

Gateway to Health

A MEMBER NEWSLETTER

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www.GatewayHealthPlan.com

- 2 Talking to Your Kids About Violence
- 3 What is Stalking?
- 4 Take Care After Your Baby is Born
- Did You Know...
- 5 Prior Authorization
- Continuity and Coordination of Care
- 6 Gateway Health Plan® Programs Available to You
- 8 2010 Accessibility Standards and Goals
- 9 CAHPS Survey
- When Do I Need a Referral?
- Making Medical Decisions in Advance
- 10 Want to Stop Smoking?
- HIV Testing
- 11 What is a Formulary?
- Coordinating Care Upon Discharge
- Member Handbook Online
- 12 Important Phone Numbers

Member Services Story

A member contacted Gateway Health Plan® Member Services Department for help locating a physical therapy provider in his local area. The member was very frustrated because he had been looking in the phonebook to find a provider, but was not sure if he was selecting providers who participated with his insurance.

The member services representative explained that there are easier ways to locate this kind of information.

- Select a provider from Gateway's Medicaid Provider Directory. Upon request, a Provider Directory can be sent via postal mail or email.
- Visit GatewayHealthPlan.com and click on the "Find A Provider" link on the right.
- Contact the Member Services Department at 1-800-392-1147 and

talk with a member services representative. A representative can help members locate participating provider and answer questions.

After speaking with the representative, the member realized that there were quite a few participating physical therapy providers in his area. The representative also informed the member that the therapy sessions would require his doctor to request a prior authorization from Gateway and assured the member that his doctor would receive timely notification once a decision is made.

The member thanked the representative for easing the stress of finding a physical therapy facility and agreed to make sure a provider accepts Gateway insurance before scheduling an appointment.



Talking to Your Kids About Violence

Children can see violence happening to others or be hurt by it themselves.

It is hard to talk with children about violence. But it's often the best way to help. Adults find it hard to talk to children about violence for many reasons. Have you had any of these thoughts below? If you have, you are not alone.

- I don't know what to say.
- I've tried but they won't listen.
- I feel uncomfortable.
- I'm scared to bring it up.
- I'm embarrassed.
- It might make things worse.
- It's over now. Why talk about it?

It's ok to have these thoughts. You may not know exactly what to say. You may feel uncomfortable. But talking is the first step toward healing.

Here are some ways to start:

- Talk to someone you trust, like your doctor. They can help you plan what you want to say.
- You may have been hurt by the same violence as the child. It's ok to feel upset when you remember. It's scary for the child, too. Once you start talking, you may feel better.
- Take a deep breath. Talking about violence is tough.
- Begin by asking the child their

thoughts about what happened and how they feel about it.

- Listen. Don't assume you know what the child is feeling. Children often see violence very differently than grown-ups.
- Be patient. If the child doesn't want to talk, try again later.

You can find more age-specific tips on how to talk to children about violence in the booklet "Healing the Invisible Wounds: Children's Exposure to Violence." You can access the booklet at <http://cart.safestartcenter.org/>

If something about your relationship scares you or you are worried about your children and you need to talk, call the number listed below.

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 confidential and at no cost to you.

You can also visit a new web site to help women who are being forced to have sex against their will. It is also a place to share your story.

www.KnowMoreSayMore.org



What is Stalking? Is it Happening to You?

Stalking is following someone in a way that causes the victim to feel afraid. It can cause serious emotional distress. Examples of stalking behavior include:

- Following someone on foot or by car
- Watching someone at work, home, or school
- Sending unwanted emails or text messages
- Making unwanted telephone calls
- Leaving unwanted cards, flowers, or gifts

Stalking can happen to anyone. Stalking often happens when a person tries to leave a relationship.

Many stalking victims think they did something to deserve it. This is not true.

Data shows that stalking often happens when you are leaving an abusive partner. According to the Stalking Resource Center:

- 59% of women victims are stalked by someone from their past
- 30 % of all victims are stalked by someone from their past

Stalking is a crime in Pennsylvania. There are two basic parts to the crime:

1. The stalker must complete at least two acts of unwanted stalking behavior. **It does not matter when they happened.**

2. The victim must have a **reasonable fear of serious injury or a lot of emotional distress.**

A Protection From Abuse Order (PFA) can be an important tool for stalking victims. It allows the police to arrest the stalker, even if they did not see the stalking. The process for getting a PFA is different in every county. A domestic violence advocate can tell you more about how to protect yourself from a stalker. See box on page 2 for more information.



Take Care After Your Baby is Born

Now that you have had your baby, your doctor may want to see you three to eight weeks after your delivery for a checkup called a postpartum visit. Your doctor will want to do the following things at this visit:

- Perform a physical exam and Pap smear.
- Review your labor and delivery.
- Speak about breastfeeding and offer support programs, if needed.
- Talk about well child visits for your baby.
- Discuss family planning and birth control.

- Ask if you are feeling sad or down.
- Address smoking cessation and counseling, if needed.

Write down any questions that you have about you or your baby and take them to your postpartum visit so your doctor can discuss these concerns.

Gateway's MOM Matters® program can help you make your postpartum appointment and assist with transportation through the Medical Assistance Transportation Program (MATP). Please feel free to contact our Care Managers at 1-800-642-3550, Option 2 for assistance.

Did You Know...

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



Prior Authorization

There are some services that Gateway Health Plan® must approve before you can get them. The doctors and nurses who work for Gateway are available to help your doctor choose the best way to take care of you. These doctors and nurses are part of Gateway's Health Services Department. They make decisions about the care that is most likely to help you by using specific guidelines for medical decisions. The guidelines are based on whether the service is medically necessary as defined by the Department of Public Welfare (DPW). There is no extra payment given to these doctors and nurses no matter what they decide about your care.

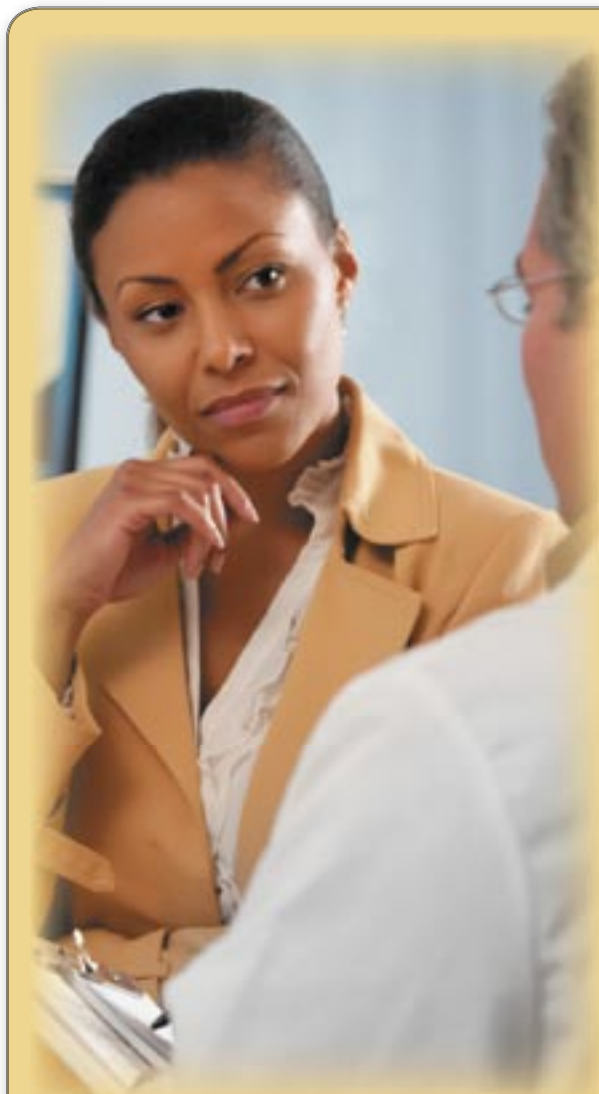
If you need a service that must be approved by Gateway before it is done, your doctor will call the Health Services Department to get an approval. The doctors and nurses in Health Services will look at all the medical facts given by your doctor within certain time limits to decide if this service is the best way to take care of you.

For a list of services that need to be approved, refer to your Member Handbook or call Gateway's Member Services department at 1-800-392-1147.

There may be other services that need to be approved by Gateway first. Call

Member Services at 1-800-392-1147 to see if the service you need requires prior approval.

When Gateway denies, decreases, or approves a service or item different than the service or item you requested, you will get a letter (notice) telling you Gateway's decision. This letter contains information on how to contact Gateway if you disagree with the decision. This information can also be found in the Member Handbook.



Continuity and Coordination of Care

Gateway Health Plan® wants our members to receive the best possible care. One of the most important steps you can take to make sure the care you are getting is appropriate is to tell the providers you see about *all* of your medical issues. Make sure your primary care physician (PCP) knows if you are seeing any other doctors and the reasons for that care. This includes obstetricians and gynecologists (OB/Gyns), family planning providers, dentists, behavioral health providers such as psychiatrists and psychologists, chiropractors and eye doctors. Ask any specialists you see to inform your PCP about any care or medicines provided for you. Please agree to sign any forms that permit your doctors to share information about your care with each other. You can also talk to your PCP about any information another provider has given you about your care or any drugs a provider has told you to take.

It is also very important that all of your doctors/providers know about all medications you take, even over-the-counter medicines, such as vitamins or herbal medications. Keep a written list of the medicines you take and carry it in your purse or wallet so you can share this information with your providers. Remember to update the list when changes occur to make sure it includes all of your current medicines and doses.

Gateway Health Plan® Programs Available to You

Did you know that Gateway has programs to help you with certain health needs? The following describes four of these programs.

Asthma

Asthma Help Is Here at Gateway

Gateway has a program for members between the ages of 2 and 56 with asthma called “**AIR**” Gateway®. This program has care managers available by phone who can help you manage your asthma. They will teach you the difference between your long-term control medicine and rescue medicine. You will also receive information about asthma in the mail.

Here are a few tips for managing your asthma:

- If you have asthma symptoms, like coughing and wheezing more than twice a week, or your asthma wakes you from your sleep more than once a month, your asthma may be out of control. A long-term asthma control medication such as Advair, Flovent, Pulmicort or Asmanex can help you feel better and keep you out of the hospital.
- Your long-term control medicine needs to be taken every day as your doctor tells you, even when you feel good.
- Visit your doctor at least twice a year. Your doctor needs to see you to make sure your asthma is in control so you can do the things you like to do.
- If you need help to quit smoking, you can call Pennsylvania’s Quitline at 1-800-784-8669. If someone in your family smokes, ask them to smoke outside.

If you would like more information on “**AIR**” Gateway®, call 1-800-642-3550, Option 3. The asthma care managers are available to help you Monday through Friday between 8:30 a.m. and 4:30 p.m.



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, had stents put into your heart or had heart bypass surgery, you are invited to 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 also help you recognize the warning signs that mean you might be headed for more trouble with your heart.

If you have questions or would like to join the Help Your Heart Program, call Gateway at 1-800-642-3550, Option 3. The care managers are available Monday through Friday between 8:30 a.m. and 4:30 p.m..

Help manage your heart problems by following these tips:

- Take your medicines the way your doctor ordered. If you cannot take them for some reason, call the doctor’s office and tell them. 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.
- Most heart and blood pressure medicines must be taken for life. Before you run out of refills, call your doctor for another prescription.
- Make sure you visit your doctor at least twice a year for a checkup. If you are admitted to the hospital, make an appointment to see your doctor within 2 weeks of getting out of the hospital.
- Ask your doctor which lab tests you need to have done to monitor your heart disease.
- If you need help to quit smoking you can call Pennsylvania’s Quitline at 1-800-784-8669. If someone in your family smokes, ask them to smoke outside.

Para más información en español sobre cualquier de estos Programas, por favor llame a 1-800-392-1147 y oprime el número 3 para español.

Diabetes

Healthy Returns Diabetes Program

If you are a Gateway member with diabetes, you are invited to join the **Healthy Returns Diabetes Program**. Diabetes is a sneaky disease. It can cause problems for your heart, eyes, kidneys and circulation even though you may feel ok. Diabetes causes heart disease, blindness and kidney problems that can put you on dialysis. It can also cause circulation problems that could require amputations of your toes, feet, or legs.

The Healthy Returns Diabetes program teaches you the 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 at least every year that can catch some of the problems before you even know there is a problem.

- 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 a.m. and 4:30 p.m. to talk to you about your diet and medicines.

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.

You can help manage your diabetes. Follow these tips:

- Take your blood sugar readings the way your doctor told you to.
- Ask your doctor which lab tests you need to have done to check if your diabetes is under control.

Make sure you get the following tests at least every year and more often if the doctor tells you to. They will help to check if your diabetes is under control and for heart or kidney problems early.

- HbA1c
- LDL-c
- Urine test.
- 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.
- If you need help to quit smoking, you can call Pennsylvania's Quitline at 1-800-784-8669. If someone in your family smokes, ask them to smoke outside.

Maternity

MOM Matters® Maternity Program

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

If you would like more information about the MOM Matters® Program, call 1-800-642-3550, Option 2. The care managers are available Monday through Friday between 8:30 a.m. and 4:30 p.m..

Here are some helpful tips for your pregnancy:

- Keep all of your prenatal appointments. If you miss an appointment, call your doctor to reschedule. Do not wait until your next visit.
- Take the prenatal vitamins prescribed by your doctor.
- Avoid alcohol, illegal drugs and smoking. Second-hand smoke can also harm you and your unborn child. Get help to quit smoking by calling Pennsylvania's Quitline at 1-800-784-8669. If someone in your family smokes, ask them to smoke outside.
- Never take any medicines without checking with your doctor first. This includes prescription medications and over-the-counter medications like aspirin, Tylenol and cough syrup.
- Eat at least 3 meals a day and choose healthy foods like fruits, meats, milk, vegetables, breads and cereals.
- Avoid unhealthy foods like coffee, pop, fast foods, candy and doughnuts.
- Drink at least 6 to 8 glasses of water every day. Juice and milk are also healthy choices.
- Keep your teeth and gums healthy by brushing and flossing daily. Gum infections can increase the risk of preterm labor.
- Wear your lap and shoulder belts when you are in the car. The lap portion should be low under the belly and touching your thighs.

Gateway Health Plan® Medicaid 2010 Accessibility Standards and Goals

Practitioner Type	Requirement	Standard
PCP Specialist	Wait time for an Emergent Appointment	Immediately seen or referred to an emergency facility
PCP Specialist	Wait time for Urgent Care Appointment	Within 24 hours
Specialty Types: Dermatology, Dentist, Orthopedic Surgery, Otolaryngology, and most pediatric specialists (call member services for a detailed list)	Wait time for Asymptomatic Regular/Routine Appointment	Within fifteen (15) business days from the date of referral
PCPs and Specialties not listed above	Wait time for Routine Appointments	Within 10 business days
PCP	Wait time for a Health Assessment/General Physical Examinations and First Examinations	Within 3 weeks of enrollment
PCP	After-hours Care Accessibility	Access to a practitioner 24 hrs/7 days a week
PCP Specialist	Wait Time in the Waiting Room for routine care	Average office waiting time no more than thirty (30) minutes or at any time no more than up to one (1) hour when the physician is treating a member with an urgent or difficult medical condition
PCPs who treat members under the age of twenty-one (21)	Wait time for new member EPSDT screens	Within forty-five (45) days from the effective date of enrollment unless the child is already under the care of a PCP and is current with screens and immunizations
PCP Specialist	Wait time for first time appointment with persons known to be HIV positive or diagnosed with AIDS	Within seven (7) days from the effective date of enrollment, unless member is already in active care with a PCP or specialist
PCP Specialist	Wait time for first time appointment with member who is a Supplemental Security Income (SSI) or SSI-related consumer	Within forty-five (45) days of enrollment unless the Member is already in active care with a PCP or specialist
PCPs or Specialists who provide prenatal	Wait time for first trimester visit	Within ten (10) Business Days of the Member being identified as being pregnant
PCPs or Specialists who provide prenatal	Wait time for second trimester visit	Within five (5) Business Days of the Member being identified as being pregnant
PCPs or Specialists who provide prenatal	Wait time for third trimester visit	Within four (4) Business Days of the Member being identified as being pregnant
PCPs or Specialists who provide prenatal	Wait time for high-risk pregnancies	Within twenty-four (24) hours of identification of high risk
PCP Specialist	Missed Appointment	Conduct outreach whenever a member misses an appointment and document in the medical record. Three attempts with at least one attempt to include a telephone call



Help Gateway Serve You Better. Take the CAHPS Survey.

The Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey is a member satisfaction survey that asks your opinion of Gateway Health Plan®. Some Gateway members have already received this survey in the mail. There are specific questions to answer and you will also have the chance to write in your own comments.

The results of this survey help Gateway improve our services to better meet our members' needs. Gateway appreciates your opinion as we continue to improve our services.

Gateway does not receive the names of the members included in the survey. Gateway only receives responses. If you are contacted, please complete the survey. Thank you for your assistance.

When Do I Need a Referral?

You need a referral to get some of the services ordered by your doctor. You can get these services only when your doctor gives you a referral or when you use a provider who is approved by Gateway Health Plan®.

You need a referral to:

- See a specialist;
- Have special outpatient tests at a hospital, such as bone scans, sleep studies and ultrasound services;
- Have lab tests other than at your assigned lab;
- Have radiation or chemotherapy.



Making Medical Decisions in Advance

Have you completed a living will or advance directive? An advance directive or living will is a legal document that lets you choose how you want to be treated if you become very ill. You can make an advance directive and can change your mind about what your directive says at any time.

This document will allow your family, friends and doctors to be

aware of the choices you would like for your future medical care. It is only 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 able to make your own decisions. An advance directive will not prevent you from receiving care that you want.

Talk with your doctor and loved ones about your choices. The doctor

can help you determine what care you may or may not want by explaining the medical terms. You should give your doctor and family a copy of your advanced directive.

Gateway can send you a free advance directive form. If you need more information, you can call the Care Management Department at 1-800-642-3550.

WANT TO STOP SMOKING? WE CAN HELP!

Did you know?

- You may be eligible for tobacco cessation medication with just a prescription from your doctor.
- You are eligible for 70 tobacco cessation counseling sessions per calendar year.
- To find a program near you, call 1-800-QUIT-NOW (1-800-784-8669).
- You can also call Gateway's Member Services Department for more information at 1-800-392-1147.

Your health and the health of your family are important to Gateway. Call your doctor today and stop smoking for you and your family.



HIV Testing

Gateway Health Plan® encourages you to see your doctor for all preventive health needs including Human Immunodeficiency Virus (HIV) screening.

As many as 20 percent of the people who have HIV do not know they have the disease. HIV can show no signs that you are sick for many years. During this time it is possible to give the disease to others.

The test is private, no matter where you have it done. Your doctor is not permitted to tell anyone but you the results of your test. Free test sites may exist in your area. Many resources for care and medications are available. People with HIV can live long, healthy lives with proper care.

If you have questions about the HIV test, need to find an HIV test site or have questions, call the Care Management Department at 1-800-642-3550. If you like to use the computer, you can visit www.AIDS.gov for more information. You can also text your ZIP code to "KNOWIT" (566948) or visit www.HIVtest.org to find an HIV test center near you.



What is a Formulary?

Gateway Health Plan® has a list of drugs for which we pay. This drug list is known as a formulary. These drugs are reviewed and recommended for the formulary by our Pharmacy and Therapeutics (P&T) Committee and the Department of Public Welfare (DPW). The drugs are approved for the formulary because they have been proven to be safe and effective. The P&T Committee consists of doctors and pharmacists who consider safety, efficacy, quality and cost when reviewing a drug for the formulary. This in-depth review helps to provide members with quality, cost effective drugs to treat disease.

Gateway's formulary can be reviewed online at www.GatewayHealthPlan.com. You can call our Pharmacy Member Service Department at 1-800-392-1147 if you have questions about the formulary.

What is a Prior Authorization for Drugs?

There are some drugs that Gateway must approve before you can get them at the pharmacy. For these drugs, clinical standards based on medical studies must be met and approved by the P&T Committee and DPW, or additional information must be provided before coverage (payment) is approved. Your doctor will provide Gateway with reasons this drug was requested to assure the drug is being used appropriately. Once your doctor has provided this information, Gateway will make a decision within 24 hours. Drugs requiring a prior authorization are marked with a "PA" on the online formulary. If you have questions regarding medications that require a prior authorization, please call the Pharmacy Member Service Department at 1-800-392-1147.



What is Step Therapy?

In some cases, Gateway may require you try a certain drug to treat your medical condition before we will cover another drug for your condition. For example, if Drug A and Drug B both treat your medical condition, Gateway may not cover Drug B unless you try Drug A first. If Drug A does not work for you, Gateway will then cover Drug B. Drugs requiring step therapy are marked with an "ST" on the online formulary.

Why are there Quantity Limits on drugs?

For certain drugs, Gateway may limit the amount of the drug that we will cover. Prescriptions in excess of the covered monthly quantity will need to be requested by your physician and will be reviewed by a pharmacist and medical director at Gateway. Drugs with quantity limits are marked with a "QL" on the online formulary. Quantity limits are based on the Food and Drug Administration (FDA) recommended dosing and are put in place for your safety.

Coordinating Care When You Are Discharged From The Hospital

Nurses from Gateway Health Plan® may call you while you are in the hospital or after you have been discharged. Gateway is working with a few hospitals and talking with select members who are being discharged to home to be sure services are arranged for you when you leave the hospital. The program is designed to help you understand what services are planned and to follow the instructions you are given when leaving the hospital. A nurse will talk with you about making and keeping follow-up doctor appointments, getting your medications, and making sure you received equipment or home care services that your doctor ordered for you. They will answer questions you may have, and help you set up and receive the care you need so you do not need to be readmitted to the hospital.

Member Handbook Online

The latest version of the Gateway Health Plan® Member Handbook can be viewed online at www.GatewayHealthPlan.com. Under the FOR MEMBERS section of the website, click on the link. Next, click on "Handbook" in the left column. A paper copy can be obtained by calling the Member Services Department at 1-800-392-1147.



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	*DENOTES 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® Maternity Program	Option 2
Help Your Heart Cardiac Program	Option 3
"AIR" Gateway® 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