

YourCare *Matters*



YourCare

HEALTH PLAN A MONROE PLAN COMPANY™

# Member Newsletter

People First. That's *Our* Policy.

## SUN SAFETY

### Tips and tricks for how to stay safe in the sun!

#### Healthy fun facts

#### We all need some sun exposure!



- The sun is the top source of Vitamin D, which helps our bodies absorb calcium for stronger, healthier bones

- Repeat unprotected sun UV exposure can cause:

- Skin damage, eye damage, immune system suppression and skin cancer

- Most kids get much of their lifetime sun exposure before the age of 18

#### • Avoid The Highest Overhead Sun!

- It's the strongest from 10:00am-4:00pm

#### • Wear Protective Eye Wear!

- Purchase glasses with labels ensuring 100% UV Protection

#### • Cover Up!

- Wear a hat
- Keep babies 6 months or younger in the shade
- Apply sunscreen 15-30 minutes before going outside
- Reapply every 2 hours or after sweating or swimming
- Dermatologists recommend SPF 30 or higher for kids;



SPF 15 or higher for adults regardless of skin tone

#### • Double Check Medication Warnings!

- Some medications can cause increased sensitivity to UV rays

## Staying Healthy

### GOOD QUESTIONS FOR GOOD HEALTH

YourCare Health Plan encourages you to use the “Ask Me 3®” questions every time you talk with a doctor, nurse or pharmacist:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do it?

People who understand health instructions make fewer mistakes when they take their medicine or prepare for a medical procedure.

This may help you get well sooner or help you better manage your health.

### HELP YOUR PCP TO HELP YOU

You are a very important member of your healthcare team. Whenever you have any medical tests, such as a diabetes retinal eye exam, blood work or X-rays, including a mammogram, or are seen by a doctor other than your Primary Care Provider (PCP), ask that the results be sent to your PCP.



If you are seen at an urgent care site, in the emergency room, or have been admitted to the hospital, your PCP wants to know. Please ask that all reports and discharge instructions are sent to your PCP.

**KEEP THE FOLLOWING INFORMATION WITH YOUR  
YOURCARE HEALTH INSURANCE CARD:**



\_\_\_\_\_  
Primary Care Doctor's name and practice name

\_\_\_\_\_  
Address where you see your Primary Care Provider (PCP):

\_\_\_\_\_  
Phone number: • Fax number:

\_\_\_\_\_  
Email:

Give this information to the receptionist when you sign in for any tests or appointments with a doctor other than your PCP. This includes any visits to an urgent care facility or emergency room, and when you are admitted to a hospital. This helps ensure that a record of your visit is shared with your PCP and that the information is included in your medical record.

## DIABETES PREVENTION-WHAT YOU CAN DO ABOUT IT

Diabetes affects nearly 26 million people in the United States. Diabetics have high blood sugar levels, which can lead to heart disease, blindness, kidney disease and loss of limbs, and is one of the top causes of death. Another 79 million people have prediabetes, which can lead to full-blown diabetes. Because of this, people who are at high risk for either diabetes or prediabetes should be tested for both conditions.

### Testing

Testing for diabetes and prediabetes should usually begin at age 45, and be considered in younger adults who have any risk factors such as:

- Lack of physical activity
- Have a relative with diabetes
- Overweight
- Minority status
- Women who delivered a big baby or who were told they had diabetes while pregnant
- Have high blood pressure or are on treatment for high blood pressure
- Have a history of angina, heart attack, stroke, or other blood vessel problems

If you have any of these risk factors or are over 45, it is important that you talk with your doctor.

## CUSTOMER SERVICE

All of your health insurance needs are right at your fingertips. Please call our friendly staff at 800-683-3781 or visit our website at [yourcarehealthplan.com](http://yourcarehealthplan.com). Are you looking for a doctor or other health care provider? Search our Provider Directory at [yourcarehealthplan.com/Find-A-Provider](http://yourcarehealthplan.com/Find-A-Provider).

Changing your Primary Care Physician is easy with our PCP Change Form. This form and many other commonly requested items can be found on the Member Central page of our website [yourcarehealthplan.com/for-members](http://yourcarehealthplan.com/for-members). The Resources & Helpful Material section holds information such as transportation and community resources. Member Handbooks can also be found on the Member Central page.



## PAYMENTS

Payments can be mailed to the address on your payment stub, PO Box 536586, Pittsburgh, PA 15253-5907, or automated payments that can be arranged through your bank. A dropbox for Child Health Plus and Essential Plan premiums is available at our YourCare locations: 6400 Sheridan Drive, Suite 120, Buffalo, NY and at 1120 Pittsford-Victor Rd., Pittsford, NY. Please note that your onsite payment must be in the form of cash, check or money order. Credit and debit card payments can be made online at [yourcarehealthplan.com](http://yourcarehealthplan.com), or over the phone with our

Customer Operations Department at 800.683.3781.

## TELL US IF YOU'RE MOVING

If you have moved or are planning to move, we need to know where to reach you when we have important news.

If you enrolled through NY State of Health, please call 1.855.355.5777 or visit <http://www.nystateofhealth.ny.gov/>.

Otherwise, please call us at 1.800.683.3781 and give us your new address. Also, let us know if you have a new phone number or email address.



## CASE & DISEASE MANAGEMENT

YourCare offers free case management and disease management services to our members who need help managing their health.

We can help with any of these conditions:

- Diabetes
- Asthma
- Cardiovascular disease
- Pregnancy
- Mental illness
- Drug or alcohol abuse
- Other health conditions

Call us at 844-337-7144 or visit us at [yourcarehealthplan.com](http://yourcarehealthplan.com) to learn about our programs and how we can help you.

## MEMBER RIGHTS

You have rights and responsibilities that will help you get quality health care and keep your information private.

For more information about your rights or questions about your health plan, please call 800-683-3781 (TDD/TTY 711). Language assistance is available. You can also learn more at [yourcarehealthplan.com](http://yourcarehealthplan.com).

## Advertising/Marketing and Financial Ownership Arrangements

YourCare does not advertise products or services to members in our case management/disease management programs. YourCare does not own, and is not owned by, another organization that advertises products or services to our members. More information is available by request or at [yourcarehealthplan.com/about](http://yourcarehealthplan.com/about).

## FROM YOURCARE PARTNERS

### BEHAVIORAL HEALTH



Spring is a time for cleaning and getting organized. Clutter and disorganization can cause stress or feeling overwhelmed. Here are some tips to help you clean up and get organized this spring:

- Make a schedule. Have a plan to clean certain areas of your home regularly and schedule times to go through mail and paperwork.

- Make a list. Write a to-do list on a daily or weekly basis to help you stay organized and remember the things you need to do.
- Get rid of things you don't need. Donate clothes or household items that you do not need or use.
- Put things back right away. If you clean up as you go and always put things back in their place when you are done using them, this will help avoid extra mess and clutter.
- Ask for help. Use a friend or family member to help you get organized.

## PHARMACY

Compound drug changes are coming in 2017.

Starting October 1, 2017, changes are being made to the covered list of drugs allowed in compounded prescriptions. Compounded prescriptions are those that are formulated by a pharmacist under the direction of the prescribing physician.



The reason we're excluding coverage of most compounded products is the lack of published information on how well they work and if they are safe. Also, compounded products are not Food and Drug Administration (FDA)-approved and they do not undergo the rigorous clinical review process that approved prescription products do.

Examples of compounded products that will not be covered after

October 1, 2017 include:

- Most of the oral drugs used in making custom topical compounds will not be covered. These drugs include (partial list): meloxicam, diclofenac, gabapentin, ketoprofen, piroxicam, cyclobenzaprine.
- Bulk powder dosage forms of most drugs that are used to make a compounded product (i.e. Fluticasone propionate powder, Tramadol powder, Gabapentin powder).
- Commercially-prepared topical dosage forms of most drugs that are used to make a compounded product (i.e. Lidocaine 5% ointment, Lidocaine-prilocaine cream, Voltaren Gel-diclofenac sodium 1% gel.)
- Additional product examples will be available on our website.

Pediatric suspensions to meet unique dosage needs in children are generally not impacted nor can be approved through individual exception.

If you were using one of these compounded products in 2017, you will be notified if these changes impact you.

Using a pharmacy out of NY State:

Starting September 1, 2017, most pharmacies out of NY State will no longer be able to automatically fill your prescription or supplies. Exceptions include some of the border towns in northeast Pennsylvania (Corry, Bradford, Erie, Warren, etc.) and our approved specialty and mail order pharmacies.

If you are traveling or visiting another area and you need an emergency fill, the pharmacy will be able to get an authorization to get you enough medication until you are back home. If you are using an out-of-state pharmacy on a regular basis, you will need to arrange to have your prescriptions transferred to a NY State pharmacy.

### **PEOPLE FIRST. THAT'S OUR POLICY.**

We've got you covered!

The New York Consumer Guide to Health Insurers evaluates the performance of HMOs and other insurers.

TO OBTAIN YOUR FREE COPY, WRITE TO:

New York State Department of Financial Services  
Publications Unit Agency Building One, 5th Floor  
Albany, N.Y. 12257

Or email your request to [publicat@dfs.ny.gov](mailto:publicat@dfs.ny.gov)

Guides are also available through the

New York State Department of Financial Service's Website: [dfs.ny.gov](http://dfs.ny.gov)

In your request, include the following:

Please send a copy of the current New York Consumer Guide to Health Insurers to:

Name:

Address:

City/State:

Zip Code

## YOU SHOULD KNOW

### MEMBER RIGHTS AND RESPONSIBILITIES

#### YOUR RIGHTS

As a member of our health plan, you have a right to:

- Be cared for with respect, without regard for health status, sex, race, color, religion, national origin, age, marital status or sexual orientation
- Be told where, when and how to get the services you need from our health plan
- Be told by your PCP what is wrong, what can be done for you, and what will likely be the result in language you understand
- Get a second opinion about your care
- Give your OK to any treatment or plan for your care after that plan has been fully explained to you
- Refuse care and be told what you may risk if you do
- Get a copy of your medical record, and talk about it with your PCP, and to ask, if needed, that your medical record be amended or corrected
- Be sure that your medical record is private and will not be shared with anyone except as required by law, contract, or with your approval
- Use the health plan complaint system to file any complaints or appeals. You can complain to New York State Department of Health or the local Department of Social Services any time you feel you were not fairly treated.
- Use the State Fair Hearing system
- Appoint someone (relative, friend, lawyer, etc.) to speak for you if you

are unable to speak for yourself about your care and treatment

- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints

#### YOUR RESPONSIBILITIES

As a member of our health plan, you agree to:

- Work with your PCP to guard and improve your health
- Find out how your health care system works
- Listen to your PCP's advice and ask questions when you are in doubt
- Call or go back to your PCP if you do not get better, or ask for a second opinion
- Treat health care staff with the respect you expect yourself
- Tell us if you have problems with any health care staff.

