



GEORGIA | FALL 2009

MEMBER Focus



STOP THE FLU BEFORE IT STOPS YOU

The flu is a very serious illness. Some people who get it must be hospitalized. Some even die from it. But you can take steps to protect yourself from the flu.

Get vaccinated. A flu shot every year is the best step you can take. It takes a while for it to work, so get one early.

WellCare offers FREE flu shots at any Walgreens drug store or Maxim clinic. All you have to do is show your WellCare ID card and photo ID. Call 1-866-WHI-FLU1 to find a Walgreens near you. Call 1-877-962-9358 to find a Maxim clinic near you.

It is recommended that the following groups of people get vaccinated each year:

- Children from 6 months old up to their 19th birthday
- Pregnant women
- People 50 years of age and older
- People of any age with certain chronic medical conditions such as asthma, diabetes, those who have immunosuppression or are receiving long-term aspirin therapy
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from flu, including:
 - Health care workers
 - Household contacts or persons at high risk for complications from the flu
 - Household contacts and out-of-home caregivers of children less than 6 months of age (these children are too young to be vaccinated)

Take the following preventive actions to stop germs from spreading:

- Cover your mouth when you cough or sneeze
- Wash your hands with soap and water after you cough or sneeze
- Avoid close contact with others who are ill
- If you get the flu, stay home from work or school and limit your contact with others
- Avoid touching your eyes, nose and mouth

What if you do get the flu? Your doctor may give you a prescription for antiviral drugs. These drugs can make you feel better faster.

Source: Centers for Disease Control and Prevention



QUALITY DENTAL CARE IS OUR GOAL

Doral Dental wants to make sure we do everything in the best way possible. We want to ensure that all of our services are of high quality. We are always looking at our services and making them better whenever we can.

To make sure our services are the best they can be, Doral has a Quality Improvement Program. It has a plan to measure how well we are doing.

The goal is for all of our members to get quality dental care. We take a close look at all of the dentists to see that they provide the best dental care for our members' needs. We also make sure that the dentists use the most recent research to provide that care.

Doral looks at the Quality Improvement Program every year. If you would like to see a copy, please call Doral at 1-800-516-9615.

Get a flu shot every year.

YOUR RIGHTS AND RESPONSIBILITIES AS A WELLCARE OF GEORGIA MEMBER

AS A WELLCARE MEMBER, YOU HAVE THE RIGHT:

- To get information about the plan, its services, its doctors and providers.
- To get information about your rights and responsibilities.
- To know the names and titles of doctors and other health providers caring for you.
- To be treated with respect.
- To be treated with dignity.
- To privacy.
- To decide with your doctor on the care you get.
- To talk openly about care you need for your health, regardless of cost or benefit coverage, as well as choices and risks involved. The information must be given in a way you understand.
- To have the risks, benefits and side effects of medications and other treatments explained to you.
- To know about your health care needs after you get out of the hospital or leave the doctor's office.
- To refuse care, as long as you agree to be responsible for your decision.
- To refuse to take part in any medical research.
- To complain about the Plan or the care it provides. And to know that if you do, it will not change how you are treated.
- To not be responsible for the Plan's debts.
- To be free from any form of restraint or seclusion as a means of force, discipline, convenience or revenge.
- To have access to your medical records.
- To have your records kept private.
- To make your health care wishes known through Advance Directives.
- To have a say in the Plan's member rights.
- To appeal medical or administrative decisions by using the Plan's or the State's grievance process.
- To exercise these rights no matter your sex, age, race, ethnicity, income, education or religion.
- To have all Plan staff observe your rights.
- To have all the above rights apply to the person legally able to make decisions about your health care.

AS A WELLCARE MEMBER, YOU HAVE THE RESPONSIBILITY:

- To give information that the Plan and its doctors and providers need to give you care.
- To follow plans and instructions for care that you have agreed on with your doctor.
- To understand your health problems.
- To help set treatment goals that you and your doctor agree to.
- To read the Member Handbook to understand how the Plan works.
- To carry your member ID card.

- To carry your Medicaid card.
- To show your ID cards to each provider.
- To schedule appointments for all non-emergency care through your doctor.
- To get a referral from your doctor for specialty care.
- To cooperate with the people who provide your health care.
- To be on time for appointments.
- To tell the doctor's office if you need to cancel or change an appointment.
- To pay co-payments to providers as specified by the Georgia Families program.
- To respect the rights of all providers.
- To respect the property of all providers.
- To respect the rights of other patients.
- To not be disruptive in your doctor's office.
- To know the medicines you take, what they are for and how to take them the right way.
- To make sure your doctor has copies of all previous medical records.
- To let your Plan know within 48 hours, or as soon as possible, if you are admitted to the hospital or receive emergency room care.

HAVE YOU MOVED OR CHANGED YOUR PHONE NUMBER?

If your address or telephone number has changed, please call WellCare Customer Service to let us know how we can reach you. The toll-free number is 1-866-231-1821 (TTY/TDD: 1-877-247-6272). You may call weekdays from 7am to 7pm Eastern. It is important that we have your correct address and phone number so we can keep you up-to-date about your health care coverage.

CHECK YOUR ID CARD

Is the primary care physician (PCP) listed on your ID card correct? If not, please call Customer Service to change to the correct PCP.

MEMBER MATERIALS UPDATES ON THE WEB

For new and updated information, check our Web site. Just go to georgia.wellcare.com and click on “For Members.” You’ll find:

- The current Member Handbook
- Information about Georgia Families
- How to locate a pharmacy
- How to locate a dental provider
- Pregnancy health guidelines
- Health Check guidelines
- A Quick Reference Guide

Need a new handbook? Give us a call at **1-866-231-1821** (TTY/TDD: **1-877-247-6272**). We can help you Monday–Friday, 7am to 7pm Eastern. Please listen to the options before you make a selection.

After hours, you can leave a voice mail message for Customer Service. Calls are returned within 24 business hours.

Language services are also available. You can call us to ask for materials in a different format at no charge. This includes different languages, large print and audio tapes.

WellCare of Georgia is concerned about your health. In upcoming months, we will be making calls to members and/or parents/guardians of targeted members to inform and educate about the importance of preventive health screenings, and will be encouraging scheduling appointments for Breast Cancer Screening, Cervical Cancer Screening, Child & Adolescent Well Visits, Childhood Immunizations, Lead Screening, Glaucoma Screening, Postpartum Visits or other preventive screenings.

HOW TO GET THE MOST FROM YOUR DENTAL VISIT

Here are some tips to help you get the most from your dental experience.

- Find a dentist that you feel comfortable with. If you need help finding one, call Doral Dental at **1-800-516-9615**.
- We recommend that you find a “dental home.” That means that you have a dentist you and your family see on a regular basis. The dentist and the other dental staff know you, welcome you and provide care for the majority of your dental needs.
- You will start your appointment in the waiting area where you check in. When you go into the dentist’s treatment area, you will sit in a large comfy chair. It tilts back so the dentist can look in your mouth.
- Your first meeting with the dentist may take a little longer. The dentist will want to know your full health history. Some medical problems affect what’s going on in your mouth. The dentist will want to know about your and your family’s medical history. If your health changes, the dentist will also need to know about it when you see him/her next.
- During a regular check-up, you will usually see a dental hygienist and a dentist.
- The dental hygienist usually starts the visit by taking X-rays if the dentist recommends them. X-rays let the dentist look at the jawbone and other parts of your mouth that can’t be seen by looking with the naked eye. X-rays will also show cavities very early so they can be treated.
- The hygienist usually cleans and polishes your teeth
 - The hygienist will use a tooth scraper to clean your teeth. A small mirror helps to see in back of the mouth and on both sides. The tooth scraper removes plaque from your teeth. Plaque is a thin, sticky layer that coats your teeth. The plaque contains bacteria. If your teeth aren’t cleaned, the plaque mixes with your spit and bacteria and causes cavities.
 - Then the hygienist usually brushes your teeth and flosses. You will learn how to brush and floss at home.
 - The hygienist may put fluoride on your teeth. Fluoride is a mineral that makes your teeth strong.
- When the hygienist is done, the dentist will come in and examine your mouth to identify any problems. The dentist will look at your mouth and gums to make sure they look healthy. The dentist will also check the way your top and bottom teeth fit together. The dentist will study your X-rays.
- The dentist will then develop a treatment plan to deal with any problems.
- If you have any cavities or other dental problems, you may need to make other appointments and come back.
- You’ll leave the office with a shining smile.
- Dentist appointments are usually recommended every 6 months. Some people need appointments more often, some less. Talk with your dentist about how often you should come in.
- What if you’ve never been to the dentist? What if you’re embarrassed about how your mouth looks? The dentist will be happy to see you and will start you on the road to good oral care. It’s never too late to go!
- Even if you take good care of your mouth, you still need to see the dentist on a regular basis. Dental visits will help prevent cavities. The dentist also looks for other problems, like teeth coming in crooked. Schools report that the most common reason for a student to be absent is for dental emergency care. Seeing the dentist regularly should prevent most dental problems and reduce the need for emergency appointments.



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Para solicitar este documento en español, llame al Servicio al Cliente al 1-866-231-1821 (TTY/TDD: 1-877-247-6272).



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KEEP KIDS FIT AND HEALTHY

What's the first thing your kids do when they come home from school? Do they grab a snack and head for the TV or computer?

Eating too much and not being active can lead to weight problems in children. In the last 20 years, the number of overweight kids has doubled. In fact, about 15% of kids ages 6–19 weigh too much. That means nearly 1 out of every 5 kids is overweight.

Young people who are too heavy have a greater risk of:

- Heart disease
- Diabetes
- High blood pressure
- High cholesterol
- Certain cancers

Extra weight also puts a lot of stress on growing bones and joints. Being overweight plays a role in poor self esteem and depression in kids, too.

Kids really do watch what you do. Habits they learn early follow them all their lives. Make sure your home is a place where they learn healthy habits.

TIPS FOR PARENTS

- Be a good role model for your kids. Make sure you and your family eat a healthy diet.
- Limit sweets and high-fat snacks in your home. Have fruits and vegetables ready for when kids want to snack.
- Use 100% fruit juice in place of fruit juice drinks. A half cup is 1 serving.
- Give your child water instead of soda pop or fruit drinks.
- Use skim or 2% milk in place of whole milk.
- Do not force your kids to finish the food on their plate if they are full.
- Do not use food as a reward. And do not withhold food to punish your child.
- Do not eat snacks or meals while watching TV.
- Urge your child to be more active each day. And join in on the fun! Go out walking or biking together. Wash the car or do other chores as a team. Each child should get at least 60 minutes of exercise each day.

Please talk to your doctor if you think your child is overweight. The diet for all kids should be safe and full of good things for their growing bodies.

Source: OSF Saint Francis Medical Center

