

YourCare *Matters*



YourCare
HEALTH PLAN A NONROE PLAN COMPANY

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Member Newsletter



People first. That's *our* policy.

ERIE & CHAUTAUQUA COUNTY YOURCARE OPTION (MEDICAID MANAGED CARE)

Members: Your Renewal Process is Changing!

If you are a YourCare member living in Erie or Chautauqua Counties, your renewal process is changing! Previously, you may have recertified with your local Department of Social Services (DSS), but now you will be required to renew through the NYSOH Health Plan Marketplace.

YourCare Marketplace Facilitated Enrollers can help you through this process!

You may renew your health insurance over the phone! Call the dedicated YourCare enrollment line – 1.866.273.6121 – to get help. If you'd like to meet with us, stop in or make an appointment at one of our two enrollment centers:

446 Main St., Buffalo, 14202 or 6400
Sheridan Dr., Williamsville, 14221.

We are open Monday – Friday, 8AM – 5PM.

In Chautauqua County, you may call Penny Gullo, Marketplace Facilitated Enroller, for help with recertification at 716.200.3058.

HOW DOES AN ACO BENEFIT ME?

The Greater Buffalo United Accountable Care Organization (GBUACO), in conjunction with YourCare Health Plan, gives you a more significant role in guiding your own health care. GBUACO provides open communication between physicians from different specialties within the ACO to determine the best course of care. GBUACO reduces medical history paperwork as records are stored in the practice's electronic medical records or EMR.

ACOs relieve other difficulties you may face, including: transportation to medical appointments, conflicting treatments from different doctors, and confusion over being prescribed multiple medications.

GBUACO's network of providers includes primary care physicians, specialists and hospitals. Some Medicaid ACO models like GBUACO's include behavioral health, long-term care services and supports, and human services (food pantries, housing, clothing, etc.).

GBUACO Chief Executive Officer Dr. Raul Vazquez has compared the ACO model to a building contractor's business strategy.

"If the primary care doctor is the builder in this metaphor, then the other GBUACO providers are the subcontractors, taking on the electrical and plumbing parts of the project to finish under budget," said Vazquez. "In the case of Medicaid ACOs, the network doctors, specialists, pharmacies, social services agencies, etc. work in conjunction to make sure the patient gets and stays healthy."

VACCINATE YOUR PRETEEN THIS SUMMER BEFORE THE BACK-TO-SCHOOL RUSH

Well child visits (physical exams) and vaccines (shots) aren't just for babies. Talk with your doctor to ensure your child is up to date on all four of the vaccines recommended for preteens and teens: HPV, meningococcal, Tdap and flu.

According to the Center for Disease Control (CDC), boys and girls should get the following vaccines at age 11 or 12 years:

HPV vaccine

Human papillomavirus (HPV) vaccine helps protect against HPV infections that cause cancer. All boys and girls should finish the HPV vaccine series before they turn 13 years old.

Quadrivalent meningococcal conjugate vaccine

Quadrivalent meningococcal conjugate vaccine protects against some of the bacteria that can cause infections of the lining of the brain and spinal cord (meningitis) and bloodstream infections (bacteremia or septicemia). These illnesses can be very serious, even fatal.

Tdap vaccine

Tdap vaccine provides a booster to continue protection from childhood against three serious diseases: tetanus, diphtheria, and pertussis (also called whooping cough).



Flu vaccine

Preteens and teens should get a flu vaccine every year, by the end of October if possible. It is very important for preteens and teens with chronic health conditions like asthma or diabetes to get the flu shot, but the flu can be serious for even healthy kids.

<https://www.cdc.gov/features/preteenvaccines/index.html>

Additional information for parents on Human Papillomavirus (HPV) vaccination:

<http://www.immunize.org/catg.d/p4250.pdf>

<https://www.cdc.gov/vaccines/parents/diseases/teen/hpv-indepth-color.pdf>

<https://www.cdc.gov/hpv/infographics/vacc-six-reasons.pdf>

MENTAL HEALTH AND DIABETES

By: Ashley Alton, LMHC, CASAC

Many people who have diabetes also have mental health disorders. It is important to get treatment for both your mental health and your diabetes because they can affect each other.

It can be very stressful to manage diabetes and some people feel overwhelmed. This can cause depression, anxiety and anger. If your blood sugars are too high or too low, this can affect your mood, thinking and concentration. If you have diabetes, it may be helpful to speak with a counselor about how your diabetes affects your life and your mental health. If you take psychiatric medication, this is important to talk to your doctors about. Some mental health medications affect your blood sugar. Your primary care doctor and psychiatrist can work together to make sure that you are

receiving the best treatment. Your doctors should help you make sure that you are getting your blood-work taken at least once a year and having your annual eye exam.

Diabetes and mental health disorders can be treated and managed with support. Call your providers if you need help, or contact Beacon at 844-265-7586.

HOW TO TALK WITH YOUR KIDS ABOUT THEIR WEIGHT

From the YourCare Health Library

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As a parent, you're always thinking about your kids' health and well-being. But what if you've noticed your child is overweight? Here are 3 ways to help your son or daughter—without making your child feel self-conscious.

Share info. Your child most likely doesn't know as much as you do about nutrition and exercise. Talk with him or her about how certain foods and drinks make better choices than others and why.

Be a cheerleader. Instead of focusing on the foods to limit or avoid, provide



plenty of nutritious choices—like fruits and vegetables—and make comments like, “That was a smart choice!” or “That’s a great way to give your body what it needs” when your child opts for healthy foods.

Share the experience. Let your child choose new foods to try. Prepare and cook them together, and talk about which ones you like and why. Have your child brainstorm ways to be more active, like going for a bike ride or playing Frisbee together.

When it comes to helping your kids, you can’t just “talk the talk.” Walk the walk by modeling healthier behaviors and your child will probably embrace them as well. If you think your child’s weight may be harming his or her health, talk with your doctor.

CAN YOU KEEP EXPIRED MEDICINE?

From the YourCare Health Library
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So you’ve woken up with a headache. That bottle of pain relievers that’s been sitting in your medicine cabinet might sound like the simple fix, right? Well, before you grab that dose, check whether it’s expired.

Why does that expiration date matter? Simply put: Outdated drugs might not give you 100 percent of the benefits, because they’re not as potent. And that may not sound so dangerous when it comes to treating minor aches and

pains with ibuprofen. But consuming expired medications that treat chronic or life-threatening illnesses such as heart conditions, seizures, or COPD can be a dangerous oversight, since they’ll have lost their strength and won’t work as well to keep you healthy.

Other medications that should always be taken at full strength include:

- Oral nitroglycerin (NTG), a medication used for angina (chest pain): This drug loses its potency quickly once opened.
- Insulin (controls blood sugar in those with diabetes): Insulin may stop working after its expiration date.
- Eye drops: Bacteria can grow in expired products.
- Antibiotics: Sub-potent prescriptions can fail to treat infections, leading to more serious illness and antibiotic resistance.

Not sure where to look for medication expiration dates? Check the label on the bottle or look for a stamp on the bottom of the package. The expiration date can be found in either of those places. You might also see the letters “EXP” next to the date.

As for disposing of expired medications safely, follow these simple steps:

1. Mix un-crushed medicines with an unpalatable substance such as dirt or coffee grounds.
2. Place the mixture in a sealed container, such as a plastic bag.
3. Throw the container into the trash.
4. Scratch out any personal information on the prescription label of your empty bottle or package, then throw it into the trash.

The FDA recommends that some medication be flushed down the toilet or sink because they can be especially harmful (even fatal) to a child or pet who

consumes them accidentally. For an FDA-approved list of medications that should be disposed via flushing, visit www.fda.gov.

Proper storage of your medication is also key to keeping you and your family safe. Check your medication labels for specific storage instructions, as certain medications need to be kept in the refrigerator and others cannot be exposed to extreme heat. Although a bathroom cabinet is a common place for storage, it's best to store most medications in a cool, dry place such as a kitchen cabinet far from the stove, or a closet shelf.

HEALTH TIP: PROTECT YOUR EYES DURING SUMMER

From the YourCare Health Library
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(HealthDay News) -- To prevent skin damage, you apply sunscreen. But how can you protect your eyes from the summer sun's glaring rays?

The American Academy of Ophthalmology advises:

- Wear sunglasses that block ultraviolet (UV) light. Look for glasses labeled as "100% UV protection." Styles that wrap around your head may offer added protection.
- Wear a hat with a wide-brim.
- Keep yourself and your kids out of direct sunlight during peak local hours of 10 a.m. to 3 p.m.
- Your eyes always need daylight protection -- even on cloudy days and during winter.

YOUR DIABETES CARE

What you need to know when you see your doctor

1. Take off your shoes and socks when you see the doctor, let the doctor look at your feet and explain to you what you should be looking for daily.
2. Your blood pressure should be checked at each visit. Your goal is to have a blood pressure less than 140/90. If not, ask to have it retaken at a time during the visit when you feel more relaxed.
3. Talk about what labs you need done. A hemoglobin A1C (which measures your total blood sugar control over the last 3 months) and a urine test should be done at least yearly to detect any early kidney problems. Ask about the results of your lab tests and know your numbers.
4. Your eye exam should require them to dilate your pupils with eye drops. This test is often done in the office of an Eye Doctor but some Primary Care offices can perform the test and then send it to a qualified eye doctor to be read.

SUMMER VEGETABLE CURRY (Gluten-free)

From the YourCare Health Library
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Ingredients

- 1 small eggplant (about 3/4 pound)
- 1 small zucchini

1 tablespoon olive oil
2 cloves garlic, minced
1 onion, chopped (about 1/2 cup)
1 piece fresh ginger, about 1 inch, grated
1 tablespoon curry powder
1/4 pound small fresh mushrooms
1 cup diced tomatoes (peeled and seeded)
1 15-ounce can no-salt-added chickpeas
(also called garbanzo beans)
1 14-ounce can light coconut milk
1 cup fresh cilantro, chopped, for garnish
2 cups cooked brown rice



Directions

Wash and trim eggplant. Do not peel. Quarter and remove seeds. Cut into 1-inch cubes. Eggplant should yield about 3 cups. Wash and trim zucchini. Cut into 1-inch cubes. You should have about 1 cup. Heat olive oil in a large pot. Add garlic, onion, and eggplant. Sauté until eggplant begins to soften, about 5 minutes. Add zucchini, ginger, curry powder, mushrooms, and diced tomato. Cook for 2 minutes. Add chickpeas and coconut milk. Cook on medium heat until all ingredients are heated through. Serve with hot brown rice and garnish with fresh chopped cilantro.

Serves 4

Each serving contains about 276 calories, 9 g protein, 14 g fat, 0 mg cholesterol, 29 g carbohydrates, 8 g fiber, and 31 mg sodium. A 1/2-cup serving of brown rice adds about 109 calories, 2 g protein, less than 1 g fat, 23g carbohydrates, 2 g fiber, and 1 mg sodium. To make this recipe gluten free, use only spices or condiments that are gluten

free. Read food labels carefully and contact the company if you have any questions.

Online Medical Reviewer: Poulson, Brittany, RD, CDE
Online Medical Reviewer: Wilkins, Joanna, RD, CD
Date Last Reviewed: 8/1/2016

WITH DIABETES, BEAT THE HEAT

From the YourCare Health Library
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When the days get hotter, keeping close tabs on your diabetes becomes especially critical. These no-sweat tips can help you avoid diabetes-related problems caused by summer heat.

Drink plenty of liquids

Dehydration—losing a lot of fluid from your body—can be a problem for anyone in hot weather. If your blood glucose is high, the body loses more fluid in urine. This means you're more likely to become dehydrated. Avoid drinks that contain alcohol, caffeine, or lots of sugar as they can lead to more fluid loss.

Beware of heat exhaustion

People with diabetes are vulnerable to overheating. This is especially true when working or exercising outdoors. Signs of heat exhaustion include heavy sweating, cold or clammy skin, muscle cramps, tiredness, weakness, dizziness, headache, nausea, vomiting, and fainting. If you feel this way, stop what you are doing, move to a cooler spot, drink fluids and seek medical care.

Store insulin carefully

Insulin can lose its strength when kept in very hot temperatures, such as in the glove box or trunk of a car. Use a travel case with an ice pack to keep insulin cool on hot days, but be sure not to let the insulin freeze.

Online Medical Reviewer: Hurd, Robert, MD

Online Medical Reviewer: Sather, Rita, RN

THE NEW YORK CONSUMER GUIDE TO HEALTH INSURERS

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

Guides are also available through the New York State Department of Financial Service's Website: 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

To get the latest information on YourCare health insurance, health tips, and events, follow us! Like and share our information so friends and family can learn more about YourCare, too!



Facebook: [@YourCareHealthPlan](https://www.facebook.com/YourCareHealthPlan) | Instagram: [@yourcarehealthplan](https://www.instagram.com/yourcarehealthplan)

YOUR CHILD'S HEALTH IS IMPORTANT TO US

Just a friendly reminder that your child may be due for his or her yearly well child checkup for 2018. During this checkup visit, you may ask your child's doctor questions or talk about concerns you may have about your child's health, immunizations or eating habits.

Please call your child doctor's office and schedule a well child checkup appointment if he/she has not had one this year.

A \$25 Walmart gift card is available for your child between ages 3-6, 12-17 years old if his/her Well Child checkup is completed January 1, 2018 through December 31, 2018. Ask your doctor's office for the YourCare Health Plan incentive form or visit our website at yourcarehealthplan.com.