



PREFERRED news

January

Volume 7—Winter Edition

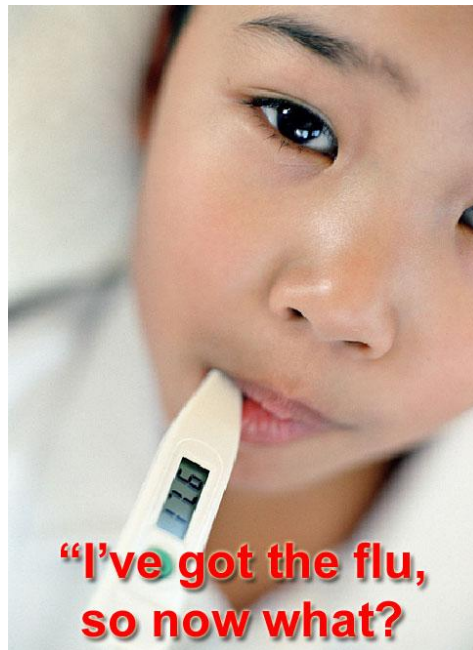
Inside this issue:

Ways to Help Prevent the Flu this Season

Flu season is at its height from December through March. It is common for flu to spread through droplets expelled by sneezing or coughing, and signs include head or body aches, chills, fever, sore throat and a dry cough. The most well-known of the respiratory symptoms is more often than not a dry, hacking cough. Tens of millions of people in the United States get the flu each year. Most get better within a week or two, but thousands become sick enough to be sent to the hospital. About 36,000 people die each year from problems of the flu.

Whether you received a flu shot or not, follow these helpful hints for a healthy Spring:

- *If you are sick, stay home and avoid close contact with people or animals*
- *Always sneeze or cough into a tissue*
- *Throw soiled tissues away after one use*
- *Wash your hands after each sneeze or cough*
- *Increase your daily hand-washing. Wash before, during and after preparing food, and before you eat. Always wash after using the bathroom*
- *Wash after handling animal(s) waste*
- *Wash often when someone at home is sick*
- *Drink plenty of water*



Call your Case Coordinator at 305-648-4004 or E-mail us with your questions at mscommercial@pmphmo.com or msmedicaid@pmphmo.com or visit your primary care doctor.

SOURCE: www.floridahealthfinder.gov

Did you know?

Symptoms show up 1-7 days later (mostly within 2-3 days). The flu spreads through the air and is very catchy, it often strikes a community all at once. This makes people miss a lot of school and work. Many students become sick within 2 or 3 weeks of the flu's onset in a school. Healthy people can pass the flu to others. That means you can pass the flu onto others although you feel perfectly well. That's why it's so important to cover your own sneezes and coughs. Ask others to do the same, and wash your hands often.

A Reminder: Generic Drugs

They're more like brand names than you may realize. Generic drugs, by law, have the same factors as those found in brand name products. They work the same way, and they must pass the U.S. Food and Drug Administration before they are approved and generics cost less. Not all drugs have a generic equal. Ask your doctor or pharmacist about generics. It could save you a lot of money.



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IMPORTANT NUMBERS

- MIAMI-DADE NUMBER: 305-447-8373
- TOLL FREE NUMBER: 1-800-767-5551
- AFTER HOURS SERVICES: 305-648-4003
- MEDICAID MEMBER SERVICES: 305-648-4012
- MEDICAID MARKETING: 305-648-4014
- FRAUD AND ABUSE HOTLINE: 305-648-4026
- COMMUNITY OUTREACH DEPT.: 305-648-4009

FORM: PMPNWSPR(11/08)

Working With Physicians to Provide Quality Care

Quality is working with doctors to help better your health, making sure you have a way to get the services you need, and looking for any areas of improving. Our programs for health and * behavioral healthcare services:

- Look at how easy it is for you to get care.
- Send you mail about health screenings.
- Help you with special needs and disease programs.
- Improve satisfaction.
- Resolve and track complaints/appeals.

For more about PMP's Quality Improvement Program, you can contact the Member Services number or e-mail us at mscommercial@pmphmo.com or msmedicaid@pmphmo.com.

*Behavioral healthcare is for Medicaid Members only



Case Coordination and Disease Management Program Can Help you Stay Healthy

Our Case Coordination and Disease Management Program help members who have had health problems for a long time. This program is at no cost to you, and you can get it in your home through phone calls. The program teams you and your doctor with a Case Coordinator to support, and help you with your health needs. Case Coordinators talk to you about your health problems, and share medical facts. They also tell you about other services you can get, near you. To learn more about our Disease Management Program and how you may get help from these services, please contact your Case Coordinator at 305-648-4004 or e-mail us at information@pmphmo.com.

Lead Screening Is Vital for Every Child. Routine checks can keep your child healthy.

Lead poisoning is a vital problem for children. It can harm the brain, hearing and other parts of the body and also make it hard for children to learn in school. A child can be poisoned by lead when he or she breathes in or swallows a substance with lead in it, such as food, dust, paint or water. Symptoms of lead poisoning can be like symptoms of other forms such as stomach aches, cramping, constipation or diarrhea, nausea, vomiting, fatigue, headache, muscle weakness, higher rates of tooth decay. Lead is not limited to just old paint. It can be found in many items, including children's toys, jewelry, baby bibs, chocolates from other countries, etc. Help prevent your child from being exposed to lead by knowing what the product has before you buy them. Learn from what country they toy came from and listen to the reasons for toy recalls you may hear about in the news. Please refer to the U.S. Consumer Product Safety Commission (USCPSC) website at www.cpsc.gov for up-to-date information regarding toy recalls. If you think your child may have come into contact with lead, or perhaps has lead poisoning, contact your child's doctor to ensure proper testing and treatment is done. All children must screen for lead poisoning at 12 and 24 months of age. Also, children between 24 and 72 months of age must receive a screening blood test if there is no record of a prior test. To learn more, contact your Case Coordinator at 305-648-4004 or e-mail at information@pmphmo.com.



SOURCE:

www.cpsc.gov/http://www.floridahealthfinder.gov/

Preventive Measures Open the Door to Good Health

Good health makes our lives more fun. When you go to your scheduled checkups, get your shots and health screenings. You play a key role in keeping yourself healthy. PMP wants to help you by sending preventive healthcare guidelines. It tells why Child Health Check Ups and other screenings are important. For more on health care screenings, contact your Case Coordinator at 305-648-4004 or e-mail us at information@pmphmo.com with your questions.

Women: Get Tested, Be Cancer-Free. The best protection early detection.

Early detection is an important key to treating any type of cancer. PMP encourages women to receive cervical and breast cancer screenings and provides coverage for Pap smear tests and mammograms.

Pap smear tests

A Pap test is a simple, relatively inexpensive procedure that can easily detect cancerous or precancerous conditions. Cervical cancer cells can appear in any woman who has had sexual intercourse. They are more likely to occur in those women who have human papilloma virus (also called HPV, or genital warts), have HIV/AIDS, smoke, are older, or who have not had annual Pap smear tests. Pap smear tests typically find changes or anomalies in the cervix that can be treated before becoming cancerous.

Breast cancer screenings

Breast cancer is increasingly common in women. Your risk of developing breast cancer increases as you get older. The majority of advanced breast cancer cases are found in women over age 50. Women are 100 times more likely to get breast cancer than men.

- In your 20s, start your own breast self-exam routine.
- Report any breast changes to your doctor immediately
- If you have a family history of breast cancer, genetic tendency, or have had breast cancer previously, you should talk to your doctor sooner, rather than later, about the best approach for your optimal breast health.

About 20-30% of women with breast cancer have a family history of the disease. Yearly mammograms should start at age 40 and continue annually. To learn more about women's screening tests and cancers, call your Case Coordinator at 305-648-4004 or e-mail us at information@pmphmo.com.

SOURCE: www.floridahealthfinder.gov



Cultural Competence



Cultural Competency

What it is and why does it matter?

Racial and ethnic small groups make up at least 30 percent of the US people. Steady changes in the demographic part of the U.S. highlight the demand for cultural knowledge and sense in the health setting as the profit of small groups in America is projected to go over 50 percent by 2056. *Cultural skill* is the skill to work well across cultures. For people, it is a way to learn, talk and work with people that are not like themselves. Culture can refer to one's race, class, gender, religion, immigration status and age, along with other things.

SOURCE: Ms. Foundation. (2006). *Culture and Context*. New York, NY: Ms. Foundation

PMP has a cultural plan to make sure that our doctor offices/ services are easy to get to. We want to make sure you get the right services to match your cultural needs. Our goal is to have better member access and outcomes. We can do this with your help by telling us about your cultural needs. Cultural skill is a big part of PMP.

To learn about our Cultural Competency Plan, contact your Case Coordinator at (305) 648-4004 or email us at: mscommercial@pmpmo.com or msmedicaid@pmpmo.com

Case Coordination

What's a Referral?

Your primary care physician (PCP) may want you to see a specialist. A specialist is a doctor who treats one kind of care, like an oncologist (a cancer doctor) or surgeon. When your PCP asks you to see another doctor it is called a referral. There is a simple way to get a referral. Referrals help make sure that you get the care you need when you need it. It also helps us keep good records. Here's how to get a referral:

1. During your PCP visit, he/she will tell you that you should see a specialist.
2. Your PCP then fills out a Referral Form. The form asks your name, address and member number, your doctor's name and the name of a doctor picked from our network of specialists and a brief report of why you need to see a specialist.
3. One copy of the form goes to you. Your PCP will fax a copy to PMP.
4. Once the authorization has been made, you, your PCP and/or the specialist will be given an answer. This will help keep everyone in-the-know about things. (In very special cases, you may be able to see a specialist without a referral. See your handbook for details).

For more information, contact our Member Services Department at 305-477-8373 or e-mail us at information@pmpmo.com

Message from your Disease Management Case Coordinator

Hypertension is what doctors call high blood pressure. How much water and salt you have in your body, the condition of your kidneys, nervous system or blood vessels and body hormones all affect blood pressure. Symptoms: Most of the time, there are no symptoms. Some symptoms are: Confusion, chest pain, ear noise, buzzing, irregular heartbeat, nosebleed, tiredness, or vision changes. If you have a bad headache or any of these symptoms, see your doctor right away. You may have really high blood pressure called malignant hypertension. Treatment: Treatment reduces blood pressure so that you have a lower risk of problems. Prevention: Lifestyle changes may help control your blood pressure:

- Lose weight if you are overweight. Excess weight strains the heart.
- In some cases, weight loss may be the only treatment needed.
- Exercise regularly. Eat a healthy diet. Eat less fat and sodium. Salt, MSG and baking soda all contain sodium. Eat more fruits, vegetables, and fiber.
- Stop smoking.
- If you have diabetes, keep your blood sugar under control.

Follow what your doctor tells you to do to change, treat, or control causes of high blood pressure.

Want to learn more about our Disease Management Program? Contact your Case Coordinator at 305-648-4004 or e-mail us at information@pmpmo.com.



GET HELP.... Domestic violence

Domestic violence occurs in homes throughout every community. It knows no color, gender, age or socioeconomic status. The abuse can be physical, mental, sexual or emotional. And as a victim of domestic violence, you may feel like there's nowhere to turn. But there's hope. Victims of domestic violence experience both short-term and long-lasting effects. Physical injuries can range from bruises, cuts, and burns to broken bones, stab wounds, miscarriages (in women), and death. Also, victims experience depression and other psychological distress, eating disorders, and alcohol and substance abuse problems, and they are more likely than other people to contemplate or attempt suicide. Children who witness domestic violence experience depression and psychological distress and are more likely than other children to be physically violent. The laws of all 50 U.S. states provide that domestic violence is a crime. These laws have made it easier for victims to obtain protective or restraining court orders that prohibit offenders from having contact with them.

Help is available to callers 24 hours a day, 365 days a year. Hotline advocates are available for victims and anyone calling on their behalf to provide crisis intervention, safety planning, information and referrals to agencies in all 50 states. Assistance is available in English and Spanish with access to more than 170 languages through interpreter services. If you or someone you know is frightened about something in your relationship, please call the National Domestic Violence Hotline at 1-800-799-SAFE (7233) or TTY 1-800-787-3224.

SOURCE: <http://www.ndvh.org/> "Domestic Violence," Microsoft® Encarta® Online Encyclopedia 2008



Checkups for Children and Teens

Children and teens need regular checkups, even when they are not sick. These are called child health check-ups (CHCU). Well-child checkups tell the provider if your child or teen is growing up healthy and getting the shots he or she needs. We have a special program just for children and teens called (CHCU). Well-child checkups include: A physical exam, growth and development check, height, weight and blood pressure check, a talk about injury and personal safety, a talk about healthy eating habits, hearing, and vision and teeth check, and shots, if needed. Well-child checkups are needed at these ages:

1 month	2 months
4 months	6 months
9 months	12 months (1 year)
15 months	18 months
24 months (2 years)	3 years
4 years	5 years
6 years	8 years
Once a year for ages 10 to 20	

Need more information about CHCU? Call your Case Coordinator at 305-648-4004 or e-mail us.

SOURCE: <https://www.myflorida.com>

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. We can also send you an email copy of the newsletter. Simply call our Member Services Department at (305) 648-4012 for Medicaid (305) 648-4011 for Commercial or call us toll-free at 1 (800) 767-5551 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 and msmedicaid@pmphmo.com to be added to our emailing list.

**Thank You.
Sincerely
Nancy Garcia
Director of Operations**

SafeLink^{WIRELESS}



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>