

# Medicare Assured Gateway to Health

A MEMBER NEWSLETTER

November 2007



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

- 2 Flu Season is Almost Here  
Lowering Your Risk for Osteoporosis
- 3 Member Rights & Responsibilities  
Fight Breast Cancer
- 4 Drug Recalls
- 5 Consider Our MTM Program  
Formulary on Gateway's Website
- 6 Asthma Control  
Live Longer, Live Better
- 7 Healthy Heart
- 8 How Gateway Safeguards Your Health Information
- 9 Colon Cancer Screening
- 10 Grievance & Reconsideration  
Diagnosing & Treating COPD
- 11 Get Your Routine Diabetic Tests
- 12 Important Phone Numbers

■ Si desea recibir una copia de esta información en español, por favor llame al número 1-800-685-5209 for PA and 1-888-447-4505 for Ohio.

■ TTY users call 1-800-654-5988.

■ 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.

## Together We Can All Make a Difference

Gateway Health Plan<sup>SM</sup> 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.

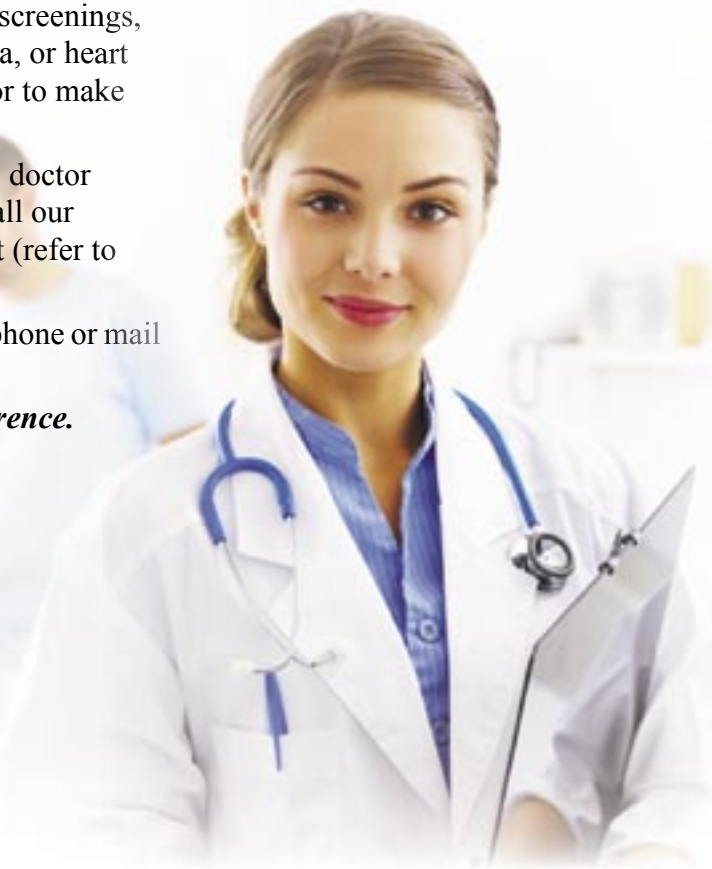
Gateway Health Plan<sup>SM</sup> wants to improve how you and your doctors work together.

This is how you can help:

- If you need preventive health screenings, or if 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 (refer to back page).

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 you need a new flu shot 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 PCP's office.

## Lowering Your Risk for Osteoporosis

Osteoporosis is a condition in which your bones weaken and your risk of a broken bone increases. Because there are no symptoms, you might not know you have it until you break a bone. The older you are the more likely you are to have osteoporosis.

### **Bone strength is affected by many factors which may raise the risk of getting osteoporosis, including:**

- Women 60 to 64 years old who have a small body frame and weigh less than 154 pounds
- Post-menopausal women who don't take estrogen
- Women 65 and older
- Diet low in calcium and vitamin D
- Inactive lifestyle
- Long-term bed rest, not being able to move due to stroke or severe arthritis
- Long term use of steroids (medications prescribed for many diseases like arthritis, asthma, and Lupus)
- Current smoker
- Excessive use of alcohol



### **Here are some suggestions for lowering your risk for osteoporosis:**

- Get enough calcium from foods and calcium pills. Good sources of calcium include milk, cheeses, yogurt, and ice cream. Other sources include dark leafy vegetables, like broccoli and collard greens. Talk to your doctor about taking calcium pills and what kind are best for you.
  - Get a bone density test. All women with risk factors should be screened routinely. Screening can measure your bone density at different places in your body, and find osteoporosis before you break a bone. Make an appointment and talk with your doctor about these tests.
  - Be active. Physical activity like walking, dancing, and running help decrease the risk of fractures by lowering bone loss, increasing muscle strength, and improving balance.
  - Don't smoke.
  - Try to prevent falls. Make your home safer and avoid accidental falls. Keep your floors free from clutter, loose rugs, and electric cords.
- It is important to know the health of your bones and your risk of fractures. For more information on osteoporosis, or for help making an appointment with your doctor, please contact the **Preventive Health Department** (option 4 at 1-800-685-5212 for PA and 1-888-447-4506 for Ohio).



## Member Rights & Responsibilities

All Gateway Health Plan<sup>SM</sup> (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 Evidence of Coverage (EOC) you receive every year.

Your EOC can also be viewed on Gateway’s website at [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Click on the PA or Ohio *Medicare Assured* tab. Both the 2007 and the 2008 EOC are on the website.

If you have any questions concerning your rights and responsibilities as a Gateway member, please call the Member Services department (see back page).

## 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 factors 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 (option 4 at 1-800-685-5212 for PA and 1-888-447-4506 for Ohio).





## Drug Recalls, Withdrawals, and 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. Here are answers to some questions about drug recalls, withdrawals, and safety warnings.

### 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 numerous 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 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.





## Consider Our MTM Program

Gateway Health Plan<sup>SM</sup> (Gateway) *Medicare Assured* offers a Medication Therapy Management (MTM) program to qualified members. The Centers for Medicare and Medicaid Services (CMS) requires all Medicare Part D plans to offer an MTM program. Gateway supports this requirement and recognizes the value that MTM program brings to its members.

To qualify for participation in an MTM program offered by Gateway, you must have three or more chronic illnesses and have filled 6 or more covered Part D drugs whose overall yearly cost is at least \$4,000.

If you do qualify, we hope you agree to participate in the program. It does not cost you anything, and it provides you with additional benefits. You have the opportunity to discuss the medications you take with a pharmacist, and you may receive educational materials regarding your illnesses. We will also work with your doctor to make sure that you are on the best drugs and doses to treat your conditions.

If you have any questions about your pharmacy benefit or the Medication Therapy Management Program, please call Member Services (see back page).



## Formulary on Gateway's Website

Gateway Health Plan<sup>SM</sup>'s drug formulary can be found on our website, [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Select *Medicare Assured* for either PA or Ohio. You can look up 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 back page).

## 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.

Long-term control medicine prevents swelling in your airways, which helps prevent you from having daily asthma symptoms. Some examples of long-term control medicines are Advair, Flovent, Asmanex, and Pulmicort Respules.

Take your long-term control medicine every day as your doctor instructs you, even when you feel good. 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. 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 the appropriate number listed on the back page under “Quitline.”
- If you would like more information about asthma, call Gateway Health Plan<sup>SM</sup> (Gateway) Asthma Disease Management Program, “AIR” Gateway<sup>SM</sup>, at the number on the back page. The nurses are available Monday through Friday between 8:30 AM and 4:30 PM.

## Live Longer, Live Better

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 or 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, call the “Quitline” or Gateway Health Plan<sup>SM</sup> (Gateway) **Preventive Health department** (option 4 at 1-800-685-5212 for PA and 1-888-447-4506 for Ohio). You can also access the Quitline information for Pennsylvania residents online by going to <http://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.

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.

Smoking affects not only your

# 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 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 Plan<sup>SM</sup> (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 Plan<sup>SM</sup>**  
***Prescription for a Healthy Heart***  
Cardiac Help Your Heart Program  
1-800-685-5212

Name: \_\_\_\_\_ Date: At least every year

Address \_\_\_\_\_

**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**

## How Gateway Safeguards Your Health Information

Gateway Health Plan<sup>SM</sup> (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 (Protected Health Information), 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](http://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!





## Ask Your Doctor About Colon Cancer Screening

Colorectal cancer (colon cancer) is one of the leading causes of death in the United States. The American Cancer Society estimated that in 2006, there were 150,000 Americans diagnosed with colorectal cancer and 55,000 deaths. This number of deaths could be cut in half if people followed the current screening recommendations.

Doctors now know a lot about colon cancer and how it grows and spreads. It may take many years for colon cancer to develop. Regular screening is the tool that doctors use to find cancers early when they are the easiest to cure.

The American Cancer Society recommends colon cancer screening should begin at age 50 for both men and women. It is important to remember that if you are 50 or older, you are at risk for colon cancer, even if you don't have a family history or symptoms. People with a family or personal history of colon cancer or colon polyps (growths), or a history of chronic inflammatory bowel disease may need to begin screening at a younger age, and be screened more often. If you are 50 or over, or have someone in your family who has had colon cancer, Gateway encourages you to talk with your doctor about getting a screening test and when you should have the test.

Here are some questions that might be helpful to ask your doctor:

- "I'm over 50 – I know I should get tested for colon cancer. What kind of test is right for me?"
- "Now that I'm 50, what other screening tests should I have?"
- "My father had colon cancer at age 62. Should I be tested before I turn 50?"
- "I know colon cancer runs in my family. What can I do to prevent my chances of getting polyps or colon cancer? What symptoms should I look for?"

For more information on colon cancer screening, or for help making an appointment with your doctor, please contact the Preventive Health department (option 4 at 1-800-685-5212 for PA and 1-888-447-4506 for Ohio).





## Grievance & Reconsideration

Members have the right to ask for information about the grievance and reconsideration processes. For more information or to request a written copy, members should contact Gateway's Member Services Department. Please see the phone numbers on the back page for the one you should call.

Detailed information about the grievance and reconsideration processes can be found on our website at [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Choose either PA *Medicare Assured* or Ohio *Medicare Assured*. For a quick reference on Part D (drug) grievances and reconsiderations, click on the Grievance & Appeals link.

Please refer to your Evidence of Coverage (EOC) for detailed information on both medical and drug grievances and reconsiderations. This document is provided to you each year, but you can also find it on our website in the Member section.

## Diagnosing & Treating COPD

Chronic obstructive pulmonary disease (COPD) is a group of diseases that affect your lungs, making it hard to breathe. 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 (see back page).



## Get Your Routine Diabetic Tests

If you have diabetes, Gateway Health Plan<sup>SM</sup> (Gateway) wants to help keep you feeling well. One way to do this is by monitoring your disease by having routine lab tests performed every year.

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 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 (see back page).



GATEWAY TO HEALTH<sup>SM</sup> is published as a service for the members of GATEWAY HEALTH PLAN<sup>SM</sup>, US Steel Tower, Floor 41, 600 Grant Street, Pittsburgh, PA 15219. Telephone: PA members 1-800-685-5209 and OHIO members 1-888-447-4505. Website: [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<sup>SM</sup>. Models may be used in photos and illustrations. Copyright © 2007 Gateway Health Plan<sup>SM</sup>



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MOVING? If you are moving or changing your telephone number, please notify Member Services by calling 1-800-685-5209 for PA and 1-888-447-4505 for OHIO.

# Important Phone Numbers

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

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 (found under EOB) can also be accessed on our website, [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Click on “*Medicare Assured-PA*” or “*Medicare Assured-OH*,” then on the “Members” link.

**ALL PHONE NUMBERS ARE TOLL-FREE**

RESOURCE	MEDICARE ASSURED	
	PENNSYLVANIA	OHIO
<b>Gateway Resources</b>		
Member Services	1-800-685-5209 – Option 2	1-888-447-4505
Pharmacy Member Services	1-800-685-5209 – Option 9	1-888-447-4505
Health Services	1-800-685-5212	1-888-447-4506
Special Needs	Option 1	Option 1
Preventive Health	Option 4	Option 4
Outreach Staff	Option 4	Option 4
Disease Management:	1-800-685-5212	1-888-447-4506
“Mom Matters” Maternity Program	Option 2	Option 2
“Help Your Heart” Cardiac Program	Option 3	Option 3
“AIR” Gateway Asthma Program	Option 3	Option 3
Healthy Returns Diabetes Program	1-866-366-9415	1-866-366-9415
Fraud and Abuse	1-800-685-5235	1-800-685-5235
<b>Outside Resources</b>		
Quitline (Stop Smoking)	1-877-724-1090	1-800-934-4840
National Domestic Violence Hotline	1-800-799-7233	1-800-799-7233
ATT Operator for Deaf Members (TTY/TDD)	1-800-654-5988	1-800-654-5988
Center for Disease Control Nat'l AIDS Hotline	1-800-342-2437	1-800-342-2437
Medicare ( 1-800-MEDICARE )	1-800-633-4227	1-800-633-4227