

HEALTH *Partners* TALK



Published for Members of Health Partners



Health Partners rated Excellent by NCQA

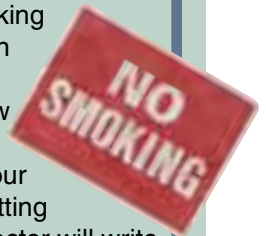
Health Partners has some very exciting news to share with our Members. We have received an Excellent four-star rating from the National Committee for Quality Assurance (NCQA). NCQA rates health plans like Health Partners on different things, like the way we serve our Members and the kind of health care services we give them.

Health Partners is very proud of this four-star rating since it is the highest rating a health plan can get. We care about our Members and want to do everything we can to make sure they stay healthy and get the best care they can. The NCQA rating shows that we do an excellent job of this! Look for the new NCQA seal on your *Health Partners Talk* newsletters from now on.

"Health Partners is deeply committed to serving our Members with the highest level of service and quality care possible," says Robert E. Tremain, President and Chief Executive Officer of Health Partners. "We continuously strive to offer our Members effective preventive health, case and disease management programs, top-notch doctors and hospitals in their neighborhood, and first-class customer service they deserve. The Excellent accreditation status recognizes our companywide dedication to quality, and we are proud and honored that our work meets NCQA's highest standards."

We can help you stop smoking

If you smoke, it is very important for your health that you stop! Health Partners has a Stop Smoking Program that can help you quit for good. Here's how it works:



First, talk to your doctor about quitting smoking. Your doctor will write you a prescription for nicotine replacement. Go to the drug store to have the prescription filled.

Health Partners wants to help you stay on track so you can stop smoking. That's why, after you pick up your prescription, you'll get a phone call from a Health Partners Disease Management representative who is certified in smoking cessation counseling. The Health Partners representative can answer any questions you might have and help you quit smoking for good!

If you have additional questions about the Stop Smoking Program, please call Health Partners at **(215) 991-4250**.

Health Partners is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, religion, national origin, age, or disability. Health Partners is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, religion, national origin, age, or disability.

TTY/TDD: 1-877-454-8477 or (215) 849-1579

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Baby Partners

Do all you can for a healthy pregnancy

Prenatal care is the health care you need to make sure you have a healthy pregnancy.

Prenatal care should begin as soon as you find out you are pregnant. It is important for you and the health of your baby. If you think you are pregnant, call your doctor right away. After your visit, Health Partners will immediately enroll you into our Baby Partners Program.

Baby Partners is here to help you through your pregnancy. After you are enrolled into Baby Partners, you will get a phone call from Health Partners asking you about your health needs and to share information about the importance of prenatal care. You will also learn about the importance of postpartum care (care after you have your baby).

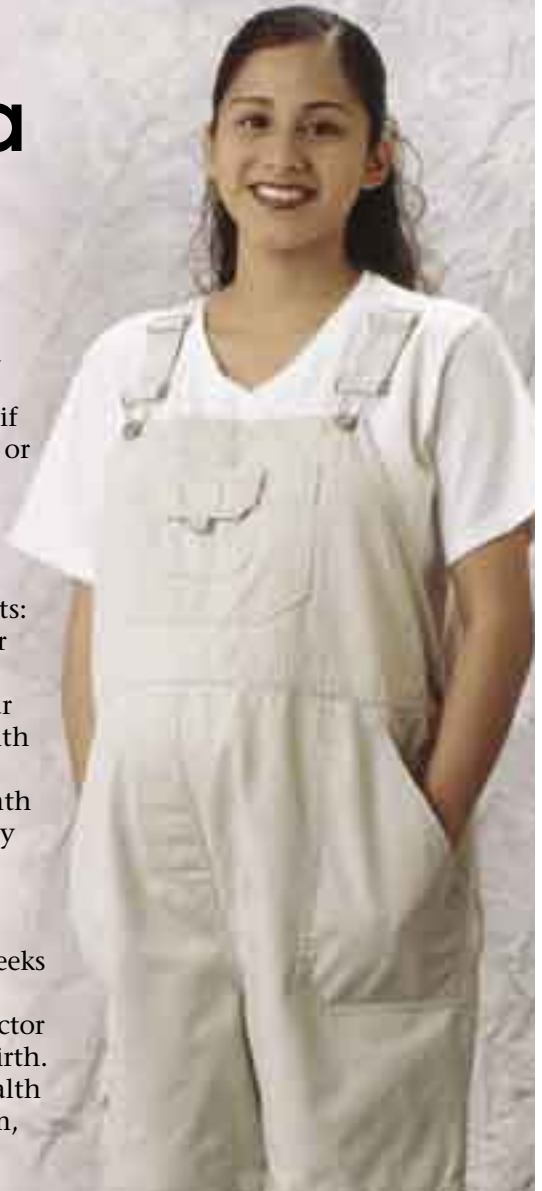
Baby Partners can also help you with referrals to support services and home visits. Baby

Partners can also give you information about helping you stop smoking and how to get behavioral health care services if needed during your pregnancy or after you have your baby.

When you are pregnant, it is important to see your doctor regularly. Health Partners recommends the following visits:

- One visit a month up to your fourth month of pregnancy.
- Two visits a month from your fourth month up to your seventh month of pregnancy.
- One visit a week in your eighth and ninth months of pregnancy until you deliver your baby.
- One checkup visit with your doctor for you (this is called a postpartum visit) three to six weeks after you have your baby.
- One well-child visit to the doctor for your baby two weeks after birth.

For more information on Health Partners' Baby Partners Program, call (215) 991-4281.



Help keep children safe from lead

Tiny particles of lead can be a big health problem for your child. They're so tiny that you've probably never seen them. Lead can damage your children's brains, stunt their growth, cause trouble hearing and interfere with learning.

Lead can be in dust, paint chips, dirt and water. It's especially a problem if you live in older housing.

All children should be tested by their doctor for lead at 1 and

2 years of age. Children 3 to 6 years old who have not previously been tested should also visit their doctor for testing.

These five steps can help protect your child from lead:

- 1.** Let water run for 30 seconds before you cook with it, make formula or let your child drink it. This helps to wash out the lead that may have settled in the pipes. Never drink water from the hot water line.
- 2.** Dust surfaces, vinyl window blinds and windowsills often with a wet

cloth. Mop floors. Spend extra time cleaning areas where your child sleeps and plays.

3. For outside play areas, choose grass rather than dirt. Dirt sticks to fingers and toys and can make it into kids' mouths.

4. Wash your child's hands often—especially after he or she plays outside, before meals and naps, and at bedtime.

5. Feed your child healthy food. A good diet helps a child's body absorb less lead.

Diabetes

Put your best foot forward



If you have diabetes, it is important to take good care of yourself by seeing your doctor regularly, eating right, getting your eyes checked at least once a year (dilated eye exam), getting your blood sugar checked regularly (HgA1C) and exercising safely.

Since diabetes can affect your circulation, it is also important to take very good care of your feet in the following ways:

- Take your shoes and socks off every time you visit your doctor. *Make sure your doctor checks your feet at every visit.*
- Wear roomy, soft-soled shoes;

always wear clean socks; do not go barefoot. *Helps prevent infections.*

■ Do not cross your legs when sitting. *Keeps the blood flowing to your feet.*

■ Use lotion (but not between your toes) to keep your skin soft and smooth. *Helps prevent blisters and sores.*

■ Properly care for your toenails. *Ask your doctor for instructions.*

■ Call your doctor if you notice blisters or sores, or if your feet change color, shape, or just feel different. *Treat problems right away.*

■ **Check your feet every day!**



Good footwork is key to football...and living with diabetes.

People with diabetes can lose feeling in their feet, allowing small injuries to become big infections without warning. 82,000 Americans lose feet or limbs to diabetes each year.

Do you have diabetes? Go to your doctor, take off your shoes and socks, and get your feet checked. Check them at home, too.



American Association of
HEALTH PLANS



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Diabetes
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Roberto Garza

— Roberto Garza, Atlanta Falcons

Stay healthy with a flu shot

A flu shot can help you stay well. Having the flu could mean more than just feeling stuffy, sneezy and achy. Most of us don't know that the flu can actually cause death.

Ask your doctor if a flu shot is right for you, especially if you:

- Are 50 years old or older.
- Have a chronic medical condition, such as asthma, diabetes, sickle cell disease, heart disease, kidney disease or HIV/AIDS.
- Have a chronic medical condition and were treated in a hospital or clinic in the past year.
- Are a child or adolescent (age 6 months to 18 years) who is taking an aspirin each day for other medical conditions.
- Are a health care worker or someone who may give the flu to a small child, to someone who is elderly or to someone with a chronic medical condition.

Talk to your child's doctor to see if your children who are 6 months old or older should get a vaccine, especially if they have any other medical conditions.

Members over age 65 should also get the pneumococcal vaccine. This shot helps prevent many serious cases of pneumonia.

You should get your shots starting in October, but the shots can be given through early winter.

Remember to see your PCP! Don't forget to see your PCP (primary care provider) every year for a checkup. This is very important if you have asthma or breathing problems, diabetes, heart disease, high blood pressure, hemophilia, HIV/AIDS or any other chronic illness.

Every Parent Should Do This



Health Partners' EPSDT Program stands for **Early and Periodic Screening, Diagnosis and Treatment.** It means keeping your child healthy with services available to all Members under age 21. It can also mean finding problems early that could be serious.

As a parent, keeping your child healthy is one of the most important things you can do. Your child's doctor will keep a record of your child's health care information. It is important to work together with your child's doctor for all of these important screenings and to follow the immunization (shot) schedule.

EPSDT services include:

- **Shots** protect your child from

deadly illnesses.

- **Physical exams** show if your child is growing well and if he or she is healthy.

- **Dental exams** show if your child's teeth are healthy. Regular dental exams can help prevent tooth decay.

- **Lead tests** show if your child's body has too much lead. High levels of lead can cause brain damage if not treated quickly.

- **Hearing tests** show if your child has a hearing problem. Hearing problems can affect talking and learning.

- **Eye tests** show if your child can see well. Eye problems can affect learning and safety. Glasses are included with EPSDT, if needed.

- **Mental health counseling** can help your child deal with a

problem. The sooner your child talks about a problem, the easier it is to treat.

- **Drug and alcohol services** can help your child get the help he or she needs.

Expanded services are provided for Members with special needs. You or your doctor can call Health Partners' Special Needs Unit at (215) 991-4370 to ask for these services.

Included with this newsletter is a schedule of shots (immunizations) that your child should have to prevent serious diseases and stay healthy.

If you have any questions about EPSDT services, ask your doctor or call Health Partners' Member Relations at (215) 849-9600 or 1-800-553-0784.

Dental care for Members with special needs

At Health Partners we care about you and your family and want you to stay healthy. Health Partners helps our Members with special needs. If you or your children have special needs, we can help you find a dentist. Health Partners will assist you in scheduling an appointment with a participating special needs dentist.

Strong, healthy teeth are an important part of good dental care. Proper nutrition and brushing should start at an early age.

Starting at age 3, your child should go to the dentist two times a year for a checkup and

cleaning. This is a good way to get your child used to seeing the dentist and will help make sure that the young teeth and gums stay healthy.

It's very important to keep your dental appointments when you make them! Select a dentist from our list of participating dentists. You do not need a referral for you or your child to see the dentist. As a Health Partners Member, your benefit includes two dental exams and cleanings a year. Your benefit also includes the following when medically necessary:

- X-rays
- Dental sealants

- Fillings
- Root canals
- Dentures, crowns
- Anesthesia
- Emergency care
- Oral surgery
- Braces (for members under 21)
- Extractions
- Periodontal services

For more information about your dental plan, how to find a Health Partners dentist (or a special needs dentist) or how to make a dental appointment, please call Health Partners' Member Relations at 1-800-553-0784 or (215) 849-9600.



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HEALTH PARTNERS TALK is published for the Members of HEALTH PARTNERS, 833 Chestnut St., Suite 900, Philadelphia, PA 19107, telephone 1-800-553-0784, www.healthpart.com.

Information in HEALTH PARTNERS TALK comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

Models may be used in photos and illustrations.

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Vaccinations (shots) help protect your children from getting diseases that can make them very sick. The chart below shows what shots your children should get and at what age they should get them. Shaded bars show the age your children should get the shot. Bars that are outlined show the age your children should get the shot if it was missed or given earlier than it should have been. Talk to your doctor about making sure your children get their shots when they need them.

Vaccines	Age in Months											Age in Years		
	Birth	1	2	4	6	12	15	18	24	4-6	11-12	13-18		
Hepatitis B (Hep B)	Hep B #1 <small>only if mother HBsAg (-)</small>	Hep B #2	Hep B #3								Hep B Series			
Diphtheria, Tetanus, Pertussis (DTaP)		DTaP	DTaP	DTaP	DTaP		DTaP			DTaP		Td (Tetanus, Diphtheria)		
<i>Haemophilus influenzae</i> Type b (Hib)		Hib	Hib	Hib	Hib	Hib								
Inactivated Polio (IPV)		IPV	IPV	IPV		IPV				IPV				
Measles, Mumps, Rubella (MMR)						MMR #1				MMR #2		MMR #2		
Chicken Pox (Var)							Var					Var		
Pneumococcal (PCV)(PPV)			PCV	PCV	PCV	PCV					PCV	PPV		
Hepatitis A (Hep A)												Hep A Series		
Influenza												Influenza (yearly)		

--- (Vaccines below this line if recommended by your primary doctor.)