



OHIO | WINTER 2009

MEMBER Focus



FLU SEASON IS HERE

The flu is a virus that is easy to catch. The flu season in the United States is usually from November through April each year. During this time, flu viruses are all around. You can take steps to keep yourself from catching the flu.

Get a flu shot every year. It is the best way to reduce the chances that you will get the flu. It takes about two weeks after getting a flu shot for you to be fully protected, so get your shot as early as possible.

WellCare offers FREE flu shots at any Walgreens Pharmacy or Maxim clinic location. All you have to do is present your WellCare ID card and photo ID. Call 1-866-WHI-FLU1 to find a Walgreens Pharmacy. Call 1-877-962-9358 to find a Maxim clinic location near you. You can also get the flu shot from your doctor.

These groups of people should get a flu shot each year:

- Children from 6 months old up to their 19th birthday
- Pregnant women
- People age 50 and older
- People of any age with certain conditions such as asthma, diabetes, a weak immune system or those on long-term aspirin therapy
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from flu, including:
 - Health care workers
 - Household contacts or persons at high risk for complications from the flu
 - Household contacts and out-of-home caregivers of children less than 6 months of age (these children are too young to be vaccinated)

To avoid the flu, take these steps 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

If you get the flu, take antiviral drugs (if your doctor prescribes them). Antiviral drugs are prescription drugs that keep flu viruses from spreading in your body. These drugs can make you feel better faster. They can also help prevent you from having serious flu complications.

Source: Centers for Disease Control and Prevention

WE KEEP YOUR PHI PRIVATE

The law says your protected health information (PHI) must be kept private. WellCare follows this law.

By law, we tell you how we keep your PHI safe. PHI includes information that can be used to identify you. It may have details about your health and the care you get or have had.

We appreciate your trust and have made policies to safeguard your PHI. These include:

- Setting rules about who can see PHI
- Defining how you can get access to your PHI, get a list of prior disclosures, ask for changes and ask for restrictions
- Training our staff on how to keep your PHI safe within and outside of WellCare

You can see our policies on our Web site at ohio.wellcare.com. You can also call Member Services at 1-800-951-7719 (TTY 1-877-247-6272).

If we change our PHI policies, we will post a new notice on our Web site. We will also mail a notice of the changes to you when the law requires it.

For our complete PHI policy, please see your member handbook.



PROTECT YOUR CHILDREN FROM CHRONIC DISEASE

Did you know that your children have the same risk for chronic disease that you do? You can help reduce this risk by starting preventive care at an early age.

WellCare has preventive care guidelines that you should follow. They can help your child have a healthy future. Some of the items include:

- Having your child's blood pressure checked every year starting at age 3
- Having your child's cholesterol checked if you or your spouse have high cholesterol, or if you have a family history of heart disease before age 55

Ask your doctor about having your child checked for diabetes. Risk factors include:

- Being overweight
- Having a family history of Type 2 diabetes
- Showing signs of insulin resistance
- Being Native American, African-American, Latino, Asian-American or Pacific Islander

Here are some ways you can help prevent chronic disease in children:

Plan Healthy Meals. Eat together at regularly scheduled meal times. Have healthy meals the whole family can enjoy. This includes things like fruits, vegetables and low-fat cheese. Limit trips to fast food restaurants to once per month.

Get Active. Go bicycling after dinner. Go for a walk. Find a sport to play. The key is to make exercise fun so that the whole family will enjoy it and keep doing it. Cut back on television and computer time.

Get Immunizations. They help prevent children from getting diseases that could cause chronic illness.

Get Tested for Lead Poisoning. Lead dust is contained in many items from toys to jewelry to pottery. Even if you do not live in an old house where the paint contains lead, you should get your child's blood tested. If caught early, high lead levels can be treated. This will reduce your child's risk of chronic diseases. See your doctor and ask for a blood lead test when your child is 12 months old, and again at 24 months old. You should also ask for a lead test if your child is under 6 years of age and has not been tested before,

Get Annual Well-Checkup Visits. At a well-checkup visit, the doctor will:

- Check ears, eyes, height, weight and listen to lungs
- Check growth and development
- Talk about safety, injury and violence protection
- Check risk for obesity, diabetes or heart disease
- Order a blood test for lead poisoning
- Make sure shots are current
- See if your child is exposed to secondhand smoke
- See if your child is eating right and exercising
- Talk about sexually transmitted diseases, if age appropriate

Stop Smoking. If you smoke, quit for your child's sake. Children who live with a smoker are at a greater risk for health problems. Secondhand smoke can cause asthma, respiratory tract infections and earaches.

DORAL DENTAL CHANGING TO DENTAQUEST

Doral Dental provides dental services to members on behalf of WellCare of Ohio.

Starting Dec. 1, Doral Dental is changing its name to DentaQuest.

This change will not affect your benefits. You can keep using the ID card you have now.

If you have any questions about this change, contact Member Services. The number to call is 1-800-951-7719 (TTY 1-877-247-6272). You can call Monday through Friday, 7am to 7pm Eastern. You can also visit our Web site. Go to ohio.wellcare.com.

WATCHING YOUR WEIGHT

It has been reported that the number of obese/overweight adults and children continues to increase. Children and adults who are overweight have increased risk for:

- Heart disease
- Diabetes
- Arthritis-related conditions
- High blood pressure
- Some cancers

What can you do to control your and your child's weight? Exercise 30 minutes a day, 5 times a week and eat healthy. Here are some suggestions:

EXERCISE

- Pushing a baby stroller for 1 mile
- Washing and waxing a car
- Raking leaves
- Walking 2 miles
- Riding a bike
- Swimming
- Running
- Jumping rope
- Volleyball
- Basketball
- Touch football
- Climbing steps for 10 minutes

EAT HEALTHY

- Eat breakfast
- Limit fast foods and junk food
- Drink 8 cups of water daily
- Snack on fruits and vegetables
- Eat foods low in fat

Talk to your doctor about a healthy diet and safe physical activities for yourself and your child.



Womens' Issue

GOOD HABITS NOW FOR REPRODUCTIVE HEALTH LATER

You may not be planning to get pregnant now. But what about later? It's never too early to protect your future fertility. *US News and World Report* says there are several health factors that lead to about one third of fertility issues in women. These include:

- Endometriosis
- Uterine fibroid tumors
- Ovarian cysts
- Blocked fallopian tubes

Other problems come from sexually transmitted diseases (STDs). These include gonorrhea and chlamydia. These STDs may go unrecognized. This may be because of few or no symptoms at first. But they can cause issues later in life when you're ready to start a family.

You've probably heard about safe sex to prevent the spread of HIV/AIDS. However, safe sex can prevent other STDs. That's why it's important to use a condom during each sexual contact. It can prevent STDs that could affect your future chance of conceiving.



It's never too early to protect your future fertility. *US News and World Report* says there are several health factors that lead to about one third of fertility issues in women.



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



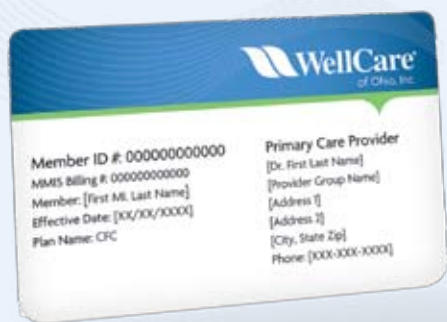
OH011260_CAD_NEW_ENG
©WellCare 2009 OH_08_09

29848

HAVE YOU MOVED? DO YOU HAVE A NEW TELEPHONE NUMBER?

Has your address or telephone number changed recently? If so, please call WellCare Member Services toll-free at 1-800-951-7719, weekdays, 7am to 7pm to let us know how we can reach you. It is important that we have your correct address and phone number so we can keep you up-to-date about your health care coverage.

It is important that we have your correct address and phone number so we can keep you up-to-date about your health care coverage.



CHECK YOUR ID CARD

Is the primary care provider (PCP) listed on your ID card correct? If not, please call Member Services toll-free at 1-800-951-7719 weekdays, 7am to 7pm to change to the correct PCP. TTY users, call 1-877-247-6272.



H1N1 FLU

You may have heard about the 2009 H1N1 flu. It is sometimes called swine flu or novel flu. This new flu virus is spreading around the world. Health experts say this flu season could be especially difficult. There may be more hospital stays than in the past. More deaths may also occur.

There is a vaccine (shot) for 2009 H1N1 flu. It is a good idea for:

- All children and young adults 6 months through 24 years of age
- Close contacts of children younger than 6 months of age
- Adults ages 25 through 64 years old with certain chronic medical conditions
- Pregnant women
- Health care and emergency medical services personnel

There is more about this on the CDC Web site.

We believe there will be enough vaccine to go around. But we cannot know for sure how much there will be. The vaccine may be available in limited quantities at first. If so, these groups should get it first:

- Pregnant women
- Close contacts of children younger than 6 months of age
- Health care personnel with direct patient contact
- Children 6 months through 4 years of age
- Children 5 through 18 years of age who have chronic medical conditions

You can get the H1N1 vaccine at no cost. It is covered through your health plan. You can get it from any provider who has it. It is highly recommended that the five groups mentioned above get it as soon as it is available in your area.

A flu shot finder is online at www.flu.gov/individualfamily/vaccination/locator.html. Just go to your state's page. Then select the link for the flu shot locator for H1N1. You will also find links to help you find a health care provider, if you do not have one.

You should know that a seasonal flu shot does not protect you from the H1N1 flu.

Source: Centers for Disease Control and Prevention