

# Gateway to Health<sup>®</sup>

A MEMBER NEWSLETTER

July 2008



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

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## Keeping Kids Safe During Summer Fun

Warmer weather and summer vacation can mean lots of fun for kids, but it can also be a time of danger. Fun activities such as riding bikes, scooters, skateboards, and playing sports can be a great way to make friends and have a good time. All these activities require proper precautions to prevent injuries, especially head injuries.

A head injury is usually caused by falling or by getting hit by an object, like a baseball. Injuries to the head can cause bleeding, long-term medical problems, and sometimes even death.

Here are some ways to prevent head injuries during summer activities:

- **Wear a helmet while riding a bike, scooter, or skateboard.** Helmets should also be worn when playing sports such as hockey or baseball. In the state of Pennsylvania, all children under the age of 12 must wear a helmet if they are riding a bicycle. A helmet must fit correctly to be safe and protect your child. If you cannot afford a helmet for your child, there are many community agencies that can help you.
- **Children should never play around roads without adult supervision** and should follow all traffic laws when riding a bicycle.
- **Kids should also wear seat belts at all times** while riding in vehicles to prevent injury.



## Time to Schedule Your Child's Check-Up Before School Starts

Before your child heads back to school this fall, remember to call the doctor's office to schedule a well child check-up appointment. Routine check-ups help ensure your child is growing and developing on schedule.

Childhood immunizations (shots) are also very important as they protect your child from more than a dozen different diseases. Your child may need a series of two or three shots or just one booster. Teens also need to be immunized and have regular check-ups. Talk to your child's doctor about what shots should be given and when.

Here are some ways to make sure your child starts out the new school year healthy and protected:

- Call your child's doctor to schedule a well child check-up.
- Make your appointment early because office schedules fill up fast.
- Remember to take along any school health forms to appointments.
- Keep a copy of your child's shot record for yourself.
- If your child is going to a new school, the new school may require a copy your child's shot records.
- Dental check-ups are also very important, so schedule an appointment with your dentist.

Gateway Health Plan® has preventive health guidelines to help our members stay healthy. The guidelines let you

know when to have a check-up, get shots, and have preventive health screens. Our Childhood and Adult Preventive Guidelines are included on the insert on page 5 of this newsletter.

You can also find these guidelines on our website. Go to [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com), and select Medicaid from the top of the screen, then Members, and then Preventive Guidelines.

If you have any questions or need help to schedule an appointment, please call **Preventive Health Services at 1-800-642-3550, Option #4.**

## New Focus on Children's BMI (Body Mass Index)

Over the past several years, parents are hearing more and more about Body Mass Index, or BMI. It is based on an individual's weight and height and is standardized so that a health care provider can easily tell those who are overweight and those at risk of becoming overweight.

Most school districts are now measuring the BMIs of each student and forwarding the results to the parents.

There are a few things to keep in mind when considering this figure:

- A BMI should be figured at every well child check-up.
- A normal adult BMI ranges between 18 and 25. However, normal values in children are lower. Talk to your child's health care provider to determine the appropriate BMI for your child.
- The BMI is not meant to "label" any child as overweight. However, research indicates that children who struggle with weight issues also tend to struggle with this problem as adults. Early heart disease and high blood pressure occur more frequently in adults who have higher than normal BMI measurements.

Remember, the BMI measurement should be considered an additional tool to keep the dialogue open between you and your child's provider.



## Avoiding Online Relationship Dangers

The growing appeal of online sites like MySpace and Facebook are raising fears and the eyebrows of parents all over, like a couple whose teenage daughter developed a romantic relationship online with a much older man.

When her mother learned about it, she took away the daughter's computer and didn't let her use the Internet, hoping the relationship would end. But, the daughter continued to speak with the older man, using computers outside of her home.

The "romance" escalated to secret meetings for sex before it finally ended. The teen slipped into depression, drawing further away from friends and family, and then committed suicide.

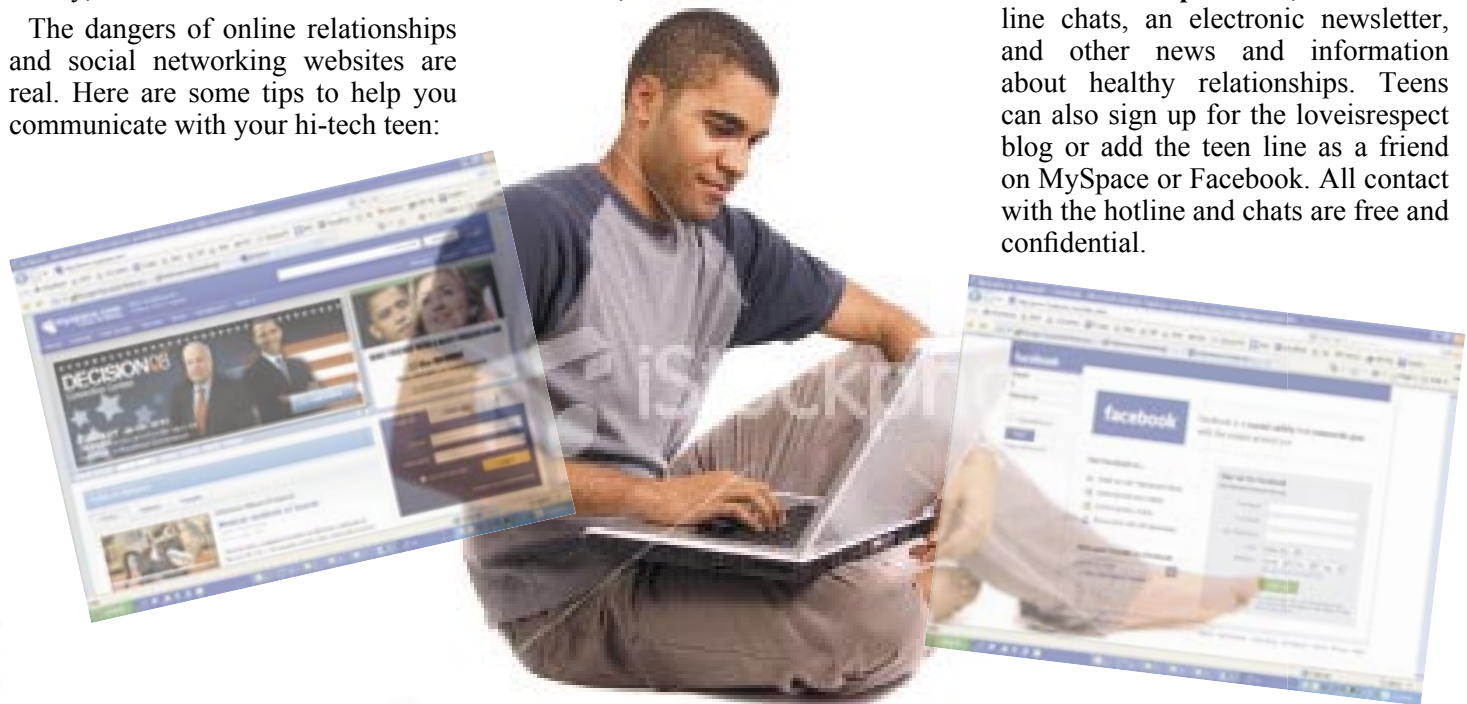
The dangers of online relationships and social networking websites are real. Here are some tips to help you communicate with your hi-tech teen:

- Talk to your teen about what type of things they are sharing online. Ask them to make their profile "private" so only agreed upon people can see it.
- Remember that most chatting online is harmless. In fact, teens can learn important information about building healthy relationships online. Try not to see these sites as evil so your teen will feel comfortable talking to you.
- Ask what your teen would do if chatting between online friends became uneasy or a way of bullying, tracking, or controlling your teen. Encourage them to report this type behavior to you, the website administrator, or a trusted adult.

- Talk to your teens about how much chatting is too much. They should not feel like their partner is watching their every move or constantly checking in on them.

If you suspect your teen is involved in an unhealthy relationship online, talk to them about it. One of the best ways to learn about your teenagers' activities is by keeping the lines of communication open. You can also visit and suggest your teen visit [www.thesafespace.org](http://www.thesafespace.org) for more information.

You or your teen can also call the National Teen Dating Abuse Hotline at 1-866-9474 or 1-866-331-8453 (TTY for the deaf). Their website, [www.loveisrespect.com](http://www.loveisrespect.com), offers online chats, an electronic newsletter, and other news and information about healthy relationships. Teens can also sign up for the loveisrespect blog or add the teen line as a friend on MySpace or Facebook. All contact with the hotline and chats are free and confidential.



### Quality Improvement/ Utilization Management (QI/ UM) Program and Work Plan

Gateway Health Plan® recently approved the 2008 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).

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.*

## Practitioner Access Standards

Gateway Health Plan® (Gateway) has set standards for ensuring that our primary care practitioners (PCPs) and specialty care practitioners are accessible to you. The standards below for 2008 represent the maximum “wait” time you may experience before seeing your primary or specialty care provider.

### Gateway Health Plan® 2008 Primary Care Practitioner Accessibility Standards

Requirement	Standard
Wait time for an Emergent Appointment	Immediately seen or referred to an emergency facility
Wait time for Urgent Care Appointment	Within 24 hours
Wait time for Regular or Routine Appointments	Within 10 business days
Wait time for a Health Assessment/General Physical Examination and First Examinations	Within 3 weeks of enrollment
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

### Gateway Health Plan® 2008 Specialty Care Practitioner Accessibility Standards

Requirement	Standard
Wait Time for Emergent Appointment	Immediately from the date of referral
Wait time for an Urgent Care Appointment	Within 24 hours from the date of referral
Wait time Asymptomatic Regular/Routine Appointment	Within 10 business 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

## Reminders

### 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)** - Every woman age 21 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 1-800-642-3550, Option 4.





CLINICAL GUIDELINE  
Adult Preventive (21 & Over)

Clinical Indicator	Ages 21-39	Ages 40-49	Ages 50-64	Ages 65+
<b>COUNSELING</b>				
Assessing tobacco use <sup>1</sup>	Every visit	Every visit	Every visit	Every visit
Advising smokers to quit	At least annually	At least annually	At least annually	At least annually
Assess drug/alcohol use	Annually	Annually	Annually	Annually
Depression screening <sup>2</sup>	Annually	Annually	Annually	Annually
Assess STD risk	Annually	Annually	Annually	Annually
Assessment of physical activity	Annually	Annually	Annually	Annually
Discussion of aspirin prophylaxis <sup>3</sup>	High risk	If high risk: Men-annually Women-post menopausal	Annually if high risk	Annually if high risk
Screening history & exam	Every 2 years	Every 2 years	Annually	Annually
Cervical cancer screening <sup>4</sup>	Women: every 1-3 years	Women: every 1-3 years	Women: every 1-3 years	Women: high risk
Mammogram	Women: annually to age 25 & with Pregnancy	Women: every 1-2 years <b>If high risk</b>	Women: every 1-2 years <b>If high risk</b>	Women: every 1-2 years
Chlamydia screening <sup>5</sup>				
Discuss prostate cancer screening			Annually	Annually
Colon cancer screening			Annually	Annually
Fecal occult blood &/or				
Sigmoidoscopy or			Every 5 years	Every 5 years
Colonoscopy			Every 10 years	Every 10 years
Vision, Hearing				Every 5 years
Lipid Profile <sup>6</sup>	Men ≥ 21: every 5 years unless high risk	Men: every 5 years unless high risk Women ≥ 45: every 5 years unless high risk	Every 5 years unless high risk	If not checked previously
<b>SCREENING</b>				
Obesity screening <sup>7</sup>	Every visit	Every visit	Every visit	Every visit
Domestic violence <sup>8</sup>	Annually	Annually	Annually	Annually
Osteoporosis <sup>16</sup>			Women age 60 & older at risk	Women at risk
Tetanus booster <sup>9</sup>	Every 10 years	Every 10 years	Every 10 years	Every 10 years
Influenza <sup>10</sup>	Annually for high risk	Annually for high risk	Annually	Annually
Pneumococcal <sup>11</sup>	High risk (revaccination x1)	High risk (revaccination x1)	High risk (revaccination x1)	Initial vaccine at 65
Hepatitis A <sup>12</sup>	High risk	High risk	High risk	High risk
Hepatitis B <sup>13</sup>	High risk	High risk	High risk	High risk
Rubella <sup>14</sup>	If need 2 <sup>nd</sup> dose or high risk	High risk	High risk	High risk
Varicella <sup>18</sup>	If susceptible	If susceptible	If susceptible	Booster
Measles and Mumps <sup>15</sup>	If susceptible	If susceptible	If susceptible	If susceptible
Human papillomavirus <sup>17</sup>	Age 21-26 at intervals 0, 2, 6 mo			
Meningococcal	If at risk	If at risk	≤ 55 if at risk	
<b>IMMUNIZATIONS</b>				

## What You Need to Know About MRSA (Methicillin-Resistant *Staphylococcus Aureus*)



In the past few years, reports of MRSA (Methicillin-Resistant *Staphylococcus Aureus*) infections have made the news throughout the United States. MRSA 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 found on the skin or in the nostrils of healthy people that can cause minor infections, which are often treated with antibiotics. However, staph bacteria may also cause serious infections.

### What is MRSA?

MRSA is a type of staph bacteria that is resistant to some antibiotics.

### Who gets staph or MRSA infections?

Staph infections, including MRSA, occur most frequently among persons in hospitals and health care 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. The infection can be red, swollen, painful, or can 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.

### What factors 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. Covering wounds that are draining or have pus 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.

## Are You Eligible for Complex Case Management?

Gateway Health Plan® (Gateway) provides a Complex Case Management program for eligible members. Gateway's Care Managers help to identify and to provide support, direction, and intervention to help members manage the following complex diseases:

- Chronic Obstructive Pulmonary Disease (COPD) on oxygen
- Cancers with metastasis
- Pulmonary hypertension
- Stage IV heart failure
- Symptomatic HIV/AIDS
- New traumatic brain injury with significant cognitive deficits
- Spinal cord injury with paralysis.

If you have one of these diagnoses, please contact the **Care Management** department to speak with a Care Manager at **1-800-642-3550, Option 1.**

Gateway will review the request for enrollment and decide if you are eligible for the program.



## New Glucometer Available

Gateway Health Plan® (Gateway) is now offering more options for its diabetic members since the addition of Accu-Check blood glucose meters to its list of offered supplies in 2007. Gateway will continue to cover LifeScan's One Touch products. The availability of Accu-Chek and LifeScan products gives our diabetic members the opportunity to select the type of glucometer they like best. You can receive a free glucometer directly from your pharmacy with a prescription from your physician, giving you easier access to your product of choice.

## 8 Tips for Avoiding Medication Problems



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

The following tips may help you in reviewing your drugs and preventing any potential drug-related problems:

1. **Review your drugs** and make sure each drug is treating a condition that you have.
2. **Tell your 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 them with your doctor right away.
5. **Learn about your drugs.** Ask your doctor or pharmacist if you have questions about your drugs.
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 medication label.
8. **Don't forget to take your medication.**

## Breathe Easy & Make 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 over do 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.

- The Air Quality Index (AQI) measures air pollution levels. It ranges from green (good) to purple (unhealthy). Most news programs list the AQI during the weather. If the

AQI is orange, red or purple, you should limit your time outside or stay inside.

- Remember, 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 like it cool. So pick your day and try to get out if you can.

### Use air conditioning wisely.

- 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. Start slow and build 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 at [www.lungusa.org](http://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. If you have lung disease, the key point is to know your body and your limits. This will help you have a great summer and keep your lungs healthy.

## Dental Care During Your Pregnancy

Did you know that poor oral health during pregnancy is *not* normal? Getting care from the dentist will not harm your baby. Here are some good oral health tips to remember during your pregnancy:

- **Prevent gingivitis.** Gingivitis is a condition where the gums become swollen, red, and tender and occasionally bleed. The best way to prevent gingivitis is by brushing your teeth at least twice a day, flossing daily, and seeing your dentist every 6 months.
- **See your dentist immediately about any dental problems.** If you have very bad breath, toothache, loose teeth, or other problems with your teeth (including gingivitis), *see your dentist right away!* You may have periodontal disease, which can affect the health of your baby. Babies of mothers with periodontal disease may be born at a low birth weight or born too early (premature).
- **Brush and floss regularly.** It is very important to take care of your teeth and gums while you are pregnant. Pregnant women should use a soft toothbrush and change it every 3 or 4 months. Remember to brush your teeth along the gum line. If you only brush your teeth, you will not get the plaque from between your teeth. Flossing also helps to remove that “hidden” plaque.
- **Eat right.** What you eat during your pregnancy may affect your baby’s teeth. Eating food from all the food groups will help your teeth and the teeth of your unborn baby. Eating lots of candy and drinking sugary drinks can put you at a higher risk for cavities. Daily brushing and flossing of your teeth will decrease the risk of cavities.

## 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.



## Recognizing & Treating Postpartum Depression

After your baby is born, your doctor will want to see you in three to eight weeks for the postpartum visit. The postpartum visit is important because your doctor will want to make sure you are healing and feeling good after your delivery. You need to be feeling good so you can take care of your baby.

Some women have the “baby blues” soon after delivery. You may feel down or depressed, cry, or have trouble sleeping. The “baby blues” are normal and usually go away about 10 days after delivery. However, for some mothers, these feelings do not go away or may get worse. If you continue to feel down in the dumps, or have little interest in doing things **for more than 2 weeks**, you may have postpartum depression. Your doctor can help you if you have these feelings.

Some of the signs of postpartum depression include:

- Loss of interest in doing things you like

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

Postpartum depression is more likely to happen in women who have a history of depression or have family members with depression. **The depression can happen to any new mother, even with no history of depression.** Postpartum depression can be treated much like any other depression with counseling, support, and medicine. If you have these symptoms, it is important to get help by seeing your PCP or your OB doctor.

Your doctor may treat you or refer you to your behavioral health managed care provider. You can also call our **Member Services** department at **1-800-392-1147** for a mental health provider in your county.



## Take Control of 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, such as a heart attack or a stroke. One way to prevent these problems is to know your blood pressure and your cholesterol numbers. If these numbers are high, 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 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 and they could save your life.

You will thank yourself for taking control of your health with these steps!

## Member Services Staff in *Action*

Gateway Health Plan's® (Gateway) Member Services department is dedicated to helping our members. Here are some examples of the help we have provided to members in the past.\*

### *Example 1*

A frantic grandmother of a very ill member called into Gateway's pharmacy department after spending several hours contacting the County Assistance Office and her Pharmacist about the member's coverage. When the representative received the call, he was able to calm the grandmother down to get the necessary information from her. When the woman told him that she missed her appointment with the County Assistance caseworker, the pharmacy department representative explained that once she rescheduled, everything would be back to normal. The representative verified that the member was active with Gateway and contacted the pharmacy so the member could receive the medication. Once the grandmother picked up the medication, she called Gateway to thank the representative for his time and patience during the frustrating situation.

### *Example 2*

A grandmother called into Gateway regarding her 7-year-old grandson, for whom she had recently gained custody. The grandmother told the member services representative that her grandson was not speaking. His behavior was concerning her, but she didn't know how to help him. The Gateway member services representative explained that there were counseling services available through Access and that, with prior authorization, speech therapy is a covered benefit under Gateway. The member services representative then gave the grandmother the phone number to the behavioral health agency in their county and explained the process she would need to go through for speech therapy.

A few months later, when the grandmother called back on an unrelated issue, she shared this story and explained that her grandson's behavior and speech had greatly improved. She also expressed her gratitude for the services that Gateway had provided for her grandson and how helpful the member services representative had been.

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

## Compliance with Gateway Policies

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

Examples of some policies can be:

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

Please remember that to schedule an appointment with most specialists, you **MUST** have a referral from your PCP. If you do not have a referral form, the specialist's office may not see you. It is very important to make sure your PCP either sends a referral to your specialist or gives you a copy to take with you to your appointment.

However, you do not need a referral for some special services, such as:

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

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

If you have any questions about Gateway's policies, please call **Gateway's Member Services** department at **1-800-392-1147**.

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

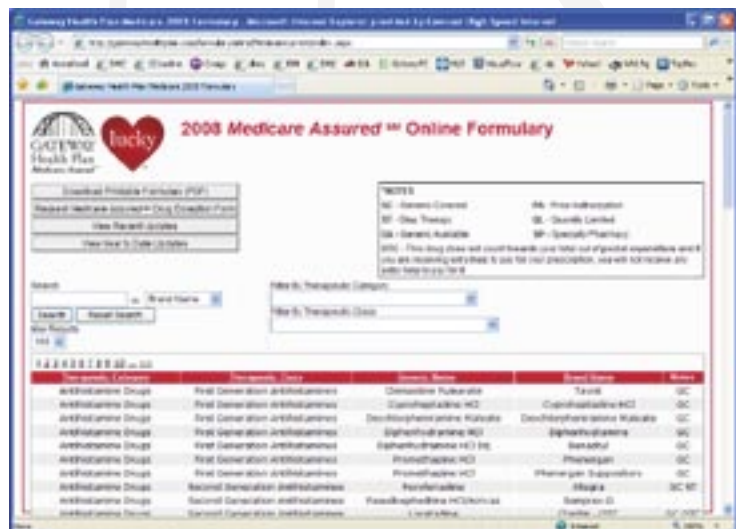
## Working Toward Better Health Care and Services for You

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 has been completed. Gateway has identified some areas that can be improved, and we've 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 a written copy of these reports, please call **Member Services** (see back page).



## Member Handbook and Formulary Online

The latest version of Gateway Health Plan® (Gateway) Member Handbook and drug formulary can be viewed on Gateway's website at [gatewayhealthplan.com](http://gatewayhealthplan.com). Just click on Current Members, PA Medicaid Members, and Handbook or Drug Formulary. A paper copy can be obtained by calling the **Member Services** department (see back page).

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

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

## Important Phone Numbers

For information or paper copies of forms or other information, call the area listed below to speak with our staff. Information on the Disease Management, Special Needs Areas, and Member Rights and Responsibilities can also be accessed on our website, [www.gatewayhealthplan.com](http://www.gatewayhealthplan.com). Click on Medicaid PA, then Members.

<b>Gateway Health Plan® (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
Case Management (formerly 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>	
Quitline (Stop Smoking) 1-800-QUITNOW	*1-800-784-8669
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

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