



Winter 2007



Harmony Happenings

CHECK YOUR ID CARD

Is the primary care physician (PCP) listed on your ID card correct? If not, please call Member Services to change to the correct PCP. Call us toll-free at **1-800-608-8158** (TTY: **1-877-650-0952**) weekdays, 8am to 5pm.



HAVE YOU MOVED? DO YOU HAVE A NEW TELEPHONE NUMBER?

Has your address or telephone number changed recently? If so, please call Harmony Member Services to let us know how we can reach you. Call us toll-free at **1-800-608-8158** (TTY: **1-877-650-0952**) weekdays, 8am to 5pm. It is important that we have your correct address and phone number so we can keep you up to date about your health care coverage.



BASIC HEALTH SCREENINGS FOR ADULTS

Checkups and physicals are not just for children. Adults should have physicals and get routine screening tests. Routine screening tests can identify a health problem early on. This helps the physician by letting him or her start treatment sooner. Also, the physician can help you make lifestyle changes that will improve your health.

CONTINUE >

What You Should Have Done	When You Should Have It Done	Women	Men
Blood pressure, height and weight taken	Follow your doctor's advice about how often to have this done	Starting with first visit	Starting with first visit
Cholesterol—total cholesterol, LDL, HDL triglycerides	Every 5 Years	Starting at age 45	Starting at age 35
Screening for cervical cancer—Pap smear	Every 1 to 3 Years	Starting at age 18	
Screening for breast cancer—mammogram	Every 1 to 2 Years	Starting at age 40	
Colon cancer screening—fecal occult test	Yearly	Starting at age 50	Starting at age 50
Flu vaccine	Yearly	If you have a high-risk disease or are age 65 or older	If you have a high-risk disease or are age 65 or older
Pneumonia vaccine	Once, and repeat every 5-10 years	If you have a high-risk disease or are age 65 or older	If you have a high-risk disease or are age 65 or older
Tetanus shot	Every 10 years	Starting 10 years after childhood shot for tetanus	Starting 10 years after childhood shot for tetanus

REGULAR SCREENING CAN CATCH BREAST CANCER EARLY

MAMMOGRAMS CAN SAVE LIVES. THEY CAN REVEAL TUMORS THAT MAY BE BREAST CANCER LONG BEFORE THEY CAN BE FELT. TREATING TUMORS WHEN THEY ARE STILL SMALL MAKES TREATING CANCER EASIER. A YEARLY MAMMOGRAM CAN IMPROVE THE CHANCE OF SURVIVING BREAST CANCER.

Women should get a mammogram:

- Once between the ages of 35–39.
- Every year for ages 40 and older.

Screening for breast cancer is very important, so ask your doctor for a referral for a mammogram the next time you are at the office.



REMINDERS

FOR ALL NEW MEMBERS

Harmony suggests that you visit with your doctor in the first 90 days of becoming a member.

TRANSPORTATION

Harmony will give you a ride to and from your home and any medical office, at no cost to you. Please call **1-800-608-8158**, 24 hours in advance to schedule a time for pickup. Please use this benefit so you do not miss your appointments.

The transportation benefit includes trips to:

- The WIC office.
- Your doctor's office.
- The pharmacy.
- The hospital.

MENTAL HEALTH AND SUBSTANCE ABUSE

If you experience any emotional, mental, substance, and/or drug issues please call **1-888-684-2026** for help.

NURSE LINE

When you want advice on a health problem or have a questions about whether you should go to the emergency room, call the Harmony Health Advice line toll-free at **1-800-608-8158**, 24 hours a day, including nights, weekends, and holidays. A nurse is available to answer your call and will make sure you get the help you need.

HARMONY CAN HELP YOU HAVE A HEALTHY BABY

PRENATAL CARE

Early and regular prenatal care can increase your chances of having a healthy baby. Prenatal care is more than just health care. It includes childbirth education and counseling. Feeling depressed, sad, blue, or down in the dumps? Let your doctor know either by calling the office or during your visit.

The usual schedule for prenatal visits is:

- Months 1 to 6—one visit a month.
- Months 7 to 8—two visits a month.
- Month 9—one visit a week.

POSTPARTUM CARE

One of the most important things you can do for yourself is having a doctor's visit after having your baby. Harmony pays for this doctor's visit, which should be scheduled 4 to 6 weeks after your baby is born. At this visit you will have a physical exam to make sure you are healing. Your doctor will be able to help you

with family planning and/or counseling. You will also have the chance to ask the doctor any questions or concerns you may have since you left the hospital. Let your doctor know if you are feeling depressed.

HARMONY HUGS

Are you pregnant? Harmony Hugs is the program for you. This program helps moms have healthy babies. When you enroll in Harmony Hugs, you will receive a tote bag and a nursery kit for you and your new baby.

You will be contacted during and after your pregnancy to see how you are doing. The Social Services Specialist can help you make your doctor appointments and arrange transportation if needed. The Social Service Specialist will also send you information about your pregnancy and baby care.

If you are interested in joining Harmony Hugs please call the Harmony Hugs line at **1-866-776-9876**.

WATCHING YOUR WEIGHT AND EATING HEALTHY

THE NUMBER OF OBESE AND OVERWEIGHT ADULTS AND CHILDREN CONTINUES TO INCREASE. BETTER HEALTH HABITS CAN IMPROVE THE WAY WE FEEL. TRY ADDING THESE THINGS TO YOUR LIFE:

- **Eat healthy**—Eat a variety of fruits, vegetables, whole grain foods, dairy products, and foods low in fat and salt. Remember to eat breakfast and limit fast food and junk food. Also, drink 8 cups of water every day.
- **Regular exercise**—Move your body for 20 to 30 minutes without stopping. Do this at least 3 to 5 times a week.
- **Talk to your doctor**—Talk to your doctor about facts for a healthy diet and safe physical activities for you.





CONCERNS? QUESTIONS? COMPLAINTS? LET US KNOW

Harmony is here to help you get the care you need. Please tell us right away if you have any problems with your care. Call Member Services at **1-800-608-8158** (TTY: **1-877-650-0952**).

rules about what we need to do when we receive it. We must be fair in how it is handled. You cannot be removed from the plan or punished in any way if you make a complaint.

State law guarantees your right to make a complaint about your medical care. There are

Below are the two types of complaints you can file:

1) An **appeal** asks us to change a decision or action that we made about your coverage. You can file an appeal if Harmony acts to do any of the following things:

- Denies a service.
- Denies payment for an approved service.
- Approves less than what was asked for.
- Stops services that were once approved.
- Approves a different service from the one that was asked for.
- Fails to provide service in a timely manner.
- Fails to act within the timeframes established for grievances and appeals.

You or someone you choose may file an appeal. You must tell us in writing the person you have chosen. For example, it can be either your guardian or your provider.

2) A **grievance** is a complaint by the member or the provider on the member's behalf about care and treatment that does not amount to a change in scope, amount, or duration of service.

- You are not happy with the care you are getting.
- The service you desire is not a covered service.
- You have not received services that were approved.
- You drive too far to get the services that were approved.
- You did not receive services as quickly as you thought you should.

If you are not satisfied with our decision, you can appeal to the Illinois Department of Healthcare and Family Services at the address below. The appeal must be in writing. The decision by the Department is final. Mail your letter to:

Illinois Department of Healthcare and Family Services
Managed Care Division
201 S Grand
Springfield, IL 62763-3838

If you have any questions or would like more information, please call us. Call toll-free at **1-800-608-8158** (TTY: **1-877-650-0952**).

YOU CAN CALL MEMBER SERVICES AT 1-800-608-8158

CAN'T FIND WHAT YOU'RE LOOKING FOR IN THE MEMBER HANDBOOK? OUR MEMBER SERVICES DEPARTMENT IS HERE TO HELP YOU. THEY HAVE ANSWERS ABOUT HARMONY'S BENEFITS AND SERVICES.

- n You can call Member Services and get help with questions like:
 - What benefits and services you are entitled to receive.
 - Getting medical care after office hours.
 - Getting medical care out of the service area.
 - Getting information about your doctor or specialist.
 - How to change or choose a doctor or other health care provider.
 - Solving a problem about your health care.
 - Getting complaints resolved.

- Getting records from your health care provider.
- How to get a copy of your Rights and Responsibilities.
- How to get a copy of clinical practice guidelines.
- n We may have representatives who speak your language if it is not English. We also have Language Line Services to assist you.
- n Our TTY line is **1-877-650-0952** for those who are hearing-impaired.
- n Materials in languages other than English and in other formats are also available.



PAP TESTS CAN BE A LIFESAVER

CERVICAL CANCER CAN USUALLY BE PREVENTED IF WOMEN GET REGULAR SCREENINGS CALLED PAP TESTS. THE TESTS CAN FIND CELLS THAT CAN BE TREATED BEFORE THEY BECOME CANCER.

Pap tests can also find signs of cancer early to stop it from spreading. If all women who need a Pap test got them, almost all deaths from cervical cancer could be prevented. Pap tests save lives.



WHO SHOULD GET A PAP TEST?

- Women who are age 18 and older.
- Women who are or have been sexually active.

Pap tests should be performed at least once a year for three years in a row. After that, your doctor will advise you on how often you should have one.



HOW YOU CAN HANDLE DIABETES

Take care of yourself by taking care of your diabetes. The good news is that there's a lot you can do to stay healthy. If you keep your blood sugar, blood pressure, and cholesterol close to your goal, you may prevent or delay serious health problems. Your doctor is the best person to ask concerning what your goals should be.

WHAT YOU SHOULD DO:

- Test your blood sugar using a blood glucose monitor before meals and at bedtime.
- Check your feet every day.
- Watch what you eat.
- Take your medication as prescribed.
- Exercise regularly.
- Stop smoking.

WHAT YOUR DOCTOR CAN DO:

- Take your blood pressure at every visit.
- Measure your weight at every visit.
- Give you a complete foot exam once a year.
- Give you a flu shot every year.
- Give you a pneumonia vaccine as needed.

PLEASE ASK YOUR DOCTOR FOR THESE TESTS:

- Hemoglobin A1c (A1c) at least twice a year.
- Cholesterol (good and bad) at least once a year.
- Urine test for kidney damage at least once a year.
- Dilated eye exam every year.

TEST	GOAL	HOW OFTEN THESE TESTS SHOULD BE DONE
Hemoglobin A1c (A1c)	Below 6%	At least twice a year
Blood pressure	Below 130/80	Every visit
Good cholesterol (HDL)	Men—Greater than 40mg/dl Women—Greater than 50 mg/dl	Once a year
Bad cholesterol (LDL)	Below 100mg/dl	Once a year
Triglycerides	Below 150mg/dl	Once a year
Urine test for kidney damage	To find and treat early	Once a year
Dilated eye exam	To find and treat early	Once a year

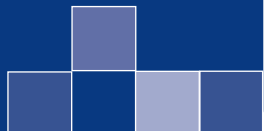


DISEASE MANAGEMENT PROGRAM OFFERS HELP WITH SERIOUS AILMENTS

Harmony has a program for members who have asthma, diabetes, and congestive heart failure. This program will help you:

- Learn more about your condition.
- Learn about your medications.
- Improve your overall health.

Find out more by calling **1-800-608-8158** toll-free.



REAL EMERGENCIES CAN'T WAIT

WHEN YOU OR YOUR CHILD IS SICK OR INJURED, IT MIGHT SEEM LIKE AN EMERGENCY. A REAL EMERGENCY IS WHEN A PERSON COULD DIE, IS IN SEVERE PAIN, OR COULD SUFFER A LIFELONG HEALTH PROBLEM IF HE OR SHE DOES NOT GET IMMEDIATE HELP.

Examples of Real Emergencies

Are:

- Hard time breathing
- Severe chest pain
- Labor pains—having a baby
- Choking
- Broken bones
- Fainting or seizures
- Bleeding that will not stop.
- Suddenly not being able to move or speak
- Drug overdose or poisoning
- Wanting to hurt yourself or someone else

Emergency rooms should not be used when it is not a real emergency. If it is not a real emergency, you should call your doctor's office even if the office is closed. The doctor's answering service will have him or her call you. Remember, your doctor (PCP) is the best person to call when you have a health problem.

Emergency Room Services

Are NOT For:

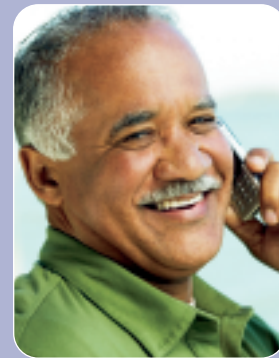
- A cold or cough
- An ear infection or earache
- Nausea or vomiting
- Diarrhea
- A sore throat
- The flu
- A rash, bumps or itching
- A headache
- Any problem that can wait for you to see your doctor

For additional advice, call the Nurse Advisor Line toll-free at 1-800-608-8156 24 hours a day, 7 days a week.

GETTING CARE WHEN YOU ARE AWAY

THERE ARE TIMES WHEN YOU MAY NEED CARE WHILE TRAVELING. HERE'S WHAT YOU CAN DO WHEN YOU ARE ILL WHILE AWAY FROM HOME:

Are you sick but it is not an emergency or something that needs urgent care? Call your doctor. He or she can help you decide



information about getting care away from home? Call Member Services at **1-800-608-8158 (TTY: 1-877-650-0952)**. If you think

whether to go to the nearest emergency room or wait until you come home to see him or her. Something needs urgent care when it is serious, but not serious enough to need a trip to an emergency room. Can't reach your doctor or need more

you have an emergency, call 911 or go to the nearest emergency room.

Remember that you can call the Nurse Line at **1-800-608-8158** to talk with a nurse 24 hours a day to ask questions and get help.

KIDS' SHOTS

TARGET SERIOUS ILLNESS



You probably know that babies need shots to protect them against serious diseases such as measles, whooping cough, and polio. Shots work best when babies get them early—before age 2. You'll probably need to make at least 5 or 6 visits to get them all. This can seem like a hassle, but it's worth it to

protect your baby. We urge you to stick with that schedule. Your PCP (Primary Care Physician) will give you information about each shot and can talk with you about your concerns or questions.

If your children get their shots from somewhere other than

their PCP, please take their shot record to the PCP office. The PCP needs to keep track of the shots your child has received.



Here are the shots every child should get and when:

Diphtheria, tetanus, whooping cough	2, 4, 6, 15–18 months and once between the ages of 4 and 6.	H. Influenzae	2, 4, 6 and 12–15 months.
Polio	2, 4, 12–18 months and once between the ages of 4 and 6.	Measles, mumps, rubella	12–15 months and once between the ages of 4 and 6.
Chicken Pox	12–18 months and between the ages of 11 and 12 if no previous vaccine or history of chicken pox.	Hepatitis B	Option 1: birth, 1–2 months and 6–18 months.
			Option 2: 1–2 months, 4 months and 6–18 months.
		Pneumococcal	2, 4, 6, and 12–15 months.

HERE'S HELP TO BREAK THE SMOKING HABIT

QUITTING IS HARD. MANY PEOPLE TRY SEVERAL TIMES BEFORE THEY QUIT FOR GOOD. THE INFORMATION BELOW EXPLAINS HOW YOU CAN GET HELP TO QUIT SMOKING. BREAKING THE HABIT MAY BE DIFFICULT, BUT YOU CAN DO IT.

A combination of things will help you quit:

Get Ready

- Set a date to quit.
- Change the things around you. Get rid of all cigarettes and ashtrays in your home, car, and place of work.
- After you quit, don't smoke—not even a puff.

Get Medicine

- Talk to your doctor about medicine that can help you quit.

Get Help

- Tell your family, friends, and people you work with that you are going to quit. Ask for their support.
- Talk with your doctor, nurse, or other health care worker.
- They can help you quit.
- Get together with other people who are trying to quit or call a hotline.
- To find out where to get help in your area, call the American Cancer Society toll-free at **1-877-44U-QUIT**.



NEW VACCINE GUARDS AGAINST HPV



What is HPV?

HPV is a common virus known as the Human Papillomavirus, or also known as the virus linked to “genital warts.” This virus is becoming very common. Many times individuals don’t know they have it and continue to spread it unknowingly. There are many different “types” of the HPV virus. Some can lead to genital warts; others can lead to cervical cancer if left untreated.

There are many ways that you can protect yourself from catching HPV. Some of these ways include:

- Using condoms
- Limiting sexual partners
- Get regular Pap smears

Your doctor can tell through the Pap test if you may have a type of HPV that can lead to cervical cancer. Getting regular Pap smears is very important to prevent the HPV virus from getting more serious.

What is the HPV vaccine?

There is a new shot available that may help protect you from catching the HPV virus. This shot has become available in many doctor’s offices and can be given to girls and women starting as early as nine years old. This shot is only for women who do not have HPV. It will not treat or cure HPV. If you are part of Harmony Health Plan, this vaccine is available to you through your doctor and is a covered service!

For more information about this shot and/or any questions about HPV or genital warts, talk to your doctor.

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Para solicitar este documento en español llame al servicio al miembro al 1-800-608-8158 (TTY: 1-877-650-0952).