



HEALTH *Partners* TALK

Published for members of Health Partners

Dental care starts early!

Good dental care begins when your baby is an infant. Here are some tips to help keep your baby's teeth healthy:

- Brush your baby's teeth with water (not toothpaste) as soon as your baby gets his or her first tooth.
- Start flossing when two of your baby's teeth begin to touch.
- Make sure your doctor examines your baby's mouth and gums at each regular checkup. This is important, especially as soon as one tooth is visible.
- Starting at age 3, your child should go to the dentist twice a year for a checkup and cleaning.
- Brush and floss your child's teeth every day until your child is able to do it on his or her own.
- Make sure your child gets enough fluoride to fight tooth decay. Your doctor can recommend an amount.
- You can also ask your doctor about sealants (thin, protective barriers) that help protect your child's back teeth from tooth decay.



Be sure to get the tests you need to stay healthy

It is very important to get all of the tests you need to stay healthy. Please check the "Health Partners Preventive Care Guidelines" to see what tests you need. You should have received a copy in the mail. If you need another copy, call the Health Partners Member Relations department at **1-800-553-0784** or **(215) 849-9600**.

To help with the cost of dental care, Health Partners Member Relations can help you explore dental insurance options. The amount of coverage you receive depends on your plan. For more information, call 1-800-553-0784 or visit our website at www.healthpartners.com.
 For more information on preventive care, visit our website at www.healthpartners.com or call 1-800-553-0784.
 If you have any questions, please call our Member Relations department at 1-800-553-0784 or (215) 849-9600.
 TTY/TDD: 1-877-454-8477 or (215) 849-1579

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Women

Stay healthy at every stage of your life

As a woman, it is important for you to take care of yourself. From prenatal care during pregnancy to mammograms as you get older, at every stage in your life, routine doctor visits and preventive health screenings will help you stay healthy! **The “Women’s Staying Healthy Quick Guide” on page 3 explains how often you should see your doctor for each of these important visits and tests.**

Prenatal care

Prenatal care is the health care you need to help you have a healthy pregnancy. It is health care during your pregnancy before your baby is born. As soon as you find out you are pregnant, you should begin prenatal care. It is important for you and the health of your baby. Please refer to the “Women’s Staying Healthy Quick Guide” to see when you should schedule these important visits with your doctor. Remember that you do not need a referral to see an obstetrician (doctor that specializes in the care

of pregnant women). If you need help finding an obstetrician near you, you can talk to your PCP, check your *Health Partners Provider Directory* or call the Health Partners Member Relations department at 1-800-553-0784.

Postpartum care

A checkup after delivery is very important for every mother and every newborn. This is the care you and your baby get after your baby is born. To keep you and your baby healthy, there are two important visits you will need to schedule with the doctor after you have your baby. Please refer to the “Women’s Staying Healthy Quick Guide” to see when you should schedule these visits with your doctor.

STD screenings

STDs (sexually transmitted diseases) are diseases that you get by having sexual contact (vaginal, oral or anal) with someone who already has an STD. Some STDs can be cured; other STDs can’t be cured. Often women have no symptoms of STDs, especially in the early stages. Not getting treated early can cause serious problems, like infertility (not being able to get pregnant). If you are pregnant and have an STD, you can give it to your baby.

There are a number of tests for STDs. The only way to be sure you have an STD is to get tested by your doctor. Please refer to the “Women’s Staying Healthy Quick Guide” to see when you should schedule these tests.

Cervical cancer screenings

A Pap test is the test for cancer of the cervix, the opening of a woman’s womb. The Pap test can find cancer early. If it is found early, it’s easier to cure. Please refer to the “Women’s Staying Healthy Quick Guide” to see at what age

—Continued on page 3

Stay healthy at every stage of your life

—Continued from page 2

you should have a Pap test.

Breast cancer screenings

A mammogram is the test used to check for breast cancer. The test is used to find breast cancer early. If found in its early stages, it is easier to cure. Please refer to the “Women’s Staying Healthy Quick Guide” to see at what age you should have a mammogram and breast exams. If you need help finding a location for mammogram screenings, call the Health Partners Member Relations department at 1-800-553-0784.

Your Health Partners benefits cover preventive health screenings. If you have any questions, call your doctor for more information.

Women's Staying Healthy Quick Guide

Pregnant	<ul style="list-style-type: none"> ■ One visit a month for the first six months ■ Two visits a month during month seven and month eight ■ One visit a week at month nine until delivery
Just had a baby	<ul style="list-style-type: none"> ■ The first visit is for the baby—two to four weeks after birth. ■ The second visit is for you—three to eight weeks after you have your baby.
STDs (sexually transmitted diseases)	<ul style="list-style-type: none"> ■ Testing for STDs should be done every year, starting at age 15, for anyone who is sexually active.
Cervical cancer screenings (Pap tests)	<ul style="list-style-type: none"> ■ A Pap test should be done every year, starting about three years after you become sexually active but no later than age 21. ■ Ages 21 to 29. You should have the Pap test every year. ■ Age 30 years or older. Every year for three years in a row. If the results are normal, then you should have the test every three years. If the results are not normal, you should continue to have the test every year.
Breast cancer screenings (mammograms and breast exams)	<ul style="list-style-type: none"> ■ If you are 20 or older, you should do a monthly breast self-exam and call your doctor if you notice a change or feel a lump. ■ Between ages 21 and 39, you should have a breast exam by the doctor at least every three years to detect any early problems. These exams should be completed every year after age 40. ■ If you are 40 or older, you should have a mammogram every year.

We're here to help you!

At Health Partners, we take your health very seriously. That is why we work very hard to make sure that you are happy with the benefits and services we provide. If you have a concern about your health care or Health Partners’ services, we want to hear from you! Our Member Relations department can help you with questions or concerns that you have. Health Partners Member Relations representatives are available around-the-clock, seven days a week, by calling **1-800-553-0784** or **(215) 849-9600**.

As a Health Partners member, you also have the right to make a formal complaint or a grievance, depending on the kind of problem you’re having. If you need more information about how to file a

formal complaint or grievance, please call the Health Partners Member Relations department or refer to your member handbook.

If you are unhappy with Health Partners or your provider of medical care, that is called a complaint. Examples of a complaint include:

- You are unhappy with the care your provider is giving you.
- You are unhappy with the services you receive from the plan.
- You did not follow the rules to get a referral and now the plan won’t pay for your care.

A grievance is if you are unhappy about Health Partners’ decision to deny a service, to decrease a service or to approve a service different from the service requested.

While you are entitled to file a complaint or grievance, please feel



free to talk with our Member Relations representatives before doing so. We are ready to work with you to help resolve any concerns you have!

Talk to me!



Did you know that *how* you talk to your personal doctor (PCP) can be just as important as *what* you say? After all, it is much easier for your PCP to help you when you are as clear as you can be about the reasons for your visit. By taking the time to explain how you feel and giving your doctor as much information as you can, you help him or her better understand how to help you.

Make sure your words and actions say what you want them to! You should see your PCP at least once a year for a checkup. Any time you visit your Health Partners' participating PCP or a specialist, keep the following in mind:

■ **Try to tell the doctor exactly how you feel.** Be as specific as you can, and even point out where it hurts.

■ **Bring all of the medicines you are taking with you.** Or bring an up-to-date list of all the medicines you are taking. Try your best to include the dosage and to remember how often you take your medicines. Also, don't forget to include birth control and over-the-counter medicines, like aspirin, vitamins, supplements and herbal remedies. These are important to your doctor in planning your care.

■ **Don't be afraid to ask questions.** If you don't understand something, speak up!

■ **If you have questions for your doctor, bring a list of them with you so that you remember to ask them.**

■ **Make eye contact.** There's nothing to feel scared or ashamed of when you visit your doctor. He or she just wants to help you feel better.

■ **Be open to your doctor's advice.** What he or she suggests might not be fun or feel good, but it is meant to help you get well.

■ **Be positive and be involved in your own care.** Even if you are not feeling well, try to respond in a helpful way when your doctor asks you questions about your sickness. That will help make sure you and your doctor understand each other and you can get the best treatment and care.

If you have any questions about talking to your family doctor, feel free to call Member Relations at 1-800-553-0784 or (215) 249-9600.

Health Partners, ABC/Channel 6 put children first

We hope you saw Health Partners on ABC/Channel 6 WPVI-TV this spring. Health Partners was a corporate sponsor for ABC's Children First campaign that focused on "Keeping Children Healthy." The goal was to make people aware of the challenges facing America's children.

Health Partners was featured on ABC in April, May and June. The TV spots focused on issues important to children's health, including lead poisoning, asthma, vision and sickle cell anemia. We hope you saw these TV spots on ABC—Health Partners cares about the health of our members!

See www.wpvi.com and click on the "Children First" button for more helpful information on keeping your children safe and healthy!



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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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Service. Benefits. Respect.

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