

Medicare AssuredSM Gateway to Health

A MEMBER NEWSLETTER

May 2008



www.gatewayhealthplan.com

- 2 Identity Theft
Good Information
- 3 Using Certain Medications as You Age
New Technology
- 4 Accessibility Standards for PCPs, Specialists
Ambulance Benefits
- 5 Making Medical Decisions in Advance
Working Toward Better Health Care and Services for You
QI/UM Program
- 6 Disease Management Programs
- 8 HIV Screening & Testing
Healthy Reminders
Privacy Notice
- 9 Blood Pressure and Cholesterol
Your Relationship Can Affect Your Health
- 10 MRSA
- 11 Making the Most of your Summer
- 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.

Check Out Our New Look!

In January, Gateway Health Plan[®] (Gateway) updated its website. To see our new look and the information for members located there, go to our website, www.gatewayhealthplan.com. Click on *Medicare Assured*SM, select Pennsylvania or Ohio, and then click on Members.

Here are some of the topics you can view:

- Find a Provider or Pharmacy
- Drug Formulary
- Grievances and Appeals
- Evidence of Coverage
- Summary of Benefits
- Newsletters
- Preventive Guidelines



We will continue to make changes to the website to make it even better. If you have questions while using the new website or want to share any suggestions, please e-mail a note to feedback@gatewayhealthplan.com.

Using Your Health Care ID Cards

Many *Medicare Assured*SM members are not aware that their Access card works with their *Medicare Assured*SM card to cover them for services. *Medicare Assured*SM is actually the primary insurance, covering 80% of provider costs, while the Access card is there to cover the remaining 20%.

So, when going to a doctor's appointment, hospital, lab, pharmacy, etc., as a *Medicare Assured*SM member, it is important to give these providers the *Medicare Assured*SM card and the Access card—not the original red, white, and blue Medicare card. The Access card should also be used for coinsurance and deductible costs. The Access card is a very important part of *Medicare Assured*SM members' health care coverage.

If you have any questions about this article or your *Medicare Assured*SM insurance, please feel free to contact a member of Gateway's dedicated Medicare team at 1-800-685-5209 in PA and 1-888-447-4505 in Ohio.

Protect Yourself from Identity Theft

Medical identity theft happens when someone uses a person's name or insurance information without the person's knowledge to get medical services. This is fraud and a serious crime. An example of this is to use someone else's identity to illegally fill a prescription.

As a member of Gateway Health Plan® (Gateway), it is important that you protect your member ID by following these basic steps:

1. Protect your Gateway ID card and ID number like you would protect your social security number or your credit cards.
2. Only give your member number to providers of health care services, such as doctors, hospitals, pharmacies, and

medical equipment suppliers.

3. If you are mailed an Explanation of Benefits (also known as an EOB) or a bill, review it to make sure that you have been seen by the doctor or hospital listed and actually did receive the services. Even if you have not received anything by

mail but still think that someone may have stolen and or used your insurance information, contact Gateway for help.

If you suspect someone has stolen your identity, please call the Gateway Fraud and Compliance hotline at 1-800-685-5235. We will be more than happy to assist you.



Good Information Equals Good Care

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, 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 doctors and pharmacies what medicines you take. Remember to update the list once in a while to make sure that the list includes all your current medications.



Use of High Risk Medications as You Age

As people age, they often develop a number of problems associated with taking medications. Older adults tend to be more sensitive to drugs than younger adults due to a slower metabolism and decreased organ function. This is a problem

because two thirds of adults over 65 years of age use more than one drug each day, and a quarter of them take three drugs each day. Being aware of possible problems that may occur is the first way to minimize them.

Some medications are known to cause side effects in the elderly placing them at an increased risk for falls, confusion, hospitalizations, and sometimes death. The chart below details some of these drugs and describes possible side effects that may occur.



Potentially Inappropriate Drug	What it treats	Possible Side Effects
Darvon (propoxyphene) Darvocet (propoxyphene/ acetaminophen)	Pain	Changes in mental state
Benadryl (diphenhydramine)	Allergies	Decline in focus and thoughts, dry mouth, confusion, unable to urinate
Benadryl (diphenhydramine)	Problem sleeping	Decline in focus and thoughts, dry mouth, confusion, unable to urinate
Elavil (amitriptyline)	Depression, Nerve Pain	Sedation, poor coordination
Valium (diazepam)	Anxiety	Prolonged Sedation, Increased Risk for Falls and Fractures
Flexeril (cyclobenzaprine)	Relaxes muscles	Unable to think clearly, unable to urinate

Drugs are very useful in treating conditions and improving your health when used correctly. Learning about your drugs and keeping track of any changes in your health is the best line of defense to avoid drug-related problems.

If you are 65 years of age or older, the following list may help you review your drugs and prevent any drug-related problems that could potentially occur:

1. Review your drugs and make sure each drug is treating a condition that you have.
2. Tell you doctor about all of the drugs you take.
3. Have your doctor review your drugs to be sure they are correct
4. Keep track of side effects you may experience and discuss with your doctor right away.
5. Learn about your drugs. If you have questions about your drugs, ask your doctor or pharmacist.
6. Ask your doctor how you will know if the drug is working and when you should stop taking it.
7. Follow the directions on your label.
8. Don't forget to take your medication.

Is New Technology Right For You?

New technology means any skills, equipment, or know-how of doing something better. Gateway Health Plan® (Gateway) reviews and researches new healthcare services, procedures, and treatments to determine whether or not they may be right for you. When your doctor makes a request for services, procedures, or treatments that are new, doctors at Gateway will review current scientific evidence and use that knowledge to determine whether or not it is medically appropriate and necessary.

Accessibility Standards for PCPs, Specialists

How long should you expect to wait for treatment? Gateway has set accessibility standards and goals with our primary care physicians (PCPs) and specialty care providers. These standards and goals are noted below.

PCP Accessibility Standards – Medicare AssuredSM

REQUIREMENT	STANDARD
Wait time for Urgent, but Non-Emergent Care Appointment	Within 24 hours
Wait time for Non-Urgent, but in need of Attention Appointments	Within 1 week
Wait time for a Routine or Preventive Care Appointment	Within 30 days
After-hours Care Accessibility	Access to a practitioner 24 hrs/7 days a week
Waiting Time in the Waiting Room	No more than 20 minutes or up to 1 hour when the MD encounters an unanticipated urgent visit or is treating a member with a difficult need.

Specialist Accessibility Standards – Medicare AssuredSM

REQUIREMENT	STANDARD
Wait time for an Urgent, but Non-Emergent Care Appointment	Within 24 hours from the date of referral
Wait time for a Non-Urgent, but in need of Attention Appointment	Within 1 week from the date of referral
Wait time for a Routine Care Appointment	Within 30 days from the date of referral
Waiting Time in the Waiting Room	No more than 20 minutes or up to 1 hour when the MD encounters an unanticipated urgent visit or is treating a member with a difficult need.

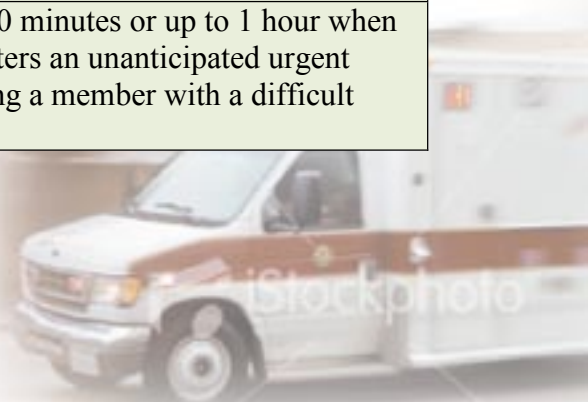
Know Your Ambulance Benefits

Medicare AssuredSM pays for ambulance transportation in the event of emergencies and medically necessary transportation. Ambulance services must be medically necessary in order to be covered. Medicare guidelines state that if another means of transportation could be used without endangering your health, whether or not the other transportation is actually available or covered by Medicare, then Medicare won't pay for an ambulance. It may also be important to note that stretcher van

and wheelchair van services are not covered by Medicare AssuredSM. You will need to ensure that you receive appropriate and timely transportation to your healthcare appointments.

Members who are eligible for PA Medicaid/Medical Assistance may have ambulance coverage. Talk to your Medicaid Caseworker about this benefit.

If you live in Pennsylvania and need help with arranging transportation to your appointments, contact the local provider of the



Medical Assistance Transportation Program (MATP) for your county. If you don't have that phone number, call Member Services at 1-800-685-5209.

Medicare AssuredSM members in Ohio have a benefit of 24 one-way trips through Provide-a-Ride. Ohio members should call 1-888-288-7050 to arrange for their trips.

Making Medical Decisions in Advance

Have you ever been asked by a doctor's office if you have a living will or advance 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 advance 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 advance directive is used when you are

unable to tell those around you what medical treatment you would like to have. The advance 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 advance 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 advance directives you can contact the Special Needs Department at Gateway Health Plan® at 1-800-685-5212 (Option 1) for PA and 1-888-447-4506 (Option 1) for Ohio.

Working Toward Better Health Care and Services for You

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

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

Every year Gateway reviews how well we've done in meeting the health care and service needs of our members. The review for this year is complete, and Gateway has identified some areas that can be improved. We have also come up with a plan to work on these areas this year.

If you would like more information about the annual evaluation of our 2007 QI/UM Program and the results of these activities, or to receive a written copy of these reports, please call Member Services (see back page).

QI/UM Program and Work Plan Now Available

Gateway Health Plan® recently approved the 2008 Quality Management/Utilization Management (QI/UM) Program and Work Plan that lists activities planned for the year. If you would like a written summary of these items, please call Member Services (see back page).

Disease Management Programs Available to You

Did you know that Gateway Health Plan® (Gateway) has special programs to help you with certain health needs? These disease management programs are designed to help our members who have asthma, cardiac problems, or diabetes, and for members who are pregnant. There is no charge to participate in these programs, and you'll find more details below.

Asthma

Asthma Help Is Here at Gateway

Gateway has a program for members between the ages of 2 and 56 with asthma called "AIR" GatewaySM. This program has care managers 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 if 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 1-800 QUITNOW (1-800-784-8669). If someone in your family smokes, ask them to smoke outside.

If you would like more information on "AIR" GatewaySM, call 1-800-685-5212 (Option 3). The care managers 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 care managers 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 taking your medicines. They will teach you to look for the warning signs 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 check up. 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 monitor 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 Health Plan® at 1-800-685-5212 (Option 3). The care managers 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, kidney problems that can put you on dialysis, and 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 1-800 QUITNOW (1-800-784-8669). 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 MattersSM Maternity Program

Gateway has a special program for pregnant women called MOM MattersSM. This program provides education and support to help you have a healthy pregnancy. Care managers 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 1-800 QUITNOW (1-800-784-8669).
- 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. 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 MattersSM Program**, call **1-800-685-5212, Option 2**. The care managers are available Monday through Friday between 8:30 AM and 4:30 PM.

HIV Screening and Testing

Did you know that 250,000 people in the United States have HIV and do not know it? HIV (Human Immunodeficiency Virus) 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 adults have an HIV screen completed. Gateway Health Plan® 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 the Special Needs Department at 1-800-685-5212 (Option 1) for PA and 1-888-447-4506 (Option 1) for Ohio.



Healthy Reminders About Women's Health Screenings

Breast Cancer Screening (Mammogram) - Every woman over age 40 should have a mammogram every 1-2 years.

Cervical Cancer Screening (PAP Test) - All sexually active teenagers ages 13 to 17, and women ages 18 to 64 should have a PAP test every 1-3 years.

If you have questions or need help scheduling an appointment, please call Gateway's Preventive Health Department at 1-800-685-5212 (Option 4).

Privacy Notice Updated

Gateway Health Plan® 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. 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 1-800-685-5209 for PA or 1-888-447-4505 for Ohio.

Control Your Blood Pressure and Cholesterol



The best way to avoid a problem with your health is to know what can cause a problem. It is much easier to prevent a health problem than to try and fix it once it happens.

If you do not know your blood pressure and cholesterol numbers, you could be setting yourself up

for something bad to happen. The problem you could have is a heart attack or a stroke. One way to prevent this is to know your blood pressure and your cholesterol numbers, and compare them to the guidelines below. If your numbers are high, then follow your doctor's advice.

- Your blood pressure should be lower than 140/90. If you are a diabetic, it should be lower than 130/80.
- Your LDL-c cholesterol should be less than 130 if you don't have any health problems. It is best if your LDL-c is less than 100, especially if you already have high blood pressure, heart disease or diabetes.

Some people can make lifestyle changes, like losing weight or eating better, to get their numbers down. Other people may need to take medicine to get their numbers into a safe range.

A simple blood test for cholesterol and a blood pressure reading will give you these numbers. Remind your doctor to give you a prescription for the blood test, and then get the test done. Remember not to eat anything for at least eight hours before you get your cholesterol checked.

You do not have to pay anything to get these tests—they could save your life. You will thank yourself for taking this step to be in control of your health!

Your Relationship Can Affect Your Health

Are you in a healthy relationship? Ask yourself these questions:

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

If the answer to these questions is yes, it is likely you are in a healthy relationship.

Studies show that healthy relationships lead to better physical and mental health, longer life, and good things for children. Are you in an unhealthy relationship? Ask yourself these questions:

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.

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

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

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

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

If you are worried and you need to talk, call us.



What You Need to Know About MRSA

Reports of MRSA infections have been detailed in the news throughout the United States over the past few years. MRSA (Methicillin-Resistant Staphylococcus Aureus) used to be an infection seen mainly in patients in the hospital. However, in recent years, the spread of MRSA within the community is on the rise. It is important that you understand what MRSA is and how you can prevent its spread.

What is Staphylococcus aureus?

Staphylococcus aureus, or simply staph, is a type of bacteria that is found on the skin or in the nostrils of healthy people. It can cause minor infections which are often treated with antibiotics. However, staph bacteria may also cause serious infections

What is MRSA?

Some staph bacteria are resistant to antibiotics. MRSA is a type of staph that is resistant to the following antibiotics: methicillin

and oxacillin (medications used in the hospital), penicillin, amoxicillin, Augmentin (amoxicillin/clavulanate) and cephalexin.

Who gets staph or MRSA infections?

Staph infections, including MRSA, occur most frequently among people in hospitals and healthcare facilities. However, MRSA in the community is becoming more common. These infections normally surface as skin infections in otherwise healthy people. The skin infections may look like a pimple or boil and can be red, swollen, painful, or have pus or other drainage.

Are staph and MRSA infections treatable?

Yes, most staph and MRSA infections can be treated with antibiotics. If you are given an antibiotic to treat one of these infections be sure to take all of the doses your doctor prescribed.

What are factors that cause an increased risk for community associated staph or MRSA infections?

Factors that have been associated with the spread of MRSA skin infections include: close skin-to-skin contact, openings in the skin such as cuts or abrasions, contaminated items and surfaces, crowded living conditions, and poor hygiene.

What can I do to prevent staph or MRSA infections?

Practice good hygiene by:

1. Keeping wounds that are draining or have pus covered with clean, dry bandages.
2. Washing hands frequently with soap and warm water.
3. Not sharing personal items such as towels, washcloths, razors, and clothing uniforms.

Making the Most of Your Summer

Summer is a time when everyone wants to get out and enjoy the weather, but people with lung diseases need to be careful. Hot humid weather can make your lung disease worse and make you feel more short of breath. There are some simple steps you can take so you can enjoy the weather and be safe.



Pace yourself.

- Make sure you provide adequate rest periods within your day. Don't overdo it or try to do everything at once. Break up tasks and take breaks between tasks.
- Break up your time outside with time inside out of the heat.
- Use your energy wisely. Try to do activities in the morning or evening when it is cooler and less humid.

Watch the air quality.

- Most news programs report the Air Quality Index (AQI) during their weather segment. The AQI measures air pollution levels. It ranges from green (good) to purple (unhealthy). If the AQI is orange, red, or purple, you should limit your time outside or stay inside.

Remember that everyone reacts differently, so know your limits. If the air quality is too bad for you, stay inside.

Pick your days.

- Not everyone likes the same type of weather. Some like it hot; others, cool. So pick your day, and try to get out if you can.

Use air conditioning.

- Some folks find air conditioning helps their breathing; others don't. If you breathe better in air conditioning, try to use it when your breathing is bad.
- Don't have AC? Try going to the mall or the movies. This will give you a couple hours of relief.

Exercise.

- Everyone can benefit from exercise—even people with lung disease. Try walking by starting slow and building up your endurance. First try

walking down the street, then around the block or in the mall.

- If you can't get out, the American Lung Association has some exercises on their website (www.lungusa.org) that you might want to try.
- Some people benefit from using their inhaler before exercising. Check with your doctor about using your inhaler with exercise.
- Remember to always check with your doctor before starting an exercise program.

With some simple planning and organizing, everyone can enjoy the summer. The key point for people with lung diseases is to know your body and your limits. This will help you have a great summer and keep your lungs healthy.



GATEWAY TO HEALTH[®] is published as a service for the members of GATEWAY HEALTH PLAN[®], US Steel Tower, Floor 41, 600 Grant Street, Pittsburgh, PA 15219. Telephone: PA members 1-800-685-5209 and OHIO members 1-888-447-4505. Website: www.gatewayhealthplan.com. Information in GATEWAY TO HEALTH comes from a wide range of medical experts and other medical resources. If you have any concerns or questions about specific content, please contact GATEWAY HEALTH PLAN[®]. Models may be used in photos and illustrations. Copyright © 2007 Gateway Health Plan[®]



PRSR STD
US POSTAGE PAID
 PITTSBURGH PA
 PERMIT NO. 3895

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

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. Click on “*Medicare Assured*SM-PA” or “*Medicare Assured*SM-OH,” then on the “Members” link.

ALL PHONE NUMBERS ARE TOLL-FREE

RESOURCE	MEDICARE ASSURED SM	
	PENNSYLVANIA	OHIO
Gateway Resources		
Member Services	1-800-685-5209	1-888-447-4505
Pharmacy Member Services	1-800-685-5209	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
Outside Resources		
Quitline (Stop Smoking) 1-800-QUITNOW	1-800-784-8669	1-800-784-8669
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