Member tips, tools and resources to support a healthy lifestyle

Our Commitment to Quality

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NUMBERS TO KNOW

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

CALL CUSTOMER SERVICE:
1-800-288-5441
TTY: 711
Monday–Friday, 8 a.m. to 6 p.m.

NURSE ADVICE LINE:
1-800-919-8807
24 hours a day/7 days a week

Or visit www.wellcare.com/New-York
Our mission is a commitment to quality care. Quality health care begins and ends with you, our member. Every year we review our Quality Program for ways to serve you better.

**HERE ARE A FEW THINGS WE DID IN 2017:**

- Made our health plans and health education materials easier to understand
- Increased our efforts to meet language and cultural needs in your communities
- Offered new ways to access doctors for timely appointments near your home
- Revised Customer Service standards to ensure more friendly and helpful experiences

We listened. Every year, the satisfaction surveys (or CAHPS Surveys) you answer give us valuable information. We use the results to improve the care and services we provide to you.

**HERE ARE SOME OF OUR GOALS FOR 2018:**

- Continue to improve health plan and health education materials based on your feedback
- Enhance MyWellCare mobile app features to improve access to care and doctors
- Raise awareness of the Health Rewards Program so more members are rewarded for getting preventive care
- Use your feedback to improve the care and services we provide:
  - Through our doctors
  - In our communities
  - Over the phone
  - On our website
  - On social media
- Ensure our treatment guidelines are current with new industry developments

**LEARN MORE:** Call Customer Service. We’ll send you a copy of our Quality Improvement Program description. The number is on page 2.
PREVENT CHILDHOOD INJURIES

FALLS are the #1 reason kids get hurt
Falls might seem tough to avoid, but simple safety checks could prevent them from turning into more serious injuries.

Stay aware – injuries can happen in a split second.

ASK YOURSELF THESE SAFETY QUESTIONS:

PLAYGROUND SAFETY Is the ground around equipment clean and soft?
HOME SAFETY Do windows and stairs have the right guards or gates?
SPORTS SAFETY Does your child wear protective gear? Helmet? Knee and elbow pads? Mouth guard?
SUPERVISION CHECK Are you free from distractions so you can supervise young children?

We all want to protect our kids. Stay aware of hazards to keep them safe and prevent serious injuries.

SOURCE: Centers for Disease Control and Prevention, “Protect the Ones You Love: Child Injuries are Preventable,” retrieved from: https://www.cdc.gov/safechild/falls/

ALLERGIES & ASTHMA

When allergies cause asthma symptoms, it’s known as allergic asthma. Some common triggers for allergic asthma include:

- Cockroaches
- Dust mites
- Mold
- Pet fur and dander
- Pollen

Ask your doctor about a test to find out if allergies are causing your asthma. If you have allergic asthma, you can manage it.


DO YOU HAVE AN ASTHMA ACTION PLAN?

An asthma action plan (also called a management plan) is a plan you make with your doctor. It should include:

✓ Asthma medicines and when to take them
✓ How to control asthma – triggers to avoid
✓ How to handle asthma attacks
Smoking and Diabetes

Smoking raises blood sugar, cholesterol and blood pressure. That’s especially bad for your health if you’re diabetic.

**YOU CAN QUIT SMOKING & WE CAN HELP.**

1. Ask your doctor for medication and counseling
2. Call the New York State Smokers’ Quitline at 1-866-NY-QUITS (697-8487)
3. Text “Welcome” to 21234

**SOURCE:** Centers for Disease Control and Prevention, “How does quitting smoking help people with diabetes stay healthy?” retrieved from: https://www.cdc.gov/diabetes/managing/health.html

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**PREVENT CANCER OR FIND IT EARLY**

Preventive screening tests check for signs of cancer before you have symptoms. Get the screening tests your doctor recommends. They can help find abnormal cells before they become cancer or find cancer early when treatment is likely to work best.

**RECOMMENDED SCREENING TESTS:**

**BREAST CANCER**

**MAMMOGRAM:** Ask about screening options starting at age 50.

**CERVICAL CANCER**

**PAP TEST:** Pap tests usually begin at age 21.

**COLON CANCER**

**COLONOSCOPY OR OTHER:** Ask about screening options starting at age 50.

Ask your doctor if early screening is right for you.

Need help scheduling preventive screening tests? Please call Customer Service.


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**LANGUAGE LINE ASSISTANCE**

Is English your primary language?

If not, don’t worry! WellCare provides free language services.

**CALL:**

1-800-288-5441 (TTY: 711)


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Diabetes Care

PLANNING

It’s important to manage diabetes. And doctor visits are a big part of that. People with diabetes should see their doctor 2–4 times a year. More often is better until your blood sugar is under control. Uncontrolled blood sugar can damage your eyes, kidneys, nerves and heart.

At every visit, plan for:
✓ A1C test (until blood sugar is controlled)
✓ Blood pressure and weight measurement
✓ Foot check for numbness or pain

Twice a year, plan for:
✓ A1C test
✓ Dental checkup

Once a year, plan for:
✓ Dilated eye exam
✓ Full foot exam
✓ Kidney exam
✓ Cholesterol and triglycerides measurement
✓ Flu shot

Prediabetes: Test for Prevention

Prediabetes is when blood sugar is higher than normal, but not high enough to be diabetes.

1 in every 3 adults has prediabetes, but few know it.

Often there are no symptoms. You may be at risk if:

- You’re overweight
- You aren’t active
- Diabetes runs in your family
- You smoke
- You aren’t active
- Diabetes runs in your family

If you’re at risk, ask your doctor about a simple blood test. Prediabetes could lead to type 2 diabetes within 5 years. A healthy diet and exercise may reverse prediabetes and prevent type 2 diabetes.

Reminder About HPV VACCINATION

HPV stands for human papillomavirus

WellCare is proud to say that we are working with the American Cancer Society. We’d like to remind you about how important it is to get kids vaccinated against HPV. It can help protect them from cancer.

Kids should get vaccinated at age 11 or 12, before they are exposed to HPV. The vaccine is given as a series of shots. Kids who start the series before age 15 receive two shots, with 6 to 12 months between shots. Those 15 and older will need 3 shots given over 6 months.

Visit cancer.org/HPV to learn more.
The American Cancer Society does not endorse any service or product.

HOW CASE MANAGEMENT CAN HELP YOU

Case Management helps members with special needs. It pairs members with a case manager. The case manager is a registered nurse (RN) or licensed clinical social worker who can help members with issues such as:

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

We’re here to help you! Contact us for more information on our program. A WellCare staff member will tell you about it. This no-cost program gives you access to an RN weekdays from 8 a.m. to 5 p.m.

DISEASE MANAGEMENT PROGRAM

Our Disease Management Program gives support to members with certain health problems. 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

We want to help you manage your health. Contact us if you have any of the above conditions and want to join the program. We’ll send you information about it. You may even get coaching from a registered nurse.

CALL US TO LEARN MORE.
1-877-393-3090 (TTY 711)
8 a.m. to 5 p.m. EST
HEALTHY SNACK IDEAS

Think healthy = expensive? Think again. Check out these 10 good-for-you snacks that are also kind to your wallet:

1. **Popcorn:** Pop your own, or choose plain or lightly salted.
2. **Mini Pizza:** Top a whole-grain English muffin with tomato sauce and cheese.
3. **Carrot Sticks:** Just add your favorite dip – try hummus for a healthy twist.
4. **Trail Mix:** Combine peanuts, pretzels and raisins.
5. **Cottage Cheese:** Top with fresh or canned fruit.
6. **Banana:** One of the easiest fruits to eat on the go.
7. **Hard-Boiled Egg:** Boil your own and eat it plain or add to a salad.
8. **Apple & Cheese:** Slice an apple and eat with a slice or stick of low-fat cheese.
9. **Celery & Peanut Butter:** Add raisins if desired.
10. **Tomato & Mozzarella:** Chop up and sprinkle with salt and pepper.

DIABETES & STATIN USE

Did you know that diabetes ups your risk for stroke and heart attack? Because of this, many doctors will prescribe a certain class of cholesterol medicine, known as statins, to diabetics. If taken regularly, they can reduce your risk of a heart attack or stroke.

Make sure to take your statin just as prescribed – even if you don’t see or feel a difference. It’s vital for your heart health. Also make sure to eat healthy and exercise. It could help prevent future health problems.

NOT SURE IF YOU ARE TAKING A STATIN?
Here are the names of some commonly prescribed statins:

- Atorvastatin (Lipitor®)
- Lovastatin (Mevacor®)
- Pravastatin (Pravachol®)
- Rosuvastatin (Crestor®)
- Simvastatin (Zocor®)

Do you have diabetes? Talk with your doctor at your next visit.

ASK IF A STATIN COULD BE RIGHT FOR YOU.
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


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/new-york. 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 us for updates.

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.
NOTICE OF NON-DISCRIMINATION

WellCare of New York complies with Federal civil rights laws. WellCare of New York does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-288-5441. (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 1-800-288-5441。(TTY: 711)。