



# Member FOCUS

KENTUCKY | 2017 | ISSUE 2

## ANNUAL CHECKUPS: Keep Kids and Teens Healthy

All children and teenagers need annual checkups, and summer is a great time to schedule those appointments. **Annual checkups for kids and teens up to age 21 are covered at no cost to you.**

During these visits, the doctor will:

- Give any immunizations (shots) your child needs
- Check any labs as needed
- Check your child's hearing and vision
- Make sure your child's growth and development are on track
- Talk about nutrition and exercise
- Talk with you about your child's health
- Discuss any concerns

Summer is also a great time to schedule dental checkups for kids and teens. Dental health is very important, and dental visits are also covered at

no cost to you. You can even earn up to \$40 in Healthy Rewards for completing these visits.

We are here to help. Let us know if you need assistance scheduling these appointments. Call us at the number below.

### 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)



## HOW CARE MANAGEMENT CAN HELP YOU

Our Care Management Program helps members with special needs. If you qualify, we'll pair you with a registered nurse or social worker. This person will serve as your care manager. He or she can help with issues such as:

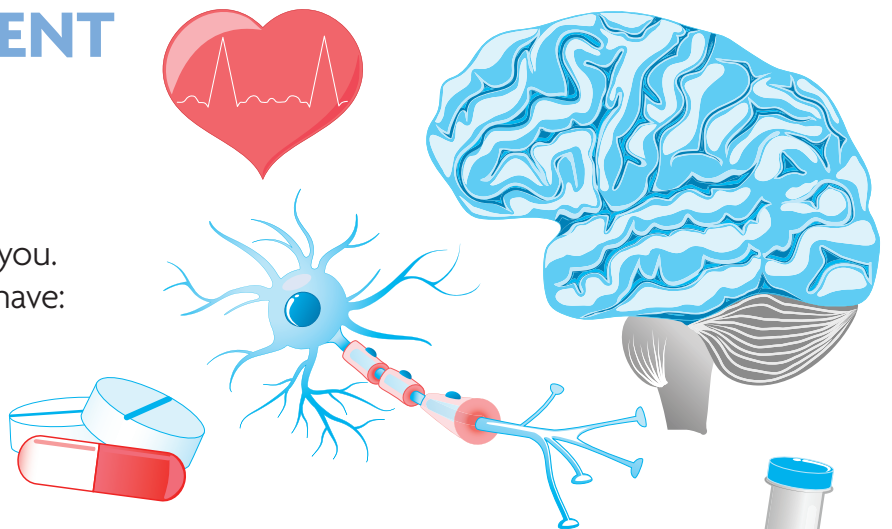
- Complex medical needs
- Solid organ and tissue transplants
- Children with special health care needs
- Lead poisoning

We offer this program at no cost to you. You'll also have access to a registered nurse Monday through Friday from 8am – 5pm. Contact us to learn more. We're here to help.

## DISEASE MANAGEMENT PROGRAM

Our Disease Management Program offers support to members with certain health problems. And it's available at no cost to you. You could qualify for the program if you have:

- Asthma
- Diabetes
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Hypertension
- Heart Disease
- Obesity
- Smoking Cessation
- Certain other health problems



We want to help you manage your condition. Contact us to see if you qualify for the program. If you do, we'll send you info on your specific health problem. You may get coaching from a Registered Nurse or Health Coach.

### CALL US TO LEARN MORE

1-877-393-3090  
(TTY: 1-877-247-6272)  
Monday – Friday,  
8am – 5pm EST

# SUN SAFETY FOR YOUR SKIN

It's the most common type of cancer in the U.S. But did you know that most cases of skin cancer are preventable?

## RISK FACTORS

Certain people may be at an increased risk for skin cancer. Be extra careful in the sun if you have:

- Light natural skin color
- Frequent sun exposure
- Family or personal history of skin cancer
- Skin that burns or freckles easily

## PROTECT YOUR SKIN

Ultraviolet (UV) exposure from the sun and from tanning beds can lead to skin cancer. Follow these tips to keep your skin healthy:

- Spend time in the shade
- Don't use tanning beds
- Use sunscreen and reapply often
- Wear a hat and sunglasses

If you have kids, make sure they wear sunscreen and follow these tips, too. Even a few severe burns now can put your child at risk of skin cancer when he or she is older.

SOURCE: Centers for Disease Control and Prevention, retrieved from: <https://www.cdc.gov/cancer/skin/>

EVERY YEAR,  
**5 MILLION  
PEOPLE**  
ARE TREATED FOR  
**SKIN CANCER**  
IN THE U.S.

# DIABETES: Assess, Prevent & Control It

One in three people will get diabetes. And it's the seventh leading cause of death in the U.S.

Diabetes is when your blood sugar is higher than normal. If it's not managed well, diabetes can lead to eye problems, nerve damage or kidney disease. There's not a cure, but you can prevent and treat it.

## ASSESS IT:

Are you at risk?

- Overweight
- Family history of diabetes
- Gestational diabetes during pregnancy

## PREVENT IT:

Take steps to prevent diabetes:

- Exercise more
- Lose weight
- Eat healthy

## CONTROL IT:

Use these tips to keep diabetes under control:

- Maintain regular doctor visits
- Eat healthy
- Stay active

**Your doctor can help you prevent or manage high blood sugar.  
Talk to your doctor about diabetes at your next appointment.**

SOURCES: Centers for Disease Control and Prevention, retrieved from: <https://www.cdc.gov/chronicdisease/resources/publications/aag/diabetes.htm>; American Diabetes Association, retrieved from: <http://www.diabetes.org>

## OUR GOAL IS QUALITY

We're always looking for ways to deliver better care and services to you. Every year, we set goals for giving you better care. It's part of our Quality Improvement (QI) Program.

### IN 2016, WE TOOK THESE ACTIONS TO IMPROVE CARE:

- Worked with providers and members to improve the coordination of care and services
- Assessed member satisfaction and needs through surveys and implemented activities to improve services
- Expanded member outreach and preventive health education activities

### OUR GOALS FOR THIS YEAR INCLUDE:

- Join community and state partners to better serve members in their own communities
- Continue to assess member satisfaction and needs through surveys and introduce activities to improve services
- Expand member outreach and preventive health education activities specific to members' needs

Your satisfaction means a great deal to us.  
We look forward to providing you the quality care you deserve.

### Want a copy of our QI Program Description?

Please call Customer Service. The number is on the front page.

## PREVENT LEAD POISONING

### Lead Poisoning – Why Worry?



Even though the symptoms might be invisible, lead poisoning is serious. Pregnant women and children should be extra careful around lead. Lead exposure can affect a child's IQ and attention span—forever. Once the damage is done, it can't be reversed. That's why it's important to prevent lead exposure in the first place.

#### WHO'S AT RISK?

Young kids are the most at risk for lead poisoning. That's because they tend to put things in their mouths. Their hands, or other objects, could have lead dust on them. Get a simple blood test at the doctor's office to find out if kids have been exposed.

#### LEAD AT HOME

Was your house built before 1978? If so, it probably contains lead, since lead-based paint was common before then. Keep kids away from old or chipped paint.

#### TEST IT & FIX IT

If you see chipped paint anywhere at home, get it tested. Talk to your local health department, or pick up an at-home testing kit from the hardware store. If it tests positive, hire a professional to fix it.

Remember to ask your child's doctor about testing for lead at their next appointment.

SOURCE: Centers for Disease Control and Prevention, retrieved from: <https://www.cdc.gov/nceh/lead/tips.htm>





# 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.



## 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.

SOURCE: President's Council on Fitness, Sports & Nutrition, retrieved from: <https://www.fitness.gov/eat-healthy/how-to-eat-healthy/>; Health.gov, retrieved from: <https://health.gov/paguidelines/>; ChooseMyPlate, retrieved from: <https://www.choosemyplate.gov/dietary-guidelines>

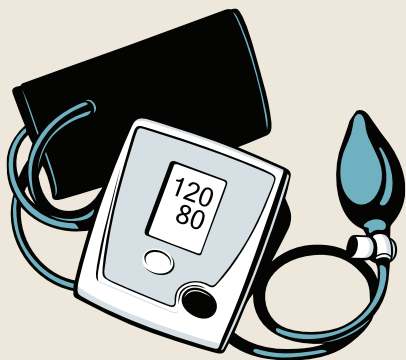
## CHECK & TREAT HIGH BLOOD PRESSURE

High blood pressure is when the force of your blood is too high as it flows through your body. Most doctors routinely check your blood pressure. Many grocery stores and pharmacies also have blood pressure cuffs you can use.

Up to 20% of people don't know they have high blood pressure. There aren't any symptoms, so get checked to find out if you have it.

Left untreated, high blood pressure can lead to a heart attack or stroke. But it's simple to fix with medicine and changes to your lifestyle. Try these tips:

- Reduce salt intake
- Exercise
- Limit alcohol
- Maintain a healthy weight



Get your blood pressure checked soon. Ask your doctor at your next appointment – or do a quick self-check next time you're at the drugstore.

SOURCES: Centers for Disease Control and Prevention, retrieved from: [https://www.cdc.gov/dhbsp/data\\_statistics/fact\\_sheets/fs\\_bloodpressure.htm](https://www.cdc.gov/dhbsp/data_statistics/fact_sheets/fs_bloodpressure.htm); National Heart, Lung, and Blood Institute, retrieved from: <https://www.nhlbi.nih.gov/health/health-topics/topics/hbp>

## KEEP YOUR BEHAVIORAL HEALTH IN CHECK

Your behavioral health is just as important as your physical health. It affects how you think, how you feel and how you act. Your genes shape your behavioral health. And your own life experiences also play a role.

Behavioral health issues are common. They can range from depression and anxiety, to dementia and eating disorders. Each disorder is different, but some general warning signs include:

- Extreme worry
- Extreme sadness
- Changes in mood or personality
- Avoiding friends and activities
- Thoughts of hurting yourself

Treat your mind just like your body. Get help if something doesn't feel right. Treatment might include medicine, therapy or changes to your lifestyle. Talk to your doctor about any concerns at your next appointment.



SOURCES: MentalHealth.gov, retrieved from: <https://www.mentalhealth.gov>; National Association on Mental Illness, retrieved from: <http://www.nami.org/Learn-More/Know-the-Warning-Signs>

# STRESS MANAGEMENT TECHNIQUES

Stress affects everyone, and it can make you feel tense or anxious. But there are ways you can minimize its effect. Try these tips:

- Avoid drugs and alcohol
- Spend time with friends and family
- Eat healthy foods
- Get enough sleep
- Exercise regularly

Talk to your doctor right away if your stress is too much to handle.

SOURCE: Centers for Disease Control and Prevention, retrieved from: <https://www.cdc.gov/features/copingwithstress/index.html>



## 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

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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**。

