

HEALTH PARTNERS TALK

PUBLISHED FOR MEMBERS OF HEALTH PARTNERS



Start your healthy new year today

The new year has just begun, and it's a chance for you and your family to make a fresh start. Below are some tips for staying healthy all year.

Remember to see your PCP.

One of the best ways to stay healthy is by scheduling regular checkups with your primary care provider (PCP). Your PCP knows your family's complete medical history and can make the best health decisions for you.

Be sure to eat right. The food you eat is your body's fuel for the day. Try to eat a variety of foods, including whole grains, fruits and vegetables, and good sources of protein, like chicken, fish, beans and nuts. Drink plenty of water, and limit the amount of sugar, salt and fat in your diet.

Get out and exercise. Even small amounts of exercise are good for your heart, lungs, bones and

muscles. The important thing is that you do something every day. Try walking, dancing, gardening—even vacuuming—and see if you notice a difference in the way you look and feel. **Note:** It is important to check with your PCP before starting any exercise program.

Try to eat a variety of foods and drink plenty of water.

Stop smoking. It's a tough habit to quit, but if you do, it will drastically increase your chances of staying healthy. You owe it to yourself and your family to be smoke-free. Ask your PCP about programs to help you kick the habit.



Find a doctor online at www.healthpart.com. Click on "Find a Doctor" under "Info for Members."

Health Partners receives honors from NCQA

The National Committee for Quality Assurance (NCQA), the nation's leading review organization for health plans, has awarded Health Partners its highest accreditation status of

"Excellent" for providing our members with quality service and clinical care that exceeds NCQA's strict requirements.



Presorted Standard
U.S. Postage
PAID
Tacoma, WA
Permit No. 1066



We need your help!

Health Partners wants to work with you to make sure you stay healthy. One way you can help is by following our Preventive Care Guidelines. These guidelines tell you and your family when to see the doctor for various checkups and immunizations (shots).

Below you'll see how our members did this past year following the Preventive Care Guidelines. With your help, we can reach 100 percent in every category.

Here's how we did:

- 35 percent of our infants 15 months and younger received the necessary well-child care.
- 39 percent of our new moms went back for their postpartum checkup.
- 41 percent of our adolescents ages 12 to 21 received their shots on schedule.
- 43 percent of our members ages 2 to 21 went to the dentist last year.
- 52 percent of our women ages 21 to 64 received a Pap smear.
- 54 percent of our women ages 50 and older received a breast cancer screening.
- 56 percent of our members

with diabetes had an eye exam.

- 62 percent of our pregnant mothers received prenatal care on schedule.
- 66 percent of our women ages 16 to 26 received a chlamydia screening.
- 86 percent of our members with asthma got appropriate medication.

You should have received a copy of our Preventive Care Guidelines in the mail. If you would like Health Partners' Preventive Care Guidelines sent to you, please call Member Relations at **1-800-553-0784** or **215-849-9600** (TTY: **1-877-454-8477** or **215-849-1579**).

Immunization corner

Be wise: Immunize

Immunizations (shots) are an important part of staying healthy. Even though it's late in the flu season, you may still benefit from a shot. Ask your primary care provider (PCP) if a flu shot is right for you.

Infants need a vaccine for rotavirus, a viral infection that can cause severe diarrhea, vomiting, fever and dehydration in infants and young children. The U.S. Centers for Disease Control and Prevention recommends that infants receive three doses of the oral vaccine before 6 months of age. Children should receive the first dose by 12 weeks of age and the other two by 32 weeks of age.

Ask your PCP about this important vaccine for your baby.



A new way to reach health care management

Health Partners' Health Care Management department has recently streamlined its phone system to better serve our members and providers. Through Health Care Management's main number, members can reach the Special Needs Unit, Perinatal Case Management, Disease Management, and EPSDT (Early and Periodic Screening, Diagnosis and Treatment) and wellness programs. Just call **1-866-500-4571** or **215-967-4690** (TTY: **1-877-454-8477** or **215-849-1579**).



Not just the baby blues

During pregnancy and soon after giving birth, it's normal for women to have the "baby blues," including mild anxiety, crying, problems sleeping or forgetfulness.

A bigger problem

For some women, symptoms are more severe and last much longer. If low mood or loss of feelings of joy or pleasure lasts two weeks or more after the birth of your baby, you may have a serious illness called postpartum depression.

Postpartum depression is found in 14.5 percent of all new mothers. Women with past depression or family members with depression are at higher risk for postpartum depression.

The typical symptoms include:

- Sadness; worrying; feeling down, tense or irritable
- Loss of interest in family
- Tiredness, or trouble sleeping even when the baby is sleeping

Health Partners can help you find a therapist or psychiatrist.

- Thoughts that life is not worth living, or fears of harming the baby
- Hearing or seeing things that others don't hear or see

Help is available

If you have any of these symptoms, your doctor or Health Partners' Member Relations department can help you find a therapist or psychiatrist who can help you.

Have a healthy heart

Congestive heart failure (CHF) is a condition in which the heart has trouble pumping enough blood to the body's other organs.

Symptoms of CHF include tiredness, shortness of breath, wheezing and coughing. These symptoms can increase during winter months, as the cold air puts extra stress on your heart.

To find out if you are at risk for congestive heart failure, talk to your doctor. If you do have CHF, your doctor can help you with a treatment plan, including plenty of rest, proper diet, medication and, if needed, a program to help you quit smoking.



Striving to meet your health needs

Each year, Health Partners completes a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, which lets us know how our members feel about the care their families receive. Our most recent survey results show that overall our members are very satisfied with Health Partners and our providers.

Here's what we did well:

- Members are very pleased with their primary care providers

and specialists.

- Members say they do not experience a delay waiting for services to be approved.

Here's what we'd like to improve this year:

- Our doctors should take time to give you information and answer all your questions about your health care.
- Our doctors should include you in making decisions about your health care.

Please take time to fill out and send in the enclosed Member Survey and let us know how we're doing.

Domestic violence

Helping a co-worker

Domestic violence doesn't just affect people at home. Abuse at home can affect our work life too.

People who are abused at home usually don't perform as well and are often late or absent from work. Disruptive phone calls and unannounced visits from an abusive partner can be hurtful, embarrassing and even dangerous.

Domestic violence and harassment are against the law. If you are in an abusive relationship, or have a friend or co-worker who is, help is available.

To get help or for more information about domestic violence, please call the



National Domestic Violence hotline at **1-800-799-SAFE (1-800-799-7233)** (TTY: **1-800-787-3224**) or the Institute for Safe Families (ISF) at **215-843-2046**. You may also visit ISF online at www.instituteforsafefamilies.org.

Keep your blood pressure under control

High blood pressure affects nearly one in three adults in the United States. If untreated, it can lead to complications such as heart disease, stroke and kidney failure.

If you have high blood pressure, it is important that you follow your doctor's orders, eat a low-salt diet, exercise and take your medication regularly.

If you are not sure if you have high blood pressure, ask your doctor during your next routine visit.

When do I use the emergency room?

Unless you have a life-threatening problem or illness, always see your primary care provider (PCP). An emergency is a problem requiring immediate care to prevent serious harm or death. Examples of what would and would not be emergency situations are listed below.

Before going to the emergency room (ER), decide which category best fits your health problem:

- **Routine:** See your PCP in the next few days.
- **Urgent:** See a doctor the same day. Call your PCP first if the problem is not life-threatening.
- **Emergency:** Get help fast. Call 911 if you need to.

Note: If you are pregnant and need immediate medical attention to prevent serious harm to you and your unborn child, this is an emergency.

Do not use the ER for:

- A muscle sprain
 - Diarrhea (occasional)
 - Throwing up (once or twice)
 - A sore throat
 - A minor cut or scrape
 - An earache
 - A cough or a cold
 - A fever or a rash
- If you are not sure if you should go to the ER, call your PCP.

Use the emergency room for:

- A very strong pain
- Chest pain
- Weakness on one side of the body
- Choking or breathing problems
- Unconsciousness
- Poisoning
- Bleeding that won't stop
- A very bad burn
- A serious accident
- Broken bones



Editor

Teresa L. Heavens

HEALTH PARTNERS TALK is published for the members of HEALTH PARTNERS, 901 Market St., Suite 500, 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.

If you need help reading this information, please call the 24-hour Health Partners Member Relations line at 1-800-553-0784 or (215) 849-9600.

Si necesita ayuda para leer esta información por favor llame a la línea del Departamento de Servicios para los Miembros de Health Partners, disponible las 24 horas, al 1-800-553-0784 ó al (215) 849-9600.

បើលោកអ្នកមិនយល់នៅពេលអានព័ត៌មាននេះ សូមទូរស័ព្ទមជ្ឈមណ្ឌល Health Partners Member Relations ដែលបើកបំរើ២៤ម៉ោង នៅលេខ១-៨០០-៥៥៣-០៧៨៤ ឬ (២១៥) ៨៤៩-៩៦០០

Nếu quý vị cần giúp đỡ đọc phần thông tin này, xin vui lòng gọi đường dây Liên Hệ Hội Viên Health Partners 24 tiếng tại số 1-800-553-0784 hoặc (215) 849-9600.

Если Вам нужна помощь в прочтении данной информации, позвоните, пожалуйста, в круглосуточную Справочную Службу для членов страхового полиса по телефону 1-800-553-0784 или (215) 849-9600.

您如果看不懂此通知, 请联系 Health Partners Member Relations, 电话号码: 1-800-553-0784, (215) 849-9600.

TTY: 1-877-454-8477 • (215) 849-1579