



# Delaware health aware

Winter 2009

## Things to Know

### Moving? New phone number?

Please call Delaware Physicians Care, Incorporated, (DPCI) Member Services at **1-866-543-2167** and the Delaware Health Benefits Manager at **1-800-996-9969** to update your member information.

#### Who to call

- DPCI Member Services Department (24 hours): **1-866-543-2167**
- Behavioral Health (24 hours): **1-866-543-2383**
- AT&T relay services for hearing-impaired members: **1-800-232-5460 (TTY)**
- State of Delaware, Division of Social Services, customer relations: **302-255-9500**
- Health benefits manager—enrollment: **302-454-7622** or **1-800-996-9969**
- Pharmacy benefits manager: **302-454-7622** or **1-800-996-9969, option 2**
- Block Vision: **1-800-879-6901**
- Nonemergency transportation—Logisticare: **1-866-412-3778**



## Pictures of health

### Congratulations to the art contest winners

**D**elaware Physicians Care, Incorporated, (DPCI) sponsored a 2009 Art Calendar Contest, one of the ways we help DPCI members be involved in staying healthy. We also encourage our members to schedule regular doctor visits and remind them to discuss ways to prevent illness with their doctor.

The art contest was open to DPCI members ages 6 to 11. Ninety-five talented members participated, and 13 winners were chosen.

The winners' artwork is shown in the 2009 HEDIS Health Awareness Calendar. Calendars are mailed to members' homes in December and January.

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# Fraud and abuse

**F**raud and abuse can happen when false or untrue information is given.

Call the Delaware Physicians Care, Incorporated, (DPCI) Compliance Hotline at **1-866-781-6403** to report possible fraud or abuse.

Leave enough information so that we can follow up, such as:

- The name of the DPCI member.
- The DPCI ID number.
- The name of the doctor, hospital or other health care provider.
- A description of the acts you suspect involve fraud or abuse.

Examples of member fraud and abuse include:

- Under-reporting income and insurance.
- Falsely reporting household income.
- Living out of state (not keeping Delaware residency).
- Drug-seeking behavior (selling prescription medications for drugs).

Examples of provider fraud and abuse include:

- Billing for a more expensive treatment or medication than the one actually provided.
- Billing for patient visits that never took place.
- Billing twice for the same procedure or visit.

## Your health information stays private

It's your health. And information about

it should stay private.

Only those involved in your care need to know what medicines

you use or what conditions you have.

That's why there are laws to protect your privacy.

### Know your rights

These laws limit who can see your health information. The laws protect:

- Your health records.
- Talks with your doctor.
- Insurance information.
- Billing details.

Unless you approve, health information can't be shared with:

- Your place of work.
- Advertisers that send out marketing materials. This includes health plans and pharmacies.

Information can be shared:

- With loved ones involved in your care.
- With your doctor and health care team.
- With office staff who process

medical bills.

- To protect public health in a flu outbreak or other serious event.

The laws give you the right to:

- See copies of your health records.
- Learn when and why your information is being shared.



**» more**

**learn**

**We want to protect your rights. If you have any concerns about privacy, contact Member Services.**



**SCHALLER ANDERSON**  
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## Colds and the flu

# Stay well this winter

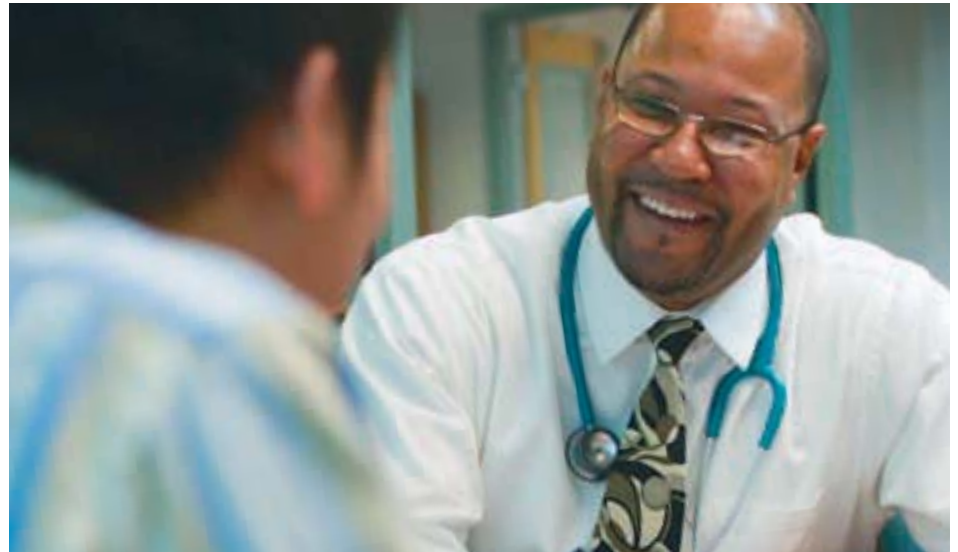
**Y**ou can't catch a cold or the flu by standing in the rain. And you can't cure either one with chicken soup. But there are ways to stay well this winter.

### Steer clear of germs

People in the U.S. get 1 billion colds a year. There are fewer cases of the flu, but it can be much more serious. The flu can be especially hard on older people or those with a disease, such as diabetes.

Colds and the flu are caused by viruses. They are spread by touch or by a sneeze or cough. You can help keep yourself and others well with these tips:

- Wash your hands often, especially if you've been around someone who is sick. Use a disinfectant to clean surfaces, such as phones or toys, touched by sick people.
- Cover your mouth and nose with a tissue when you cough or sneeze. Then throw the tissue away.
- Avoid touching your nose, mouth or eyes.
- Get a flu shot.



### If you do get sick

You might have the flu if your symptoms come on quickly and include a fever higher than 101 degrees, chills and muscle aches.

If you think you have the flu, call your doctor. There are medicines that can help. You should also see your doctor if you have chest pain or trouble breathing.

Rest is one of the best things you can do if you get the flu or have a bad cold.

These tips may also help:

- Relieve symptoms with over-the-counter medicines. Make sure to read labels to find out what each drug is for. Ask your doctor if you have questions.
- Drink lots of fluids and eat well.
- Don't drink alcohol or smoke.

It's important to stay home when you're sick. You'll feel better, and you'll avoid spreading germs to others.

Sources: American Lung Association; National Institutes of Health

## Try not to miss your doctor visits

**I**t's one date you don't want to miss—your doctor visit.

Getting all the checkups and screenings you need can help you stay healthy.

It may take awhile to set up a new appointment, so try not to miss these visits.

If you can't make it, call your doctor's office as soon as you can. This way, the office can set aside the time for another patient. And they can set up a new time for you.

If you miss a visit and don't call your doctor's office, a doctor may decide not to see you again.

Have a calendar handy and mark appointments down as soon as you make them. That can help you remember when you have one scheduled.

So try to keep your visits, and try to show up on time. It's part of staying well.

# Preparing for your Pap test

**I**t takes only a few moments of your time. But a Pap test can save a woman's life.

Here's why:

A Pap test can find early signs of cancer in the cervix, the lower part of the womb. Cancer of the cervix is common in women. But when it's caught early, the chance of curing this cancer is very high.

Even better, a Pap test can find abnormal cells in the cervix before they turn into cancer. Treatment



can help keep cancer from ever developing.

To protect your health, you need regular Pap tests if you are:

- 21 or older.
- Under 21 but started having sex three or more years ago.

Ask your doctor how often you should be tested.

## Your role

Some things can cause wrong results from a Pap test.

To be sure your next Pap test is accurate:

- Have the test when you don't have your period.
- Try to be tested 10 to 20 days after the first day of your last period.

Also, for two days before your Pap test, don't:

- Have sex.
- Use tampons.
- Use any kind of vaginal douche, cream or medicine.

Remember, with regular Pap tests, cervical cancer can often be prevented.

Source: National Women's Health Information Center

## Women: Caring for your heart

You may seldom think about that hardworking wonder beating inside your chest. But, believe it or not, your heart needs some loving care.

That may be especially true if you're a woman.

Heart disease is the leading cause of death for women in the U.S. But you can prevent many heart problems just by changing some of your daily habits.

**Stop smoking.** This alone can cut your risk for heart attack in half within a single year. Try quitting slowly by reducing by half the number of cigarettes you smoke each day. If you need help to quit, ask your doctor.

**Be active.** Get at least 30 minutes of activity most days of the week. Walking two or three hours each week can make a big difference. Or find another activity you like to do.

**Eat healthy food.** Start with fruits and veggies. Add in whole grains and low-fat or nonfat dairy products. Get protein from fish, poultry and lean meats. Avoid trans fats, which are often found in ready-made fried and baked goods.

**Know your numbers.** Blood pressure, cholesterol and body mass index levels can point to heart disease risk. Visit your doctor to see where you stand. Your doctor can also help you get your numbers in line.

Source: American Heart Association

## » action

take

**Now is a great time to get healthy: January is Cervical Cancer Screening Month, and February is American Heart Awareness Month!**