



NEW YORK | 2011 | ISSUE IV



# MEMBER

## Focus

### IN THIS ISSUE

We hope you'll take a minute from your day to read through this issue. Think of it as a little hello from us, full of information and articles that'll help you and your family not only get the most from your plan, but also live better. This quarter features:

- Flu basics
- Dental facts and fluoride varnishes
- A preferred drug list update
- Eye health tips
- And more

Take care!



### SEASONAL FOCUS

#### IS IT A COLD? OR THE FLU?

There's a difference! A cold usually starts with a sore throat. Other symptoms like a stuffy or runny nose, congestion, or even a cough follow, coming on slowly and lasting for about a week. With the flu, symptoms usually hit you fast. You might have a fever, headache, muscle aches, a cough or congestion. Unsure? Check in with your doctor to be safe. Flu prevention tips are included in this newsletter.

*Source: WebMD*



### JANUARY IS CERVICAL HEALTH AWARENESS MONTH

Cervical cancer is the second most common type of cancer for women worldwide. Even though it's one of the most preventable types, about 10,000 women in the U.S. are affected each year. Your risk may be greater with:

- Multiple sexual partners
- Multiple full-term pregnancies
- Sexual intercourse at an early age
- Chlamydia infections
- Cigarette-smoking
- Use of oral contraceptives
- A weakened immune system or HIV infection

Even if none of these apply to you, you still need regular Pap testing. Pap tests find bad cells early. That's the best way to protect against this slow-growing cancer.

*Source: nccc-online.org, National Cervical Cancer Coalition*





## DENTAL FACTS FOR PARENTS & KIDS

### STARTING OUT

A child's first dental exam needs to be around the time of first tooth eruption and no later than 1 year of age. Take your child for an oral health assessment between ages 1 and 2 and every 6 months after.

### DURING CHILDHOOD

Routine exams should occur every 6 months (or when your dentist thinks is best). All children should be seen by a dentist soon after their permanent molars come in. (First permanent molars appear around six years and second molars around 12 years.) Your dentist may want to apply a seal to them.

Soft-bristled toothbrushes and water can be used to clean the teeth of children younger than 2 years. Those older than 2 years need a pea-sized amount of fluoridated toothpaste. Any extra toothpaste should be spit out. Don't have them rinse with water.

In the absence of routine dental care, fluoride varnish may be applied by primary medical providers (based on findings from an oral health assessment). At that point, all children should be referred to a dentist.

### THROUGH ADULTHOOD

It's important to see the dentist as often as he/she recommends. Pregnant women should see a dentist at least one time during pregnancy, so that necessary treatment can be given.

## ASK YOUR PEDIATRICIAN ABOUT FLUORIDE VARNISH

### WHAT IS FLUORIDE VARNISH?

Fluoride varnish is a coating that is painted on a child's teeth to prevent or stop cavities. If your child does not see a dentist regularly, ask his or her pediatrician about it.

### WHY IS IT RECOMMENDED FOR CHILDREN'S TEETH?

Fluoride varnish makes teeth stronger, stops cavities from getting bigger and prevents new cavities from forming. Because cavities can cause pain and infections—and also lead to problems with eating, speaking, playing and learning—the varnish is a good idea.

### IS IT SAFE?

Yes. Fluoride varnish is safe for children of any age; it can be used on babies from the time their first teeth come in.

## PREGNANCY HELP

Expecting your first child? Call the Nurse-Family Partnership (NFP) as soon as possible at 1-646-672-2880. The NFP will send a nurse to your home for visits, so you can get the support you need to become a successful parent.

To receive help from the NFP program, you must:

- Be pregnant with your first child
- Meet income requirements
- Live within a service area

Source: [www.nursefamilypartnership.org](http://www.nursefamilypartnership.org)



## MEMBER EDUCATION SERIES

Be sure to check [www.wellcare.com](http://www.wellcare.com) often for the latest schedule. You can also contact Customer Service for more information at 1-800-288-5441 (TTY/TDD 1-877-247-6272) Monday–Friday, 8 a.m. to 6 p.m. Eastern.

## MEDICAID MEMBER NEWSLETTER PREFERRED DRUG LIST UPDATE 2011

The generic drugs listed below are now available to WellCare of New York, Inc. members at the lowest co-payment.

Please visit [www.wellcare.com/medicaid/newyork](http://www.wellcare.com/medicaid/newyork) to view the current preferred drug list and pharmacy updates.

BRAND NAME	GENERIC NAME	THERAPEUTIC CLASS
Antabuse® 500mg tablet	Disulfiram 500mg tablet	Alcohol Deterrents
Arixtra® 2.5mg/0.5mL syringe	Fondaparinux Sodium 2.5mg/0.5mL syringe (QL: 16 mL/31 days**)	Miscellaneous Anticoagulants
Arixtra® 5mg/0.4mL syringe	Fondaparinux Sodium 5mg/0.4mL syringe (QL: 5.6 mL/31 days**)	Miscellaneous Anticoagulants
Arixtra® 7.5mg/0.6mL syringe	Fondaparinux Sodium 7.5mg/0.6mL syringe (QL: 8.4 mL/31 days**)	Miscellaneous Anticoagulants
Arixtra® 10mg/0.8mL syringe	Fondaparinux Sodium 10mg/0.8mL syringe (QL: 11.2 mL/31 days**)	Miscellaneous Anticoagulants
Methergine® 0.2mg tablet	Methylergonovine Maleate 0.2mg tablet	Oxytocics

QL = Quantity Limit    \*\* = QL does not apply to Child Health Plus

## HELPFUL REMINDERS ABOUT 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 service. Also, you can see an OB/GYN for one women's health visit each year without approval.

#### Second Opinions

If you want another take on your health, call your doctor. 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. We will also work out payment with the out-of-network provider. 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.



## GOOD NUMBERS TO KNOW

Have questions for a nurse or for Medicaid? The Nurse Advice Line number is 1-800-919-8807. Call any time day or night.

## NOTICE OF PRIVACY PRACTICES

We keep your health information private, just like the law says we should. Find out how we can use your health info, along with what your control and access rights are, by checking out our Notice of Privacy Practices.

If we change anything about these practices, we'll post a new one on our website, [www.wellcare.com](http://www.wellcare.com). If there are a lot of changes, we'll mail you a copy. But, we also want you to know that you can ask for a hard copy at any time. Just give Customer Service a call at 1-800-288-5441 (TTY/TDD 1-877-247-6272) Monday–Friday, 8 a.m. to 6 p.m. Eastern.

## FOLLOW-UP AFTER HOSPITALIZATION FOR MENTAL ILLNESS

If you or loved ones have been hospitalized for a mental health disorder, please remember to do these things before you leave:

- Ask questions! It's important you understand your after-care instructions.
- Know your medications. This includes when you take them, what their names are and what to do if you miss a dose
- Schedule a follow-up. It's best to do this before you leave the hospital. If you can't, do so within 7 days.



## LOOK AFTER YOUR EYE HEALTH

Since March is Save Your Vision Month, take a peek at these tips from the American Optometric Association (AOA). They'll keep your eyes healthy at every age.

### IN YOUR 20s AND 30s

Now is the time to start good habits (and stop bad ones!). First, commit to giving up cigarettes. Smoking doesn't just harm your lungs; it leaves your eyes open to high levels of toxic chemicals, increasing your risk of future problems. Another way to protect your eyes is to grab a pair of sunglasses. Routinely wearing shades is important because, over time, ultraviolet (UV) ray exposure can up your chance of cataracts and other disorders.

Last but not least, load your plate with foods like broccoli, spinach, kale, corn, green beans, peas, oranges and tangerines. They're full of six key nutrients eyes love:

- Lutein
- Zeaxanthin
- Essential fatty acids
- Vitamin C
- Vitamin E
- Zinc

### IN YOUR 40s AND 50s

Know that, if you're in this age range and have diabetes or high blood pressure, you may be at a higher risk for eye and vision issues. Review your family's history of eye diseases and share that info with your doctor. It'll help him/her decide how often you should visit.

### 60s AND BEYOND

Macular degeneration is the leading cause of vision loss in Americans this age—and glaucoma and cataracts are more of a concern now than when younger. Don't wait to see your eye doctor. Give him/her a call today.

Source: [nysoa.org](http://nysoa.org), [nei.nih.gov](http://nei.nih.gov)

## GLAUCOMA: “SILENT THIEF OF SIGHT”

### WHAT IS GLAUCOMA?

Glaucoma is a disease that damages the optic nerve, leading to vision loss.

### WHAT ARE THE SYMPTOMS?

Many times, glaucoma comes on without any warning signs or painful symptoms. Its quiet progression has earned it the nickname the “silent thief of sight.”

### CAN IT REALLY MAKE ME BLIND?

Yes. Vision loss is slow, but the lack of symptoms means the disease usually isn't diagnosed until already advanced. Once lost, vision cannot be recovered.

### WHAT CAN I DO?

Talk to your doctor about your risk and find out if you need a glaucoma screening. If glaucoma is detected early enough, it's possible to slow its progression.

Source: [V2020eresource.org](http://V2020eresource.org), *Vision 20/20*





## STAY SAFE FROM THE FLU

The flu causes thousands of deaths in the United States each year. Basic steps to protect yourself and stop germs from spreading include covering your mouth when you cough and sneeze, as well as washing your hands often. Also, keep your distance from anyone who is sick and avoid touching your eyes, nose and mouth.

Even though these preventative actions can help, the best way to reduce your flu risk is to get an annual flu vaccine. Talk to your doctor about whether or not you should have one. They take about two weeks to work, so you'll want to get it as early as you can.

*Source: Centers for Disease Control and Prevention*

## FREE FLU VACCINE

WellCare of New York, Inc. offers flu shots to its members at no cost. As a WellCare of New York, Inc. member, you may visit your provider's office, a participating pharmacy or participating clinic to receive a flu shot at no cost to you. Some participating pharmacies include:

- Walgreens
- CVS Caremark
- Rite Aid
- Kroger
- Medicine Shoppe
- Longs Drugs
- Target

Please call the Customer Service number located on the back of your ID card for help locating a participating provider.

*Additional Information 2011-2012 Influenza (Flu) Season: [cdc.gov](http://cdc.gov)*



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Para solicitar este documento en español, llame al Servicio al Cliente al 1-800-288-5441 (TTY/TDD 1-877-247-6272).



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## VISIT OUR WEBSITE TO STAY INFORMED

You'll find the most up-to-date information on:

- Clinical practice guidelines
- Preventive health guidelines
- Medical record documentation
- How to get utilization management guidelines
- Criteria and review availability
- Quality Improvement (QI) program evaluation
- Your member handbook, which has member rights and responsibilities and much more

Visit [www.wellcare.com](http://www.wellcare.com) today! You can change your primary care provider (PCP) in minutes and even update your address and phone number.

