

# Gateway to Health

A MEMBER NEWSLETTER

March 2007



[www.gatewayhealthplan.com](http://www.gatewayhealthplan.com)

- 2 HPV: What You Need to Know
- 3 Addressing Teen Dating Problems  
You May Be Responsible for Some Office Payments
- 4 High Blood Pressure + Diabetes = Heart Trouble  
Help Your Providers Ensure the Best, Safest Care Possible  
Blood Glucose Meters, Supplies Are Covered
- 5 Do I Need a Referral?  
Mental Health Coverage  
Prior Authorizations
- 6 Gateway Health Programs Available to You
- 8 Prenatal Care Guidelines for You
- 10 Lead Can Affect Your Child's Progress  
Do You Have a Living Will?
- 11 A Guide to Proper Flossing  
There is Power in Knowing Your HIV Status!
- 12 Important Phone Numbers

## CAHPS Survey: Help Us Serve You Better!

The CAHPS survey is a member satisfaction survey that asks for your opinion of Gateway. Some of you may have already received a survey in the mail or it may be on its way. On the survey, we ask you to answer some specific questions, and you will also have the chance to write your comments. Your opinion matters, and we want to hear it.

Gateway will not know the names of the members included in the survey. Gateway will see all responses, but will not know whom they came from. For this reason, Gateway will not be able to answer any questions you ask or provide any information back to you directly. Please feel free to contact Member Services for help with any specific issues (see back page for phone number).

If you are contacted, please complete the survey. This is one of the ways that Gateway will know what we are doing well and what we need to improve. Thank you for your help.



US Steel Tower, Floor 41  
600 Grant St.  
Pittsburgh, PA 15219

*MOVING? If you are moving or changing your telephone number, please notify Member Services by calling 1-800-392-1147.*

PRSR STD  
US POSTAGE PAID  
PITTSBURGH PA  
PERMIT NO. 3895

■ Si desea recibir una copia de esta información en español, por favor llame al número 1-800-392-1147.

■ Hearing impaired members, call AT&T's TDD line at 1-800-654-5988, and ask to be connected to 1-800-392-1147.

■ This managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered.

## Human Papilloma Virus (HPV) – What You Need to Know

You may have seen ads on TV recently talking about Human Papilloma Virus (HPV). There are many types of HPV that affect the genitals. HPV viruses are easily passed from one person to another through genital contact. Most people (70 percent) who are sexually active will have HPV at some point, without ever knowing it. Most of the men and women who are diagnosed with HPV are between 15 & 24 years of age.

HPV infections may not have any symptoms and they usually go away on their own. But it can take several years until the infection is gone, and during that time HPV can be spread to others during sexual activity. Although condoms are a good way to protect against other sexually transmitted diseases (STDs), they do not always protect against HPV since the virus can live on areas of the genitals that aren't covered by a condom.

Some types of this virus cause genital warts, while others, if not treated, can cause cervical cancer in women. This is one of the reasons it is so important for sexually active women to have an annual Pap test done.

A vaccine called Gardasil can protect women against the four types of HPV that cause most genital warts and cancer of the cervix. Doctors recommend Gardasil for girls and women from 9 to 26 years of age. A woman's yearly health exam and Pap testing will still be needed. Safer sex practices are also important for those who are sexually active. Women under age 26 and mothers of young girls should discuss the vaccine with their doctors, to help them decide if it is right for them. Gateway's female members, ages 9-26, can receive Gardasil at no cost at their doctor's office.



## Addressing Teen Dating Problems

Teens may be young, but it doesn't mean they can't get hurt in relationships. We're not talking about broken hearts. We're talking about broken arms.

According to some studies, one-third of teen girls in dating relationships fear for their physical safety. One-half of teens in serious relationships have compromised personal beliefs or done things they didn't want to, to please a partner. One-third of teens have been strongly controlled in what they do, who they talk to, and where they go. Don't let yourself be one of these statistics. Dating violence is not okay, and it's not your fault.

Starting in February 2007, there will be a phone number to call that is just for teens. The National Domestic Violence Hotline will open a Teen Dating Violence

Hotline. It's all about helping teens and helping you if you need it to be. Skilled listeners who get how it feels to be a young adult will answer calls and provide services and support to teens and young adults and their families.

Teens will also be able to visit the Teen Hotline website, which will provide information on dating and relationship violence. There will also be online message boards where teens can ask questions, share experiences, or just express their feelings.

The hotline and website will operate 24 hours a day, seven days a week, with trained teens on the lines from 12 PM to 2 AM when many calls are expected. Young adult listeners ages 18-24 will also provide overnight services and support to serve more college-aged youth.

To learn more about the Teen Dating Violence Hotline and to provide feedback on how it can best meet the needs of teens and young adults, visit the National Domestic Violence Hotline's website at [www.ndvh.org](http://www.ndvh.org).

If something about your relationship scares you, or you are worried about your teen and need help now, call:

### National Domestic Violence Hotline

1-800-799-7233 (SAFE)

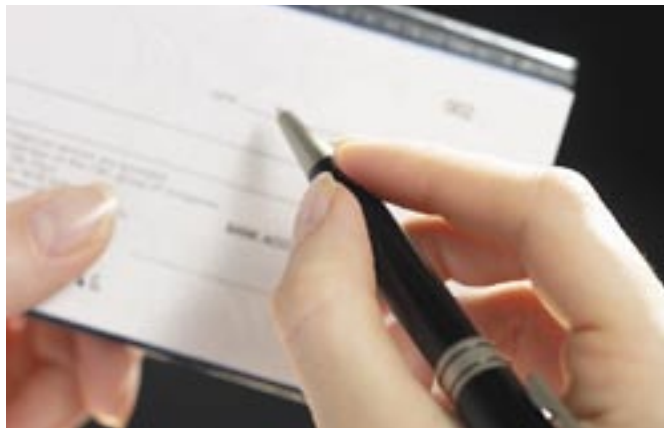
1-800-787-3224

(TTY for the Deaf)

[www.ndvh.org](http://www.ndvh.org)

Help is available in English, Spanish and many other languages.

All contact with the hotline is free and confidential.



## You May Be Responsible for Some Office Payments

When visiting your doctor, you may notice a board or sign on the wall that lists the patient's responsibility for payments of specific services. The services are listed with fees charged to a patient.

For example, you may be charged fees for:

- Canceling an appointment less than 24 hours in advance
- Not showing up or missing an appointment without calling
- Having papers filled out for work or school sports physicals.

You may not have been aware of it until now, but you may be held responsible for the payment of these services. This is true for all patients within the practice, no matter if they have Medical Assistance or another type of medical insurance. The office charge is the same for members of all insurance plans.

You can avoid charges for missed or canceled appointments by calling your doctor's office if you must cancel or make changes to your visit.

If you have any questions about what the office may charge, please take a look at the sign in the office or ask the office for further details. If you are not sure if you must pay for something the office has charged you for, please call Gateway Member Services (see back page).

## High Blood Pressure + Diabetes = Heart Trouble

High blood pressure is not good for anyone. But, if you are diabetic and have high blood pressure, you can get into some serious heart trouble.

Blood pressure is the force of blood flow inside your blood vessels. Think of water going through a hose. The wider you open the faucet, the faster the water goes through the hose. Sometimes the hose can break if the force of the water is too great.

High blood pressure means that the blood flowing through your blood vessels is forceful. This is not good and is not healthy. You have big vessels in your body called veins and arteries. You also have very small vessels about the width of a hair called capillaries.

Diabetes makes the big and the small blood vessels weaker. Add a diagnosis of high blood pressure and you may cause damage to these vessels that cannot be fixed. When the smaller vessels are harmed, you can become blind, damage your kidneys, or need amputation of your toes, feet, or legs. When the bigger arteries are damaged, you can have a stroke or a heart attack.

It is important for everyone to have their blood pressure checked, but it is especially important for diabetics. Diabetics need to have a blood pressure of less than 130/80.

Make a healthy choice in 2007. Go to your doctor and have your blood pressure checked. Talk to your doctor about your diabetes and those blood tests you need to have done to check your blood sugar, your kidneys, and your cholesterol level while you are there. It only takes a few minutes, and it can save your life.



## Help Your Providers Ensure the Best, Safest Care Possible

It's important for the providers you see to know about all the medical problems you may have and all of the medicines you take, even those you don't need a prescription for, such as vitamins or herbal medications. Carry a list of your medicines in your purse or wallet at all times.

Let your PCP office know if you are seeing any other doctors. This includes obstetricians, gynecologists, family planning providers, dentists, psychologists or psychiatrists, chiropractors, eye doctors, etc. Ask these offices to report back to your PCP about the care you are receiving from them. If you are asked to sign a form about sharing information, please agree to do this.

## Blood Glucose Meters, Supplies Are Covered

Gateway Health Plan now has more options for our diabetic members. Accu-Check blood glucose meters and supplies are now covered. LifeScan OneTouch blood glucose meters and supplies remain covered. You will be able to get either meter at no cost by taking your prescription for the meter to a participating network pharmacy.

## When Do I Need a Referral?

You need a referral to get some of the services ordered by your doctor. You can get these services only when your doctor gives you a referral or when you use one of Gateway's approved providers. Some examples of when you need a referral are when you need to:

- See a specialist
- Have special outpatient tests at a hospital, such as bone scans, sleep studies, and ultrasound services
- Have lab tests other than at an assigned lab
- Have radiation or chemotherapy.



## Prior Authorizations

There are some services that Gateway Health Plan must approve before you can get them. You may have to pay when a service is provided without prior authorization.

There are doctors and nurses who work for Gateway to help your doctor choose the best way to take care of you. These doctors and nurses are part of Gateway's Health Services Department. They make decisions about the care that is most likely to help you by using specific guidelines for medical decisions. The guidelines are based on whether the service is medically necessary as defined by the Department of Public Welfare. There is no extra payment given to these doctors and nurses no matter what they decide about your care.

If you need a service that must be approved by Gateway Health Plan before it is done, your doctor will

call the Health Services Department to get an approval. The doctors and nurses in Health Services will look at all the medical facts given by your doctor within certain time limits to decide if this service is the best way to take care of you.

For a list of services that need to be approved, refer to your Member Handbook or call Gateway's Member Services department (see back page).

When Gateway Health Plan denies, decreases, or approves a service or item different than the service or item you requested because it is not medically necessary, you will get a letter (notice) telling you Gateway's decision. This letter contains information of how to contact Gateway if you disagree with the denial decision. This information can also be found in the Member Handbook.

## Mental Health Coverage for You

Gateway Health Plan would like to let you know that you are covered for mental health services under Pennsylvania Medicaid with your Access card. You may not be aware that you still have services covered under Access, even though you now are under Gateway's care for medical services.

Mental health services, which are provided through your Behavioral Health Managed Care Organization (BH-MCO), can range from inpatient psychiatric care to outpatient counseling for such problems as depression and drug and alcohol abuse.

Telephone numbers for the services available by county can be found in your Member Handbook. You can also get phone numbers to these services by calling Gateway Member Services (see back page).



## Gateway Health Programs Available to You

Did you know that Gateway has special programs to help you with certain health needs? Here is some information about these programs.

### "AIR" Gateway

Gateway Health Plan has a program for members between 2 and 56 years of age with asthma called "AIR" Gateway. This program will help you understand how to take care of your asthma. Your asthma can be managed and should not be stopping you from doing things you like.

The nurses will help you understand the difference between your long-term control medicine and rescue medicine. They will help you understand peak flow monitoring and how to use an asthma action plan. The nurses will make sure you see your doctor so you are feeling your best. You will also receive information on asthma in the mail.

If you would like more information on "AIR" Gateway, call 1-800-642-3550 and press Option 3. The nurses are available Monday through Friday between 8:30 AM and 4:30 PM.

Here are a few reminders for managing your asthma:

- Take your long-term control medicine every day as your doctor instructed you, even when you feel good.
- The quick relief medicine helps you when you are having trouble breathing. **These medicines should not be used everyday. If you are using them everyday, call your doctor.**
- Visit your doctor at least twice a year. Your doctor needs to see you to make sure your asthma is in control so you can do things you like to do.
- Stop smoking and avoid second-hand smoke. Get help to quit smoking by calling Pennsylvania's Quitline at 1-877-724-1090.



### Help Your Heart Cardiac Program

If you are a Gateway member age 21 or older who has congestive heart failure, or has had a heart attack, stents, or bypass surgery, you might like to join the Help Your Heart Program. This program helps you understand how to take care of your heart so you can live a healthy life.

The nurses help you understand what has happened to your heart. They will teach you about a proper diet and exercise, and how to take your medicines. They will teach you warning signs to look for that mean you might be headed for some trouble.

If you would like to join the Help Your Heart Program, or if you have questions about it, please call Gateway Health Plan at 1-800-642-3550 and press Option 3. The nurses are available Monday through Friday between 8:30 AM and 4:30 PM.

Here are a few reminders for managing your heart problems:

- Take your medicine the way your doctor ordered. If you can't, call the office and tell them. Wait to hear from the office before you stop taking any pills.
- Some heart pills have to be stopped over several days. Do not just one day stop taking a pill. You can have complications if you do.
- Make sure you visit your doctor at least twice a year for a checkup. If you are admitted to the hospital, make an appointment to see your doctor within 2 weeks of discharge.
- Ask your doctor which lab tests you need to control your heart disease.
- Stop smoking and avoid second-hand smoke. Get help to quit smoking by calling Pennsylvania's Quitline at 1-877-724-1090.



## Healthy Returns Diabetes Program

If you are a Gateway member with diabetes, you might want to join the Healthy Returns Diabetes Program. Diabetes is a sneaky disease because it can cause problems for your heart, eyes, kidneys, and circulation before you even know it. Diabetes causes heart disease, blindness, and kidney problems that can put you on dialysis. Diabetes also causes circulation problems that can lead to amputation of your feet or legs.

Gateway offers a diabetic program that teaches you what symptoms to look for. The nurses teach you about the simple blood and urine tests you should have that “catch” some of the problems BEFORE you even know it’s a problem!

The nurses are available all day long, seven days a week for this program. Dieticians and pharmacists are also available Monday through Friday between 8:30 AM and 4:30 PM to talk to you about your diet and medicines.

If you would like to learn more about how to care for your diabetes, please call the Gateway **Healthy Returns Diabetes Program 24 hours a day at 1-866-366-9415.**

Here are a few reminders about managing your diabetes:

- Take your blood sugar readings the way your doctor ordered them.
- Make sure you get these tests at least every year and more often if the doctor tells you to: HbA1c, LDL-C, and a urine test. These will help to show kidney or heart problems.
- Go to your eye doctor and tell them you are a diabetic. You need a retinal eye exam at least every year. Your doctor can tell if diabetes is damaging your eyes during this test. Glasses cannot fix all eye problems caused by diabetes.
- Ask your doctor which lab tests you need to keep your diabetes under control.
- Stop smoking and avoid second-hand smoke. Get help to quit smoking by calling Pennsylvania’s Quitline at 1-877-724-1090.

## MOM Matters™ Program

Gateway Health Plan has a special program for pregnant women called MOM Matters™. This program provides education and support to help you have a healthy pregnancy. Nurses with special training, called Maternity Care Managers, can answer your questions about your pregnancy. The nurses will also help with community service referrals. You will also receive information on pregnancy and baby care in the mail.

If you would like more information about the MOM Matters™ Program, call **1-800-642-3550 and press Option 2.** The nurses are available Monday through Friday between 8:30 AM and 4:30 PM.

For some helpful tips for your pregnancy, see “Prenatal Care Guidelines for You” in this newsletter.

- Stop smoking and avoid second-hand smoke. Get help to quit smoking by calling Pennsylvania’s Quitline at 1-877-724-1090.



# Prenatal Care Guidelines for You

If you are pregnant or think you are, make an appointment with your OB/GYN doctor. You do not need a referral to see this doctor.

While you are pregnant, your doctor will need to see you many times to make sure that you and your baby are healthy. It is important to keep all of your appointments. If you miss an appointment, call your doctor to reschedule. Do not wait until your next visit.

Here is a look at what to expect during your prenatal visits with your doctor:

## During the First Trimester (Months 1-3)

*Your doctor may:*

- Give you a prescription for prenatal vitamins.
- Ask questions about your health and family history.
- Check your weight and blood pressure.
- Order lab tests, including HIV testing, on all patients.
- Ask for a urine sample.
- Give you information on how to keep you and your baby healthy.
- Check you and your baby for growth and development every four weeks.
- Order more lab work and want to see you more often,

depending on your risk factors.

- Offer you the flu vaccine during flu season and ask if you are up to date with your immunizations.

*You should:*

- Keep all your prenatal appointments.
- Avoid alcohol, drugs, and smoking—including second-hand smoke, too. Counseling resources are available to help you break these habits. Talk with your doctor about counseling resources.
- Brush and floss your teeth daily.

## During the Second Trimester (Months 4-6)

*Your doctor may:*

- Continue to see you every four weeks.
- Check your weight and blood pressure.
- Listen to the baby's heartbeat.

- Ask for a urine sample and order other tests to screen for infection as needed.
- Check you for diabetes.
- Order an ultrasound, a painless test that lets the doctor and you see your baby.
- Offer you the flu vaccine during flu season.

*You should:*

- Keep all your prenatal appointments.
- Continue to avoid alcohol, drugs, smoking, and second-hand smoke.
- Brush and floss your teeth daily.
- If you become constipated, ask your doctor before taking any laxatives.
- If you have problems with heartburn, try eating 4-5 small meals a day.

Gateway Health Plan has a program called MOM Matters™. This program has nurses with special training who can help you with questions or concerns about your pregnancy. They can also help with referrals to community services. These nurses are available Monday through Friday, 8:30 AM to 4:30 PM by calling 1-800-642-3550 and pressing Option 2.



# Tips for a Healthy Pregnancy

- Take the prenatal vitamins prescribed by your doctor.
- Avoid alcohol, illegal drugs, and smoking. Second-hand smoke can harm you and your unborn child, too. Get help to quit smoking by calling Pennsylvania's Quitline at 1-877-724-1090.
- Never take any medicines without checking with your doctor first. This includes prescription medications and over-the-counter medications like aspirin, Tylenol, and cough syrup.
- Eat at least 3 meals a day and choose healthy foods like fruit, meat, milk, vegetables, breads, and cereals. Avoid unhealthy foods like soda or pop, fast foods, candy, and doughnuts.
- Drink at least 6-8 glasses of water every day. Juice and milk are also healthy choices.
- Keep your teeth and gums healthy by brushing and flossing daily. Gum infections can increase the risk of preterm labor.
- While in a vehicle, wear your seat belt—including the lap and shoulder belts. The lap portion should be low under the belly and touching your thighs.

## During the Last Trimester (Months 7-9)

*Your doctor may:*

- Want to see you every two to three weeks, then every week in the ninth month.
- Check your weight and blood pressure.
- Check you for diabetes.
- Offer you the flu vaccine during flu season.
- Check your urine or do other tests to look for infection as needed.
- Talk to you about signs of early labor.

*You should:*

- Keep all your prenatal appointments.
- Watch for signs of preterm labor. Call your doctor at once if you have bleeding, cramping, low back pain or pressure, or if your water breaks.
- Watch for signs of high blood pressure. Call your doctor at once if you have sudden weight gain, headache, swelling of hands and feet, nausea/vomiting, or blurred vision.
- Continue to avoid alcohol, drugs, smoking, and second-hand smoke.

- Take childbirth, breastfeeding, and parenting classes (even if you have had them before).
- Choose a doctor for your baby.

## After Your Baby is Born

*Your doctor will:*

Want to see you in three to eight weeks for the postpartum visit. It is important to schedule and keep your postpartum visit. This visit is important because your doctor will want to make sure you are healing and feeling good after your delivery. You need to be feeling good so you can take care of your baby.

Some women feel down or depressed after delivery, which is normal. This usually lasts 2 weeks and goes away. If you feel down in the dumps or have little interest in doing things for more than 2 weeks call your doctor!

- Do a Pap smear.
- Talk about family planning services.



## Lead Can Affect Your Child's Progress

Lead can be very dangerous to children under 6 years of age. More than 400,000 US children ages 1 to 5 years have elevated blood lead levels. Lead can affect anyone, but children age 6 and younger face special hazards. In part, this is because the bodies of children in this age group are developing rapidly. It is also because young children tend to put things in their mouths.

Lead poisoning is not easy to detect. Sometimes no symptoms occur and sometimes the symptoms are the same as those of more common illness such as a cold or the flu.

Some of the early signs and symptoms of lead poisoning in children are:

- Loss of appetite
- Constipation
- Difficulty sleeping
- Mental retardation
- Hyperactivity
- Irritability
- Weight loss
- Short attention span
- Learning disabilities
- Developmental delay
- Complaints of tiredness

Health experts suggest that even small amounts of lead in a child's blood for a long time can cause serious damage. The best way to find if your child is being poisoned by lead is to have him or her tested. The test is called lead screening. This test can measure the level of lead in your child's blood. It is recommended for:

- Very young children, who should be tested before age 1 and again before age 2.
- Children who live in or regularly visit a home built before 1950.
- Children or other family members who have been exposed to high levels of lead.

Remember, your child needs to be tested by his or her doctor for lead before age 1 and age 2. Gateway covers the test. If you need help to schedule an appointment for lead screening, please call **Gateway's Preventive Health Department at 1-800-642-3550, Option 4.**



### Avoiding Lead Exposure

Here are some tips to reduce the effects of lead exposure:

- Wash your child's hands and face often, especially before meals to remove lead dust or dirt.
  - Wash your child's toys often, especially teething toys.
  - Store food from opened cans in glass or plastic containers.
  - Keep your children away from buildings being remodeled or renovated.
  - Feed your children a diet high in iron (meat, beans, peanut butter) and calcium (milk, green vegetables, cheese).
- Keep paint in good shape. Check for peeling paint and fix problems as soon as possible.

## Do You Have a Living Will?

A Living Will, also called an advance directive, may seem like something you don't need to think about, especially if you are young. But you never know when an accident, injury, or health problem might make it impossible for you to let your doctors and family know the kind of medical care you want. This care might include tube feedings, breathing machines, pumping on your chest if your heart stops, and other life-saving measures.

A Living Will is a form that tells your primary care physician (PCP) and your family what you'd like done or not done if you aren't able to make those decisions. If you're not sure what is best for you, talk to your PCP about this at your next office visit.

There is no charge to fill out this form. You will need to sign it in front of a witness. Your PCP and hospital should make copies they can keep in your records at their offices.

## A Guide to Proper Flossing

Flossing is a very important part of cleaning your teeth because it reaches those hard-to-reach spots that simple brushing cannot. Flossing also removes plaque from between teeth and at the gumline where tooth and gum disease often begin.

However, many of us avoid daily flossing because it seems difficult to do. Here are some tips on how to make proper flossing easier:



1. Wind 18 inches of floss around middle fingers of each hand. Pinch floss between thumbs and index fingers, leaving 1-2 inches in between. Use thumbs to direct floss between upper teeth.
2. Keep 1-2 inches of floss tight between fingers. Use index fingers to guide floss between the lower teeth.
3. Gently guide floss between the teeth by using a zigzag, sawing motion. Curve floss around the side of the tooth.
4. Slide floss up and down against the sides of each tooth and under the gumline. Floss each tooth with a clean section of floss.

If you find you're still having difficulty flossing, ask your dental office about special dental floss holders that are available.

Illustrations adapted by and used courtesy of the John O. Butler Company and the American Dental Hygienists' Association.

## There is Power in Knowing Your HIV Status!

At one time, having HIV meant a death sentence. Going back to 1979 when HIV was first discovered, there were no medicines or other treatments to help people to live with HIV. But over the years, this has changed. Today, people are living long, healthy lives with HIV due to medicines and other therapies.

Screening has also helped in early detection and treatment of HIV. Recently the Center for Disease Control (CDC) made new recommendations for screening people for HIV. So that people know their HIV status earlier, the CDC recommends that:

- Everyone from 13 to 64 years of age should get tested at least once by their doctor for HIV, even if they don't think they are at risk.
- People at greater risk should be tested more often. People can "opt-out" or decide not to have the test after talking to their doctor about HIV and having all their questions answered.
- Consent for testing might become part of your doctor's

consent form, making it easier for the testing to happen.

- Easy to use, rapid testing for quick results should be used to avoid long waits.
  - Pregnant women should be screened, so that treatment can begin before they deliver their baby, reducing the risk of the baby becoming infected.
- There are lots of reasons why these recommendations make sense:
- You can make choices earlier about your treatment and behaviors when it could make the most difference.
  - People who know they have HIV could take steps to prevent spreading it to their partners and children.
  - Testing everyone makes us all more aware of our risks for HIV and removes the stigma still attached to the disease.

To find out more about this topic, talk with your doctor about HIV testing and these recommendations. You can also get information at

[www.cdc.gov/hiv](http://www.cdc.gov/hiv).



### Facts About HIV

- There are about 1.1 million people living with HIV in the US
- About 250,000 of them don't know that they have HIV
- 73% of those infected are men and 27% are women
- 50% are African American, 30% are white and 17% are Hispanic

For mothers that know they have HIV and get treated during their pregnancy, less than 1% of their kids get HIV.



For information or paper copies of forms or other information, call the area listed below to speak with our staff. Information on the Disease Management, Special Needs Areas, and Member Rights and Responsibilities can also be accessed on our website, [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Then click on “Medicaid PA” and “Members”.

RESOURCE	*TOLL-FREE PHONE NUMBER
<b>Gateway Resources</b>	
Gateway Member Services	*1-800-392-1147
Gateway Pharmacy Member Services	*1-800-392-1147
Gateway Preventive Health	*1-800-642-3550, Option 4
Gateway Outreach Staff	*1-800-642-3550, Option 4
Gateway Community Development Dept.	412-255-7138
Disease Management:	*1-800-642-3550
“Mom Matters™” Maternity Program	Option 2
“Help Your Heart” Cardiac Program	Option 3
“AIR” Gateway Asthma Program	Option 3
Healthy Returns Diabetes Program	*1-866-366-9415
Gateway Special Needs	*1-800-642-3550 Option 1
<b>Outside Resources</b>	
Pennsylvania Quitline (Stop Smoking)	*1-877-724-1090
National Domestic Violence Hotline	*1-800-799-7233
ATT Operator for Deaf Members (TTY/TDD)	*1-800-654-5988
Center for Disease Control Nat’l AIDS Hotline	*1-800-342-2437



**Gateway to Health**  
MEMBER NEWSLETTER

GATEWAY TO HEALTH is published as a service for the members of GATEWAY HEALTH PLAN, US Steel Tower, Floor 41, 600 Grant Street, Pittsburgh, PA 15219. Telephone 1-800-392-1147, [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com).

Information in GATEWAY TO HEALTH comes from a wide range of medical experts and other medical resources. If you have any concerns or questions about specific content, please contact GATEWAY HEALTH PLAN.

Models may be used in photos and illustrations.

Copyright ©2005 Gateway Health Plan