



HEALTH *Partners* TALK

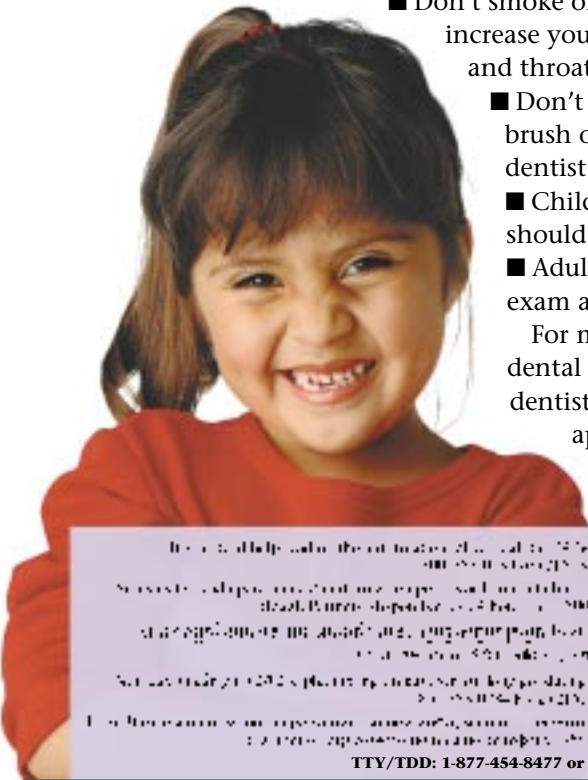
Published for members of Health Partners

Keep that great smile!

Brush and floss your way to healthy teeth


Make good dental care something you do every day! Get into the habit of doing the following:

- Brush your teeth twice a day and floss your teeth every day.
 - Eat a healthy diet and limit snacks—especially sweet snacks.
 - Don't smoke or use tobacco products—they increase your risk for gum disease and mouth and throat cancer.
 - Don't ignore gums that bleed when you brush or floss. Talk to your doctor or dentist about them.
 - Children ages three years to 21 years should get a cleaning every six months.
 - Adults should have one complete exam and a cleaning every six months.
- For more information about your dental plan, how to find a participating dentist, or if you need help making an appointment, please call Member Relations at 1-800-553-0784 or (215) 849-9600.



For a full help with the content of this publication, please contact Health Partners' Member Relations at 1-800-553-0784 or (215) 849-9600. For more information about your dental plan, how to find a participating dentist, or if you need help making an appointment, please call Member Relations at 1-800-553-0784 or (215) 849-9600.

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



2003 preventive guidelines

You should have received a copy of the new Health Partners Preventive Health Guidelines in the mail.

These guidelines explain when you and your family should go to the doctor for services such as checkups, blood tests, health screenings and shots for children. They also show what you need to do to have a safe pregnancy.

It is very important that you read these guidelines and discuss them with your primary care provider (PCP). That way, your PCP can help make sure that you and your family members stay healthy!

If you did not get the Preventive Guidelines in the mail, or have any questions about them, please call Health Partners' Member Relations at (215) 849-9600 or 1-800-553-0784.

Domestic violence

What it is and how to get help

Domestic violence is a pattern of abuse (someone hurts you over and over again) that can happen in any type of relationship. Sometimes it is physical violence (hurts your body) but it can also be any time someone tries to hurt or control a partner or family member.

Both men and women can be victims of domestic violence. Children who see domestic violence are more likely to commit suicide, abuse drugs and alcohol, and will often go on to abuse other people.

Examples of domestic violence include name calling, threats to take children away, humiliating someone (making someone feel bad or embarrassed) in private or public places, isolating someone (taking someone away) from friends and family, controlling money and forcing sex.

What can you do?

■ Understand that domestic violence is never your fault. You are not responsible for making it happen, and you are not alone.

■ Talk to someone you can trust (friends, minister, family) about what is happening to you. It is important to break the silence. The more you talk, the safer you are.

■ **Call for help.** Health Partners' Special Needs Unit, at (215) 991-4370, is available to help you find counselors to talk to and to locate community resources and support services.

■ You can get counseling and confidential mental health services by calling the agency in your county:

Philadelphia County

Community Behavioral Health

1-888-545-2600

Bucks County

Magellan Behavioral Healthcare

1-877-769-9784

Chester County

Magellan Behavioral Healthcare

1-877-769-9780

Delaware County

Magellan Behavioral Healthcare

1-888-207-2911

Montgomery County

Magellan Behavioral Healthcare

1-877-769-9782

Using Health Partners' formulary

Did you know that Health Partners has a formulary? A formulary is a list of medicines that a hospital or health plan approves for use. Your doctor will use Health Partners' formulary when choosing medicines for you.

The formulary has two kinds of drugs: brand-name drugs and generic drugs. Generic drugs have the same active ingredients as brand-name drugs. Since they work the same way as the brand-name drugs do, you can feel sure that these drugs are high quality and safe for you to take.

If the medicine your doctor wants to use is not part of the formulary, he or she can request that Health Partners *prior authorize* (cover) the drug for you. If your pharmacist and doctor determine that it is necessary for you to receive the medication, they may give you a 72-hour (3-day) supply of the medicine if you have not already been taking the medicine and a 15-day supply if you have already been taking the medication.

We will notify you and your doctor whether we will continue to cover the medicine for you. If we deny your doctor's request, you have the right to file a complaint or grievance.

Since new drugs and treatments are put into use all the time, Health Partners will make changes to the formulary when they are needed.

If you would like a copy of Health Partners' formulary, please call our Member Relations department at (215) 849-9600 or 1-800-553-0784.



Know your member rights and responsibilities

As a Health Partners member, you have the right to know about your rights and responsibilities.

Member rights

As a member of Health Partners, you have many rights, including:

- You have the right to know about all the benefits and services offered by Health Partners. You have the right to know about policies that can affect your membership.
- You have the right to be a part of decisions made by Health Partners and its doctors that affect your personal health care and your membership.
- You have the right to be treated fairly and to have your right to respect, dignity and privacy protected.
- You have the right to expect that information you provide to Health Partners, your medical records and anything you discuss with your doctor will be treated confidentially, and will not be released to others without your permission.
- You have the right to request a specialist to help meet your special needs by serving as your primary care provider.
- If a problem comes up, you have the right to question decisions made by Health Partners or its doctors.
- You have the right to basic information about doctors and other providers who participate with Health Partners. You have the right to choose from these providers, and to refuse care from specific doctors. You have the right to voice complaints and grievances about Health Partners or care provided.
- You have the right to file a Department of Public Welfare (DPW) fair hearing appeal.
- You have the right to use an advance directive to say how you want your medical care handled. This written statement will be used if you are too sick to speak for yourself.
- You have the right to have access to medical records in accordance with federal and state laws. If you would like a copy of your records, please call Health Partners' Member Relations department at 1-800-553-0748 or (215) 894-9600 for help.
- You have the right to talk openly with your doctor about all treatments that may be right for your health problem, whether or not Health Partners covers them, and without regard to cost.

Member responsibilities

You also have many duties as a member of Health Partners, including:

- You have the duty to tell Health Partners and its doctors about information which may affect your membership or your right to program benefits. For example, if you move to another address, you must call Health Partners and your primary care provider (PCP) and tell us your new address.
- You have the duty to help with your health care by following the membership rules. For example, you must call your PCP when you need urgent care and after getting emergency care.
- You have the duty to follow your PCP's instructions, such as taking medicine on schedule. You also have the duty to take your children to their PCP for care.
- You have the duty to inform your doctor about your health history, and to sign a consent form so your doctor can receive a copy of your medical records.
- You have the duty to make and keep appointments, to be on time, and to call to cancel an appointment or to report that you will be late.
- You have the duty to treat your PCP and other health care providers with respect and dignity.
- You have the duty to use our participating providers for all your health care needs. This includes PCPs, specialists, hospitals, pharmacies and any other providers you use as a Health Partners member.



Health Partners' network of providers

We're here to meet your needs!

Health Partners has a large network of doctors so we can help you and the members of your family stay healthy. Our network includes primary care providers (PCPs) and specialists. We have carefully screened our doctors to make sure they can give you the health care services you need.

Think of your PCP as your family doctor. He or she can help you get the health care services you need. You should see your PCP for a checkup at least once a year so that he or she can help you stay healthy.

For most services, you must call your PCP first. He or she will refer you to a participating specialist or hospital if needed.

If you want to change your PCP for any reason, just call our Member Relations department at **(215) 849-9600** or **1-800-553-0784**.

If you would like more information about the training, education or experience of your Health Partners PCP or specialist, please contact our Member Relations department.

The results are in

Member satisfaction survey



In spring 2002, Health Partners completed its yearly member satisfaction survey. The survey lets us know if our members (adults and children) are pleased with the care and service they get from Health Partners. The survey is sent to a sample of adult members and to parents or guardians of child members.

We are pleased that, overall, members gave a high rating for the health care they get from Health Partners. They are satisfied with the care and service they get from Health Partners and its providers. In fact, the rating for overall satisfaction was the same as or better than 75 percent of Medicaid plans nationally.

The survey results also showed that Health Partners members are very satisfied with the following areas:

- Ability to get an appointment with your doctor for routine care
- Ability to get the help and advice you need from your doctor
- Ability to get care right away from your doctor
- Ability of your doctor to listen carefully to you and to communicate (talk) with you

- Ability of your doctor's office staff to be courteous and helpful.

Health Partners is working to improve areas where members are not completely satisfied with us or our providers. These areas include:

- Choosing a doctor or nurse that you are happy with
- Getting the care you and your doctor feel is necessary. You should not have a problem getting care you or your doctor think you need.
- Getting all the information and help you need when you read the written materials we send you or when you call our Member Relations department.
- Difficulties speaking with or understanding a doctor or other health provider because you spoke different languages.

Health Partners is working hard to improve in these areas because we want you to be happy with our health plan.

If you have suggestions or questions about the member satisfaction survey or the areas we are working to improve, please call Health Partners' Member Relations at **(215) 849-9600** or **1-800-553-0784**.



Editor **Melissa Solomon Rosten**

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.

 **Health Partners**
Service. Benefits. Respect.

www.healthpart.com

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COMMUNITY ADVISORY COMMITTEE APPLICATION

Name _____

Address _____

Daytime Phone Number: _____

Email: _____

1. Please list your community involvement.

2. How long have you been a member of Health Partners or Senior Partners? _____ years

3. Why would you like to participate on our Community Advisory Committee?

4. What strengths do you think you could bring to this committee?

5. Please include any relevant experience that you think would be helpful for this position.



Health Partners



Senior Partners
Health Partners Medicare Plan

WE WANT YOU!



HEALTH PARTNERS/SENIOR PARTNERS is looking for a few good men and women to actively participate on our Community Advisory Committee.

- ★ Are you a member of Health Partners or Senior Partners?
- ★ Do you have some ability, knowledge or interest in discussing health business and policy issues as they relate to our community?
- ★ Do you have a history of involvement in community activities?
- ★ Are you available for evening meetings?
- ★ Are you willing to be a constructive contributor to our understanding of community needs and issues?

If you answered yes to all of these questions, we encourage you to apply for our committee! This group meets quarterly to learn more about common health care issues facing our community and to provide us with important feedback on community issues and concerns.

Limited seats available. Candidates will be selected based on their qualifications. Selected candidates will be contacted by Health Partners.

To be considered for this position, please send your completed application (see other side) to:

*Ms. Bernadette Mulligan
Director of Community Affairs
Health Partners
833 Chestnut Street, Suite 900
Philadelphia, PA 19107*



For any questions concerning this application, please call 215-991-4228.

**Applications must be received by
April 15, 2003 for consideration.**