer you the same office hours as they do to those with other insurance.

## FOLLOW UP After Hospitalization for a Behavioral Health Issue

Have you or a loved one been hospitalized for a behavioral health disorder? If so, there are some things you'll need to do before you leave the hospital:



### ASK QUESTIONS

so you can understand after-care instructions.



### KNOW YOUR MEDICATIONS

- When do you take them?
- What are their names?
- What do you do if you miss a dose?



### SCHEDULE A FOLLOW-UP APPOINTMENT

with your provider within 7 days of leaving the hospital.

Please contact us if you need help.  
Use the **"Numbers to Know"** on the front cover of this newsletter.

# LEAVE THE HOSPITAL FOR GOOD

## Did you know that 1 in 9 hospital admissions is a readmission?

That's when a patient has to go back into the hospital within 30 days after he or she left. But there are ways to prevent it.

### HERE ARE SOME TIPS:

- Go to your follow-up appointment. It's usually scheduled within 7 days after discharge. Your provider needs to see how you are doing.
- Take your medications. Make sure to take them as instructed.
- Follow the directions the hospital gives you.
- Call your primary care provider (PCP) after you are discharged. Tell the office that you were in the hospital.

Try using some of these tips to keep on track to healthy living!

### DO YOU HAVE QUESTIONS ABOUT YOUR HEALTH?

Call your PCP. Or call the 24-Hour Nurse Advice Line. The number is listed under "Numbers to Know" on the front cover of this newsletter.

### HAVE A HEALTH EMERGENCY?

**Call 911 or go to the nearest emergency room.**



SOURCE: Health Works Collective, "5 Ways Healthcare Providers Can Reduce Costly Hospital Admissions," retrieved from: <https://www.healthworkscollective.com/5-ways-healthcare-providers-reduce-costly-hospital-readmissions/>



## THE QUIT LINE: Stop Smoking for Good

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

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](http://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.



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**。

