



Delaware health aware

Spring/Summer 2010



Thank you to our members

As one of the top Medicaid health plans in the nation*, we want to thank you for being part of the Delaware Physicians Care family. We want to continue to help you get the care you need and respect you deserve.

Here are some highlights that we offer:

- Glasses or contact lenses every 12 months.
- Sports physicals for children.
- Programs to help kids stay healthy, active and fit.
- Programs for moms and babies.
- Gifts for newborns.

More than 92 percent of our doctors suggest us to their patients and to other doctors.

More than 80 percent of our

adult and child members rate our doctors between 8 to 10 on a 10-point scale.

The Health Benefits Manager (HBM) is sending information about open enrollment to all Medicaid members. The HBM can answer your questions about open enrollment. You can call the HBM at **1-800-996-9969**.

We want you to know that you do not have to do anything to stay with Delaware Physicians Care. If you do not call the HBM, you will automatically stay with us.

We are here for you! Call us at **1-866-543-2167** for more information about how we can better serve you.

*The 2009–2010 America's Best Health Insurance Plans rankings can be seen at www.usnews.com/healthplans.

Things to Know

Transplant services

There are times when a patient finds out he or she needs an organ transplant.

Delaware Physicians Care covers transplant services. We have a case manager who specializes in transplants. She will help you through the process.

If you or your child needs a transplant, call our case management department at **1-866-571-5784** and ask for our transplant nurse.

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Kids and vaccines

Vaccine is another word for *immunization*.

Vaccines protect children from diseases such as measles and polio. You can help protect your children by making sure they get all their vaccines on time.

This chart shows which vaccines children should get and at what age they should get them.

If your child doesn't get a vaccine at the set time, most can be given later. But talk to your child's doctor first. To see vaccine schedules for children and adults, go to www.DelawarePhysiciansCare.com. Click on "Prevention & Wellness" and then on the left side of the page, click on "Immunization Schedule."



Ouch! Will it hurt?

Wondering how you can help your child get through his or her shots?

To help your child brave the pain:

- Compare the pain to a pinprick.
- Remind your child it will be over quickly.
- Just before the shot, have your child take deep breaths and blow, whistle or count to five.

After the shots, your child may have some pain or a fever.

Acetaminophen or ibuprofen (not aspirin) can help.

Sources: American Academy of Pediatrics; Immunization Action Coalition

Help them grow! Immunization schedule

Infants and children	Birth	2 months	4 months	6 months	12 months	18 months	4 to 6 years	11 to 12 years
HepB	●	●		●				
DTap		●	●	●		●	●	
Tdap								●
Hib		●	●	●	●			
IPV/Polio		●	●	●			●	
MMR					●		●	
Varicella					●		●	
PCV		●	●	●	●			
Influenza				Annually for ages 6 months to 18 years				
MCV 4								●
HepA					●	●		
Rotavirus		●	●	●				
HPV								● (3 doses)
Date completed								

Centers for Disease Control and Prevention 2010 recommended childhood/adolescent immunization schedule



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www.DelawarePhysiciansCare.com

SHORE Fun Camp

Helping kids stay healthy

Delaware Physicians Care continues to focus on obesity prevention, and we have exciting news! The Sussex Child Health Promotion Coalition will hold the first SHORE Fun Camp June 21 through 26 at Cape Henlopen State Park in Lewes. The camp is open to all Sussex County kids ages 10 to 13 years.

The 40 camper spots will be filled on a first-come, first-served basis. The camp will promote healthy eating and physical activity. Each day will feature

fun activities.

For an application, please call **1-302-236-2317**. No child will be turned away because of financial need.

At the SHORE Fun Camp, kids can:

- Do yoga on the beach.
- Bike or walk on the trails.
- Make crafts.
- Learn how to make a healthy meal.
- And do much more!



You talk, we listen

Delaware Physicians Care works hard to provide you with high-quality care and services. We conduct both adult and child surveys every year to see how you feel about us.

We contact about 3,000 members by mail and by phone to find out if we are meeting your needs. If you replied to the survey, thank you for letting us know what you think.

We compared the 2009 results with the 2008 results. You are mostly satisfied with us, and we are glad to hear that!

You told us in 2008 that you didn't always feel that your health

care providers respected you, listened to you or spent enough time with you.

It is important to us that our members feel respected and that you get the help you need from your providers. We made it a goal in 2009 to make sure that you were satisfied.

We had meetings in 2009 with providers' offices from around the state. We went over your rights and time frames for appointments. We continue to make test calls to providers' offices each month to be sure our members can get care when they need it.

Now we are looking at 2009's survey results to see what we can do this year to keep you satisfied and to see what we can do better.

We will:

- Train our staff and our providers and their office staff to better understand, communicate and work with members of all cultures.
- Make our written member materials clearer when it comes to what to expect during a visit to your provider.

You may be asked to help with short surveys so we can get more feedback about your experiences with your providers. If you have any questions about our results or suggestions for how we can do better, please call us at **1-866-543-2167**.



Take charge of your health

You might not spend much time thinking about your health.

But there are lots of reasons to care about it. A healthy lifestyle helps you feel good. It can also help you do well in school, at work and with other activities, like sports.

So take charge of your health by making good choices. These tips can help.

You are what you eat

A healthy diet is good for your body and your mind. It can also help you avoid diseases like diabetes and cancer. So try to:

- Have lots of fruits and vegetables every day. Try to get at least five servings each day if you can.
- Eat only when you're hungry, not when you're bored or watching TV. You might end up eating more than you need to.
- Drink mostly water. Soft drinks, juices and sports drinks may taste good, but they're also full of sugar and calories.

- Make junk food and fast food an occasional treat.

Get on your feet

Regular exercise helps control weight and can:

- Keep you from feeling bored or depressed.

Following a healthy lifestyle can help you feel good.

- Give you more energy.
- Help you deal with stress.

So try to exercise for at least 30 to 60 minutes every day. You don't have to work out in a gym. Choose something you like to do, such as walking, swimming or biking.

It's also important to:

- Say no to tobacco, alcohol and drugs. These are not only bad for your health, they can also lead you to make risky decisions.
- Always use your seat belt. And never ride with someone who has been drinking or using drugs.
- Remember that the safest sex is no sex. If you do have sex,

Why you still need checkups

Regular doctor visits are a good way to take charge of your health.

Even though you're a teen now, it's still important to see your doctor. Checkups are a good way to keep track of your health. Doctor visits:

- Let your doctor check to see how you're doing.
- Help you learn about how your body is changing.
- Give you a chance to ask questions you have about your health.

Also, your doctor is someone you can talk to if you feel sad or worried about something. It's OK to ask questions about sex, alcohol or drugs, or anything else you may be concerned about.

You can have a parent go with you, or you can see the doctor by yourself. It's up to you. Anything you talk about with your doctor will be kept private.

Your doctor can tell you how often to have checkups.



Source: American Academy of Pediatrics

always use a condom to reduce the risk of pregnancy and sexually transmitted diseases.

- Talk to an adult you can trust if you're feeling really sad or thinking about hurting yourself. These could be signs of depression.

Source: Society for Adolescent Health and Medicine