

CAHPS[®]: Health Care Quality From Your Point of View

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a survey that asks members about the care they received.

The survey is mailed or provided over the phone. Please complete the survey. It helps us to know what is important to you and create new programs to get the care you need. It tells us how our providers are treating you. We want you to **always** get the care and treatments you need. We are making changes to our provider directory to make it easier for you to get the care, tests and treatments you need.



The survey is mainly “yes” or “no” questions. Some questions ask you to rate us on a scale from 0 to 10. Giving us a “10” means that you think we are the best health plan possible and giving us a “0” means you think we are the worst health plan possible.

Numbers to Know

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

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Call Customer Service:

1-877-389-9457

TTY 1-877-247-6272

Monday–Friday,
7 a.m. to 7 p.m.

Or visit

www.wellcare.com/Kentucky

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Nurse Advice Line:

1-800-919-8807

24 hours a day/7 days a week

DO YOU HAVE QUESTIONS? Call Customer Service at 1-877-389-9457. Or visit www.cahps.ahrq.gov. CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

Brush Up on Better Oral Care

A healthy mouth is important for more than just a smile that sparkles. Good dental habits can protect your overall well-being, too.

Healthy Mouth, Healthy Body

Brushing, flossing and visiting your dentist regularly can help prevent gingivitis, or gum disease. With gingivitis, your gums become red and swollen, and they bleed. When it's left untreated, gingivitis can cause your teeth to fall out. And it can lead to even more serious health issues.

The inflammation that comes with gum disease may raise your risk for heart disease. If you already have a heart condition, gum disease may make it worse. Gingivitis may also put you at risk for stroke.

Protect Your Pearly Whites

The path toward a healthier mouth starts with a few simple steps. Practice these tips. You'll be smiling more brightly in no time:

- Brush your teeth twice a day. Use a soft-bristled toothbrush. Use toothpaste with fluoride. Remember to brush the insides of your teeth and your tongue. Replace your toothbrush every three to four months.
- Floss once a day. Hold the floss between two fingers. Curve it in a C-shape around each side of the tooth. Rub the floss gently up and down.
- Visit your dentist at least once a year. Some people may need to visit the dentist more often. Talk with your dentist about how often you should go.
- Ask your dentist about fluoride treatments. These can protect kids' teeth through age 16.



BRUSH WELL

Find out the best way to brush. Go to www.bit.ly/1hL03Ks for a quick lesson.

Get Your High Blood Pressure Under Control

Nearly one of every three Americans has hypertension, or high blood pressure. Up to 30% of these people may have resistant hypertension. This means they are taking at least three medications and they still can't control their blood pressure.

Do you have resistant high blood pressure? If so, try making these changes. They may improve your health:

- **Manage your weight.** Being too heavy is linked to higher blood pressure readings. This leads to the need for more drugs to control it. Try losing weight. This tends to lower blood pressure.

That reduces the need for medicine.

- **Reduce your salt intake.** People with high blood pressure often eat foods with a lot of salt in them. Many people see their blood pressure drop when they cut back on salt. This is especially true of African-Americans and older adults.
- **Limit how much alcohol you drink.** Research has linked heavy alcohol use to high and resistant blood pressure.

Try these tips, too. They can help get your high blood



pressure under control or reduce your risk for it:

- Eat a diet with lots of fiber and little fat.
- Exercise at least 30 minutes most days of the week.
- Manage stress.
- Don't smoke.

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.



Get a Flu Shot

Each year, experts create a flu vaccine. It protects against the viruses most likely to affect people that year. Schedule your flu shot as soon as it becomes available.

Everyone ages 6 months and older should get the vaccine. It's even more important if you are at high risk for complications. This includes people who:

- Are pregnant;
- Have a chronic medical condition; and
- Live with someone who has a chronic condition.



We Can Help With Transition of Care

Getting you the care you need is important to us. That's why we'll work with you to make sure you get your care when:

- You're leaving another health plan and just starting with us;
- One of your providers leaves our network;
- You're leaving our health plan to go to another one; and
- You're growing up and need help choosing an adult primary care provider.

We want to be sure you keep seeing your doctors and getting your medications. Please call or have your provider call. The number is on the front page.



WellCare has a Utilization Management (UM) Program. This program makes decisions about care. These decisions are based only on:

- Whether care is appropriate;
- Service; and
- Whether the care is covered.

We don't reward anyone for denying coverage. UM decision-makers don't get paid to make decisions that don't use care.

Do you have questions about the UM Program or coverage decisions? Or do you need language help? Call Customer Service. The number is on the front page.



You may also check the UM Program section of your Member Handbook. You may call to ask for materials in a different format. This includes other languages, large print and audiotapes. There is no charge for this.



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.

Your well-being includes access to basic resources. That's why we connect people with services. These include:

- Food banks or meal delivery;
- Housing help;
- Financial help;
- Transportation; and
- Education.

New Benefits for 2017

- **Adult vision:** Members ages 21 and older get a FREE pair of glasses every 24 months.
- **Cellphone:** Members with a high-risk pregnancy or chronic condition may get a cellphone.
- **FREE over-the-counter (OTC) items:** Get up to \$120 in free OTC items each year. Choose from more than 200 items – diapers, reading glasses, hand soap, lotions, pain relievers and more.
- **FREE Healthy Rewards Program:** Earn rewards when you complete annual wellness visits. You could get gift cards, reloadable debit cards and even FREE diapers. We've also added more activities.
- **FREE sports physical:** Kids ages 6-18 get one physical per year with a primary care provider.
- **FREE GED testing:** Members ages 16 and older without a high school diploma can take the GED test at no cost.
- **FREE Meal Plan Program:** WellCare of Kentucky will offer ABD members and members on a treatment plan who have a Case Manager 10 meals after discharge. Members who are discharged within two weeks from an inpatient facility (hospital, skilled nursing facility or inpatient rehabilitation) are eligible to receive 10 meals for post-acute nutritional support. Prior authorization is required.
- **FREE baby shower (if you're pregnant):** You can attend a shower right in your community. You will get a gift basket and tips to keep you and your baby healthy.
- **FREE Community Assistance Line:** This connects you to community services such as utility assistance, food banks and transportation.
- **FREE personal care manager:** This person will offer you help and support for your conditions like asthma, diabetes, etc.
- **FREE 24-Hour Crisis Line:** This helps with drug and alcohol abuse and behavioral health concerns.
- **FREE Nurse Advice Line:** Get help and medical advice from a registered nurse 24/7.
- **Text4Baby®:** Get health tips on pregnancy and baby's first year.

Mind Your Medications

Are you having trouble remembering to take your medication? If so, you're not alone. Here are some tips for taking medications consistently:

- Use a weekly pillbox. Do you take many medications each day? If so, get a pillbox that has separate sections for the time of day that you need to take your medications.
 - Take your medicine at the same time each day. Pair it with a routine task, such as brushing your teeth.
 - Set a reminder alarm. You could use an email reminder, a cellphone calendar reminder or an alarm on your watch or smartphone. Or try using a smartphone app that will alert you to take your medications.
 - Ask your pharmacist about timer caps. These are special caps on pill bottles that remind you when it's time to take your dose.
- Are you traveling? Pack enough medication to last your entire trip, plus some extra. Keep your pills in your carry-on bag in case your checked baggage gets lost.



*Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor's advice. We are presenting it for your information only. 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

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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**。

