

# GATEWAY TO HEALTH

A Newsletter for Gateway Medicaid Members

November 2011

## 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 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

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## Did You Know?

Gateway Health Plan® also offers a Medicare Special Needs Plan, Gateway Health Plan Medicare Assured® HMO SNP, 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.



# Research shows protein and fiber foods for breakfast earn an A-plus

Breakfast is a good time for good nutrition. Breakfast foods with protein and fiber will fill you up. They will make you get less hungry during the day.

Protein-rich foods are foods like eggs, Greek yogurt, low-fat dairy products, or lean meat.



Fiber-filled foods are foods like whole-wheat bread, whole-grain cereal, fruit, and vegetables.

A protein- and fiber-rich breakfast is especially important for school-aged children. Kids can get really hungry by lunch time if they do not eat a good breakfast. This may mean they will be less interested in thinking and learning. Studies have shown that children who eat breakfast do better on tests. They are better able to think. They have better attention spans and memory skills.

It's too bad that about 30 to 60 percent of kids skip breakfast. Teens are more likely to miss breakfast than younger children. And many kids who do eat breakfast consume high-fat, high-sugar processed foods. These kinds of foods do not make the kids feel full for very long.

Give the young people in your household a strong start to the day!

Try some of these healthy breakfast items:

## One cup of Greek yogurt

Serve it with:

- 1 slice whole-wheat toast with a teaspoon of peanut butter or fat free tub margarine
- Fruit

## Toasted whole-grain waffle sandwich

Serve it with:

- 2 tablespoons peanut or almond butter
- ¼ cup raisins
- 1 cup low-fat yogurt or milk

## Vanilla-mango parfait

Make it in layers with:

- 1 cup vanilla yogurt (reduced-fat milk or 2% Greek yogurt)
- 1 cup cubed fresh or previously frozen mango or other fresh fruit
- ½ cup whole-grain cereal

## Breakfast pita

Scramble together:

- 1 or 2 eggs
- Place them in half a whole wheat pita pocket and top with ¼ cup shredded reduced-fat cheese and salsa
- Serve it with 8 ounces 100% orange juice

## Banana smoothie

Blend together:

- 1 cup fat-free or low-fat (1%) milk
- Medium banana
- 1 teaspoon vanilla extract
- Serve it with ½ whole-wheat English muffin topped with a teaspoon of peanut butter or fat free margarine

## Oatmeal & nuts

Mix together:

- Hot, plain, 1-minute or instant oatmeal
- Fat-free or low-fat (1%) milk
- Small chopped apple
- 2 tablespoons chopped walnuts

## Did you know...

Remember the Great American Smokeout on November 17

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 an Outreach Representative at 1-800-642-3550, option 4 for more information.

Oprime el 6 para hablar con alguien en español.  
(TDD/TTY users, please dial 1-800-654-5988.)

**Or:**

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

Visit [www.DeterminedToQuit.com](http://www.DeterminedToQuit.com).

Visite el sitio web [www.estoydecidido.com](http://www.estoydecidido.com).



## 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 that 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. The guidelines are based on whether the service is medically necessary as defined by the Department of Public Welfare. 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 (see back page).

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 approval before getting it.

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 about 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.

**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) 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 Pennsylvania Medicaid:

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

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 Medicaid: 1-800-642-3550, Option 1
- TTY callers should dial: 711

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

## Gateway Health Plan<sup>®</sup> Care Management Can Help

Gateway Health Plan<sup>®</sup> Care Management Department care managers are trained nurses and social workers who can help you better understand and cope with your illness or the illness of your child. 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 the care manager guide you to help 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 a medicine or a disease, they can provide you with education. They can also find help in your local area, such as food banks, help with utility bills, support groups and transportation, if you need it. If you think you may benefit from the help of a care manager, please call the Care Management Department at 1-800-642-3550. The care managers are available Monday through Friday from 8:30 a.m. to 4:30 p.m.



## HealthChoices Meetings

Gateway members are encouraged to attend the HealthChoices Consumer Advisory Committee Meetings. The HealthChoices Consumer Advisory Committee Meetings provide an opportunity to promote the exchange of ideas between HealthChoices consumers, providers, interested public and private community organizations. The HealthChoices program is sponsored by the Department of Public Welfare.

### Southwest Region Meetings are held at:

Human Services Building  
(formerly the United Way Building)

Lower Level

One Smithfield Street

Pittsburgh, PA

Next Meetings:

April 17, 2012, July 17, 2012, and October 16, 2012

### Lehigh Capital Region Meetings are held at:

County Planning Commission

Room 102

150 North Queen Street

Lancaster PA

Next Meetings:

April 25, 2012, July 25, 2012, and October 24, 2012

## 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 Medicaid 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 1-800-392-1147 (TTY/TDD users: call 711), or go online to [GatewayHealthPlan.com](http://GatewayHealthPlan.com) and click on the "Find a Provider" tab on the right side of the screen.

## Dandole mantenimiento a nuestras perlas blancas

La importancia del cuidado dental!

Sabia 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 Medicaid 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 1-800-392-1147 (TTY/TDD por telefono 711), o en línea a [gatewayhealthplan.com](http://gatewayhealthplan.com) 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.**

## THIS NOTICE DESCRIBES HOW MEDICAL AND FINANCIAL INFORMATION ACCESS TO THIS INFORMATION

Gateway Health Plan® (Gateway) is required to protect the privacy of your personal information. We are providing you this notice about how Gateway uses or gives out (discloses) medical and personal information, including 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, and
- When required by law.
- 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 health-care providers who care for you;
  - To make sure you and other Gateway members get quality health care, 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

# Notice of Privacy Practices

INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET IT. PLEASE REVIEW IT CAREFULLY.

Personal medical and non-public personal information. Also, Gateway is required to give you the right to control the use and disclosure of your personal (non-public) information held by Gateway. This protection extends to all forms of

or your personal representative, or information given for health-care 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 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.

- Also, it is information collected for a request for services by you or your doctor.
- Also, 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 1-800-392-1147 for Pennsylvania. TTY users should call 711.

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.

# Prenatal Care Guidelines – Important 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® (Gateway) has a program called MOM Matters®. This program has nurses with special training who can help you with questions or concerns about your pregnancy. They can also help with referrals to community services. These nurses are available Monday through Friday, 8:30 a.m. to 4:30 p.m. by calling 1-800-642-3550 and pressing option #2. Please refer to the MOM Matters® Program description in your member handbook for more information and some helpful tips for your pregnancy.

## 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

## 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, as well)
- 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 will:

- 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

### 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 or you notice sudden changes in your baby's activity level, or if you are in doubt and 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 postpartum 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



## It's Flu Vaccine Time Again!

*(Continued from Page 1)*



from flu, including:

- Health care 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](http://www.cdc.gov/flu), or call 1-800-CDC-INFO, 24/7.

# Obesity and the Ability to Carry Out Daily Activities

## What is the problem and what is known about it so far?

Americans are increasingly overweight or obese, and it is generally accepted that obesity leads to premature death. However, some studies suggest that obesity in older adults may not decrease life expectancy. In addition, less is known about the negative health consequences of obesity (besides a shorter lifespan) in elderly persons.

## Why did the researchers do this particular study?

To see whether older persons who were considered overweight or obese were more likely to report difficulty performing day-to-day activities that permit people to care for themselves and maintain independence.

## Who was studied?

Americans aged 65 years or older who received Medicare benefits.

## How was the study done?

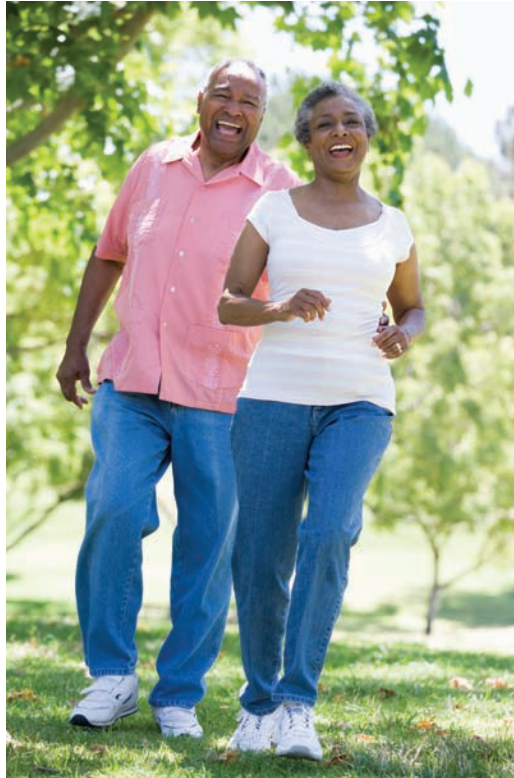
More than 20,000 Medicare recipients were surveyed about whether they had difficulty carrying out basic day-to-day activities, such as bathing or showering, dressing, and walking, as well as activities that are required to maintain full independence, such as making meals, doing housework and shopping. Participants were interviewed 3 times each year for 4 years about their ability to carry out these activities.

## What did the researchers find?

Participants who were overweight or obese reported increased difficulty with many sorts of activities, and this difficulty became worse over time. Even participants who were just above the normal weight

range reported more difficulty than normal-weight adults.

Having a weight above the normal range led to a corresponding increase in reports of difficulties completing day-to-day activities (the more a person weighed, the more difficult it was for that person to do the tasks).



## What were the limitations of the study?

Participants reported their difficulties with completing activities but were not actually tested to see whether they could perform these activities. The study was not designed to determine whether losing weight improved participants' ability to complete these activities.

Some evidence indicated that obesity was not as significant a factor in the ability of older African Americans to complete daily tasks, but the number of participants was too small to be sure that this result was accurate.

## What are the implications of the study?

Older persons should be aware that being overweight or obese may result in loss of ability to carry out normal daily activities. Such persons may want to review their ability to conduct normal activities of daily living with their health care provider.

*Source: Annals of Internal Medicine Summaries for Patients*

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

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 you are 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 cancer.

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

## 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 1-877-232-7640.

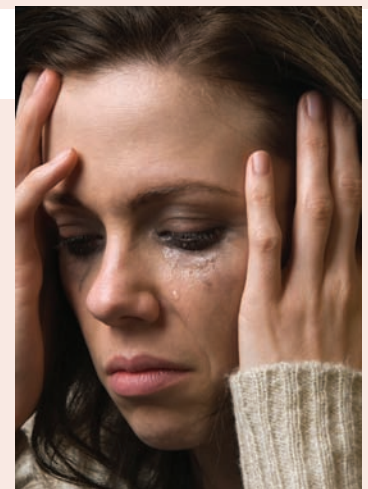
**To speak with someone about abuse or locate a local domestic violence program, contact:**

**National Domestic Violence Hotline**

**1-800-799-7233 (SAFE)**

**1-800-787-3224 (TTY for the Deaf)**

**For more information, visit:  
[www.ndvh.org](http://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](http://www.ndvh.org).**



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

## 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 can also be accessed on our website, [www.GatewayHealthPlan.com](http://www.GatewayHealthPlan.com). Click on Current Members and the name of your plan.

GATEWAY RESOURCES	MEDICAID NUMBERS
Member Services	1-800-392-1147
Pharmacy Member Services	1-800-392-1147
Preventive Health	1-800-642-3550, Option 4
Outreach Staff	1-800-642-3550, Option 4
Community Development Dept.	412-255-7138
Care 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
Special Needs	1-800-642-3550 Option 1
Fraud and Abuse	1-800-685-5235
OUTSIDE RESOURCES	
Quitline (Stop Smoking) 1-800-QUIT-NOW	1-800-784-8669
National Domestic Violence Hotline	1-800-799-7233
ATT Operator for Deaf Members (PA Relay/TTY)	711
Center for Disease Control Nat'l AIDS Hotline	1-800-232-4636

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®.

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