

# PREFERRED news

Member Newsletter

October

Volume 9—Summer/ Fall Edition



## Make The Right Choice

### Primary Care Provider (PCP)

#### When to Use Your PCP

You should call your doctor for most of your health needs. Even when you think you have a problem that needs urgent care. Call your PCP first **if there is time**. Your PCP can help you decide what type of care you need. Your PCP may be able to see you in his or her office right away.



### Urgent Care Center

#### When to Go to the Urgent Care Center

An urgent care problem is **NOT** life threatening but needs attention right away. When your PCP's office is closed, Urgent Care Centers can be used for problems like minor wounds, fever, ear ache, or vomiting. If you go to an Urgent Care Center, call your PCP the next day to make a visit.

### Emergency Care

#### When to Go to the Emergency Room

A real health crisis is when you think a matter, if left untreated, would be a threat to life. In an emergency, call 911 or go to the nearest emergency room. If you go to an emergency room, call your PCP the next day to make a visit. Do not go back to the emergency room for follow up care.



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### IMPORTANT NUMBERS

MIAMI-DADE NUMBER:  
305-447-8373  
AFTER HOURS SERVICES:  
305-648-4003  
MEDICAID MEMBER SERVICES:  
305-648-4012  
FRAUD AND ABUSE HOTLINE:  
305-648-4026  
COMMUNITY OUTREACH DEPT.:  
305-648-4009

FORM: PMPNWSMEM(10/09)



## The groups recommended to receive the 2009 H1N1 influenza vaccine include:

- Pregnant women** because they are at higher risk of complications and can potentially provide protection to infants who cannot be vaccinated;
- Household contacts and caregivers for children younger than 6 months of age** because younger infants are at higher risk of influenza-related complications and cannot be vaccinated. Vaccination of those in close contact with infants younger than 6 months old might help protect infants by cocooning them from the virus;
- Healthcare and emergency medical services personnel** because infections among healthcare workers have been reported and this can be a potential source of infection for vulnerable patients. Also, increased absenteeism in this population could reduce healthcare system capacity;



- All people from 6 months through 24 years of age**
- Children from 6 months through 18 years of age** because cases of 2009 H1N1 influenza have been seen in children who are in close contact with each other in school and day care settings, which increases the likelihood of disease spread, and
- Young adults 19 through 24 years of age** because many cases of 2009 H1N1 influenza have been seen in these healthy young adults and they often live, work, and study in close proximity, and they are a frequently mobile population; and,
- Persons aged 25 through 64 years who have health conditions associated with higher risk of medical complications from influenza.**

SOURCE: Florida Dept. of Health [www.ImmunizeFlorida.org](http://www.ImmunizeFlorida.org)



## Healthy Children Get Regular Check-Ups

Parents are always concerned about the health of their children. Good health is important for both good physical and mental growth. Children and teens need CHCU visits at these ages:

Birth or neonatal exam  
2-4 days for newborns discharged in less than 48 hours after delivery.

- 1 month
- 2 months
- 3 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months

Once per year for 2 through 20 year olds.



Call your doctor today to make a CHCU visit. Give your child or teen a chance at good health! Need more information on CHCU? Call our CHCU team at (305) 447-8373 or call your Case Coordinator at (305) 648-4004. You can e-mail us at [msmedicaid@pmphmo.com](mailto:msmedicaid@pmphmo.com) or [mscommercial@pmphmo.com](mailto:mscommercial@pmphmo.com)



## Schizophrenia

An illness that causes you to withdraw. It confuses you. And also causes very bad thinking.

If you or a loved one has been feeling like this for about two weeks, get help right away. Call Psychcare at 1(800) 221-5287.

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# Cultural Competence



## Let us know your Cultural Needs, We Work for you

Many people have special needs based on their race, faith, or ethnic background. PMP is always working to better meet your cultural needs. If you have special values or faith that you think could help better the service we give to you or your family members, please let us know by calling Medicaid Member Service at (305) 648-4012 from 8 am to 7 pm Monday through Friday (for TDD, call 800-787-3224). Please email us at [information@pmpmo.com](mailto:information@pmpmo.com) with your needs.

## Case Coordination

### Message from your Disease Management Case Coordinator

#### Can You Gain from Case Coordination?

Preferred Medical Plan offers information to help keep our members healthy. We look for members who are at risk, and plan your health care needs with your Doctor. Case Coordination looks at members with Congestive Heart Failure, Asthma, HIV, Diabetes, Hypertension, many hospital or emergency room visits, and other health issues.

If you feel that you may gain from case coordination services, call your Case Coordinator at (305) 648-4004 Monday through Friday from 8:00 am to 5:30 pm. For the hearing impaired (TTY), call 1 (800) 787-3224 or e-mail us with your concerns at [information@pmpmo.com](mailto:information@pmpmo.com).

#### Coordination of Care, Doctors Communication

Quality health care relies mostly on doctors having correct information. That is why it is very important for your doctors to be in touch with each other about your care. When doctors share notes, you gain in the following ways:

- Better outcomes.
- Better work done.
- Safer care.
- Lower costs.

If you are seeing a doctor who practices in a special field, make sure that your doctor is also kept in the loop on any urgent room visits or hospital stays. At all times ask for reports to be filed with the doctor(s) who are in charge of your routine care. Please call us with your concerns (305) 648-4004.

## Schizophrenia (continued)

#### What causes schizophrenia?

The cause of schizophrenia is still not clear. Some ideas include:

Biology (the imbalance in the brain's chemistry); and/or Possible viral infections and immune disorders.

#### Early warning signs of schizophrenia include:

- |  |   |
|--|---|
| Hearing or seeing something that is not there  | A constant feeling of being watched     |
| Odd or silly way of talking or writing         | Strange body pose                       |
| Feeling not very good about things             | Drop of school or work tasks            |
| A change in own hygiene and look               | Do not want to be around groups         |
| Silly, angry or fearful response to loved ones | Failure to sleep or focus               |
| Out of place or bizarre conduct                | Extreme worry with faith or the occult. |

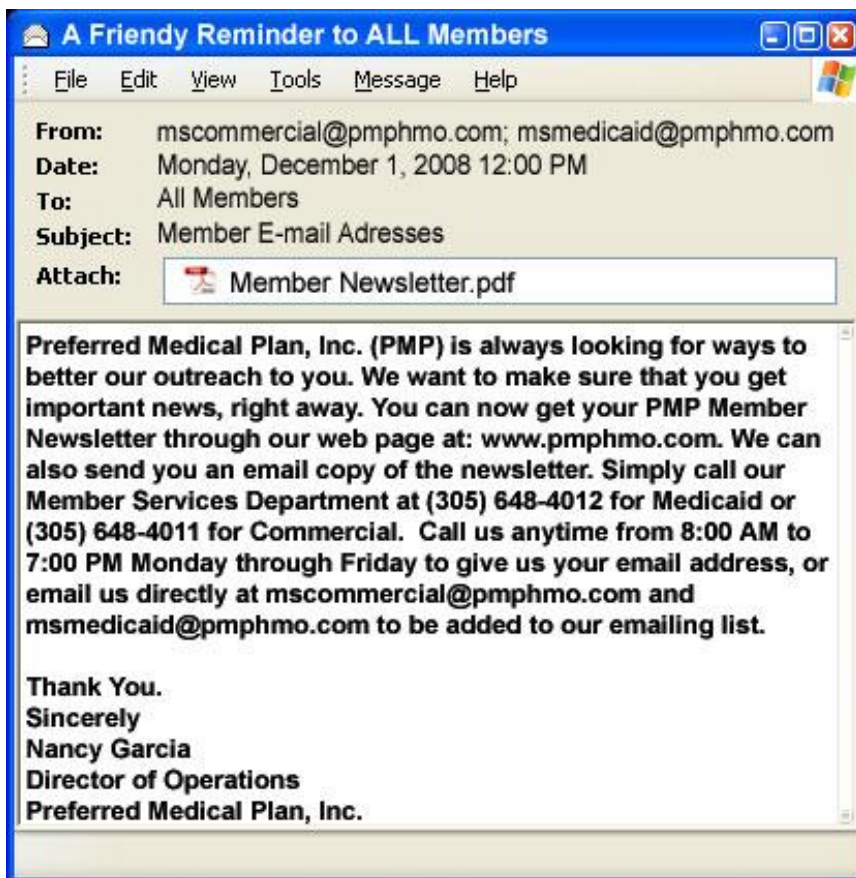
SOURCE: <http://www.mentalhealthamerica.net>



**PREFERRED**  
M·E·D·I·C·A·L P·L·A·N

**Take Care of Your Teeth**  
Caring for your teeth is important. Children 2 years and older should be seen by a dentist.

**How can I learn more?**  
To learn more about your dental benefits or names of dentists, call our Member Services Department at (305) 648-4011 or (305) 648-4012.



**A Friendly Reminder to ALL Members**

File Edit View Tools Message Help

**From:** mscommercial@pmphmo.com; msmedicaid@pmphmo.com  
**Date:** Monday, December 1, 2008 12:00 PM  
**To:** All Members  
**Subject:** Member E-mail Addresses  
**Attach:** Member Newsletter.pdf

**Preferred Medical Plan, Inc. (PMP) is always looking for ways to better our outreach to you. We want to make sure that you get important news, right away. You can now get your PMP Member Newsletter through our web page at: [www.pmphmo.com](http://www.pmphmo.com). We can also send you an email copy of the newsletter. Simply call our Member Services Department at (305) 648-4012 for Medicaid or (305) 648-4011 for Commercial. Call us anytime from 8:00 AM to 7:00 PM Monday through Friday to give us your email address, or email us directly at [mscommercial@pmphmo.com](mailto:mscommercial@pmphmo.com) and [msmedicaid@pmphmo.com](mailto:msmedicaid@pmphmo.com) to be added to our emailing list.**

**Thank You.**  
**Sincerely**  
**Nancy Garcia**  
**Director of Operations**  
**Preferred Medical Plan, Inc.**

**SafeLink**  
WIRELESS<sup>®</sup>



**How to Qualify:** The process to qualify for Lifeline Service depends on the State you live in. In general, you may qualify if...You already participate in other State or Federal assistance program such as Federal Public Housing Assistance, Food Stamps and Medicaid.

1. Your total household income is at or below 135% of the poverty guidelines set by your State and/or the Federal Government.
2. No one in your household currently receives Lifeline Service through another phone carrier.
3. You have a valid United States Postal Address. In order for us to ship you your free phone you must live at a residence that can receive mail from the US Post Office. Sorry, but P.O. Boxes cannot be accepted.

In addition to meeting the guidelines above you will also be required to provide proof of your participation in an assistance program, or proof of your income level. Call 1-800-977-3768 for more information.

SOURCE:<https://www.safelinkwireless.com/EnrollmentPublic/Home.aspx>