

Gateway to Health

A MEMBER NEWSLETTER

November 2007



www.gatewayhealthplan.com

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Together We Can Make a Difference

Gateway Health PlanSM (Gateway) is very interested in the quality of care our members receive. We are working very closely with your doctors to make sure that you receive the best possible care. We also have staff here that can help you lead a healthy lifestyle.

If you do have a medical condition like asthma, diabetes, or heart problems, we want to help you and your doctors keep that condition from getting worse. Preventive services like immunizations and breast health screenings are very important, too.

For many reasons, African-American, Latino, and Hispanic members are at higher risk for health problems. It is very important that

you, too, get the tests and screens you need to stay well.

Gateway wants to improve how you and your doctors work together.

This is how you can help:

- If you need preventive health screenings, or you have diabetes, asthma, or heart disease, please call your doctor to make an appointment.
- If you need help getting to the doctor or making the appointment, call our **Preventive Health** department at 1-800-642-3550, Option 4.

Gateway may also call you by phone or mail you a reminder.

Together we can make a difference.





Flu Season is Almost Here!

Flu season will be here before you know it. To decrease the chance of catching the flu, you should get a flu shot now. The best time to get a flu shot is right now through the end of the year. The kinds of flu are different each year, so a new flu shot is needed every year. If you are 50 years old or older, or have asthma, diabetes, heart, lung, or kidney problems, you should get a flu shot right away. Talk to your doctor now about getting a flu shot. There is no charge to you when you receive this shot at your Primary Care Physician's office.

Most Men Will Support Efforts to Prevent Domestic Violence, Sexual Assault

More than half of men think it is very likely that, at some point in their lives, they will know a victim of domestic violence or sexual assault, and most men are willing to take action to raise awareness, help victims, and promote healthy, violence-free relationships,

According to the poll, 56% of men—and 60% of those ages 18 to 34—have reason to believe a member of their family, a close friend, or an acquaintance has been in a domestic violence or sexual assault situation. More than half (57%) think they can personally make some difference in preventing violence, and 73% think they can make some difference in promoting healthy, respectful, non-violent relationships.

in men's attitudes toward domestic, dating, and sexual violence, and especially in their willingness to take action to stop it," says FVPF President Esta Soler. "That's one reason domestic violence has been declining in this country. But it's still a tremendous problem. We need many more individuals and institutions to get involved. It is within our reach to dramatically reduce violence against women, but we all need to be part of the solution. That so many men say they are willing to act gives us real hope."

If you or someone you know needs help, call:

National Domestic Violence Hotline

1-800-799-7233 (SAFE)
1-800-787-3224 (TTY for the Deaf)
www.ndvh.org

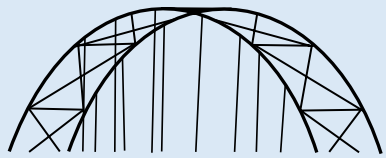
Help is available in English and Spanish and many other languages. All contact with the hotline is free and confidential.

And, the poll finds, men are taking action. Two in three fathers (68 percent) have talked to their sons about the importance of healthy, violence-free relationships, and 63% have talked to their daughters. Fifty-five percent of the men surveyed have talked to other boys who are not their sons.

For more information on the poll visit www.endabuse.org/07menspoll. If you want to join other men in helping to stop violence against women and children, visit the Family Violence Prevention Fund website at www.endabuse.org.

according to a poll conducted for the Family Violence Prevention Fund (FVPF) and released in June.

"There has been a significant change



GATEWAY
Health PlanSM

Member Rights & Responsibilities

All Gateway Health PlanSM (Gateway) members have certain "rights" concerning their care and treatment. They also have specific responsibilities as a Gateway member. Your Member Rights and Responsibilities can be found in your Gateway member handbook. These are also on Gateway's website at www.gatewayhealthplan.com. Click on Medicaid PA, then Members, and then Member Rights and Responsibilities. If you have any questions concerning this or would like a paper copy, please call the Member Services department (see the back page).

Upper Respiratory Infections and Antibiotics

Your child is coughing, sneezing, and complaining of a sore throat and runny nose. Does he or she need an antibiotic?

Many of these symptoms are due to colds or the flu, and they are caused by germs called viruses. Antibiotics will not help fight infections caused by viruses. They only help fight germs called bacteria. Only your doctor will be able to tell if your child needs an antibiotic.

Taking antibiotics when they will not work can be harmful. The antibiotic may cause some bacteria to become resistant to the antibiotic. These resistant bacteria are harder to kill. If

your child does develop an infection due to resistant bacteria, he or she may be sick longer or need to be treated in the hospital.

When are antibiotics needed? Your doctor can tell you this, and the answer can depend on the type of infection. Here are some common illnesses that may or may not need to be treated with an antibiotic.

- **Ear infections** - While some ear infections may need an antibiotic, some do not.
- **Sinus infections** - Most runny noses, even when the mucus is thick and green, are due to viruses. Only some long-lasting sinus infections will need antibiotics.

- **Cough or bronchitis** - Most are due to viruses, so antibiotics will not help.
- **Sore throat** - Only strep throat, which is caused by bacteria, needs an antibiotic. Your doctor will need to test your child to determine if the sore throat is due to strep.
- **Colds** - Colds are caused by viruses. Your child will not get better faster when an antibiotic is given. Colds can last for two weeks or longer. You should talk with your doctor about what you can do to help lessen the cold symptoms.

Reference: <http://www.cdc.gov/drugresistance/community/faqs.htm>

Fight Breast Cancer with Mammograms

Breast cancer is the most commonly diagnosed cancer in women. One out of every nine women will have breast cancer in their lifetime.

There is no known cause of breast cancer. However, there are certain things that may increase your chances of getting breast cancer:

- You have had breast cancer in the past.
- Your mother, sister, or daughter has had breast cancer.
- You are over 50 years of age.
- You started getting a monthly period before age 12.
- You finished menopause after age 55.

- You have been taking hormones (birth control pills or hormone pills) for long periods of time.
- You drink alcohol.
- You never had children.

Breast cancer, when found early, can very often be treated successfully. The best way to find breast cancer early is by getting a mammogram, a special x-ray of the breast. It can find breast cancer that is too small for you or your doctor to feel. You should begin having regular mammograms (every 1 to 2 years) starting at 40 years of age.

For more information or assistance in scheduling your mammogram appointment, call the Gateway Preventive Health department at 1-800-642-3550, Option 4.

All women 40 years and older should get a mammogram every 1-2 years. Contact your doctor (PCP or OB/GYN) to get information about where and when you should have one done, or call Gateway for information or help scheduling an appointment.

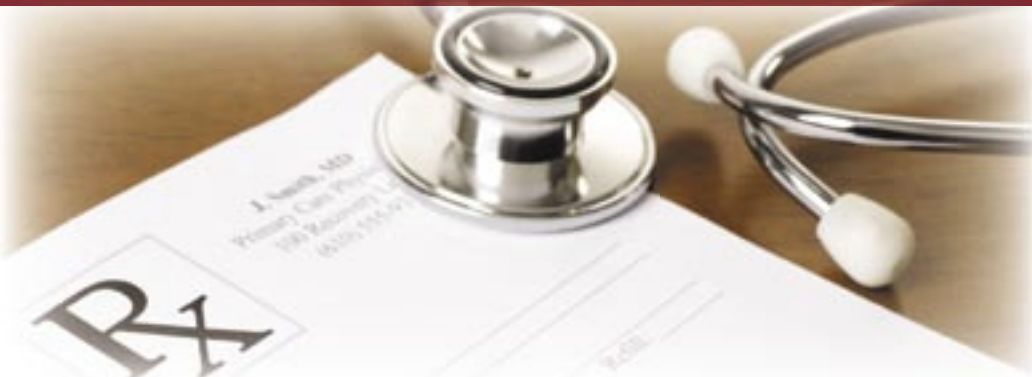


Are You Pregnant?

If you are pregnant, or think you might be, see your doctor right away. It is very important, for both you and your baby, to be seen by your doctor early in your pregnancy and regularly based on your doctor's instructions. Prenatal care should begin in the first 12 weeks of your pregnancy.

The doctor will check you and your baby for any possible problems at each prenatal visit. If a problem is found, it can be treated early.

Even if you have had other children, early and regular prenatal care is still very important. If you have questions about your pregnancy, call a nurse in Gateway's MOM Matters Program at 1-800-642-3550, Option 2.



Drug Recalls, Withdrawals, & Safety Warnings: What You Need to Know

If one of the drugs you take is removed from the market, you need to know what to do next. You may have the following questions about a drug recall, withdrawal, or safety warning.

What is a drug recall?

A drug recall is when the U.S. Food and Drug Administration (FDA) finds a drug defective or finds it is dangerous to patients' health. The FDA then tells the company that makes the drug to remove it from the market.

What is the difference between a drug recall and a drug withdrawal?

A drug recall is caused by an error in making the medication and the removal from the market may be short term. On the other hand, a drug withdrawal is related to risks with taking a drug (like unsafe side effects) and the drug is completely removed from the market.

How does the FDA decide which drugs to remove from the market?

The FDA has a system called MedWatch that keeps track of reported side effects for all drugs on the market. If there are a large number of reports for one drug or if the reports are life-threatening, the FDA may withdraw the drug from the market.

What happens when a drug gets recalled or withdrawn?

The FDA will notify the company

that makes the drug that it should be recalled or withdrawn from the market. The company tells the distributors of the drug, doctors, and pharmacists about the recall or withdrawal. Pharmacies then remove the drug from their shelves so that it will no longer be dispensed.

What does Gateway do to notify you about drug recalls?

Gateway Health PlanSM (Gateway) will send a letter to all of the members who are currently taking the recalled or withdrawn drug and to the doctors who prescribed the drug. Gateway will also post information about the newly recalled or withdrawn drug on our website. Both of these communications will remind you to talk to your doctor before making any changes in your treatment.

What if the news reports dangerous risks associated with the drug I take?

If a dangerous risk associated with a drug is just now discovered, the news may report the details. If the drug has not been recalled or withdrawn, more research needs to be done so do not stop taking the drug. You should contact your doctor to talk about the new risks and how they affect you.



An Important Reminder about Lead Screening

Lead can affect anyone, but children ages 6 years and younger are at higher risk for lead poisoning. Lead poisoning is not easy to detect. Sometimes there are no symptoms, and sometimes the symptoms are the same as those of more common illness such as a cold or the flu. 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 out 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. Lead screening 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.

Regular Checkups Keep Your Children Healthy

Children and teens of all ages need checkups to make sure that they are healthy. Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is a health checkup program required by the government for children and teens under age 21 and on medical assistance.

The purpose of the EPSDT screening is to:

- Help keep children healthy
- Find and treat health problems before they get worse
- Test young children for exposure to some disease, like lead poisoning
- Learn about your children’s health and receive information about a healthy life style
- Receive needed referrals for other health services.

You can use sick visits, school

checkups, and sports physicals to ask your providers about having a complete EPSDT screening performed. This includes:

- **Physical exams** - a complete physical exam including height, weight, and developmental check
- **Immunizations** - check with your doctor to see if your child’s shots are up-to-date. Make sure you ask your doctor for a copy of your child’s shot record; you will need this for school.
- Vision and hearing screenings
- Blood and urine tests
- Pap tests for females 18 or older
- Risk behavior screening for teens and adolescents, such as drug abuse, sexually transmitted infections including HIV, eating disorders, and depression



- Dental checkups.

Health experts recommend that your child have an EPSDT screen:

- Between birth and 1 month
- Ages 2, 4, 6, 9, 12, 15, and 18 months
- Ages 2, 3, 4, 5, and 6 years
- Every year at ages 6-21.

If you need help making an appointment, please call Gateway’s Preventive Health staff (see the back page).

Our Accessibility Standards

It is important for your practitioner to be able to see you when you have a medical problem. Gateway Health PlanSM (Gateway) has standards with specific time frames for Primary Care Practitioners (PCPs) to respond to a member’s needs based on the member’s symptoms. If you are a new member with Gateway or recently switched your PCP, we recommend that you call and schedule a physical exam with your new PCP right away. The Accessibility Standards are:

Medical Need	Wait Time Standard
An emergency appointment <i>Example: Broken bone</i>	Immediately
An urgent appointment <i>Example: Urinary infection for an adult or ear pain for a child</i>	Within 24 hours
A routine appointment <i>Example: Blood pressure checks or acne visits</i>	Within 10 business days
Wait time for preventive care <i>Example: General physical exams</i>	Within 3 weeks
After-hours accessibility	24 hours/seven days a week
The waiting room, after checking in at the reception desk	No more than 15 minutes or up to one hour when the practitioner has an emergency

Gateway monitors practitioners on an annual and ongoing basis to assure that our network practitioners are meeting the needs of our members.

You Hold the Key to Asthma Control

If you have asthma, how can you stay out of the hospital or emergency room? By taking your control medicine every day.

This medicine helps prevent you from having daily asthma symptoms. Your asthma medicine does this by preventing swelling in your airways. Take your long-term control medicine every day as your doctor instructs you, even when you feel good. Some long-term control medicines are Advair, Flovent, Asmanex, and Pulmicort Respules.

If you have not been taking your long-term control medicine daily, please call your doctor to schedule an appointment. Your asthma can be managed and should not be stopping you from doing things you like to do.

Here are a few tips for managing your asthma:

- Take your long-term control medicine every day.

- Quick relief medicine helps you when you are having trouble breathing. Some examples of quick relief medicines are: Albuterol, Proventil, and Ventolin. 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.

If you would like more information about asthma, call Gateway Health PlanSM (Gateway) Asthma Disease Management Program, "AIR" GatewaySM, at 1-800-642-3550 and press Option 3. The nurses are available Monday through Friday between 8:30 AM and 4:30 PM.



People who quit smoking live longer than people who continue to smoke. No matter how old you are or how long you have smoked, quitting will help you live longer. Improving your health is an important reason for quitting smoking, but there are other reasons, too.

Live Longer, Live Better

Smoking affects not only your health but the health of those around you. Studies have shown that when other people, especially children, are around second-hand smoke their health suffers also.

Quitting smoking improves not only your health but your appearance, too. Just think—no more smoker's breath, stained teeth, yellow fingernails, or holes in your clothes and car. You will feel better about the way you look and feel and others will notice, too.

Worried about gaining weight? Most people who quit smoking gain less than ten pounds. The health benefits of quitting smoking are much greater than any risks related to weight gain.

What about the cost of smoking? Cigarettes cost about \$5 per pack. If you smoke one pack per day you are spending \$1,825 each year on cigarettes. Isn't there something

else in your life you could use that money for?

Quitting smoking is an investment in your health and your future and help is available.

If you would like help to quit smoking, you can call the PA Quitline or Gateway Health PlanSM (Gateway) Preventive Health department at 1-800-642-3550 and press Option 4. You can also access the Quitline information online by going to www.state.pa.us. At the keyword, type in Quitline. To check on counseling programs in your area, click on Cessation Counseling and then on your county.



Prescription for a Healthy Heart

Heart disease does not just “happen” to older people, and does not just “happen” to you! You are in control of many things that put you at risk for a heart attack, heart failure, or a stroke. The best way to keep your heart healthy is to make sure you know about your risks before they cause damage.

If you are diabetic or African-American, you are especially at high risk for heart problems.

Some additional risk factors for heart problems are being overweight, smoking, having high blood pressure, having limited activity, or having cholesterol levels that are not in a good range.

Everyone needs to visit their doctor for blood tests each year. (See the Prescription for a Healthy Heart.) If you have not had these tests or your results are not good, your doctor can help you get them in range. It is important to handle results while they are easier to fix and before they get out of control.


Diabetes damages many organs including the heart. If you are a diabetic and your test results are out of control, you can get into serious heart trouble fast!

Once your heart is damaged, you may not be able to fix it. Damage to your heart can prevent you from enjoying activities with your family—it may even cost you your life!

The Gateway Health PlanSM (Gateway) Cardiac Help Your Heart Program can help you if you have:

- Been diagnosed with heart failure
- Had a heart attack
- Had stents placed, or
- Had bypass surgery.

Nurses are available Monday through Friday from 8:30 AM to 4:30 PM for any questions (see number on back page). Take this “Prescription for a Healthy Heart” to your doctor before the end of the year. Make sure you get these tests and follow up with your doctor’s recommendations. You owe it to yourself to be as healthy as you can be!



Gateway Health PlanSM
Prescription for a Healthy Heart
Cardiac Help Your Heart Program
1-800-685-5212

Name: _____

Address: _____ Date: At least every year

Rx Take this to your doctor to see if you need these tests:

<input type="checkbox"/> LDL-c for cholesterol	Goal: Less than 100
<input type="checkbox"/> Blood pressure check	Goal: Less than 140/90
If you are a diabetic	Goal: Less than 130/80
<input type="checkbox"/> Hemoglobin A1c if you are a diabetic	Goal: Less than 7
<input type="checkbox"/> Retinal eye exam if you are a diabetic	
<input type="checkbox"/> Urine test for protein if you are a diabetic	

Signature: **Your Gateway “Help Your Heart” Team**

Member Satisfaction Survey: We Want Your Opinion!

Every February or March, a survey is mailed to some of Gateway Health Plan’sSM (Gateway) members to see how satisfied they are with the care and services they receive from Gateway and the physicians who give that care.

We want your opinions about what we do well and where you feel we need to improve. Each year we use the results of the survey to improve the quality of the services we provide for you.

Gateway uses an outside company to do this confidential survey. They receive all responses and provide Gateway with only the final scores and comments. Gateway does not receive any member names, so your responses are anonymous.

If you receive a survey from Gateway in the mail, it is important that you complete it so we know what you think.

So, make yourself heard! If you receive a survey, please provide us with a response!

Gateway Health PlanSM Personal and Health Privacy

THIS NOTICE DESCRIBES HOW MEDICAL AND FINANCIAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Gateway Health PlanSM (“Gateway”) is required to protect the privacy of your personal medical and non-public personal information. Also, Gateway is required to give you this notice about how Gateway uses or gives out (“discloses”) medical and personal (“non-public”) information held by Gateway.

Gateway will use and give your medical information:

- To you or someone who acts for you (your personal representative),
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected, and
- When required by law.
- To meet your medical needs, to pay for your healthcare and to operate the Gateway benefit program, for example:
- To give information to help the doctors or other healthcare providers who care for you;
- To make sure you and other Gateway members get quality health care, to provide member services to you, or to resolve any complaints you have.
- To pay or deny your claims or to share payments and payment information with your other insurer(s).

Gateway may also use or give your medical information:

- To state and federal agencies that have the legal right to receive such data,
- For public health activities (such as reporting disease outbreaks),
- For government healthcare oversight activities (such as fraud investigations),
- For judicial and administrative proceedings (such as in response to a court order),
- For law enforcement purposes (such as providing limited information to locate a missing person),

- For research studies that meet all privacy law requirements (such as research related to the prevention of disease or disability),
- To avoid a serious and likely threat to health or safety,
- To contact you about new or changed benefits,
- To contact you for appointment reminders or for disease management programs and alternative treatments that may interest you, and
- To create a collection of information that can no longer be traced back to you.

Gateway must have your written permission (an “authorization”) to use or give out your medical information for any purpose that is not listed in this notice. You may take back (“revoke”) your written permission at any time, except if Gateway already took action based on your permission.

You have the right to:

- Ask for your medical information by writing to Gateway or by calling Gateway to request a form for this purpose.
- Ask Gateway to change your medical information if you can show that it is wrong or that information is missing by writing to Gateway or by calling Gateway to request a form for this purpose. If Gateway disagrees, you may have a statement of your disagreement added to your personal medical information.
- Get a list of who received your medical information within a six-year period by writing to Gateway or by calling Gateway to request a form for this purpose. You must tell Gateway the dates for which you are requesting the list. The list will not cover information given out before April 14, 2003, information that was given to you or your personal representative, or information given for healthcare payments, for Gateway operations or for law enforcement needs.

- Ask Gateway to communicate with you in a different manner or at a different place (for example, by sending materials to a P.O. box instead of your home address), by writing to Gateway or by calling Gateway to request a form for this purpose. Gateway must have written reason(s) for your requests and may not be able to honor your request.
- Ask Gateway to limit the way your personal medical information is used or given to others, by writing to Gateway or by calling Gateway to request a form for this purpose. Please note that Gateway may not be able to do what you request.
- Call or write to Gateway to ask for a separate paper copy or e-mail copy of this Notice.

What is the non-public information that Gateway Health Plan collects about you?

- It is personal information but is non-medical, for example, the information you completed on your enrollment application that identifies who you are and how you can be contacted.
- Also, it is information collected for a request for services by you or your doctor.
- Also, it is information collected to answer a question or concern from you.

Can anyone receive your non-public information?

- Gateway does not give out your non-public information, except if required or permitted by law.
- Gateway does not give out your non-public information to anyone unrelated to providing your care under the health plan unless you or your representative give permission.

How does Gateway protect your non-public information?

- Gateway does not make your non-public information available to

(Cont. on page 9)

Fraud and Abuse

As a member of Gateway Health PlanSM (Gateway) and a recipient of state and federally funded medical assistance, please make sure that you need all of the medical care and prescriptions that you are receiving.

Please question your medical providers if they tell you, "Don't worry, Gateway will pay for that procedure or that prescription." As a member, it is your right to question any services provided that you feel you do not need.

If you as a member knowingly allow a provider to bill for services that are not necessary or that you never received, you could be seen as taking part in that fraudulent activity. In such cases, you could lose your eligibility for medical assistance.

If you are uncomfortable with anything that is going on with your healthcare, please call our Fraud and Compliance Hotline at 1-800-685-5235. Be assured that callers can remain anonymous, and any calls received will be investigated.



How Gateway Health PlanSM Protects Your PHI

Gateway Health PlanSM (Gateway) cares about you! We take steps to protect your PHI (protected health information)—whether it's in oral, written, or electronic form.

There are many ways in which Gateway protects your information. One very important way is that Gateway has every employee sign a form to remind them about laws and regulations that protect health information. Gateway trains all employees on laws protecting privacy like HIPAA (Health Insurance Portability and Accountability Act), PHI, and Security. We remind our employees to protect information and report issues or concerns. We also have guidelines and policies to keep PHI and important information safe.

Gateway has a Compliance Officer and a Compliance team to review issues or concerns. The Compliance Officer and Compliance team also incorporate procedures for securing your information into our daily practices. For example, we require Gateway employees to wear and use special picture badges at all times while at work. This reduces the chance

of someone who shouldn't be allowed to see your information from gaining access to it.

For ongoing employee awareness, Gateway posts training materials on higher risk topics like identity theft, the importance of shredding documents with PHI on them, and protecting computer passwords.

We also use a tool to annually rate each employee's understanding of his/her compliance duties, share real life stories from the news to bring awareness to employees, celebrate National Compliance and Ethics Week where we share tips with employees regarding protecting member information, and conduct refresher training courses for employees during their regularly scheduled staff meetings.

To view Gateway's Privacy policy online, go to www.gatewayhealthplan.com, and click on Privacy in the upper right corner.

We are happy to be your health insurance plan. Gateway takes great pride in practicing good, solid ways to protect your PHI!

Privacy (Cont. from page 8)

anyone other than those necessary to provide medical or health plan services to you.

- You have the right to give or withhold permission for other uses or disclosures of this information, except as required by law.

If you believe Gateway has violated your privacy rights as stated in this notice, you may file a complaint at the following address:

Privacy Officer Gateway Health Plan

Regulatory, Compliance
and Legal Affairs
600 Grant Street, 41st Floor
Pittsburgh, PA 15219

Filing a complaint will not affect your benefits. You may also file a complaint with the Secretary of the Department of Health and Human Services. For more information on filing a complaint or your rights stated in this notice, you may call Gateway's

Member Services Department at 1-800-392-1147 for PA. and 1-888-447-4505 for Ohio.

Gateway is required to follow the terms in this privacy notice. Gateway has the right to change the way your medical information is used and given out. If Gateway makes any changes, you will get a new notice by mail within sixty (60) days of the change.

These privacy practices went into effect April 14, 2003.

Controlling COPD

Chronic obstructive pulmonary disease (COPD) is a group of diseases that affect your lungs, making it hard to breath. When you have COPD, you have a hard time breathing out, which may make you feel tired and short of breath. Some people with COPD also cough, especially in the morning when they first wake up. If you have any of these symptoms, you might want to call your doctor to set up an appointment to talk about your concerns.

When you see your doctor you may be asked questions like:

“Do you smoke?”

“When do you feel short of breath?”

“Do you have a cough?”

“How long have you felt short of breath?”

After asking these questions, your doctor may listen to your lungs and recommend that you have spirometry done. Spirometry is a simple test that measures the amount of air that a person can blow out over a specific period of time. This test may be done in the office, or you may need to go to a special lab. The results will help the doctor determine if you have COPD. Spirometry may also be used to monitor the status of your COPD.

If you are diagnosed with COPD, the doctor may put you on medicine to help you feel less short of breath. If you smoke, you should think about quitting. Quitting smoking is very important because it will help stop your lungs from getting worse. The doctor may also ask to see you on a regular basis to check on your lungs and how well the medicine is working for you. Working together, you and your doctor can work to get your disease under control.

If you would like help with your COPD, please call the Special Needs Unit at 1-800-642-3550, Option 1.



Formulary on Gateway's Website

Gateway Health PlanSM's (Gateway) drug formulary can be seen on our website, www.gatewayhealthplan.com. Click on the Medicaid PA tab, then Members, then Drug Formulary. You are able to look for drugs on our formulary by drug name or by how they are used. The website will also tell you about any drugs that have been added to or removed from our formulary. If you have any questions regarding drugs on our formulary, please call our Pharmacy Member Services department (see the back page).

Get Your Routine Diabetic Tests

If you have diabetes, Gateway Health PlanSM (Gateway) wants to help keep you feeling well. One way to do this is to monitor your disease by having routine lab tests performed every year. There is no cost to you.

Every year it is important for you to have:

- **An HbA1c test** - a blood test to check your blood sugar levels
- **An LDL-C test** - a blood test to check your cholesterol
- **A kidney test** - a urine test that looks for problems with your kidneys.

These tests can help prevent serious diabetic problems like blindness, amputations, failure of your kidneys—and they could even save your life. Diabetics need to have these tests done at least every year!

Call your doctor, and take this newsletter to your appointment. Ask for a prescription to get these tests then take it to the lab and have the tests done right away. If you've not heard from your doctor in one week after the tests were done, call the office for the results. You'll be glad you did—it may save your life.

If you need more information or assistance to make an appointment, call Gateway's Preventive Care department at 1-800-642-3550, Option 4.

When to Go to the Emergency Room

Do you know when to go to the Emergency Room (ER)? Do you know when it is smarter to go to your Primary Care Physician (PCP)?

Go to the Emergency Room for crisis situations. It is the place to get the fastest and best care when, for example, there is uncontrolled bleeding, unusual shortness of breath, chest pain, loss of consciousness, or trauma. The ER is the place to go for crisis situations that threaten your life. These are the situations that the ER staff is trained to deal with.

But what do you do about sore throats, nausea, headache, or a rash? These complaints are best treated in your primary care physician's office. This is where the doctor and staff know you and know your medical history. Your primary care office deals with these kinds of illnesses daily. These are the illnesses that the office staff is trained to deal with and handles best.

Routine illnesses are not the highest priority in an Emergency Room. The ER is set up to care for patients with life threatening problems. The patient

with a sore throat or a rash may wait a long time to be seen. Patients with more threatening symptoms are cared for first. Additionally, the ER doctor may tell you to visit your PCP in the next few days. Now, in addition to waiting a long time in the ER, you will be making two visits instead of one.

Gateway Health PlanSM (Gateway) holds their physicians to certain appointment standards. That includes having available time every day to see sick patients that need to be examined quickly. Never hesitate to call your primary care office when you need urgent care.

Know when to go to the Emergency Room. Know when it is smarter to go to your doctor's office. If it is not a life-threatening situation, you should call your PCP's office to discuss where you should be seen. Your doctor's office or the doctor on call is always available to talk with you.

If you have questions regarding this, please call Member Services (see back page).

Complaints & Grievances

Members have the right to ask for information about the complaint, grievance, and fair hearing processes. Detailed information about the complaint and grievance processes can be found on our website at www.gatewayhealthplan.com. Choose the Medicaid PA tab at the top of the page, then the Grievance & Appeals link on the left side of the page. If you would like to receive a printed copy of this information, please call Gateway Health PlanSM Member Services at 1-800-392-1147. TTY members call 1-800-654-5988.

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. Click on Medicaid PA, then Members.

Gateway Resources	*TOLL-FREE PHONE NUMBER
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
Fraud and Abuse	1-800-685-5235
Outside Resources	
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 PLANSM, US Steel Tower, Floor 41, 600 Grant Street, Pittsburgh, PA 15219. Telephone 1-800-392-1147, www.gatewayhealthplan.com. Information in GATEWAY TO HEALTHSM 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 PLANSM. Models may be used in photos and illustrations.
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