



OHIO | 2010 | ISSUE IV



MEMBER

Focus

STRESS, YOUR HEALTH AND THE HOLIDAYS



Stress is a familiar word to us. We experience it in our daily lives. Trying to balance work, kids and relationships can create stress. It's hard to stay calm and relaxed when life is so hectic, especially around the holidays.

Too much stress can cause damage to your body. It can cause something small, like a mild headache, and can also lead to a more serious health problem, like depression or high blood pressure.

Here are some practical ways to help reduce stress:

- Exercise regularly. It relieves tension and helps your mood.
- Eat more healthy foods, like fruits and vegetables, whole grains and proteins.
- Get plenty of sleep.
- Try yoga at home or in a class.
- Go for a walk every day.
- Take some time for yourself no matter how busy you are. For example, call a friend or find a hobby you enjoy.
- Take slow, deep breaths a few times a day.

Another way to help manage stress is to have a yearly checkup. A checkup is a good opportunity to make sure your stress is not affecting your health. Call your primary care provider (PCP) today to set up an appointment for the new year. Plus, scheduling your yearly checkup at this time can be a helpful reminder when scheduling future checkups.

A checkup is a good opportunity to make sure your stress is not affecting your health.

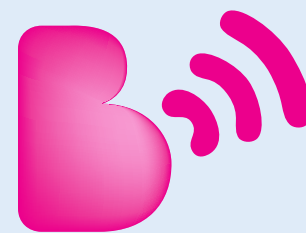
PREGNANT? A NEW MOM?

There's a new FREE mobile educational service of the National Healthy Mothers, Healthy Babies Coalition to help out pregnant women and new moms!

Text4baby provides free text messages three times a week with information timed to your due date or baby's birth to help you through your pregnancy and baby's first year.

To sign up, all you need to do is text the word **BABY** (or **BEBE** para español) to **511411** or visit www.text4baby.org. You will need to enter your ZIP code and due date or the date of your baby's birth.

The program ends when you text **STOP** to **511411** or upon your baby's first birthday.



text4babySM



Search Site:

Enter Search Words

Go

Need Help?

Call: 1-800-951-7719

TTY/TDD(All Plans) Call: 1-877-247-6272

Monday - Friday, 7:00 a.m. - 7:00 p.m. ET

Your Location: Please click Change to enter your location.

Change

- Text Size +



Your Source for Medicaid Plans

Member / Provider
Secure Sign-In: ?

Username

Password

Login

Forgot Your Password?

Not Registered?

- ▶ Member sign up
- ▶ Provider sign up

Medicaid ?

- Ohio Department of Jobs and Family Services

For Members ?

- WellCare Member Information
- Frequently Asked

For Providers ?

- Become a WellCare Provider
- Not Registered?

MAKE USE OF YOUR WELLCARE OF OHIO WEB SITE AND IVR

Most members probably know that they can use the WellCare of Ohio Web site to find a doctor. But the Web site also offers many other helpful services members can use.

Go to ohio.wellcare.com and register. Once you have registered (created a user name and password) and logged into the secure site, you will be able to:

- Change your primary care provider (PCP)
- Update your address
- Request a replacement ID card
- Submit an appeal or grievance

If you have not registered, make sure to do so today. While on the Web site, click on the words “Member Sign Up.” This will take you to the registration page. There you will need to answer a few simple questions and then you will be ready to go!

Of course, if you have any questions about the site, you can call Member Services. Our associates will be pleased to answer any questions you may have.

Our Interactive Voice Response or IVR system is another easy way to request a replacement ID card and/or check eligibility.

To order an ID card or check eligibility using the IVR, just call 1-800-951-7719 and press “0” to get into the IVR. The IVR will then instruct you to give your WellCare of Ohio member ID number and your date of birth. Once verified by the system, this information will get you to the available options. Just follow the prompts.

Don't forget, you can access our Web site and IVR 24 hours a day, 7 days a week—at no cost to you!



**WellCare offers FREE
flu vaccinations.
All you have to do is
present your WellCare
ID card at any one of
our network providers.**



PROTECT YOURSELF FROM THE FLU

Influenza, or the flu, is a highly contagious viral infection. In an average year, the flu causes 36,000 deaths and more than 200,000 hospitalizations in the U.S. Take steps to prevent yourself from being included in those numbers. This means getting a flu vaccine as soon as it is available, usually in the fall, and for as long as the illness exists in your community.

The flu can occur any time from November through May. During this time, flu viruses are spreading.

Get vaccinated! An annual flu vaccine—either the flu shot or the nasal-spray flu vaccine—is the best way to reduce the chances that you will get the flu. It also will lessen the chance that you will give it to others. It takes about two weeks after getting a flu shot to develop a protective immune response. That is why it's important to get your flu shot as early as possible.

WellCare offers FREE flu vaccinations. All you have to do is present your WellCare ID card at any one of our network providers. Call 1-800-951-7719 (TTY 1-877-247-6272) or visit ohio.wellcare.com to locate a network provider near you.

Some important changes have been made since last year. Be aware that:

- This year's flu vaccines also provide protection against the H1N1 virus, sometimes called "swine flu," and include the same strain that was in last year's H1N1 vaccine.
- Vaccination recommendations for this flu season were expanded to include all adults. Therefore, all people ages 6 months and older should receive the annual flu vaccine.

To stop germs from spreading:

- Cover your mouth when you cough or sneeze.
- Wash your hands with soap and water after you cough or sneeze.
- Avoid close contact with others who are ill.
- If you get the flu, stay home from work or school and limit your contact with others.
- Avoid touching your eyes, nose and mouth.

An ounce of prevention is worth a pound of cure. Get your flu shot today!

Source: Centers for Disease Control and Prevention (CDC)

ADVANCE DIRECTIVES—Q&A

Many people today worry about the medical care they would get if they became too sick to make their wishes known. Some people may not want to spend months or years on life support. Others may want every step taken to lengthen life.

YOU HAVE A CHOICE

A growing number of people are acting to make their wishes known. You can state your medical care wishes in writing while you are healthy and able to choose. Your health care facility must explain your right to state your wishes about medical care. It also must ask you if you have put your wishes in writing.

The following are some common questions about advance directives and the answers. For more detailed information, please review your member handbook. You can also call Member Services at 1-800-951-7719 (TTY 1-877-247-6272).

WHAT ARE MY RIGHTS TO CHOOSE MY MEDICAL CARE?

You have the right to choose your own medical care. If you don't want a certain type of care, you have the right to tell your doctor you don't want it.

WHAT IF I'M TOO SICK TO DECIDE? WHAT IF I CAN'T MAKE MY WISHES KNOWN?

Most people can make their wishes about their medical care known to their doctors. Some people become too sick to tell their doctors about the type of care they want. Under Ohio law, you have the right to fill out a form while you're able to act for yourself. The form tells your doctors what you want done if you can't make your wishes known.

WHAT KINDS OF FORMS ARE THERE?

Under Ohio law, there are three different forms, or advance directives, you can use. You can use either a Living Will, a Declaration for Mental Health Treatment or a Durable Power of Attorney for medical care. You fill out an advance directive while you're able to act for yourself. The advance directive lets your doctor and others know your wishes about medical care.

DO I HAVE TO FILL OUT AN ADVANCE DIRECTIVE BEFORE I GET MEDICAL CARE?

No. No one can make you fill out an advance directive. You decide if you want to fill one out.

WHO CAN FILL OUT AN ADVANCE DIRECTIVE?

Anyone 18 years old or older who is of sound mind and can make his or her own decisions can fill one out.

DO I NEED A LAWYER?

No, you don't need a lawyer to fill out an advance directive. For legal advice, you may want to talk to a lawyer. For information about free legal services, call toll-free 1-800-589-5888, Monday through Friday, 8:30am to 5pm Eastern.

DO THE PEOPLE GIVING ME MEDICAL CARE HAVE TO FOLLOW MY WISHES?

Yes, if your wishes follow state law. However, Ohio law includes a conscience clause. A person giving you medical care may not be able to follow your wishes because they go against his or her conscience. If so, they will help you find someone else who will follow your wishes.

HOW DOES A LIVING WILL WORK?

A Living Will states how much you want to use life support methods to lengthen your life. It takes effect only when you are:

- In a coma that is not expected to end, OR
- Beyond medical help with no hope of getting better and can't make your wishes known, OR
- Expected to die and can't make your wishes known.

WHEN DOES MY DURABLE POWER OF ATTORNEY FOR MEDICAL CARE TAKE EFFECT?

The form takes effect only when you can't choose your care for yourself, whether for a short or long while.

The form only allows your relative or friend to stop life support:

- If you are in a coma that is not expected to end, OR
- If you are expected to die.

WHO SHOULD I CHOOSE?

You can choose any adult relative or friend you trust to act for you when you can't act for yourself. Be sure you talk with the person about what you want. Then write down what you do or don't want on your form. You should also talk to your doctor about what you want. The person you choose must follow your wishes.

WHAT IS THE DIFFERENCE BETWEEN A DURABLE POWER OF ATTORNEY FOR MEDICAL CARE AND A LIVING WILL?

Your Living Will explains, in writing, the type of medical care you would want if you couldn't make your wishes known. Your Durable Power of Attorney lets you choose someone to carry out your wishes for medical care when you can't act for yourself.

Continued on next page

IF I HAVE A DURABLE POWER OF ATTORNEY FOR MEDICAL CARE, DO I NEED A LIVING WILL, TOO?

You may want both. Each addresses different parts of your medical care. A Living Will makes your wishes known directly to your doctors, but only states your wishes about the use of life-support methods. A Durable Power of Attorney for medical care allows a person you choose to carry out your wishes for all of your medical care when you can't act for yourself. A Durable Power of Attorney for medical care does not overrule a Living Will.

CAN I CHANGE MY ADVANCE DIRECTIVE?

Yes, you can change your advance directive whenever you want. If you already have an advance directive, make sure it follows Ohio's law (effective October 10, 1991). You may want to contact a lawyer for help. It is a good idea to look over your advance directives from time to time. Make sure they still say what you want and that they cover all areas.

IF I DON'T HAVE AN ADVANCE DIRECTIVE, WHO CHOOSES MY MEDICAL CARE WHEN I CAN'T?

Ohio law allows your next-of-kin to choose your medical care if you are expected to die and can't act for yourself. If you are in a coma that is not expected to end, your next-of-kin could decide to stop or not use life support after 12 months. Your next-of-kin may be able to decide to stop or not use artificially supplied food and water also.

BY FILLING OUT AN ADVANCE DIRECTIVE, AM I TAKING PART IN EUTHANASIA OR ASSISTED SUICIDE?

No, Ohio law doesn't allow euthanasia or assisted suicide.

WHERE CAN I GET ADVANCE DIRECTIVE FORMS?

Many of the people and places that give you medical care have advance directive forms. A lawyer could also help you.

WHAT SHOULD I DO WITH MY FORMS AFTER FILLING THEM OUT?

You should give copies to your doctor and health care facility to put into your medical record. Give one to a trusted family member or friend. If you have chosen someone as a Durable Power of Attorney for medical care, give that person a copy. Put a copy with your personal papers. You may want to give one to your lawyer or clergy person. Be sure to tell your family or friends—persons close to you—about what you have done. Don't just put these forms away and forget about them.



HAVE YOU MOVED?

DO YOU HAVE A NEW TELEPHONE NUMBER?

Has your address or telephone number changed recently? If so, please let us know. Call Member Services toll-free at 1-800-951-7719 (TTY 1-877-247-6272), Monday through Friday, 7am to 7pm Eastern. You can also update your information on our Web site. Go to ohio.wellcare.com and click on Contact Us. It's important that we have your correct address and phone number so we can keep you up to date on your health care coverage.



**Has your address or telephone number changed recently?
If so, please let us know.**



CHECK YOUR ID CARD

Is the name of the primary care provider (PCP) listed on your ID card correct? If not, call Member Services. We will have it corrected and will send you a new ID card. Don't forget—once you receive your new ID card, destroy the old one. Call toll-free at 1-800-951-7719 (TTY 1-877-247-6272), Monday through Friday, 7am to 7pm Eastern.



THINK TWICE WHEN USING ACETAMINOPHEN

Acetaminophen is the generic name of Tylenol®. It can treat pain, reduce fever and treat headaches. It has other uses as well.

It is generally safe when taken as directed. But did you know that taking more than the needed amount can harm your health? Too much can hurt your liver. People can take too much by mistake. That's because acetaminophen is found in many over-the-counter (OTC) drugs.

These simple tips can help you avoid injury.

- Do not take more than the recommended dose or the amount your doctor decides is safe for you
 - Generally adults should not take more than 4 grams of acetaminophen daily
 - Generally children should not take more than 50–75 milligrams per kilogram daily
- Write down all doses of acetaminophen you take or give your child to avoid overuse/overdose
- Read the label of all OTC and prescription medications before you take them because they may contain acetaminophen
- Know the acetaminophen content of all prescription and OTC medications you are taking
- Be aware that acetaminophen is commonly abbreviated as “APAP” in many prescription medications
- Ensure the correct medication is selected based on your child's weight and age
- Always use the measuring device that comes with the product you are taking or giving to your child to avoid giving the wrong dose
- Understand how to calculate how many grams of acetaminophen you are taking, the dose and how often you should take each dose
- To avoid confusion, try not to take multiple products containing acetaminophen
- Talk to your doctor or pharmacist if you have any questions

Remember these tips to help avoid problems and keep your family safe.

Brand names are trademarks of their respective owners.

Source: <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm168830.htm>



Member Services
P.O. Box 31370
Tampa, FL 33631-3370

Para solicitar este documento en español, llame a Servicios para Miembros al 1-800-951-7719 (TTY 1-877-247-6272).



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WELLCARE CONTRACTS WITH MAGELLAN FOR MENTAL HEALTH SERVICES

We recently sent you a letter. In it, we told you that WellCare now contracts with Magellan Behavioral Health. Magellan now coordinates the delivery of your mental health and substance abuse benefits.

If you need mental health or substance abuse services, you can call Magellan. Call 1-800-951-7719. TTY users should call 1-877-247-6272. Magellan can help find a provider in your area.

You do not need an authorization to see a provider for an initial evaluation. If your provider determines you need more treatment, he/she will need to call Magellan to request authorization.

