

# Gateway to Health

A MEMBER NEWSLETTER



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

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## Summer Safety

Summer is a busy time with lots of things to do: biking, swimming, and enjoying the outdoors. However, more kids are injured during the summer than any other time of the year. Here are some things you should know to make this summer safe and fun.

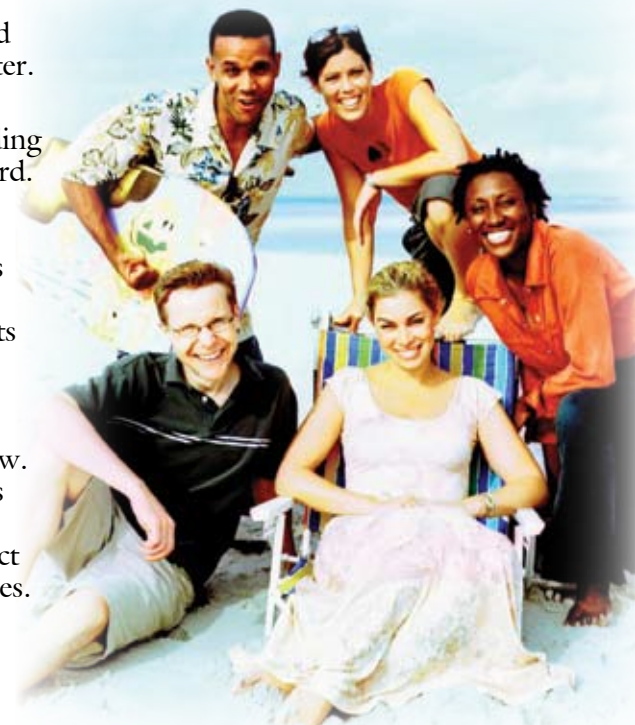
■ **Water Safety** - Everyone likes to be in or near the water on a hot summer day, but safety in the water is important. More than 350 children under the age of 5 drown each year in the United States. A child can drown in just a few minutes. Never leave a child alone near the water. An adult must always watch children closely in a pool, lake, river, or ocean. Older children and adults should always swim with a buddy and never dive into unfamiliar water.

■ **Bicycling** - People of all ages should wear helmets when riding a bicycle, scooter, or skateboard. Wear bright-colored clothing when riding during the day. Check your brakes and wheels before riding and ride with traffic. Use a helmet that meets the Consumer Product Safety Commission (CPSC) safety standard. Helmets should fit snugly and not block your view. Your kids may still get scrapes and bruises when wearing helmets, but it will help protect from more serious head injuries.

■ **Insect Bites** - To keep bugs and bees away when outside, don't use scented soaps or perfumes. Insect sprays with DEET (a strong bug repellent) are best, but do not use them on children under 2 months of age.

■ **Sunburn** - Protect yourself from too much sun. Always use sunscreen with a Sun Protection Factor (SPF) of 15 or more. Use sunscreen 30 minutes before you go out and again after swimming or every 2 hours. Stay out of the sun from 10 AM to 4 PM when the rays are more powerful. Wear a hat or visor and sunglasses. Drink plenty of water and rest in the shade if you are

*(cont. on page 2)*





## Summer Safety *(cont. from page 1)*

working or playing in the sun. If you start to feel sick or faint, you may have heat exhaustion. Rest in a cool place, get something cool to drink, place a cool towel on your forehead, and call your doctor. Heat exhaustion can turn into heat stroke, which is a serious medical condition that needs to be treated. Heat stroke happens when your body can't regulate your temperature and you overheat. The signs of heat stroke are passing out,

feeling dizzy or sick to your stomach, feeling weak, a fast heart beat, or seizures. If you have any of these symptoms, call 911 right away, get into a cool place, put a cool towel on your forehead and under your arms, and rest until help arrives.

These tips can help you make this summer safe, fun, and enjoyable. If you have questions, please call Gateway's Special Needs Unit at 1-800-642-3550.

## Watching Out for Postpartum Depression

After your baby is born, your doctor will want to see you in three to eight weeks for the postpartum visit. The postpartum 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 have the "baby blues" soon after delivery. You may feel down or depressed, cry, or have trouble sleeping. The "baby blues" are normal and usually go away about 10 days after delivery. For some mothers, these feelings do not go away or may get worse. If you continue to feel down in the dumps, or have little interest in doing things for more than 2 weeks, you may have postpartum depression. Your doctor can help you if you have these feelings.

Some of the signs of postpartum depression include:

- Loss of interest in doing things you like

- Sadness, feeling down, worrying more than normal
- Increased crying
- Difficulty sleeping
- Thoughts of hurting yourself or your baby

Postpartum depression is more likely to happen in women who have a history of depression or have family members with depression. However, depression can happen to any new mother, even with no history of depression. Postpartum depression can be treated much like any other depression with counseling, support, and medicine. If you have these symptoms, it is important to get help by seeing your PCP. Your PCP may treat you or refer you to a behavioral health provider. You may also choose to see a behavioral health provider on your own, since a referral is not needed for that type of care. You can also call our Member Services Department (see back page) for help locating a mental health provider in your area.



## Did You Know That Your Relationship Can Affect Your Health?



Are you in a healthy relationship? Ask yourself:

- Is my partner willing to talk openly when there are problems?
- Does my partner give me space to spend time with other people?
- Is my partner kind and supportive?

If the answer to these questions is yes, it is likely you are in a healthy relationship. Studies show that healthy relationships lead to better physical and mental health and longer life, and provide a good environment for children.

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.

Are you in an unhealthy relationship? Ask yourself:

- Does my partner criticize me and make me feel like everything is my fault?
- Does my partner control where I go, who I talk to, and how I spend my money?
- Has my partner hurt or threatened me or pressured me to have sex?

If you answered yes to any of these questions, your health and safety may be in danger. You may be feeling depressed or anxious. However, there are some steps you can take to help you cope and improve your health:

- Talk with someone you trust about what is going on and the pain you have experienced.
- Reduce your stress through deep breathing and exercise.
- Talk to your doctor about coping habits—smoking, drinking, using drugs, or overeating—that can harm your health and get help in taking steps to make changes.

If you are being hurt by your partner, it is not your fault. You deserve to be safe and healthy.

## Immunizations: One Way to Care for Your Child

Vaccines or shots protect people from dangerous and sometimes deadly diseases. Vaccines are safe and effective. Diseases like measles, pertussis (whooping cough), and diphtheria are still a threat. Without immunizations, your child may:

- Be at greater risk of catching one of the vaccine-preventable diseases (such as measles, diphtheria, and flu)
- Infect others
- Be excluded at times from schools or child care.

Children get so many shots these days, many parents are concerned that these shots might weaken or use up a child's immune system. This is not true. The vaccines that our children receive would not affect a child's immune system

There are a few shots required for your child to attend school. It depends on your child's grade.

For more information about immunizations, please visit the Children's Hospital of Philadelphia website at [www.vaccine.chop.edu](http://www.vaccine.chop.edu).

If you have any questions or need help to schedule an appointment, please call the Preventive Health Department (refer to last page).



### Remember to Keep Immunization Records!

It is important to keep a record of your child's shots. If you don't have a record card, ask your child's health provider to give you one. Bring this record with you every time you have an appointment for your child. Make sure your health care provider records all your child's vaccinations on it. Your child will need this card to enter day care, kindergarten, and school.



**Clinical Guideline For Members  
Adult Preventive  
(21 & Over)**

Clinical Indicator	Ages 21-39	Ages 40-49	Ages 50-64	Ages 65+
Assessing tobacco use	Every visit	Every visit	Every visit	Every visit
Advising smokers to quit	At least annually	At least annually	At least annually	At least annually
Assess drug/alcohol use	Annually	Annually	Annually	Annually
Depression Screening	Annually	Annually	Annually	Annually
Assess STD risk	Annually	Annually	Annually	Annually
Assessment of physical activity	Annually	Annually	Annually	Annually
Discussion of Aspirin for heart protection	High risk	If High Risk: Men-annually Women-post menopausal	Annually- if high risk	Annually if high risk
Screening history & exam	Every 2 years	Every 2 years	Annually	Annually
Cervical Cancer screen	Women: Every 1-3 years	Women: Every 1-3 years	Women: Every 1-3 years	Women: high risk
Mammogram	Women: Every 1-3 years	Women: Every 1-2 years	Women: Every 1-2 years	Women: Every 1-2 years
Chlamydia Screening	Women: yearly to 26 & with Pregnancy	High Risk	High Risk	
Human Papilloma Virus (HPV)	Series of 3 through age 25			
Discuss Prostate Cancer Screen			Annually	Annually
Colon Cancer Screening			Annually	Annually
Fecal Occult Blood &/or				
Sigmoidoscopy or			Every 5 years	Every 5 years
Colonoscopy			Every 10 years	Every 10 years
Vision, Hearing				Every 5 years
Lipid Profile	Men ≥ 35: Every 5 years unless high risk	Men: Every 5 years unless high risk	Every 5 years unless high risk	If not checked previously
Obesity Screening	Every visit	Women 45 years & older: Every 5 years unless high risk	Every 5 years unless high risk	Every visit
Domestic Violence	Yearly	Every visit	Every visit	Yearly
Bone Thickness Screen		Yearly	Yearly	Women at risk
Tetanus Booster	Every 10 years	Every 10 years	Every 10 years	Every 10 years
Influenza	Annually for High Risk	Annually for High Risk	Annually	Annually
Pneumococcal	High Risk (revaccination x1)	High Risk (revaccination x1)	High Risk (revaccination x1)	Initial vaccine at 65
Hepatitis A & B	High Risk	High Risk	High Risk	High Risk
Rubella (measles)	If need 2 <sup>nd</sup> dose or High risk	High risk	High risk	High risk
Varicella (chicken pox)	If lack immunity	If lack immunity	If lack immunity	If lack immunity

Revised 03/2007



**Gateway Health Plan**  
**Your Child's Health Maintenance Schedule**  
 (Birth to age 21)

	Infancy					Early Childhood					Adolescence													
	Birth - 1 mo	2-3 mo	4-5 mo	6-8 mo	9-11 mo	12 mo	15 mo	18 mo	2-3	4	5	6	8	10	11	12	13	14	15	16	17	18	19	20
Physical & Developmental Exam	Every visit																							
Dental Exam – No referral needed for dental care	Assess every visit through observation																							
Hearing & Vision	* Test 1 <sup>st</sup> mo of life		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation		Assess every visit through observation	
Blood Lead Level			9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo	
Anemia Test			9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo		9-11 mo	
Pelvic Exam/Breast Exam – No referral needed for OB/Gyn care	When sexually active or age 18, every year. No referral needed to see ob-gyn.																							
Safety & Healthy Habits Counseling	Every visit																							
Screen/Counseling for Tobacco, Alcohol Abuse, Depression	Every visit as needed, age 14 or earlier if indicated.																							
Sexually Transmitted Disease Test/Counseling	If sexually active - every year																							
Chlamydia	All sexually active members – every year																							
HPV (Human Papilloma Vaccination)	11-20 if not received earlier (2 <sup>nd</sup> dose in 2 mo; 3 <sup>rd</sup> in 6 mo)																							
Prenatal	Seek prenatal care as soon as pregnancy is suspected. Obstetrician or midwife care does not require a referral.																							
TB Screening	If needed																							
Urine Test	If needed																							
Sickle Cell	If needed																							
Hepatitis B (Hep B)	1 <sup>st</sup> dose																							
Hepatitis A	If needed to catch up																							
Diphtheria/Tetanus/Pertussis (DTP or Dtap)	1 <sup>st</sup> dose																							
Measles/Mumps/Rubella (MMR)	1 <sup>st</sup> dose																							
Polio	1 <sup>st</sup> dose																							
Haemophilus B (Hib)	1 <sup>st</sup> dose																							
Chicken Pox (VZV)	Initial dose																							
Pneumonia	1 <sup>st</sup> dose																							
Influenza	Annually 6mo. through 23mo.																							
Meningococcal	A single dose is recommended at 11-12 years of age or 15 years of age, or for college freshmen living in a dormitory.																							

• Hearing only

Revised 02/2007

## Vision Benefits: What Gateway Covers for You

Taking care of your vision is very important. That is why Gateway provides vision benefits for all of our members. These benefits are effective right away and start over at the beginning of every calendar year. To have these services covered for you, you must go to a provider participating in the plan. No referral is needed.

Vision benefits are different for members under and over the age of 21. The amount of coverage for the materials has recently changed as well. Please see the chart below for further details about your vision coverage with Gateway. To find out who participates in the plan or if you have any questions regarding your vision benefits, please call Gateway's Member Services Department (refer to back page).

Vision Benefits		
	Members Under 21	Members Age 21 and Over
<b>Examinations</b>	4 per calendar year	4 per calendar year
<b>Materials</b>	2 pair of glasses <b>and</b> 1 pair of contact lenses	1 pair of glasses <b>or</b> 1 pair of contact lenses
<b>Glasses/Frames</b>	You will be able to choose your frames from the Davis Designer Collection in addition to the Davis Fashion Line. If you choose frames that are not part of the Davis Designer Collection or Davis Fashion Line, only \$20 will be covered by Gateway Health Plan.	You will be able to choose your frames from the Davis Designer Collection in addition to the Davis Fashion Line. If you choose frames that are not part of the Davis Designer Collection or Davis Fashion Line, only \$20 will be covered by Gateway Health Plan
<b>Glasses/Lenses</b>	Standard lenses, as well as bifocal and trifocal with lines. Polycarbonates are covered in full.	Standard lenses, as well as bifocal and trifocal with lines.
<b>Contact Lenses</b>	Daily wear are covered as standard. Extended wear, disposable, and gas permeable are covered up to \$75.	Daily wear are covered as standard. Extended wear, disposable, and gas permeable are covered up to \$75.

## Is New Technology Right for You?

New technology means any new service, medical procedure, medication, device, treatment, or a new use of existing technology. Gateway reviews and researches new technology to determine if it should be approved for our members.

When your doctor makes a request for a new technology which is not a covered benefit, doctors and nurses at Gateway will look at the medical facts provided by your doctor to determine if the request is medically necessary as defined by the Department of Public Welfare. Specific guidelines are used to determine medical need. There is no extra payment given to these doctors and nurses no matter what they decide about the request.

You will be responsible for payment for any new technology that has not been approved (prior authorization) by Gateway.





## Complying with Gateway Policies

Both Gateway and your Primary Care Practitioner (PCP) have policies in place to make sure that the care and services you receive are what you need. You need to know what these policies are and follow them.

Examples of some policies can be:

- Time limits for having copies made of your medical record
- Protecting your privacy
- Fees you may be responsible for if you miss an appointment or have an appointment with a specialist without a referral.

Please remember that to schedule an appointment with most specialists, you **MUST** have a referral from your PCP. If you do not have a referral form, the specialist's office may not see you.

It is very important to make sure your PCP either sends a referral to your specialist or gives you a copy to take with you to your appointment.

There are some special services that you do not need a referral for, such as:

- OB/GYN visits (pap tests, mammograms, pregnancy care, and women's care)
- Family planning
- Routine eye care (exams for eye glasses)
- Dental visits (general care from your dentist, including cleanings)
- Behavioral health visits

Gateway also has policies regarding members being seen or speaking with their PCP before going to the emergency room (ER). All PCPs and Specialists are required to have coverage in the evenings and on weekends. This may be through an answering service or an on-call practitioner. You need to contact your PCP's office before going to the ER so your PCP can determine if the problem can best be handled in the office or the ER.

If you have any questions about Gateway's policies, please call Gateway's Member Services Department (see back page).

If you have questions about your PCP's policies, please call their office.

## Working Toward Better Health Care and Services for You

Providing better health care and improved services for our members is the goal of Gateway's Quality Improvement/Utilization Management (QI/UM) Program. Gateway looks at how well we've helped our members:

- Get preventive care
- Learn about patient safety
- Get care for long-standing health problems.

Every year Gateway checks how well we've done in meeting the health care and service needs of

our members. We've finished this review, and we've come up with a plan to improve on these areas for this year.

Please call Member Services (see back page) if you would like more information about:

- What we did over the previous year (annual evaluation)
- Our plans for the coming year (work plan)
- How to receive a written copy of any of these reports.





**GATEWAY**  
Health Plan

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

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

## Important Phone Numbers

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.  
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