



Delaware HEALTH *aware*

Fall/Winter 2011



Join us

Each month our Member Advocates hold meetings in your area. The meetings will give you the opportunity to:

- Meet your bilingual Member Advocate team.
- Learn how to use your benefits.
- Receive answers to questions you may have about our plan.

Please call our Member Services Department toll-free at **1-866-543-2167** for information about dates and times.

2011 Member Handbook

As a Delaware Physicians Care member, there are many things that you need to know to get the most out of your health care benefits and services.

Your Member Handbook tells you how to work with us. It will give you answers to questions about benefits, primary care doctors, important phone numbers and how to stay healthy.

If you have not received your 2011 Member Handbook, please call us toll-free at **1-866-543-2167**.

QUALITY MANAGEMENT AT DELAWARE PHYSICIANS CARE

We keep serving you better

Delaware Physicians Care has a Quality Management department. We offer many health programs. We focus on making education, access to care and services better for our members.

The department looks at the care members get. It has programs that teach members how to live healthy lives. Our Prevention & Wellness staff are in the community talking to children and adults about being healthy.

The department also tracks Delaware Physicians Care activities. It checks to make sure members can get safe care and services. Some of the ways we do this are:

- Prevention & Wellness outreach.
- Quality improvement projects in areas such as prenatal care, emergency room use, and asthma and diabetes self-control.
- Quality audits.
- HEDIS® measures (*HEDIS*® stands for Healthcare Effectiveness Data and Information Set).

HEDIS® is a tool that rates how well doctors are doing. It looks at:

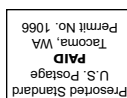
- Well-child visits completed.
- Shots given on time.
- Pregnancy visits completed.
- Eye exams given to members with diabetes.

We got higher HEDIS® rates in 2011 than in 2010 for most areas. We met or scored higher in more than half of our HEDIS® measures.

Over the past three years, more pregnant women are getting timely doctor visits. Also, well-child visits for those 12 to 17 years of age went up. And nutrition counseling for those 3 to 11 years of age also went up.

We also look for problems with the way care is given to our members. We make sure that each member gets safe care and the care they need.

Call Member Services at **1-866-543-2167** to find out more about our quality programs. You may also ask for a written description of our Quality Management program.



Smoke alarms save lives

Whether you're wide awake or fast asleep, a working smoke alarm is constantly scanning the air. It never sleeps. A smoke alarm is the only thing in your home that can alert you and your family to a fire 24 hours a day, 7 days a week.

It's plain and simple: Smoke alarms save lives. But they have to be installed the right way and be working!

Smoke alarms should be installed and maintained both inside and outside of sleeping areas and on every level of your home.


Be prepared

Prepare an escape plan and practice it with everyone in the home. It's really important to include children. Teach them not to hide in closets or from firefighters. Everyone should gather at an established meeting place outside of the home.

Get out and stay out. Never go back into a burning home.

For information on free smoke detectors and batteries, call the Delaware Volunteer Fireman's Association toll-free at **1-877-455-3832** or visit www.dvfassn.com/wakeupdelaware.cfm.

Source: U.S. Fire Administration



Have smoke alarms that work and that are installed the right way.

Making the most of your doctor visit

You probably know that regular visits with your doctor are an important part of staying healthy. But do you know that you can help your doctor take care of you?

Here's how:

Before your visit

- Make a list of things you want to ask your doctor. Include any problems you are having.
- Write down all the medicines you take, including vitamins and supplements. Or you can take them with you instead.
- Ask a family member or friend to go with you if you think it will help you remember your doctor's instructions.

During your visit

- Share your health problems.
- Ask questions if you don't understand something.
- Write down all your doctor's instructions.
- Talk about your lifestyle. Tell your doctor what you eat, how active you are, how much you sleep, and if you smoke or drink alcohol.



- Be open and honest.
- Schedule your next visit.

After your visit

- Review your notes and follow all the doctor's instructions.
- Fill any prescriptions your doctor gave you.
- Call the doctor's office to check on test results. You should also call if you have questions about anything else.
- Tell the doctor if you start to feel worse or have problems with your medicine.

Sources: American Academy of Family Physicians; National Institutes of Health

Healthy Living Rewards Program

As a Delaware Physicians Care member, you can be entered into a drawing for our Healthy Living Rewards Program. All you have to do is see your doctor for a wellness visit.

The Healthy Living Rewards Program is our way to say thank you for taking care of your health. Don't delay. Call your doctor today to schedule a visit for a chance to win.

If you have any questions about the Healthy Living Rewards Program, call us toll-free at **1-866-543-2167**.

Healthy kids can become healthy teens

As kids become teens, keeping them safe and healthy can seem more and more complicated. But the fact is, a few steps can go a long way.

These tips can help:

- Talk about risky behaviors. Bring up smoking, drinking, drugs and unsafe sex. Explain that today's choices can affect many tomorrows. For example, drinking and driving kills many teens.
- Encourage a healthful diet. Try having family meals a few times a week. Don't forget to include fruits and veggies!
- Do a stress check. Stressed-out teens may get sick or turn to drugs or alcohol. So if your teen seems tense or worried, help him or her simplify some daily tasks.
- Look into job safety. Many teens get hurt at work. Visit your teen's workplace and look for hazards. Also watch for signs that a job is making your child too tired for school.

- Make a doctor's appointment. Teens need regular doctor visits to check their hearing, vision and other health issues.
- Check up on vaccinations. Childhood shots wear off as kids get older. Plus, teens need shots to avoid diseases such as hepatitis and the flu. Ask your teen's doctor for a vaccination schedule.

Teens often seem to resist help from their parents. But they do listen. Your help now can yield a lifetime of good results.

Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention

You can have a big effect on your teen's health.

It's flu season

Sometimes the flu is like having a bad cold. Sometimes it can be very serious. Help protect yourself and your family from the flu.

The flu vaccine can be given as a shot. It can also be sprayed in the nose. The nasal spray is for healthy people ages 2 to 49. It should not be used by pregnant women.

The American Academy of Pediatrics recommends that all children older than 6 months be vaccinated. Even if you were vaccinated last year, you still need a vaccination this year to be protected. Talk to your primary care provider to find out what's right for you and for those you care about.



Pictures of health

Delaware Physicians Care put on its fifth annual Art Calendar Contest. Our contest is one way we encourage members to be involved in staying healthy.

We also urge members to have regular doctor visits. We remind them to talk to their doctor about ways to stay healthy.

The art contest was open to members ages 5 to 17. From the 108 talented participants, 13 winners were chosen.

The 2012 HEDIS® Health Awareness Calendar shows the winners' artwork. We will mail calendars to members in December and January.

Congratulations to our contest winners!



With help, men can beat depression

Are you feeling grumpy or withdrawn? Are you throwing yourself into work? Or have you lost interest in your job?

Are you tired all the time but can't sleep? Do you have headaches? Stomach trouble? Other pains?

Men with these symptoms may have a brain disorder called depression. It's more common

than many people think. It's also treatable.

To start feeling better, see your doctor. He or she can figure out what's causing your problem and suggest treatment.

For many men, treatment involves medicine and talks with a counselor. With help, most men can leave depression behind.

Source: National Institute of Mental Health

A note to our female members

Medicaid law says that women must have direct access to women's health providers for routine and preventive health care services.

Some kinds of these services are: ■ Prenatal care ■ Breast exams ■ Mammograms ■ Pap tests

Direct access means:

- You do not need a referral or an OK from us to get routine and preventive services from a participating women's health provider.

Some types of women's health providers are GYN doctors and nurse midwives.

Female members may see any of our providers for routine and preventive health care. A referral or OK from us is not needed.



Member rights and responsibilities

As a Delaware Physicians Care member, you have rights and responsibilities. You can use all of your member rights without being treated differently. You can use all of your member rights without losing any health care services.

It is important to know and understand your rights and responsibilities. They are listed in your member handbook. They are also listed on our website. Go to www.DelawarePhysiciansCare.com. Click on the "Members" tab. Then click on "Member Rights & Responsibilities."

If you have any questions about your rights and responsibilities, please call Member Services toll-free at **1-866-543-2167**.

Delaware HEALTH *aware*

DELAWARE HEALTH AWARE is published as a community service for the friends and patrons of DELAWARE PHYSICIANS CARE, 252 Chapman Road, Suite 250, Newark, DE 19702.

This is general health information and should not replace care you get from your provider. This information is not meant to replace advice you get from your provider. The plan does not provide health care services; you must receive health care services from your provider. Always ask your provider for information about your own health care needs.

Models may be used in photos and illustrations.

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