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www.wellcare.com/medicare
3 TIPS TO PREVENT READMISSION

Readmission is when you have to go back to the hospital for the same condition shortly after you left.

WERE YOU RECENTLY IN THE HOSPITAL?
Use these tips to help prevent readmission.

1 ASK QUESTIONS.
Find out as much as you can about your condition. Ask your doctor about anything you don’t understand, and have a friend or family member take notes. Before you leave the hospital, you should know:

- Your diagnosis
- Your medications
- Any modifications to make at home
- Which activities to avoid
- Whom to call if you have a problem

2 KNOW YOUR MEDICATIONS.
Make a list of your medications and know when and how to take each one. Review all of your medications, including any vitamins and supplements, with your primary care physician.

3 KEEP YOUR APPOINTMENTS.
See your doctor within 30 days or as directed. Tell your doctor about any concerns or changes in your health.

SOURCE: Office of the Patient Advocate, “Preventing Hospital Readmissions,” retrieved from: http://www.opa.ca.gov/Pages/PreventingHospitalReadmissions.aspx
RECOGNIZE ELDER ABUSE

ABUSE AND NEGLECT CAN BE AN ISSUE THROUGHOUT OUR LIVES. AS WE AGE, WE BECOME MORE AT RISK FOR ABUSE BECAUSE OF:

- A lack of social contact
- Decrease in mental and physical skills

THERE ARE MANY TYPES OF ELDER ABUSE, INCLUDING:

- Physical Abuse – when someone causes you bodily harm
- Emotional Abuse – verbal assaults, harassment and threats to hurt you
- Confinement – being kept alone or restrained for a non-medical reason
- Neglect – caregivers’ failure to provide you with necessities such as food, clothing, medical care and/or shelter
- Financial abuse – misuse or denying an older adult financial resources

HOW DO WE STOP ELDER ABUSE?

- Care for your health: get preventative care and seek care for long-term health conditions
- Stay active – both physically and mentally
- Document a living will and select both a health care surrogate and power of attorney
- Ensure open communication between you, your doctor and caregiver

TO REPORT ELDER ABUSE:

- Call 911 in case of immediate and/or life-threatening danger
- Report the abuse to your local Adult Protective Services
- Call your doctor for help

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

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.

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.

Sooner or later, most patients have something that sends them from their doctor’s care into the care of a new doctor.

If you’re a hospital patient, you’re likely to see many doctors who will need to know about the medical care you’ve received. It is important that all of your doctors have the information they need to coordinate your care. You benefit when care coordination occurs between your doctor or hospital. That’s because they will work together to give you the right care.

SOURCES: Center for Advancing Health, “The Handoff: Your Roadmap to a New Doctor’s Care,” retrieved from: http://articles/the-handoff-your-roadmap-to-a-new-doctor-care; The Handoff: Your Roadmap to a New Doctor’s Care are
If you go to a new doctor, ask your regular doctor to communicate with the new doctor to explain why you need additional care. When it’s time to come home from the hospital, make sure there’s a plan in place for your care once you are home.

HELP YOUR DOCTORS COORDINATE YOUR CARE:

- Carry information with you about your condition, doctor and pharmacy
- Bring a list of your medications to your appointment with your new doctor or hospital
- If you have a family member or friend who helps take care of your health, bring them with you to your appointment or hospital
- Write a list of questions before your appointment or admission and ask about anything you don’t understand
- Make an appointment with your doctor within 7 days from when you leave the hospital, and make sure to bring your hospital discharge plan to your appointment
As a WellCare member, you have certain rights. There are also some things you’re responsible for.

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.

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 Member Services to find out if a service is covered.

Always talk with your doctor right away in a health emergency.
Keep up to date with your health plan. Check our website often for new content. Go to the website listed 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 Customer Service using the phone number listed on the back of your Member ID Card 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.

If we’ve helped you, then you may know other Medicare eligible people who could benefit from our services.

**IF SO, ASK THEM TO GIVE US A CALL AT 1-866-527-0056 (TTY 711)**
Monday–Friday from 8 a.m. to 8 p.m. to discuss what they need in a health plan.
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.

Breast cancer is the most frequently found cancer in women. A special X-ray of your breast, called a mammogram, can help find breast cancer early, when it may be easier to treat. WellCare covers the cost of screening mammogram, when done at a participating provider at no cost to you. A small number of women might have a higher risk of breast cancer and need a different screening plan. Talk to your doctor to find out what is best for you.


CLICK or CALL for the Latest Drug Coverage Updates

Want to find the latest information about the drugs we cover? Visit our website to find your most up-to-date formulary.

There, you can also:
- Learn about medications we’ve recently added; and
- Find changes to drug requirements or coverage limits to drugs.

Please notice that many of the brand name medications have recently been replaced on the formulary with their generic versions. To find your plan-specific formulary on the website, go to www.wellcare.com/medicare and click on “where are you looking for a plan?” And select your state. On the next page, select your plan type (for example, “Medicare”), enter your zip code and click “search.” After clicking “go to my plan details” next to your plan name, select “drug list” under the “pharmacy” dropdown menu. You can also call us at the number on the back of your member ID card.
WellCare Health Plans, Inc., is an HMO, PPO plan with a Medicare contract. Our D-SNPs have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments and restrictions may apply. Benefits, premiums and/or co-payments/coinsurance may change on January 1 of each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. Our plans use a formulary. Notice: TennCare is not responsible for payment for these benefits, except for appropriate cost sharing amounts. TennCare is not responsible for guaranteeing the availability or quality of these benefits.

WellCare Health Plans, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-374-4056 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-374-4056 (TTY: 711)。