

Gateway to Health

A MEMBER NEWSLETTER

November 2008



www.gatewayhealthplan.com

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Facts about the Flu Shot (Influenza Vaccine)

The flu season is from November to April. Gateway Health Plan® covers an annual flu shot (often called a “vaccination”) so you won’t get the flu.

The flu is an illness caused by a virus. There are many types of viruses that cause the flu and each year the types of virus change. Since the viruses are different every year, the flu shot changes every year. Each year, flu shots become available in the fall.

The flu is a respiratory illness. Symptoms are fever, chills, cough, runny nose, and muscle aches. The flu can also lead to pneumonia which can make someone sick enough to go to the hospital or die.

People who have chronic illnesses, such as diabetes, or are elderly are more likely to become very sick if they get the flu. They should definitely get a flu shot each year.

Ask your doctor if you should get a flu shot.

Facts about the Pneumonia Shot

The pneumococcal vaccine or pneumonia shot protects children and adults from severe infections related to a bacteria called “strep.” These bacteria can cause pneumonia, a lung disease that infects the upper respiratory tract. It can spread to the blood, middle ear, or nervous system.

Pneumonia spreads through contact with people who have pneumonia or who carry the bacteria in their throat. Symptoms are fever, cough, shortness of breath, rapid breathing, and chest pains.

Since pneumonia mainly causes illness in children under age 2 and adults over age 65, these people should get the pneumonia shot. Other at-risk populations are people with chronic illness and serious medical conditions. If you are unsure if you need the pneumonia shot, ask your doctor.



Colon Cancer—Prevent It!

!Get screened today!

THE DOCTOR TAKES A LOOK AT YOUR COLON AND IF THERE'S A POLYP IT'S REMOVED BEFORE IT TURNS INTO CANCER.

Call Gateway Health Plan® Medicaid Member Services at 1-800-392-1147 if you want more information about how to prevent colon cancer or need help scheduling an appointment with your doctor. (1-800-654-5988 TDD/TTY)

Colorectal cancer (“colon cancer”) is the third most common cancer found in men and women in this country. Colon cancer kills about 50,000 people every year.

You are at risk for colon cancer if you:

- Are older than 50 years of age
- Have a history of cancer in your colon, rectum, ovary, breast, or endometrium (en-do-ME-tree-um)
- Have chronic bowel disease
- Have a parent, brother, sister, or child with colorectal cancer or polyps.

You have an **increased** risk of getting colon cancer if you:

- Are overweight or obese
- Drink alcohol
- Smoke
- Don't exercise.

Asthma Inhaler Change

Gateway Health Plan® (Gateway) members who have asthma and are using albuterol inhalers will need to transition to a different kind of inhaler by the end of 2008 due to a ruling by the FDA (Federal Drug Administration). A new type of inhaler will replace the currently available products because the old products cause harm to the ozone layer.

Gateway covers the new type of inhaler that you will need to use. The name of this product is Ventolin HFA. You may notice a few differences when using the new product. The new inhaler has a softer spray and feels a bit warmer. The new inhaler does not require priming but may need to be cleaned more often. The FDA says that the new inhalers are just as safe and effective as the old ones despite these differences.

Remember that the best way to control your asthma is to use your long-term controller medications if your doctor prescribed this type of treatment for you.



Ready to Quit Smoking?

- You have the **benefit** to help you.
- You may have a small copay for smoking cessation products.
- Call Gateway to find out more at **1-800-392-1147** or call the PA Quitline at 1-800-QUITNOW.

One more step to a healthier you!

Learn Why You Smoke; Teach Yourself to Quit!

Put an “X” next to the reasons why you smoke. Read the corresponding tips to learn what you can do instead of smoking.

Reasons why you smoke:

1. **Energy:** You feel that smoking helps you wake up, get moving, or keep going when you are tired.
2. **Craving:** Most smokers are addicted or “hooked” on the nicotine in cigarettes. They crave a cigarette when they haven’t smoked for a while.
3. **Handling:** You like to hold a cigarette and enjoy the “act” of smoking.
4. **Habit:** You may smoke without even being aware of it. Sometimes you light a new cigarette when you already have one in the ashtray.
5. **Pleasure:** Many smokers say they just plain enjoy smoking.
6. **Crutch:** You use cigarettes to get through bad times. You think a cigarette also helps you relax.

Tips to Quit:

- Get more sleep so you aren’t tired.
- Eat healthy foods and drink lots of cold water.
- Exercise.
- Take a walk when you crave a cigarette.
- Ask your doctor about drugs that may help you quit like gum, the patch, lozenges, or nasal spray.
- Avoid secondhand smoke.
- Ask family and friends to not smoke near you.
- Pick up a pencil or pen and doodle.
- Do something that keeps your hands busy.
- Put a straw in your hand or mouth.
- Eat meals on time so you aren’t hungry.
- Wait one minute each time you want to smoke.
- Don’t do anything else when you smoke so you pay attention to why you are smoking.
- Cut back slowly; smoke less each day.
- Save the money you would spend on cigarettes and treat yourself to something fun, like shopping or a nice dinner.
- Think about how good it feels to be a non-smoker.
- Close your eyes, breathe deep, and calm down.
- Take time each day to relax.
- Avoid stressful things.
- Do something restful, like sitting on your porch, listening to music, or taking a long bath.

Think you want to quit smoking **COLD TURKEY?** Think again!

You are **TWICE** as likely to quit smoking if you take drugs (often called “nicotine-replacement therapies” or NRT) like gum, the patch, lozenges, or nasal spray than if you don’t!

Talk to your doctor about which drugs might be right for you.

Call Gateway Health Plan® at **1-800-392-1147** for more information (1-800-654-5988 TDD/TTY) or call the **PA Quitline** at **1-800-QUITNOW**.

Adapted from National Cancer Institute, NIH Publication No. 98-1822 and The GlaxoSmithKline Group of Companies.

Follow-up Necessary in Treating Depression

Current medications ordered by either medical or behavioral health providers for the treatment of depression are considered so safe that they can be prescribed at the first office visit and be adjusted on an outpatient basis. This is helpful for the patient, but also means that the patient must be responsible to return to the office for follow-up as directed.

The office visit to check on your medication—either with your own provider or a consulting psychiatrist—is often concerned with the following areas: mood, appetite, sleep, and thoughts. The doctor will be assessing if this is the right medication for you and teaching you about how to take it correctly, how it works, and any side effects.

Since you will begin to feel better in about two weeks, many doctors will ask for a follow-up visit or a phone call

in that two week timeframe. However, a follow-up office visit is necessary within 30 days. This visit has several purposes:

- It will give you a chance to develop a better doctor-patient relationship regarding the course of medication.
- Your doctor can obtain additional social and clinical information.
- You can report on benefits of the medication as well as side effects.
- You can learn more about your diagnosis and the treatment.
- After improving with the medication, you may be better able to talk about your issues with your doctor.

The follow-up visit within 30 days is essential in establishing a good relationship with your doctor, assessing the choice of medication and the dose, and completing the



clinical work-up. This follow-up visit is also an important step in achieving the treatment goal of getting rid of symptoms as quickly as possible.

Keeping Your Mental Health Treatment on Track

Sometimes dealing with mental health issues, like depression, can be hard. But there are some simple things you can do to stay on track and feeling good:

- 1. Keep all your mental health appointments.** It is especially important to have an appointment within **30 days** (1 month) of any hospital stay so the doctor or therapist can be sure your treatment plan is working for you.
- 2. Follow your treatment plan.** This includes all your therapy and group sessions, and taking your medication as ordered. If your plan isn't working for you, tell your doctor or therapist so it can be changed. Don't just stop something—talk to your doctor or therapist first. They

can better help you if they know there's a problem.

- 3. Tell your doctor about any new symptoms.** You should tell your doctor if you are having new symptoms or if your medicine is making you feel bad. You should also tell your doctor if you feel sad or down for longer than 2 weeks, or if you have thought about hurting yourself.
- 4. Take your medicines as ordered.** Don't stop or change your medicines without telling your doctor first. You should also not change your dose of medicine without talking to your doctor. Your doctor will want to know the reason why you want to stop or change your medicines. If a change is needed, your

doctor can help you do it safely.

- 5. Give it time to work.** It usually takes 2-3 weeks for a new medicine to work, so you need to take it for at least that long before you will see results. If you don't feel like the medicine is working, then tell your doctor or therapist.

By doing these simple things, you can help yourself stay healthy and on the right track. Remember, mental illness is like any other illness. It needs to be followed by a healthcare professional to make sure the treatment plan ordered is working. If you have questions or need help, please call the Care Management Department (see back page).

ANXIETY RESEARCH
18-50 years old include
If you feel tense, irritable, have trouble
concentrating, find yourself worrying
over small matters, have difficulty
sleep, etc.

ANXIETY
DEPRESSED?
PANIC ATTACK
YOU HAVE HAD
VE PANIC

Osteoporosis: Are You at Risk? How You Can Prevent It?



Osteoporosis is a bone disease where bones become weak and are more likely to break. It is more common in women, but men may develop osteoporosis, too. It is called a “silent disease” because you cannot feel or see your bones becoming weak. In fact, most people don’t know they have osteoporosis until they break a bone. The most common bones that break are in the hip, wrist, and spine.

Fortunately, there are steps that you can take to make your bones stronger and to lower your chances of developing osteoporosis and breaking a bone. The first step is to find out if you are at risk. **You could be at risk for osteoporosis if you:**

- Are a postmenopausal woman over the age of 50
- Are Caucasian or Asian, although African-American and Hispanic women are also at risk
- Had early menopause before the age of 45
- Are a smoker or a heavy drinker
- Do not get enough calcium and vitamin D in your diet

- Do not get enough exercise
- Take certain medications or steroids (for example, prednisone).

If any of these risk factors apply to you, it is important to talk to your doctor about osteoporosis. Ask if you need to take a test that will help your doctor measure the strength of your bones. This test is called a bone mineral density (BMD) test.

If your doctor feels that you are at risk for developing osteoporosis, there are a number of things that you can do to make your bones stronger. These include eating foods that contain lots of calcium and vitamin D, exercising regularly, not smoking, and limiting your alcohol.

Your doctor may also feel that medication is right for you. Medications called bisphosphonates are commonly used to treat or prevent osteoporosis. Some examples may include Fosamax®, Actonel®, and Boniva®. **Here are important safety tips for you to follow if you are taking any of these medications:**

1. Take this medicine as soon as you get out of bed in the morning—before you eat or have anything to drink. Swallow the tablet whole with a large glass of plain water only. Do not chew or suck on the tablet.
2. Wait at least **30 minutes** after you swallow the tablet before you eat or drink anything or take any other medicines.
3. Do not lie down for at least **30 minutes** after taking any of these medicines. This is to avoid side effects such as heartburn and throat pain. **If you experience any side effects, make sure you call your doctor right away.**

Although you will not feel your medicine working, you must take it exactly as prescribed by your doctor. Remember, you have the power to do something good for your bones. Talk to your doctor about osteoporosis and how you can make your bones healthier.

Address Confidentiality Program

Are you a victim of domestic violence, sexual assault, or stalking? Do you have to move for safety reasons? You may be interested in the Address Confidentiality Program (ACP).

This program can help hide your new home address from your abuser. The ACP provides a substitute mailing address for you. It can be used to meet the address requirements of important records, such as:

- drivers' licenses
- library cards
- traffic tickets
- car registrations.

An ACP address can also be used for:

- employment security,
- school records
- workers' compensation
- court petitions.

The ACP address can help you keep your actual address from showing up on important documents that could somehow be found by your abuser. The program is operated by the PA Office of the Victim Advocate.

If you think the ACP may help you, contact a local domestic violence, sexual assault, or victim service program. An advocate will meet with you to decide if ACP is right for you. The advocate can explain how it works and help you complete the application. You can find more information about the program at the ACP website (www.paacp.state.pa.us) or by calling **1-800-563-6399**.

If you are worried about your safety and you need to talk, call:

National Domestic Violence Hotline

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

National Teen Dating Abuse Hotline

1-866-331-9474
1-866-331-84534 (TTY for the Deaf)
www.loveisrespect.org

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



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. An example of this is to use someone else's identity to illegally fill a prescription. This is fraud and a serious crime.

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 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 **Gateway's Fraud and Compliance** hotline at **1-800-685-5235**. We will be more than happy to assist you.



Member Rights & Responsibilities

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

Member Satisfaction Survey: We Want Your Opinion!

Every February or March, a survey is mailed to some of our members, asking how satisfied they are with the care and services they receive from Gateway Health Plan® (Gateway) and the physicians who provide that care. We want your opinions about what we do well and where you feel we need to improve. Each year we use the survey results to improve the quality of the services we provide for you.

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

If you receive a survey from Gateway in the mail, it is important that you complete it so we know what you think. So, make yourself heard! If you receive a survey, please provide us with a response!

Things to Remember When Changing Your PCP



If you decide to change your Primary Care Physician (PCP), you must call Gateway Health Plan® (Gateway) Member Services right away (see back page). Here are some tips about changing your PCP:

- **Please have information on the office you are changing to when you contact Gateway.** The Member Services representative will need at least one of the following types of information to complete the change: the correct spelling of the last name of a doctor in the practice, the Gateway office ID# for that practice, or the phone number to the practice.
- **If you are calling to change the PCP on behalf of a child,** you must be listed as the head of household (HOH) on the case. If the child is listed in custody of Children & Youth Family Services or Juvenile Probation (CYF/JPO), Gateway can only speak with an authorized CYF/JPO caseworker to change a PCP. Head of Household and CYF/JPO information is entered by your local county assistance office.

- **If you are calling on behalf of an adult,** you must be listed as the HOH, have the member available to give permission to the Member Services representative allowing you to make the change, or you must be able to provide documentation (such as a power of attorney document) verifying that you have the legal authority to make changes to the member’s information.
- **PCP changes must be made in advance.** If you call on or before the 25th of the month, you will be made effective with your new PCP office for the very next month. For an example, if you call on November 24, then you will be effective with your new PCP office as of December 1. However, if you call on November 26, then you will be effective with your new PCP office as of January 1. This pattern continues with each month.

HIPAA: How Gateway Health Plan® Protects PHI



Gateway Health Plan® (Gateway) cares about you! We take steps to protect your PHI (protected health information) and remind our employees about the importance of protecting all information.

There are many ways in which Gateway protects your information. Gateway uses many tools to remind its employees of their important roles in protecting information. These tools include: posters, messages on computers, sharing privacy stories that are in the news, tips on how to keep information safe, easy access to policies, and an online reference library. Gateway also trains all of its employees on laws that protect privacy like HIPAA (Health Insurance Portability and Accountability Act), PHI, and Security, and reminds employees to report any issue or concern.

Gateway has a Compliance Officer and a Compliance team to review issues or concerns. The Compliance Officer and Compliance team also identify ways to secure information as part of daily practices. One way is requiring Gateway employees to wear and use special picture badges at all

times while at work. This is to reduce the chance of someone who shouldn't be allowed to see your information from gaining access to it. Another way is to shred documents that contain PHI or confidential information when they are no longer needed.

Employees are reminded about only sharing minimum necessary information and to protect their computer passwords. Gateway also periodically checks desks after normal business hours to see if information is protected when the office is closed.

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

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



Complaints, Grievances & Appeals

Do you know how to file a complaint or grievance? We certainly hope that you are satisfied with the service that we provide, but we want to be sure that you have a way to let us know about any concerns that you may have.

You can find detailed information about our complaint, grievance, and fair hearing processes on our website at www.gatewayhealthplan.com. Just click on Medicaid, then Members, and Grievance and Appeals in the column on the right-hand side.

You can also contact Member Services (see back page). They can provide you with information about these processes over the phone or in writing. They can also assist you in filing a complaint or grievance.

Did You Know...

- Gateway Health Plan® also offers a Medicare Special Needs Plan, Gateway Health Plan *Medicare Assured*SM, for individuals who qualify for both Medicare & Medicaid.
- You may be eligible for Medicare at age 65 or under age 65 with certain disabilities.
- Once you become eligible for Medicare, call **1-877-GATEWAY (1-877-428-3929)** to learn more about your Medicare enrollment options.

Member Services: *Dedicated to Helping Our Members*

Gateway Health Plan® (Gateway) Member Services department assists our members with issues that may arise in meeting their healthcare needs. Here are two examples of the help that we've provided in the past.

Example 1

A mother called in to Gateway's Member Services department regarding her 12-year-old son. She was very upset because he had broken his first pair of glasses and recently lost his second pair. It was now almost time to go back to school, and the child needed his glasses for class. His mother knew that his coverage was for two pairs per year, and was concerned because she did not want to wait until the next calendar year to get him another pair of glasses. This child did not wear contact lenses, and the mother explained that she could not afford to buy her son another pair of glasses. She was calling Gateway as a last resort, hoping for assistance with this problem.

The Member Services representative went over the child's vision benefit with the mother, and explained that with children, a guardian can request an exception for an additional pair of glasses. The representative explained that she would send a request for authorization for an additional pair of glasses for this member. The representative then asked the mother for the name and number of their participating vision provider and why the member needed an additional pair.

The information was then forwarded to Gateway's vision provider for authorization of this exception, and it was approved. The representative called the mother back to let her know that she could contact the provider to arrange pick-up for the glasses. The child's mother thanked the Member Services representative for her assistance and for taking time to thoroughly explain her child's vision benefits.

Example 2

Another Gateway member called about running out of his OneTouch® Ultra® Test Strips before the allotted next fill date. Concerned that his results weren't correct, the member explained that he was retesting, so his supply of test strips was now running low. The results he was getting were also leading him to question if he was doing the test properly. He was also fearful of going into diabetic coma.

The Member Services representative receiving the call listened carefully to the member's concerns, asked about his testing technique, and how long he had the glucose meter. The member explained that the meter was 3 years old and that he took it everywhere he went. The representative provided reassurance and explained to the member that it was just time for a new meter. The representative contacted the member's doctor, who then called a prescription into the pharmacy. The member was relieved to learn that he was testing properly and thanked the Member Services representative for her assistance!



GATEWAY HEALTH PLAN®**Notice of Privacy Practices**

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

Gateway Health Plan® (“Gateway”) is required to protect the privacy of your personal medical and non-public personal information. Also, Gateway is required to give you this notice about how Gateway uses or gives out (“discloses”) medical and personal (“non-public”) information held by Gateway. This protection extends to all forms of communication (oral, written, and electronic) of this information.

Gateway will use and give your medical information:

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

Gateway may also use or give your medical information:

- To state and federal agencies that have the legal right to receive such data,
- For public health activities (such as reporting disease outbreaks),
- For government healthcare oversight activities (such as fraud investigations),
- For judicial and administrative proceedings (such as in response to a court order),
- For law enforcement purposes (such as providing limited information to locate a missing person),
- For research studies that meet all privacy law requirements (such as research related to the prevention of disease or disability),
- To avoid a serious and likely threat to health or safety,
- To contact you about new or changed benefits,
- To contact you for appointment reminders or for disease management programs and alternative treatments that may interest you, and
- To create a collection of information that can no longer be traced back to you.

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

You have the right to:

- Ask for your medical information by writing to Gateway or by calling Gateway to request a form for this purpose.
- Ask Gateway to change your medical information if you can show that it is wrong or that information is missing by writing to Gateway or by calling Gateway to request a form for this purpose. If Gateway disagrees, you may have a statement of your disagreement added to your personal medical information.

- Get a list of who received your medical information within a six-year period by writing to Gateway or by calling Gateway to request a form for this purpose. You must tell Gateway the dates for which you are requesting the list. The list will not cover information given out before April 14, 2003, information that was given to you or your personal representative, or information given for healthcare payments, for Gateway operations or for law enforcement needs.
- Ask Gateway to communicate with you in a different manner or at a different place (for example, by sending materials to a P.O. box instead of your home address), by writing to Gateway or by calling Gateway to request a form for this purpose. Gateway must have written reason(s) for your requests and may not be able to honor your request.
- Ask Gateway to limit the way your personal medical information is used or given to others, by writing to Gateway or by calling Gateway to request a form for this purpose. Please note that Gateway may not be able to do what you request.
- Call or write to Gateway to ask for a separate paper copy or e-mail copy of this Notice.

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

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

Can anyone receive your *non-public information*?

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

How does Gateway protect your *non-public information*?

- Gateway does not make your non-public information available to anyone other than those necessary to provide medical or health plan services to you.
- You have the right to give or withhold permission for other uses or disclosures of this information, except as required by law.

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

Privacy Officer
Gateway Health Plan®
Regulatory, Compliance and Legal Affairs
 600 Grant Street, 41st Floor
 Pittsburgh, PA 15219

Filing a complaint will not affect your benefits. You may also file a complaint with the Secretary of the Department of Health and Human Services. For more information on filing a complaint or your rights stated in this notice, you may call Gateway's Member Services department at 1-800-685-5209 for Pennsylvania or 1-888-447-4505 for Ohio.

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

These privacy practices will be effective April 14, 2003.

www.gatewayhealthplan.com

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

Important Phone Numbers

For information or paper copies of forms or other information, call the area listed below to speak with our staff. Information on the Disease Management, Special Needs Areas, and Member Rights and Responsibilities can also be accessed on our website, www.gatewayhealthplan.com. Click on Current Members and the name of your plan.

Gateway Health Plan® (Gateway) Resources	*TOLL-FREE PHONE NUMBER
Gateway Member Services	*1-800-392-1147
Gateway Pharmacy Member Services	*1-800-392-1147
Gateway Preventive Health	*1-800-642-3550, Option 4
Gateway Outreach Staff	*1-800-642-3550, Option 4
Gateway Community Development Dept.	412-255-7138
Case Management (formerly Disease Management):	*1-800-642-3550
“Mom Matters SM ” Maternity Program	Option 2
“Help Your Heart” Cardiac Program	Option 3
“AIR” Gateway SM Asthma Program	Option 3
Healthy Returns Diabetes Program	*1-866-366-9415
Gateway Special Needs	*1-800-642-3550 Option 1
Fraud and Abuse	1-800-685-5235
Outside Resources	
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