

# healthy**now**

2009 ISSUE 2

A NEWSLETTER FOR MEMBERS OF PASSPORT HEALTH PLAN

## Getting Your Child Ready for the Dentist

Starting your child's dental care at an early age is a great way to teach good dental health. Your child needs healthy teeth to chew foods, talk clearly, and have a nice smile.

Passport Health Plan has a special program for children called Early and Periodic Screening, Diagnosis and Treatment, or EPSDT. EPSDT covers checkups for children ages birth to 21 years old. At an EPSDT visit, the provider will also look in your child's mouth. Your provider may tell you to take the child to a dentist.

Your child needs to see a dentist 2 times every year. The first visit should be after the first tooth comes in or no later than 1 year old. Some children may be worried about the visit to the dentist. You can help ease the worry by telling your child what to expect. You can even make it fun and let your child "play dentist" with you.

Here are some things you can tell your child:

- ✓ The dentist is your friend and wants to keep your teeth healthy.
- ✓ The dentist will show you how to brush and floss.
- ✓ You might have to lay back in a special chair.
- ✓ The lights will be bright.
- ✓ The dentist will use a special toothbrush that spins fast and makes noise.
- ✓ The dentist will use special tools to check the teeth and gums.
- ✓ The dentist will look for cavities and clean the teeth.

After the first dental visit, let your children know that you are proud of them. Remind your children that having clean teeth will help them stay healthy. And staying healthy means feeling good and being able to play!



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HEALTH  
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University Health Care, Inc.  
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# The Hidden Poison



Many children are near a dangerous poison every day. This poison is often hidden in the houses where they live. The hidden poison is lead. It may be in the water they drink, the air they breathe and in things they pick up or put into their mouths. The poison can affect learning ability and growth. It can even cause brain damage or death.

At one time, lead was an ingredient in paint used for houses. Houses built before 1950 are more likely to have paint made with lead. This paint can chip or can get into the air as dust, especially when sanded. If children eat paint chips or breathe the dust, they can get lead poisoning. Some water pipes are made of

lead. Children may get lead poisoning from drinking water that comes through these pipes.

It can be hard to tell if a child has lead poisoning. That is why children need a lead screening test. Lead testing is a part of the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program.

## When does my child need a lead test?

- ✓ All children should be tested between ages 9 and 12 months and again at 2 years old.
- ✓ If your children did not have a lead test at these ages, they need a test between 3 and 6 years old or at any

time you or your primary care provider (PCP) thinks your children are at risk.

## Ways to protect children from the hidden poison:

- ✓ Never let children chew on things with paint.
- ✓ Teach children to wash their hands before meals.
- ✓ Keep children away from dust when making home repairs.
- ✓ Check with your child's PCP to see if your child has had a lead test.

All children need a lead screening test between the ages of 9 and 12 months and again at age 2.

# New Online Drug Formulary for Members

The Online Drug Formulary is a new, easy-to-use tool that is just for you — members of Passport Health Plan and Passport Advantage. The tool lets you look up medicines and find out if they are covered.

1. Go to [www.passporthealthplan.com](http://www.passporthealthplan.com).
2. Click on **Pharmacy**.
3. Click on **Online Drug Formulary** listed under **Passport Health Plan** in red. If you are a Passport Advantage member, click on **Online Drug Formulary** under **Passport Advantage** in purple.



# Love Your Kidneys!

Did you know that 1 in 9 Americans has kidney disease? Most people do not even know they have it. The most common causes are diabetes and high blood pressure. African Americans, people with heart disease and those age 60 or older also have higher risk for kidney disease. Once you have kidney disease, it does not go away. If it is caught early, medicine and lifestyle changes can slow it down.

## What your kidneys do

Your kidneys clean waste and toxins in the blood. Poorly controlled diabetes will damage the kidneys. When this happens, the kidneys cannot clean out the waste or toxins. The result is kidney disease or nephropathy (ni-FROP-a-thee).

## What can you do?

Taking good care of your kidneys is important. You can take these steps to keep your kidneys healthy:

1. Control your diabetes.
2. Keep your blood pressure below 130/80. You can do this by losing weight, eating less salt, exercising regularly and avoiding alcohol and smoking.
3. Get blood and urine tests to check for kidney disease every year.
4. Ask your primary care provider (PCP) about blood pressure medicines that can help slow down the damage to your kidneys.

# The reality is

You *can* protect your kids.

Hope is here for families who need insurance for their children — thanks to Kentucky's governor, Steve Beshear. Families can now mail in or fax applications for the Kentucky Children's Health Insurance Program (KCHIP). KCHIP offers low-cost or free insurance for children and teens up to their 19<sup>th</sup> birthday. Children and teens who qualify for KCHIP and live in our service area will become members of Passport Health Plan.

Passport Health Plan has enrollment specialists who can help families fill out and submit applications. We can also help families who have lost KCHIP and need to recertify. If you or someone you know would like to work with an enrollment specialist, please call us at **1-800-578-0603**, press **0**, then press **78573**.



*Kentucky Children's Health Insurance Program*



## Pap Tests — A Healthy Habit for All Women

Having a yearly Pap test is an important part of being a healthy woman. Passport Health Plan covers Pap tests for all female members at least once a year. And you do not need a referral.

### What is a Pap test?

A Pap test checks women for cervical cancer. When you get a Pap test, your provider takes a small sample of cells from your cervix (the neck of the womb inside the vagina).

### When should I start having Pap tests?

Start having Pap tests yearly when you start having sex or at age 21, whichever comes first.

### How often do I need a Pap test?

Women should have a Pap test every year. If you have had a normal Pap test 3 years in a row, you may need to be tested every 1 to 3 years. Talk with your provider to find out how often you need to be tested.

### Will my Pap test be covered?

YES! Passport Health Plan covers Pap tests for all female members at least once a year. And you do not need a referral.

### Where can I go to have a Pap test?

You can go to your primary care provider's (PCP) office, OB/GYN's office, local health department or a family planning clinic.

### I prefer a female provider. How can I find one?

Please call Member Services and a representative can help you find a female provider.

## Help a Friend Break the Silence



The National Domestic Hotline says 1 in 3 women is physically or sexually abused at some point in her life. That means, for most of us, someone we know — our mother, sister, daughter, friend or neighbor — is a victim of abuse. Abuse by a partner is called **domestic violence**.

### What can you do as a friend?

- ✓ Support the person being abused. Listen to her and tell her you care.
- ✓ Try talking with your friend about domestic violence. Do not force the issue, but allow her to talk when she is ready.
- ✓ Never blame your friend for what is happening.
- ✓ Let your friend know she is not alone.
- ✓ Encourage your friend to break the silence and get help from the National Domestic Violence Hotline.

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If you are worried about a friend and you need to talk, call: **Center for Women and Families in Crisis Line, 1-877-803-7577**



**National Domestic Violence Hotline:**  
**1-800-799-7233 (SAFE), 1-800-787-3224 (TTY for the deaf), and online at [www.ndvh.org](http://www.ndvh.org)**

Your call to the hotline is free and will be kept private. Help is also available in English, Spanish and many other languages.



### We're Here to Help!

If you want to talk to a counselor about problems you are having, please call us! We can tell you how to find the help and resources you need.

# Free Diabetes Event Coming Soon

Please join us for a special diabetes event. Local providers will be here to talk with you. They will teach you about topics related to diabetes. You can choose the topics you want to learn about from this list:

- ✓ Heart and stroke
- ✓ Diabetes medicines
- ✓ How to control diabetes
- ✓ Eye care
- ✓ Foot care
- ✓ Depression
- ✓ Nutrition
- ✓ Dental care
- ✓ Glucose meters
- ✓ Children and teens



If you would like to join us or if you have questions, call **1-800-578-0603**, press **0**, then press **77303**.



**What:** Diabetes Prevention and Education

**When:** Saturday, November 14, 2009  
10 a.m. to 2 p.m.

**Where:** St. Stephen Church Family Life Center  
1008 South 15th Street  
Louisville, KY 40210

Lunch and snacks will be provided. Each person will receive a free gift and a chance to win door prizes! Everyone is welcome to join us. You do not have to be a Passport Health Plan member to attend.

# Take Prenatal Vitamins for You and Your Baby

## Helpful tips for mom:

- ☞ Take your prenatal vitamin every day or as ordered by your OB provider.
- ☞ Passport Health Plan will cover prenatal vitamins during your pregnancy and while you are breastfeeding.
- ☞ If you have trouble taking your prenatal vitamin, talk with your provider.

## Benefits for mom and baby:

- ☞ Gives you and your baby the amount of nutrients you both need.
- ☞ Helps you avoid bone density loss.
- ☞ Helps your baby stay healthy and can prevent birth defects.



**For Passport Advantage Members**

## **Are You At Risk for Heart Disease?**

You could be at risk for heart disease and not even know it. To find out if you are at risk, check all the boxes that apply to you.

- Family history of heart disease
- High cholesterol levels
- Male over 45 years old
- Female over 55 years old
- High blood pressure
- Smoker
- Overweight
- Diabetic
- Do not exercise

If you checked any of the above boxes, you have a higher chance of getting heart disease. The good news is you can control and change some of these risk factors.

### **What can you do?**

- ✓ Get regular checkups.
- ✓ Get a cholesterol screening.
- ✓ Exercise 30 minutes every day or at least 3 to 4 days per week. Ask your provider about an exercise program.
- ✓ Take all your medicines as your provider tells you to.
- ✓ Talk with your provider before you stop taking any medicine.
- ✓ Eat a healthy diet low in sodium (salt), saturated fat and cholesterol. Ask your provider about a diet that is right for you.

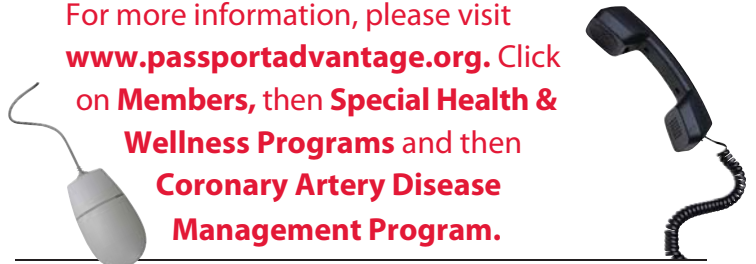


- ✓ If you smoke, quit right away. We have a **YES, You Can!** program that can help you quit. Call us for more information at **1-800-578-0603**; press **0**, then press **78366**.
- ✓ If you have diabetes or high blood pressure, work with your provider to control your disease.

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If you have any questions, please call **1-800-578-0603**, press **0**, then press **78212**.  
TTY users, please call **1-800-691-5566**.

For more information, please visit **www.passportadvantage.org**. Click on **Members**, then **Special Health & Wellness Programs** and then **Coronary Artery Disease Management Program**.



# The Right Care at the Right Time

Utilization Management (UM) is the part of Passport Health Plan and Passport Advantage that makes decisions about your health care benefits. As a member, you should know the following about how we make decisions:

- ✓ UM decision-making is based only on appropriateness of care and service, and existence of coverage. **This means we check to see if a service is medically needed and covered by Passport Health Plan or Passport Advantage before making decisions.**
- ✓ We do not reward providers or other individuals conducting utilization review for issuing denials of coverage or services. **This means we do not reward anyone, including providers, for denying services to members.**

- ✓ Financial incentives for UM decision-makers do not encourage decisions that result in underutilization. **This means we do not give anyone extra money for making decisions that keep you from getting the care you need.**

We want you to get the right care at the right time. If you have any questions about the UM process or decisions, please call Member Services and someone will help you.

You may contact us about UM issues anytime! Call **1-800-578-0603** and press **2** between the hours of 8 a.m. and 6 p.m. If you call after hours, please leave a message.



# Percy

SAYS....



## Be Ready When You Call Member Services

Dear Member,

When you call Member Services, be sure to have your Passport Health Plan ID card with you. A representative will ask you for your member ID number. Having your ID card ready will help you get the answers you need.



## ¿Habla español ... ?

If you would like to receive a copy of this newsletter in Spanish or large print, please call **1-800-578-0603**. If you are a person with a hearing impairment, you may call our TDD/TTY number **1-800-691-5566**.

Si desea obtener una copia de este boletín informativo en español, sírvase llamar al **1-800-578-0603**. Si Ud. es una persona que tiene problemas de la audición, Ud. puede llamar a nuestro dispositivo de telecomunicaciones para personas con problemas de la audición (TDD/TTY) al **1-800-691-5566**.

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## You Can Decide — Advance Health Directives

An advance health directive is a legal paper that protects your wishes when you are not able to do so. It lets you decide how you want to be treated if you get very sick. This way, those who care for you will not have to guess what you would want.

A **living will** is one type of advance health directive. It lets you decide the kind of medical care you want or do not want if you get very sick. A **durable power of attorney** is another type of advance health directive. It lets you pick the person you want to make health care decisions for you when you cannot.

As long as you can still make your own decisions, your advance directive will not

be used. You can say “no” or “yes” to treatment at any time.

All adults should talk with a primary care provider about an advance health directive.

### How to find a copy of an advance health directive:

1. Go to **[www.ag.ky.gov/civil/consumerprotection/livingwills.htm](http://www.ag.ky.gov/civil/consumerprotection/livingwills.htm)**.
2. Once you are on the web site, click on **Download the Attorney General’s Living Will Packet**.
3. If you do not have access to a computer or are having trouble, call Member Services. We can print you a copy and mail it to you.

