

# Gateway to Health

A MEMBER NEWSLETTER

March 2008



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

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## Check Out Our New Look!

In January, Gateway Health Plan<sup>SM</sup> (Gateway) updated its website. To see our new look and the information for members located there, go to [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Click on Current Members or My Gateway, then click on PA Medicaid. Here are some of the topics you can view:

- Find a Provider or Pharmacy
- Drug Formulary
- Grievances and Appeals
- Member Benefits
- Member Handbook
- Member Rights & Responsibilities
- Member Newsletter
- Patient Education



We will continue to make changes to the website. We want to make it even better. If you have questions while using the new website or want to share any suggestions, please send a note to [feedback@gatewayhealthplan.com](mailto:feedback@gatewayhealthplan.com).

## Watch for Our Member Satisfaction Survey

The CAHPS survey is a member satisfaction survey that asks your opinion of Gateway Health Plan<sup>SM</sup> (Gateway). Some Gateway members will soon be receiving a survey in the mail.

The survey will ask you to answer some specific questions, and you will also have the chance to write your comments.

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 if you respond to the survey.

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

## Member Services: Here to Help You

Gateway Health Plan<sup>SM</sup>'s (Gateway) Member Services department is here to help assist our members with fulfilling their needs. Here are some examples of the help we can provide for you.

### Finding New Doctors

A female member called our Member Services department needing help in locating a new PCP for her as well as a Pediatrician for her infant child. They had recently moved, and the doctors they had been using during that time were over two hours away.

The woman was not familiar with the area that she had moved to, and she did not know of any providers that were available. So she called Gateway's Member Services department for help. After learning of her situation, the Member Services representative was able to help her by giving her names of doctors in the area.

The woman wanted to try to find out which of the physicians would be best for her and her child, as well as see if the locations were convenient. The representative sent out a list of the doctors in the member's area so

she could see who was available. Once she had found a physician she wanted for both her and her child, she called back to Gateway and the representative assigned them to those doctors' offices.

### Help with Medications

After parents spent several hours with their 3-month-old son in the Emergency Room, they went to their local pharmacy to get their medication filled. The parents waited at the pharmacy only to be told the medication wasn't covered.

The parents called Gateway's Pharmacy department for assistance. They spoke with a representative, who informed the member that the medication being requested was not on the formulary. The representative was able to provide the link to the formulary website.

The pharmacist was able to go online, review medications covered by Gateway, and discuss alternatives with the member's physician. The parents were very satisfied with the



professional assistance provided by the representative and thanked her!

Gateway is committed to providing high quality care for our members! So remember to call **Gateway's Member Services department at 1-800-392-1147** with any questions or concerns about getting care.



## Find Our Member Handbook Online

The latest version of the Gateway Health Plan<sup>SM</sup> (Gateway) Member Handbook can be viewed on Gateway's website at [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Just click on MyGateway, PA Medicaid Members, and Handbook.

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

## Gateway Employees Help Families in Need

Gateway Health Plan<sup>SM</sup> (Gateway) takes pride in helping our members and their communities. One way that Gateway has been doing this is through the “Adopt-A-Family” program. This is a program of the Women’s Center and Shelter of Greater Pittsburgh (WC&S). By participating in this program, Gateway employees helped make holiday wishes come true for families in need. It also provided joy to these families.

WC&S is a non-profit organization whose goal is to end domestic violence. They do this through support and education. They also provide a safe place and counseling for victims. They offer counseling and education to children, too. Their hope is to help break the cycle of violence. Women who are victims of domestic violence are often forced to get away from dangerous partners. Sometimes they need to leave with only their children and the clothes on their back.

For many, holiday presents are a luxury out of their reach. This past holiday season, Gateway employees donated gift cards from a variety of stores to mothers in this program. That way these mothers could purchase holiday presents for their children. These mothers and their children got a chance to celebrate, even though it may have been the most difficult period of their lives. Just knowing that somebody cares for them makes a major difference in their lives.

If you or someone you know could benefit from these services, please contact the **Women’s Center and Shelter of Greater Pittsburgh, 24 hours a day, at 1-412-687-8005 or 1-877-338-8255**. To locate a Women’s Shelter in your area, call the National Domestic Violence Hotline, which is available 24 hours a day, by calling **1-800-799-SAFE (7233)**.

*Stay tuned for more news about community involvement in 2008!*



## Understanding Domestic Violence & Immigration Issues

Even though a battered woman does not need to be a citizen or legal resident to get a protection from abuse order, many victims of domestic violence who are immigrants or refugees are hesitant to seek help because they are afraid of immigration authorities. However, this fear is not limited to undocumented individuals but affects even lawful permanent residents who

do not understand their legal rights. Many are concerned that they cannot get lawful permanent residency without their husband’s help.

A federal law called the Violence Against Women Act (VAWA) creates two ways for women married to US citizens or lawful permanent residents to get their residency. The first option allows a battered immigrant woman to petition for her own and her children’s residency without the cooperation of her abusive husband. The husband plays no role in the process and does not have to know that the petition has been filed. The law is complicated, so it is important to contact a domestic violence program for help before going to the Immigration and Naturalization Service (INS).

The second option is called “cancellation of removal.” This method is only available when someone is in, or can be placed into, deportation proceedings. If someone qualifies for cancellation, the court may waive deportation and grant residency.

If someone does not qualify under VAWA, there may be other ways to get immigration status, such as a new visa Congress has created for crime victims.

Again, the laws are complicated, so it is important to reach out for help and guidance and talk to a domestic violence advocate.

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

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

## Healthy Reminders

It's time to go and get these check-ups, immunizations, and tests from your doctor.

### Everyone:

**Annual Physical** - Everyone over age 2 should have a check-up every year.

### Kids:

**Immunizations**- Kids should have all of these shots by the time they are age 2.

- 3 Hep B (**Hepatitis B Vaccine**) - 1 shot given at birth, 1 shot at 1-2 months, and 1 shot at 6-18 months.
- 4 DTaP (**Diphtheria, Tetanus, and Pertussis Vaccine**) - 3 shots given at 2, 4, and 6 months, and 1 shot at 15-18 months.
- 4 Hib (**Haemophilus Influenza Type B Vaccine**) - 3 shots given at 2, 4, and 6 months, and 1 shot at 12-15 months.
- 4 Pneumococcal (**Pneumonia Vaccine**) - 3 shots given at 2, 4, and 6 months, and 1 shot at 12-15 months.
- 3 IPV (**Polio Vaccine**) - 2 shots given at 2 and 4 months, and 1 shot at 6-18 months.
- 2 Influenza (**Flu Vaccine**) - 1 shot given each year prior to flu season (if 6 months or older, give yearly in October, November or December).
- 1 MMR (**Mumps, Measles, Rubella Vaccine**) - 1 shot given at 12-15 months.
- 1 Varicella (**Chicken Pox Vaccine**) - 1 shot given at 12-15 months.
- 2 Hep A (**Hepatitis A Vaccine**) - 2 shots given between 12-24 months with 6 months between doses.
- 3 Rotavirus- 3 shots given at 2, 4, and 6 months.

**Blood Lead Test** – Test 1 time before age 1, and 1 time before age 2.

### Women:

**Annual PAP Test**- Ages 21 to 64.

**Annual Mammogram**- If over age 40.

If you have any questions, please call **Gateway Health Plan<sup>SM</sup>'s Preventive Health department at 1-800-642-3550, Option 4.**

Reminders



## Privacy Notice Updated

Gateway Health Plan<sup>SM</sup> (Gateway) takes its responsibility to protect information seriously. We have updated our privacy notice to state that we protect *all* forms of communication (oral, written, and electronic). The privacy policy is located on our website, [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Click on Privacy at the bottom of the page. If you would like a paper copy of Gateway's privacy practices, please contact **Member Services at 1-800-392-1147** (See back page).

## What is a Formulary?

The Gateway Health Plan<sup>SM</sup> (Gateway) Formulary is a list of FDA-approved medications reviewed and approved by our Pharmacy and Therapeutics (P&T) Committee and the Department of Public Welfare (DPW). Formulary drugs are those reviewed and recommended for inclusion by Gateway's P&T Committee. These drugs are selected because they are safe and work well, and because of their quality and cost. The formulary is made up of those drugs believed to be needed in a quality treatment program.

You can view Gateway's formulary on our website: [gatewayhealthplan.com](http://gatewayhealthplan.com). Click MyGateway, PA Medicaid Members, and then Drug Formulary.

You will be 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 Service department** (*See back page*).



## What's Prior Authorization About?

There are some services that Gateway Health Plan<sup>SM</sup> (Gateway) must approve before you can get them. There are doctors and nurses working for Gateway who are available 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 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.

There may be other services that need to be approved by Gateway first. Call Member Services to see if the service you need requires approval before getting it. For a list of services that need to be approved, refer to your Member Handbook or call **Gateway's Member Services department at 1-800-392-1147**.

When Gateway 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 on how to contact Gateway if you disagree with the decision. This information can also be found in the Member Handbook.

## 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 Health Plan<sup>SM</sup>'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 your assigned lab.
- Have radiation or chemotherapy.

## Gateway Health Programs Available to You

Did you know that the Gateway Health Plan<sup>SM</sup> (Gateway) has special programs to help you with certain health needs? Here is some information about these programs.

### Asthma

#### Asthma Help Is Here at Gateway

Gateway has a program for members between the **ages of 2 and 56 with asthma** called "**AIR**" Gateway<sup>SM</sup>. This program has nurses available by phone who can teach you how to manage your asthma. They will teach you the difference between your long-term control medicine and rescue medicine. You will also receive information about asthma in the mail.

Here are a few tips for **managing your asthma**:

- If you have asthma symptoms, like coughing and wheezing more than twice a week, or your asthma wakes you from your sleep more than once a month, your asthma may be out of control. A long-term asthma control medication such as Advair, Flovent, Pulmicort or Asmanex can help you feel better and keep you out of the hospital.
- Your long-term control medicine needs to be taken **every day** as your doctor tells you, **even when you feel good**.
- 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 the things you like to do.
- If you need help to **quit smoking**, you can call **Pennsylvania's Quitline at 1-877-724-1090**. If someone in your family smokes, ask them to smoke outside.

If you would like more information on "**AIR**" Gateway<sup>SM</sup>, call **1-800-642-3550, Option 3**. The asthma nurses are available to help you Monday through Friday between 8:30 AM and 4:30 PM.



### Cardiac

#### Help Your Heart Cardiac Program

If you are a Gateway member age 21 or older who has congestive heart failure, had a heart attack, got stents in your heart, or had heart bypass surgery, you should join the Help Your Heart Program. This program has nurses available by phone who can help you understand how best to take care of your heart. They will teach you about eating healthy, getting exercise, and how to take your medicines. They will teach you the warning signs to look for that mean you might be headed for more trouble with your heart.

Here are a few tips for **managing your heart problems**:

- Take your medicines the way your doctor ordered. If you cannot take them for some reason, call the doctor's office and tell them. Then wait to hear from the office before you stop taking your pills.
- Some heart medicines have to be stopped over several days. **Do not just stop taking a pill**. You can have **serious 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 getting out of the hospital.
- Ask your doctor which **lab tests** you need to have done to control your heart disease.
- If you need help to **quit smoking** you can call **Pennsylvania's Quitline at 1-877-724-1090**. If someone in your family smokes, ask them to smoke outside.

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

## Diabetes

### Healthy Returns Diabetes Program

If you are a Gateway member with diabetes, you should 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. It can also cause circulation problems that could require amputations of your toes, feet, or legs. Gateway offers a diabetic program that teaches you what symptoms to look for to prevent complications from diabetes. Nurses are available by phone to teach you about the simple blood and urine tests you should have every year that can 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.

Here are a few tips about **managing your diabetes**:

- Take your **blood sugar readings** the way your doctor told you to.
- 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 early.
- 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 of the eye problems caused by diabetes.
- Ask your doctor **which lab tests you need** to keep your diabetes under control.
- If you need help to **quit smoking**, you can call **Pennsylvania's Quitline at 1-877-724-1090**. If someone in your family smokes, ask them to smoke outside.

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**.

## Maternity

### MOM Matters<sup>SM</sup> Maternity Program

Gateway has a special program for **pregnant women** called **MOM Matters<sup>SM</sup>**. This program provides education and support to help women have a **healthy pregnancy**. Nurses with special training can answer your questions about your pregnancy. They will teach you **signs of preterm labor** and what is a **normal pregnancy**. The nurses will also help with community service referrals and arrange for a **home visit** from a nurse before or after your baby is born if you need one. You will also receive information on pregnancy and baby care in the mail.

Here are some helpful **tips for your pregnancy**:

- **Keep all of your prenatal appointments**. If you miss an appointment, call your doctor to reschedule. Do not wait until your next visit.
- Take the **prenatal vitamins** prescribed by your doctor.
- Avoid **alcohol, illegal drugs, and smoking**. Second-hand smoke can also harm you and your unborn child. 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 fruits, meats, milk, vegetables, breads, and cereals.
- **Avoid unhealthy foods** like coffee, pop, fast foods, candy, and doughnuts.
- Drink at least **6 to 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.
- **Wear your lap and shoulder belts** when you are in the car. The lap portion should be low under the belly and touching your thighs.

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

## 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.** Your doctor needs 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.

Gateway Health Plan<sup>SM</sup> (Gateway) has a program called MOM Matters<sup>SM</sup>. 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 Option 2**. Please refer to the MOM Matters<sup>SM</sup> Program description on page 7 for more information and some helpful tips for your pregnancy.

### 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.
- 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 (includes 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.**
- If nauseated, eat 5-6 smaller meals and avoid spices and strong flavors. Drink water in between meals.

### 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.
- 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, and smoking (includes second-hand smoke, too).**
- **Brush and floss your teeth daily.**
- If you become constipated, ask your doctor before taking any laxatives. Water and high-fiber foods such as vegetables and fruit will help.
- If you have problems with heartburn, try eating 4 to 5 small meals a day.

*(Cont. on page 9)*



(Cont. from page 8)

## 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.
- 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, or 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.

- Do fetal kick counts.
- **Continue to avoid alcohol, drugs, and smoking (includes second-hand smoke, too).**
- Take childbirth, breastfeeding, and parenting classes (even if you have had them before).
- Choose a doctor for your baby and make an appointment within the first week upon discharge.

## 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 de-

pressed 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!**

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



## Baby's First Teeth

The natural loss of your baby's first tooth is a sign that your child is growing up. It's a reason for celebration, along with a visit by the tooth fairy. This usually happens between ages 5 and 7 years. However, if your baby's tooth is lost too early, you need to see your dentist to make sure that this doesn't cause any problems as their new teeth come through.

Why? First, baby teeth provide the proper spacing for permanent teeth. If your child's teeth are improperly spaced or are very decayed, crowded, or shifting, early treatment by your

dentist may be needed to prevent dental problems in the future.

The health of your little one's early teeth can really affect your child's life, including his or her ability to eat, chew, speak properly, and swallow. As your child becomes older and appearance becomes a source of social confidence and self-esteem, a great smile showing healthy teeth can certainly be a plus.

If baby teeth are lost early, visit your dentist to see if any special treatment is needed to ensure good dental health now and in the future.



**Note:** Gateway encourages you to start brushing your baby's teeth as soon as the first one appears. Use a soft bristle brush and no toothpaste. You can use a pea-size dab of toothpaste at around ages 2-3 years, at the same time your child is able to brush alone. Although Gateway's guideline is for the first dental visit to occur at age 3 years, new recommendations are to see your dentist when the first tooth is present, or no later than age 1 year. Talk with your dentist about the need for fluoride supplements.

## Lead Tips for Parents: How to Make Your Home Safer

Parents should be concerned about the recently recalled toys that contain lead. It is important to inspect your home to make it safer for you and your family. Lead can be found in old paint (or paint manufactured outside the U.S.), soil, and plumbing.

Lead can make children sick if they eat it or breathe it in. Children under age 6 years are especially at risk. Lead poisoning in children can result in problems with learning, behavior, and development. Have your child's blood tested for lead poisoning before the ages of 1 and 2 years.



### How can you lower your child's risk to lead exposure?

- Wash children's hands and toys to remove dust.
- Remove shoes when entering the house.
- Clean floors and windowsills with wet mops and cloths using a cleaning solution.
- Run cold water through the tap for a few minutes before use.
- Eat healthy foods, especially those with iron, calcium, and vitamin C, such as green leafy vegetables, milk, and citrus fruits.
- Store food in safe containers.
- Don't try to remove lead paint yourself. Get guidance before you remodel.
- When buying toys, choose age-appropriate toys and read warning labels.
- If concerned about a particular toy's safety, contact the manufacturer directly.

### What should you do if you suspect lead exposure or poisoning?

- Contact your child's PCP and have your child tested for lead.

### Where can you find more information?

- Contact Department of Health's Childhood Lead Poisoning Information Line at 1-800-440-5323.
- Contact your local health department.
- Contact the National Lead Information Center at 1-800-424-5323 for a list of available brochures, rules, and information packets.
- Go to the US Environmental Protection Agency's Lead Awareness Program website at [www.epa.gov/lead](http://www.epa.gov/lead).

If you have questions or concerns, contact **Gateway Health Plan<sup>SM</sup>'s Preventive Health department at 1-800-642-3550, Option 4.**

## Is Food a Reward in Your House?

According to the National Center for Health Statistics, about 19% of children ages 6 to 11 in the United States are overweight and 17% of teenagers (ages 12 to 19) are overweight. Childhood obesity is a growing concern in our country. More kids are overweight than ever before.

Being overweight as a child can lead to ongoing weight problems as an adult. Being overweight can also cause other medical problems, such as heart problems, diabetes, high blood pressure, and even depression.

There are a lot of people who use food, either as a reward or to change behavior. Using food to reward our children can lead to adult weight problems. Have you ever heard someone say, "If you eat your vegetables, you can have some ice cream?" This is a common practice among many parents to get their kids to eat everything on their plate and

makes children think that ice cream is a better food than vegetables.

It would be much better if we taught our kids to eat healthy foods and found other ways to reward them for good choices. Children love to be told how great they are. Praising good habits, like choosing healthier foods is easy, free, and goes a long way to make children feel good about themselves. Also, instead of using food to reward your child for good behavior, such as a good report card, try giving him a hug or perhaps allowing him to have a friend stay overnight.

Overeating is a response to an emotional situation. We often use food as a way to comfort ourselves when we feel sad, mad, or angry. If you are worried about an upcoming event or if you are trying to forget an earlier unpleasant issue, you may eat food to distract you. The next time you feel the urge to eat due to emotional

reasons, try these suggestions:

- Treat yourself to a movie, or call a friend who can help you to work through your feelings.
- Clean your house, exercise, or take the dog for a walk.

Encourage your children to eat a healthy diet and avoid fast foods and soda, which are high in sugar. Get them moving by encouraging exercise, such as riding bikes, skate boarding, or jumping rope! Watching TV while you eat any meal can lead to overeating. Set a good example with your own eating habits. Kids imitate their parents. Teaching our children about good eating habits may prevent serious health problems in their future.

## Making Medical Decisions in Advance:

Have you ever been asked by a doctor's office if you have a living will or advanced directive? The question may not seem very important if you are healthy, but it is an important part of planning for your future health care needs.

An **advanced directive** or **living will** is a legal document in which you state how you want to be treated if you become very ill. This document will make your family, friends, and doctors aware of the choices you would like for your future medical care. An advanced directive is used when you are unable to tell those around you what medical treatment you would like to have. The advanced directive does not apply when you are healthy and able to make decisions about your healthcare.

The time to complete the document is when you are healthy and have discussed your choices with your doctor and loved ones. Your doctor can help you determine what procedures you may or may not want to have. Your doctor can also explain medical terms that might be confusing. Be sure your doctor and immediate family has a copy of your advanced directive.

Talking with your doctor and loved



ones about making these decisions can be stressful and upsetting, but can help you know that your wishes will be carried out. To learn more about advanced directives, contact the **Special Needs department at Gateway Health Plan<sup>SM</sup> by calling 1-800-642-3550.**

## Keep All Your Doctors Informed

It's important for the providers you see to know about **all** the medical issues you have. Please share this information with the doctors you see.

Make sure your Primary Care Physician (PCP) knows if you are seeing any other doctors. This includes obstetricians, gynecologists, family planning specialists, dentists, behavioral health providers such as psychiatrists and psychologists, chiropractors, eye doctors, etc. Ask any specialists you see to let your PCP know what kind of care and medicines they've given to you. If you are asked to sign a form about sharing

information, please agree to do this.

It is also very important that all of your doctors/providers know about all medications you take, even those you don't need a prescription for. This includes any over-the-counter medicines, such as vitamins or herbal medications. If you need help remembering what medications you take, make a list of them and carry it in your purse or wallet so you will be able to tell your providers. Remember to update the list once in a while to make sure that it includes all your current medications.

## What You Need to Know About HIV Testing

Did you know that 250,000 people in the United States have HIV and do not know it? HIV is Human Immunodeficiency Virus. HIV is an infectious disease that can be passed from one person to another through body fluids, including blood.

A person can get HIV from unprotected sexual contact and sharing needles when using drugs. A person can have HIV and not look sick or feel sick. If you have HIV and are pregnant, it is possible for the baby to also contract the disease.

In 2006, the federal government recommended that all people ages 13 to 64, have an HIV screen completed. Gateway Health Plan<sup>SM</sup> (Gateway) is also encouraging our valued members to see their doctor and request an HIV screen. If you do not feel comfortable going to your doctor, many free testing sites are available. The test is private and your doctor cannot tell anyone but you the results of your test.

Advances in medications help people with HIV lead long, healthy, and productive lives. There are also special services available for people with HIV. If you have questions about HIV testing, need to find an HIV testing site, or have questions about the disease, please call **Gateway's Special Needs department at 1-800-642-3550, Option 1.**





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*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). Click on Medicaid PA, then Members.

<b>Gateway Health Plan<sup>SM</sup> (Gateway) Resources</b>	<b>*TOLL-FREE PHONE NUMBER</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 <sup>SM</sup> " Maternity Program	Option 2
"Help Your Heart" Cardiac Program	Option 3
"AIR" Gateway <sup>SM</sup> 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
<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<sup>SM</sup>, 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<sup>SM</sup> 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.  
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