

# BEWELL

Member tips, tools and  
resources to support a  
healthy lifestyle

Volume 3 • 2018

Important  
Health Tests  
for Women

Outdoor Safety  
Statin Myths

Stay Ahead of  
Breast Cancer:

› Get Screened

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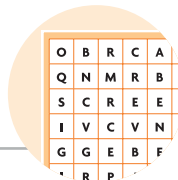
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# NUMBERS TO KNOW

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

CALL CUSTOMER SERVICE:

**1-877-389-9457**  
TTY: 711  
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)

**WORD  
SEARCH  
SOLUTION**  
Puzzle on page 10

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# AH-CHOO!

## ALL ABOUT THE COMMON COLD

The **#1** reason people miss work and school is the **COMMON COLD**.

Most adults get 2 or 3 colds each year, and kids get sick more often than that.

Symptoms include sore throat, runny nose, coughing, sneezing, headaches and body aches.

### WHEN TO SEE A DOCTOR

A cold typically lasts 7-10 days. If your symptoms last longer than that, call your doctor. Always get help right away if your child is younger than three months and has a fever.

### ABOUT COLDS

Certain viruses cause colds. They are spread through:

- ✓ The air
- ✓ Close personal contact
- ✓ Contaminated surfaces

### PREVENTION

Protect yourself against cold viruses. Follow these tips:

- ✓ Wash your hands frequently
- ✓ Avoid touching your eyes, nose or mouth
- ✓ 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
- ✓ Disinfect surfaces you touch

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



# IMPORTANT HEALTH TESTS FOR *women*

As the primary caretakers of the family, women often forget to take care of themselves. As a woman, it is important you take care of yourself so you can take care of your family.

Getting routine health tests helps you stay healthy and prevent health problems in the future. Talk with your doctor about getting these 7 important health tests.

**Don't forget to enroll in Healthy Rewards to earn gift cards for taking care of your health!**

To join the program, call **1-877-389-9457**, TTY **711**, Mon.–Fri., 7 a.m. to 7 p.m.

| TEST                           | WHAT THE TEST IS FOR   | WHEN YOU SHOULD GET IT   |
|--------------------------------|--|--|
| <b>1</b> BLOOD PRESSURE        | Checks the pressure on the blood vessels as your heart pumps the blood | Each time you visit your doctor, but at least 2 times per year.  |
| <b>2</b> BODY MASS INDEX (BMI) | Checks to see if you have a healthy weight based on your height        | Each time you visit your doctor, but at least 1 time per year.   |
| <b>3</b> CHLAMYDIA TEST        | Checks to see if you have a vaginal infection                          | At least once each year if you have had sex or are pregnant.   |
| <b>4</b> CHOLESTEROL TEST      | Checks for the amount of fat in your blood                             | Ask your doctor how often you need your cholesterol checked. Some women need to be checked more often.   |
| <b>5</b> COLONOSCOPY           | Checks for colon cancer  | Your first test should be at age 50, but may be sooner if you have a family history of colon cancer. Ask your doctor when and how often you should get this test.                |
| <b>6</b> MAMMOGRAM             | Checks for breast cancer   | Your first test should be at age 50 or sooner if you have a history of breast cancer or find a lump in your breast. Ask your doctor when and how often you should get this test. |
| <b>7</b> PAP TEST              | Checks for cervical cancer   | Your first test should be at age 21.   |

SOURCE: Office on Women's Health, US Department of Health and Human Services, "Women's health," retrieved from <https://www.womenshealth.gov/>; Centers for Disease Control and Prevention, "Advancing Women's Health and Safety," retrieved from <https://www.cdc.gov/women/>



# OUTDOOR



## SUN SAFETY

- Use a sunscreen with SPF 15 or higher, and reapply often
- Wear lightweight clothes, a hat and sunglasses
- Stay out of the sun from noon to midafternoon, the hottest part of the day

## WATER AND POOL SAFETY

- Keep an eye on young children while they are in or around water
- Only swim in clean pools
- Make sure there is a lifeguard on duty
- Always swim with a buddy
- Use “Coast Guard-Approved” life jackets

## OTHER SAFETY TIPS



- Never leave children or pets in your car
- Always wear your seatbelt and have all passengers in the car wear their seatbelt

SOURCE: Centers for Disease Control and Prevention, “CDC Highlights Summer Health and Safety Tips,” retrieved from *Encourages Safety This Summer*,” retrieved from: <http://www.redcross.org/news/article/Red-Cross-Encourages-Safety>

# SAFETY

Outdoor activities are fun, but it is important to be safe. **FOLLOW THESE TIPS:**



## FOOD SAFETY

- When grilling, use a meat thermometer to make sure food is fully cooked
- Keep cold foods cold and hot foods hot
- Put any leftovers in the refrigerator

## STAY HYDRATED

- Drink plenty of cool water or clear juices
- Avoid drinks with alcohol or caffeine
- Plan activities in the morning and evening

- Put babies and small children in age-appropriate car seats
- Check on older family members when it is hot

<https://www.cdc.gov/media/pressrel/r030626.htm>; American Red Cross, "Red Cross  
y-This-Summer

# MEMBER

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

## RIGHTS & RESPONSIBILITIES

### 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.

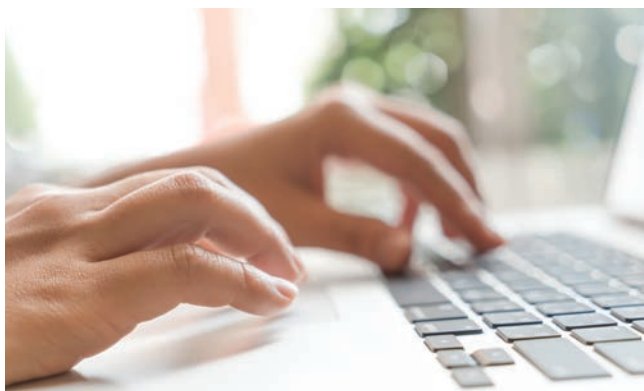
Find a complete list in your Member Handbook. As always, we wish you good health.



## 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 page 2.





# 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 page 2 of this newsletter. There you’ll find the Member Handbook. It contains information on:

## BENEFITS:

- 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
- Information about doctors who are in our network

## SERVICES:

- Primary care services
- Specialty, behavioral health and hospital services
- After-hours care
- Emergency care – when to call **911** or go to the emergency room

## HELP:

- How to get coverage when you’re out of the service area
- How to file complaints
- How to file appeals
- How to file claims

### OTHER:

- Language assistance
- How we evaluate new technology

## NEED A PRINTED COPY?

Call to request a handbook or other member materials. You can also ask for another format. Let us know if you need a different language, large print or audiotape. There is no charge for this service.

Find our contact info and hours under “Numbers to Know” on page 2 of this newsletter. If you leave a voice mail message after hours, we’ll call you back within 24 business hours.

# WORD SEARCH

APPOINTMENT PLAN  
BENEFITS PREVENT  
DIAGNOSE PROVIDER  
EMERGENCY SCREENING  
HANDBOOK TREAT  
HEALTHY WELLCARE

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Solution on page 2

# STATIN MYTHS

**MYTH:** Statins can cause muscle damage.

**TRUTH:** Statins can cause mild muscle pain. Talk to your doctor if your pain is severe. Your doctor will keep an eye on your symptoms.

**MYTH:** Statins can cause diabetes.

**TRUTH:** Statins can raise blood sugar. But it's still good for diabetics to take a statin since they can lower cholesterol and protect the heart.

**MYTH:** Statins can cause dementia.

**TRUTH:** Recent studies have not seen a link. Some studies suggest statins may even reduce the risk of Alzheimer's disease.

*SOURCE: Ramkumar S, Raghunath A, Raghunath S. Statin Therapy: Review of Safety and Potential Side Effects. Acta Cardiol Sin. 2016 Nov; 32(6): 631-39.*

**STATINS ARE CHOLESTEROL MEDICATIONS THAT CAN:**

- ▶ Lower cholesterol
- ▶ Prevent or slow down heart disease

**DO YOU TAKE A STATIN?**

Do not stop taking your medicine without talking to your doctor or pharmacist. Talk to your doctor to learn more.

# STAY AHEAD OF BREAST CANCER: **GET SCREENED**

Finding breast cancer early can help save your life.

It's important to take care of your health. That includes getting recommended cancer screenings. Breast cancer is the most common cancer in American women, except for skin cancers. There is a 1 in 8 chance that a woman will develop breast cancer in her lifetime.

A mammogram is a breast X-ray test. It looks for changes that may be signs of breast cancer. A mammogram can help to find breast cancer early, when it is easier to treat. Breast cancer does not always have symptoms when the tumor is small. That's why women should get screened. Screening mammograms are a covered benefit from your health plan.

Talk to your health care provider about your risk for breast cancer. Ask which breast cancer screening plan may be right for you.



**OCTOBER**  
is **BREAST**  
**CANCER**  
**AWARENESS**  
**MONTH**

Please share this  
message with all your  
friends and family.



SOURCE: American Cancer Society, "How Common Is Breast Cancer?" retrieved from: <https://www.cancer.org/cancer/breast-cancer/about/how-common-is-breast-cancer.html>



**ALWAYS TALK  
WITH YOUR  
DOCTOR**

**CALL 911 or YOUR DOCTOR**  
right away in a health emergency.

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.





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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 **711**.

Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle información en otros formatos, como braille, audio y letra de imprenta grande. Simplemente, llámenos sin cargo al **1-877-389-9457**. Para TTY llame al **711**.

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 **711**。

