

GATEWAY TO HEALTH

A Newsletter for Gateway Medicare Assured® HMO SNP Members

November 2011

Medicare Open Enrollment Time

What you need to do to keep your plan!

Each year, the Centers for Medicare and Medicaid Services (CMS) holds an Open Enrollment period for all people who are on Medicare. This year's Open Enrollment runs from October 15 – December 7, 2011. Changes made during this time period go into effect January 1, 2012.

Open Enrollment
October 15 to
December 7, 2011

With open enrollment in full swing, you might be wondering if you, as a Gateway Health Plan Medicare Assured® HMO SNP member, need to do anything to keep your plan. The answer is simple – no. If you are happy with your current coverage, you do not need to do anything. As long as you have both Medicare and Full or Qualified Medicare Beneficiary (QMB) Medical Assistance eligibility, your Gateway Health Plan Medicare Assured® coverage will continue.

And, while some plans might be cutting benefits previously provided



to their members, Gateway Health Plan Medicare Assured® is happy to report that our members get to keep all of the same great benefits that they received in 2011.

Gateway Health Plan Medicare Assured® is also happy to report that we have expanded our service area to include Philadelphia County. Now those eligible and living in Philadelphia County can enroll in Gateway Health Plan Medicare Assured® for the 2012 year. If you know someone who lives in the area, be sure to tell them about the great benefits along with the quality and caring service your health plan provides.

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To ensure that you don't lose Gateway Medicare Assured® HMO SNP make sure you renew your Medical Assistance benefits every year!

- Si desea recibir una copia de esta información en español, por favor llame al número 1-800-685-5209.
- TTY users call 711.
- This managed care plan may not cover all your health care expenses. Read your Evidence of Coverage carefully to determine which health care services are covered.



Protect Yourself and the Medicare program from Billing Fraud

Gateway Health Plan[®] works with our members, providers, and other governmental agencies to protect you and the Medicare Program from Medicare fraud. Medicare fraud occurs when you or Gateway Health Plan[®] is billed for services you never received. A fraud scheme can be carried out by individuals, companies, or groups of individuals.

If you suspect billing fraud, you can call

1. Your health care provider to be sure the billing is correct, **or**
2. Gateway Health Plan[®] Fraud and Compliance hotline
1-800-685-5235, **or**
3. 1-800-MEDICARE (1-800-633-4227; TTY users should call 1-877-486-2048), **or**
4. The Office of Inspector General's hotline 1-800-HHS-TIPS (1-800-447-8477).

Check for mistakes, and make sure the services or supplies that you received are correct

When you receive health care services, you receive an Explanation of Benefits (EOB) from Gateway Health Plan[®]. This EOB shows what services or supplies were charged and how much Gateway Health Plan[®] paid. Please check the EOB for mistakes, and make sure the services or supplies that you received are correct. If you see a charge on your EOB that you feel may be wrong, call your health care provider and ask about it. The bill may be correct, and the person you speak to may help you to better understand the services or supplies you received. If you aren't satisfied with the provider's response, call the Gateway Health Plan[®] Fraud and Compliance hotline at 1-800-685-5235 (TTY users call 711). **All calls to this line are investigated and callers may remain anonymous.**

Did you know...

You are **TWICE** as likely to quit smoking if you take drugs – called “nicotine-replacement therapies” or NRT, like gum, the patch, lozenges, or nasal spray – than if you don't take them.

Talk to your doctor about which drugs could help you to stop smoking.

Call Gateway Health Plan *Medicare Assured*[®] at 1-800-685-5209 for more information.

Oprime el 8 para hablar con alguien en español.
(TDD/TTY users, please dial 711.)

Or:

Call the PA Free Quitline - 1-800-784-8669.

Visit www.DeterminedToQuit.com.

Visite el sitio web www.estoydecidido.com.



Medicare Assured[®] Care Management Can Help

The *Medicare Assured*[®] Care Management Department has care managers who are trained nurses and social workers who can help you better understand and cope with your illness. This is a service that is available to all members at no cost.



A care manager will ask you many questions to help determine what they can do to help you. These questions are meant to help you make the best decisions about your health. A care manager will work with your doctors, pharmacy, and community agencies to keep you healthy. If you have questions about medicine or a disease they can provide you with education. They can also help you find services in your area, such as food banks, help with utility bills, support groups and transportation if needed.

If you think you may benefit from the help of a care manager, please call the Care Management Department at 1-800-685-5212 and then press Option 1. The care managers are available Monday through Friday from 8:30 a.m. to 4:30 p.m. TTY/TDD users call 711.

Prior Authorization

There are some services that Gateway Health Plan® (Gateway) must approve before you can get them. There are doctors and nurses who work for Gateway and 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. First, you must be currently enrolled as a Gateway member. 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 Evidence of Coverage or call Gateway's Member Services Department (see back page).

There may be other services that need to be approved by Gateway first. Call Member Services at 1-800-685-5209 to see if the service you need requires approval before getting it. TTY/TDD users call 711. Gateway Member Services are available between 8:00 a.m. to 8:00 p.m., 7 days a week.

When Gateway denies, decreases, or approves a service or item different than the service or item you requested because it is not medically



necessary, you will get a letter (notice) telling you Gateway's decision. This letter contains information on how to contact Gateway if you disagree with the decision. This information can also be found in the Evidence of Coverage.

Doctors and nurses who work for Gateway are available to help your doctor choose the best way to take care of you

Gateway Helps Members with Complex Medical Needs

Gateway Health Plan® provides Complex Care Management to members based on specific medical conditions. Members with the following conditions are considered for services under the Complex Care Management program:

For *Medicare Assured*®:

- Stage IV Heart Disease
- Symptomatic HIV/AIDS
- Chronic Obstructive Pulmonary Disease (COPD)
- Cancers in active treatment
- New Traumatic Brain Injury with significant cognitive deficits
- New spinal cord injury with paralysis
- Multiple chronic conditions

A Care Manager can help you to better understand your health condition and your benefits. A Care Manager can also help to coordinate your health care services by talking with your doctor. The program will tell you about community organizations and resources that may meet your needs. A Care Manager is a nurse or social worker who will help you to complete a plan to manage your health condition. This is done over the phone and the program is voluntary.

If you or your doctor feels that you may benefit from Complex Care Management, please contact the Care Management

Department at:

- Pennsylvania *Medicare Assured*®: 1-800-685-5212, Option 1
- TTY callers should dial: 711

Gateway Health Plan® will review all referrals and decide if you are eligible for the program.



Keeping up with our pearly whites

The importance of dental care!

Did you know that memory loss may be due in part to poor oral hygiene? According to a report in the *Journal of Neurology*, those who had gum disease and gingivitis were less likely to perform well on a memory test and were more likely to fail at tasks such as simple subtraction.

Gateway Health Plan® believes in the importance of preventive care and your dental health is no exception. Prevention starts at home by brushing your teeth 3 times a day and/or after every meal, flossing, and rinsing with a mouth wash; but it doesn't stop there. A professional

cleaning and examination by a dentist is necessary to maintain a healthy mouth and a beautiful smile. As a Gateway Medicare Assured® member, you may qualify for an exam and cleaning every six months with a participating general dentist. Make sure to schedule and keep up with your dental appointments so you can have a picture-perfect, healthy smile!

For more information or for a list of providers in your area, contact Member Services at 1-800-685-5209 (TTY/TDD users: call 711), or go online to GatewayHealthPlan.com/Medicare and click on the "Find a Provider" tab on the right side of the screen.

Dándole mantenimiento a nuestras perlas blancas

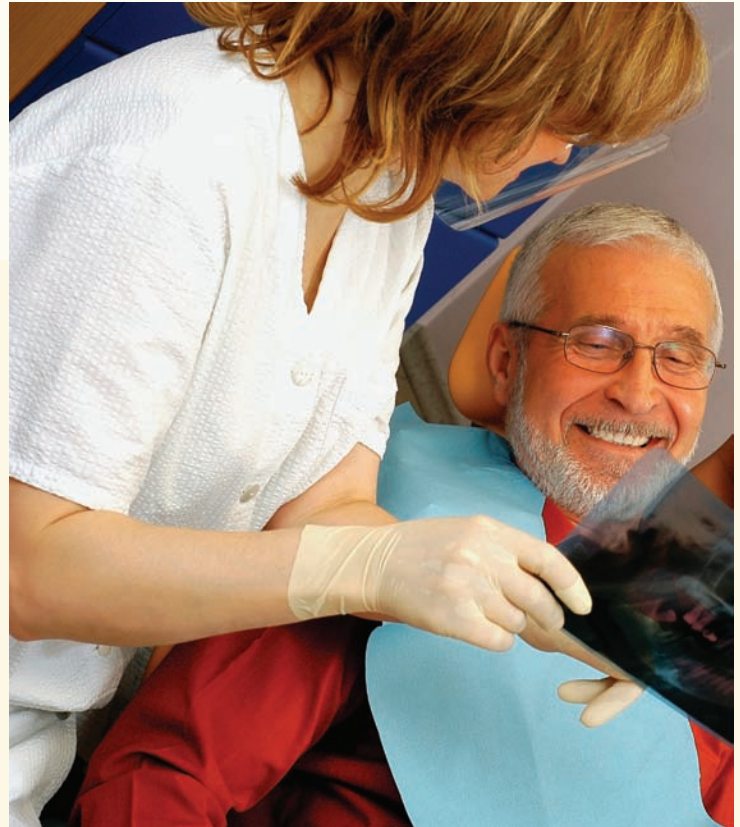
La importancia del cuidado dental!

Sabía que la pérdida de memoria puede ser debido en parte a la mala higiene bucal? De acuerdo a un reportaje de *Journal of Neurology* las personas con problemas en las encías y gingivitis tenían menos probabilidad de completar un examen de memoria correctamente y mas probabilidad de fallar en una operación simple como completar una substracción.

Gateway Health Plan® cree en la importancia de el cuidado preventivo y cuidado dental no es la excepción. El cuidado preventivo comienza en casa al cepillar los dientes 3 veces al día y/o después de cada comida, al usar hilo dental, y enjuagarnos con enjuague bucal; pero el cuidado

preventivo no termina ahí. Una examinación profesional y limpieza son necesarias para mantener una boca saludable y una sonrisa hermosa.

Como miembro de Gateway Medicare Assured® puede calificar para una examinación y limpieza bucal cada 6 meses con un dentista general participante; así que asegúrese de hacer y mantener sus citas dentales para que tenga una sonrisa de fotografía, perfecta y saludable!



Para mas información o para una lista de proveedores en su área contacte el servicio al cliente al 1-800-685-5209 (TTY/TDD por telefono 711), o en línea a gatewayhealthplan.com/Medicare dándole click al icono "Find a Provider" del lado derecho de la pantalla.



In accordance with current recommendations of a U.S. Task Force, Gateway Health Plan® is encouraging women age 65 years and older to ask their physicians about getting a Bone Mineral Density test. In order to expedite the process, Gateway has eliminated the need for a pre-authorization. All that is necessary is a prescription from your doctor to be taken to a participating provider.

HIPAA – What Gateway Health Plan® does to protect PHI

Our motto is: Confidentiality is everyone's job – protect all information, all the time!

Protecting your confidential information and PHI (protected health information) is a priority to us. We want you to know that we are committed to protecting all information, all the time. That includes protecting information provided in verbal, paper or an electronic format.

First and foremost, we believe



in the value of providing ongoing compliance and privacy education to our employees. Gateway employees are reminded of the importance of protecting confidential information through a variety of ways. These include annual department refresher training sessions, sharing current news articles on privacy concerns and risks, displaying posters on business floors, access to an on-line compliance reference library, and easy access to policies and staff who are available to provide help with compliance or privacy questions.

Next, we expect all employees to understand and embrace their roles in protecting PHI. Earlier this year we asked our employees to share their best “ounce of prevention” tip for protecting confidential information. We received a great response! We have posted their

tips on our bulletin boards and on our on-line Compliance Corner so everyone can learn from these good practices.

Gateway takes a proactive approach to privacy

Last, but certainly just as important, Gateway takes a proactive approach to privacy and we are happy to share a few examples of how we do that.

For the past several years we have audited desks after normal business hours to check to be sure information was protected from view or access and disposed of properly. This year we also checked

that employees who joined our organization were given the correct access to computer systems, we implemented better ways to protect data shared in electronic files and stored in databases, and observed conversations in our business elevators to be sure confidential conversations were not taking place in public areas.

Gateway is proud of our employees' dedication and commitment to protecting all information, all the time and we will continue to provide relevant training to keep them aware of potential risks.

We are happy to be your health insurance plan and we want you to know we care about you and protecting your PHI and confidential information.

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®. Many, but not all Gateway members have 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 on what pleases you about our services. More importantly, we want to know how you think we can improve to better assist you in the future.

Gateway will not know the names of the members included in the survey. Gateway will see all responses, but will not know from whom they came. If you are contacted, please complete the survey. Thank you for your assistance.



Important Prenatal Care for You and Your Baby

If you are pregnant, think you are pregnant, or want to become pregnant, make an appointment with your OB/GYN doctor. You do not need a referral to see this doctor. Your doctor needs to make sure that you and your baby are healthy. It is important to keep all of your appointments. If you miss an appointment, call your doctor to reschedule. Do not wait until your next visit.

Gateway Health Plan *Medicare Assured*[®] has a program called MOM Matters[®]. This program has care managers with special training who can help you with questions or concerns about your pregnancy. They can also help with referrals to community services. These care managers are available Monday through Friday, 8:30 a.m. to 4:30 p.m. by calling 1-800-685-5212 and pressing option #2. TTY/TDD users call 711 for assistance.

During the First Trimester (Months 1-3)

Your doctor may:

- Give you a prescription for prenatal vitamins
- Ask questions about your health and family history
- Check your weight and blood pressure
- Order lab tests, including HIV testing
- Ask for a urine sample
- Give you information on how to keep you and your baby healthy
- Check you and your baby for growth and development every 4 weeks
- Order more lab work and want to see you more often, depending on your risk factors
- Offer you the flu vaccine during flu season and ask if you are up to date with your immunizations

You should:

- Keep all your prenatal appointments
- Review any instructions your doctor has given to you.
- Make sure you complete any tests or lab work your doctor has ordered
- Avoid alcohol, drugs, and smoking (includes second-hand smoke, too)
- Counseling resources are available to help you break these habits. Talk with your doctor about counseling resources
- Brush and floss your teeth daily
- If nauseated, eat 5 to 6 smaller meals and avoid spices and strong flavors. Drink water in between meals

During the Second Trimester (Months 4-6)

Your doctor may:

- Continue to see you every 4 weeks
- Check your weight and blood pressure
- Listen to the baby's heartbeat
- Ask for a urine sample and order other tests to screen for infection
- Check you for diabetes
- Order an ultrasound – a painless test that lets the doctor and you see your baby
- Offer you the flu vaccine during flu season

You should:

- Keep all your prenatal appointments
- Make sure you complete any tests or lab work your doctor has ordered
- Continue to avoid alcohol, drugs, and smoking (includes second-hand smoke, too)



- Brush and floss your teeth daily
- If you become constipated, ask your doctor before taking any laxatives. Drinking water and eating high fiber foods such as vegetables and fruit will help
- If you have problems with heartburn, try eating 4 to 5 small meals a day

During the Third Trimester (Months 7-9)

Your doctor may:

- Want to see you every two to three weeks, then every week in the ninth month.
- Check your weight and blood pressure
- Check you for diabetes by doing a glucose tolerance test.
- Offer you the flu vaccine during flu season
- Check your urine or do other tests to look for infection
- Talk to you about signs of early labor

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Brain Injury and Domestic Abuse

About one-third of all domestic abuse victims suffer injuries to the head, neck, and face. The abuse can cause traumatic brain injury (TBI).

Domestic abuse victims may suffer TBI from being:

- Hit on the head
- Shaken
- Pushed down stairs
- Thrown
- Shot in the head
- Stabbed in the head
- Slammed against a wall or floor

A victim with TBI may not be able to make good choices. It may be hard to keep safe or find help. An abuser may use these problems to confuse and abuse a victim even more.

TBI may cause a person to become anxious or depressed. A person with TBI may have trouble holding a job. Paying attention or doing tasks may be hard.

TBI can affect how a person relates to his or her children and other family members. TBI can cause trouble with finding the right words, being patient, or dealing with emotions.

Other problems that may result from TBI are reduced memory or thinking speed. A person with TBI may be confused or very sleepy. He or she may be less aware or less creative. Repeated hits to the head may cause worse damage to the brain or even death.

TBI is serious, but can be treated. A victim who may have TBI must see a doctor. If the person has a

TBI, he or she can ask about ways to heal.

If you or someone close to you needs to learn more about TBI, please contact the Brain Injury Line at 1-866-412-4755, TTY/TDD users call 711.

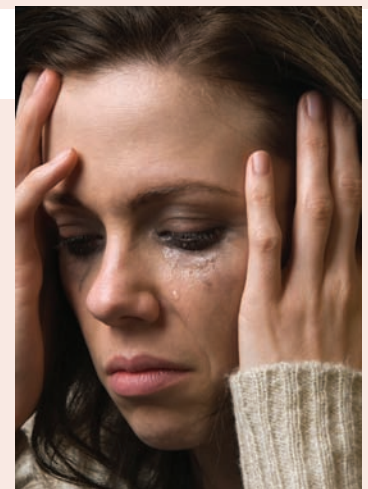
To speak with someone about abuse or locate a local domestic violence program, contact:

National Domestic Violence Hotline

1-800-799-7233 (SAFE)

1-800-787-3224 (TTY/TDD for the Deaf)

**For more information, visit:
www.ndvh.org**



Lesión cerebral y abuso doméstico

Casi un tercio de todas las víctimas de abuso doméstico sufren lesiones en la cabeza, el cuello y la cara. El abuso puede causar traumatismo craneoencefálico o TCE (siglas en inglés, TBI).

Las víctimas de abuso doméstico pueden sufrir un traumatismo TCE al:

- Recibir un golpe en la cabeza
- Ser sacudidas
- Ser empujadas por las escaleras
- Ser tiradas o arrojadas
- Recibir un disparo en la cabeza
- Recibir una puñalada en la cabeza
- Ser golpeadas contra una pared o el piso

Es posible que una víctima con TCE no esté en condiciones de tomar buenas decisiones. Podría resultarle difícil ponerse a salvo o buscar ayuda. Un abusador podría usar estos problemas para confundir y abusar de la víctima aún más.

El TCE podría hacer que la persona sufra ansiedad o depresión.

Una persona con TCE podría tener dificultades para conservar su trabajo. Es posible que le resulte difícil prestar atención o realizar tareas.

El TCE puede afectar la manera en que una persona se relaciona con sus hijos y demás familiares. El TCE podría hacer que resulte difícil encontrar las palabras adecuadas, tener paciencia o manejar las emociones.

Otros de los problemas que pueden ser resultado del TCE son la disminución de la memoria o de la velocidad de pensamiento. Una persona con TCE podría mostrarse confundida o con mucho sueño. Podría estar menos consciente o ser menos creativa. Los golpes reiterados a la cabeza pueden causar un daño más grave al cerebro o incluso la muerte.

El traumatismo de cráneo o TCE es serio, pero puede tratarse. Una víctima que cree que puede tener TCE debe consultar a un médico. Si la persona tiene un TCE, puede

preguntar sobre las maneras de curarse.

Si usted o alguna persona cercana necesitan más información sobre el TCE, llamen a la línea de lesiones cerebrales al 1-866-412-4755, TTY 1-877-232-7640.

Para hablar con alguien sobre el abuso o encontrar un programa local de violencia doméstica:

**National Domestic Violence Hotline
(Línea Directa Nacional en caso de
Violencia Doméstica)**

1-800-799-7233 (SAFE)

1-800-787-3224 (TTY para sordos)

**Para obtener más información, visite:
www.ndvh.org**

Confused? – Help is a phone call away

Have you encountered situations as a Gateway Health Plan *Medicare Assured*[®] HMO SNP member and felt unsure about what to do? Call our Member Services Department and speak to a representative to assist you with your concerns. This story is an example of the issues our representatives can handle for you.

A Gateway Health Plan *Medicare Assured*[®] member called the member service line for help. Her primary care provider (PCP)

refused to contact Gateway to request an authorization for a non-participating urologist since there were no participating urologists in her area. Under Gateway Health Plan *Medicare Assured*[®], the PCP is responsible for requesting such authorization. Gateway's representative advised the member

on the PCP's responsibilities, offered to have the issue investigated and to have our Provider Relations Department educate the PCP about their responsibilities according to their contract. Once the situation was resolved, the representative called the member back, and then assisted her with changing her PCP.

Remember that as a Gateway Health Plan *Medicare Assured*[®] member, you are not alone. We are here to help ... just call!

Confundido? – Ayuda esta a solo una llamada

Como miembro de Gateway Health Plan *Medicare Assured*[®] HMO SNP alguna vez ha encontrado situaciones en las cuales no esta seguro que hacer? Llame a nuestro departamento de servicio al cliente y hable con un representante para que lo asista con sus preguntas. Lea la historia a continuación para un ejemplo de las situaciones que nuestros representantes pueden manejar para usted.



Un miembro Gateway Health Plan[®] *Medicare Assured*[®] contactó la línea de servicio al cliente para recibir ayuda. Su doctor primario (PCP) se rehusó a contactar a Gateway para solicitar una autorización para un urólogo fuera de la red de médicos participantes ya que no había ningún urólogo participante en su área. Dentro de Gateway Health Plan

Medicare Assured[®], el PCP es responsable de solicitar dicha autorización. El representante educó al miembro acerca de las responsabilidades del PCP, ofreció investigar el problema y hacer que el departamento de relación de proveedores educara a el PCP acerca de sus responsabilidades de acuerdo a su contrato. Cuando la situación fue resuelta, el representante regresó la llamada al miembro; entonces lo asistió a cambiar de PCP. Recuerda que como miembro de Gateway Health Plan[®] *Medicare Assured*[®] no esta solo, estamos aquí para ayudar ... llame ya!

It's Flu Vaccine Time Again!

What is your favorite excuse?

I never get the flu. My kids don't need more shots. I don't have time. We're all healthy. My asthma's under control. But, I'm pregnant. I've had the flu before – it's not a big deal. My kids are too old for flu. The media is exaggerating.



I can fight it naturally. My diabetes – it's under control. Shots hurt.

No matter how many excuses you have, the flu can still strike and make you and your family very sick. This year the regular flu vaccine and the swine flu vaccine are combined – most people will only need one shot. Contact your PCP

or participating pharmacy about receiving your annual flu vaccine.

Who Should Be Vaccinated

While everyone should get a flu vaccine each flu season, it's especially important that the following groups get vaccinated either because they are at high risk of having serious flu-related complications or because

(Continued on next page)

It's Flu Vaccine Time Again! *(Continued from previous page)*

they live with or care for people at high risk for developing flu-related complications:

1. Pregnant women
2. Children 6 months of age and older
3. People 50 years of age and older
4. People of any age with certain chronic medical conditions (i.e., diabetes, asthma, other lung diseases, heart conditions, or other chronic health problems)
5. People who live in nursing homes and other long-term care facilities
6. People who live with or care for those at high risk for complications from flu, including:
 - Healthcare workers

- Household contacts of persons at high risk for complications from the flu
- Household contacts and out-of-home caregivers of children less than 6 months of age (These children are too young to be vaccinated.)

Who Should Not Be Vaccinated

There are some people who should not get a flu vaccine without first consulting a physician. These include:

- People who have a severe allergy to chicken eggs
- People who have had a severe reaction to an influenza vaccination
- People who developed Guillain-Barré syndrome (GBS) within 6

weeks of getting an influenza vaccine in the past

- Children less than 6 months of age – influenza vaccine is not approved for this age group – but their caregivers should get vaccinated.
- People who have a moderate-to-severe illness with a fever (they should wait until they recover to get vaccinated.)

For the most accurate health information, visit www.cdc.gov/flu, or call 1-800-CDC-INFO, 24/7, Centers for Disease Control and Prevention.

*Some people should not get a flu vaccine without first consulting a physician.

Important Prenatal Care for You and Your Baby *(Continued from page 6)*



You should:

- Keep all your prenatal appointments
- Make sure you complete any tests or lab work your doctor has ordered.
- Watch for signs of preterm labor: Call your doctor at once if you have bleeding, cramping, low back pain or pressure, or your water breaks
- Watch for signs of high blood pressure: Call your doctor at once if you have sudden weight gain, headache, swelling of hands and feet, nausea/vomiting or blurred vision
- Do fetal kick counts. This is when you pay attention that your baby is kicking, turning, and moving. Keep track of how long it takes for your baby to move 10 times. (If your baby has less than 10

movements in 2 hours, sudden changes in baby's activity level or if in doubt and you are concerned - Call your doctor)

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

After your Baby is Born – Post Partum

Your doctor will:

- Want to see you in 3 to 8 weeks for the postpartum visit. It is important to schedule and keep your postpartum visit. This visit is important because your doctor will want to make sure you are healing and feeling good after your delivery. You need to be feeling good so you can take care of your baby

- Want you to let him know if you are feeling down or depressed after delivery. This is normal and can last up to 2 weeks and then it goes away. If you feel down in the dumps or have little interest in doing things for more than 2 weeks. **CALL YOUR DOCTOR!**
- Do a Pap smear if needed
- Talk about family planning services

You should:

- Keep your Post Partum Appointment
- Continue taking your prenatal Vitamins
- Notify your doctor if your sadness, blues and depression are lasting more than 2 weeks
- Stay smoke-free if you were able to stop smoking during your pregnancy
- Not smoke around your baby or allow anyone else to smoke around your baby
- Not allow anyone to smoke in your home or car

Medicare Open Enrollment Time

Many Great Benefits – One Great Health Plan



Open Enrollment
October 15 to
December 7, 2011

(Continued from page 1)

As a Gateway Health Plan *Medicare Assured*[®] member, you receive all the health and prescription benefits of Original Medicare plus many extra valuable benefits that are not covered by Original Medicare, like:

Dental Care

Dental exams are included in your benefits. In fact, cleanings, oral exams, and X-rays are permitted once every six months as well as some other comprehensive dental treatments. As a member, you are eligible for one new set of dentures every five years.

Transportation

Gateway realizes that transportation can often be a problem. As a member, you are eligible for up to 36 one-way (18 round-trip) non-emergency trips per calendar year at no cost to you. Non-emergency transportation can mean visits to the doctor, dentist, vision, hearing, behavioral health services, pharmacies, and fitness centers. Locations must be approved and within 50 miles of your home. If needed, one additional person may accompany you.

Fitness Assured[®]

Jump-start an active lifestyle. With Fitness Assured[®], you can receive a membership to participating fitness centers. Fitness Assured[®] provides access to a wide selection of local fitness centers. Getting started is simple. Talk with your primary care physician to evaluate your level of exercise and assess whether the Fitness Assured[®] program is right for you. If so, select a participating fitness center by calling 1-877-211-3917 or by visiting www.GatewayHealthPlan.com/Medicare.

Vision Care

Take advantage of your great vision benefits by getting your eyes tested every year. Remember, if you have diabetes, getting your eyes checked on a regular basis is a must in maintaining your overall health. Do you wear eyeglasses or contacts? If so, one pair of either eyeglasses or contacts is covered each calendar year.

Hearing Services

Maybe it is time to get your hearing checked. Lucky for you, routine hearing tests, fitting-evaluations, and hearing aids are covered.

Bathroom Safety Items

You can never be too cautious, especially in the bathroom. Slippery surfaces are hazardous and can cause serious injury. If needed, approved safety items like bath/shower chairs, bathtub rails, and bathtub stools or benches are available and can help keep you safe.

Health and Wellness Education

Health and wellness education is right at your fingertips and includes information on heart disease, diabetes, asthma, smoking cessation programs, and so much more.

As your health plan, we love helping people like you stay healthy! For more information about your benefits, visit www.GatewayHealthPlan.com/Medicare or call:

Member Services

1-800-685-5209

TTY/TDD: 711

8 a.m. – 8 p.m.

7 days a week

Wondering what other members are saying about Gateway Health Plan *Medicare Assured*[®]? Check it out!

"I've never had an insurance company go out of their way to help me like Gateway does. Without their services, I would probably be in a nursing home instead of living independently in my own apartment!"

– Virginia Snyder, Columbia, PA, Gateway member since January 2006

"I'm extremely satisfied with the Medicare Assured[®] plan and so grateful to have Gateway Health Plan[®]. Thank you for all that you do. Gateway employees must truly care about people."

– Robert Cross, New Castle, PA, Gateway member since March 2010

"I love how Gateway proactively works to prevent hospitalizations. I'm also thrilled to have staff members calling to check up on me and being able to enroll for Gateway right over the phone. The staff at Gateway does a great job removing barriers to care, and I couldn't be happier."

– Vicki Austen, Reading, PA, Gateway member since April 2009

These are the members of Gateway Health Plan *Medicare Assured*[®]. If you know of someone else who could benefit from the great benefits that you already receive from Gateway Health Plan *Medicare Assured*[®], tell them about us. Be a friend and refer a friend.

Your Weight: It Can Impact How You Live

As people get older, they can have trouble taking care of themselves. They may struggle with being independent. This struggle can be harder for people who are overweight or obese.

A recent study of people aged 65 years or older included some people who were of a normal weight and some who were overweight or obese. Each person talked about what she or he was able to do every day. Each person also talked about how her or his weight affected how well they could live their day-to-day life.

The study's results showed that people who reported being overweight or obese also said it was tougher doing many activities as they got older. These struggles got worse over time. Even people who weighed just a bit more than normal had more problems than normal-weight adults.

The more a person weighs, the harder it can be to take care of day-to-day tasks.

If you are overweight or obese, you may not be able to do the things you

want to do every day. You may feel that your weight may cause problems in how you take care of yourself. Talk to your doctor or nurse if you are worried about your weight. Ask them for advice about how to take care of day-to-day activities.

Source: "Obesity, Race, and Risk for Death or Functional Decline Among Medicare Beneficiaries. A Cohort Study." May 17, 2011, Annals of Internal Medicine (volume 154, pages 645-655).



Want to add years to your life? Exercise 15 minutes each day!

If you think you don't have time to exercise, think again! A large study has found that just 15 minutes of moderate exercise each day can add three years to your life. Moderate exercise means doing something like brisk walking.

Ideally, it is best to exercise at least 30 minutes a day, five days a week. But if you don't have time for that, start with 15 minutes each day. Daily exercise makes you feel better. It can help you lose or maintain weight. It is also linked to a lower chance of getting of cancer.

Talk to your doctor or nurse about what exercise could be right for you.



Tell A Friend About Medicare Assured® HMO SNP!

Do you know someone who might benefit from becoming a Medicare Assured® member?

Let him/her know they can have peace of mind, great benefits and caring service just like you!

It takes just one call. No obligation to join.

Simply call 1-877-GATEWAY
(1-877- 428-3929)

TTY/IDD users call 711, or visit
www.GatewayHealthPlan.com/Medicare
on the web.

Marketing Representatives are available
Monday through Friday, 8:30 a.m. to 4:30 p.m.

MOVING? If you are moving or changing your telephone number, please notify Member Services at 1-800-685-5209.

Important Phone Numbers

(ALL PHONE NUMBERS ARE TOLL-FREE)

For information or paper copies of forms or other information, call the area listed below to speak with our staff. Information on the Disease Management, Special Needs Areas, and Member Rights and Responsibilities (found under EOB) can also be accessed on our website, www.GatewayHealthPlan.com/Medicare. Under “For Members,” click on your plan, then Disease Prevention & Management at the bottom under Health & Wellness. The EOB can be found on that same page under Benefits.

GATEWAY RESOURCES	PENNSYLVANIA <i>MEDICARE ASSURED</i> ® <i>HMO SNP</i>
Member Services	1-800-685-5209
Pharmacy Member Services	1-800-685-5209
Health Services	1-800-685-5212
Care Management	Option 1
Preventive Health	Option 4
Outreach Staff	Option 4
Disease Management:	1-800-685-5212
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
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)	711
Center for Disease Control Nat'l AIDS Hotline	1-800-232-4636
Medicare (1-800-MEDICARE)	1-800-633-4227

GATEWAY TO HEALTH is published as a service for the members of Gateway Health Plan®.
Information comes from a wide range of medical experts and other medical resources.
If you have any concerns or questions about specific content, please contact Gateway Health Plan®.

Models may be used in photos and illustrations.

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