

YourCare *Matters*



YourCare  
HEALTH PLAN A MONROE PLAN COMPANY™

# Member Newsletter



People first. That's *our* policy.

## DECIDEDLY DIFFERENT

People across the Greater Buffalo and Rochester regions are realizing that YourCare is very different than most health insurance providers. We go beyond just providing insurance coverage; we make sure we understand the individual circumstances affecting a member's well-being, and work side-by-side with them to be sure they get the coverage, support and care they need.

Our employees routinely go to places of worship, schools, community centers—even make house calls—to help people understand their options.

They challenge the status quo, finding ways to decrease the cost of health care through strategies like value-based contracts and accountable care organizations.

They assist their customers with life's essentials: food, clothing, shelter, education and transportation. They've worked with members to find day care options, to allow a mom or dad to go on a much-needed job interview.

That's what makes YourCare different—and why more and more health care providers are sending people our way. YourCare isn't just interested in helping people get low-cost health insurance.



We're interested in helping people, period—even if that means they won't need us forever.

In fact, that's our ultimate goal.

## NEW! DIABETES CARE TEXTING PROGRAM

Are you a diabetic looking to improve your health and your lifestyle? The new YourCare Diabetes Care Texting Program can help you achieve these goals! Receive texts from YourCare that contain reminders about your diabetes, healthy eating options, exercise ideas, and more! These small changes can really help to improve your life overall. To join the texting program, you must enroll online. Visit <https://yourcare.gomohealth.com> or text YOURCARE to 52046.\* Your better life is just a click away!



\*You must enroll to receive text messaging from YourCare's Diabetes Care Program. You can unsubscribe at any time. Message & data rates may apply according to your carrier's rate plan.

## SCHEDULE YOUR COLORECTAL CANCER SCREENING NOW

Don't pooh pooh colorectal cancer screening any longer.

Who needs this done? Men and women between the ages of 50-75.

Why? Colon cancer is the 3rd most common cancer but the earlier it is found, the better success rate.

What are the tests? There are different tests, some that need to be done yearly and other tests that can be done once every 10 years.

Talk to your doctor about what is best for you.

More information? Call YourCare Health Plan and speak to our Quality Nurse, Donna Morris, 716-565-6727.

There is a 25 dollar gift card incentive for you if you have one of the colorectal cancer screening tests completed by the end of 2017.

## MEMBER SERVICES

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.

## HOW TO MAKE YOUR MONTHLY PAYMENTS

Now that you are part of the YourCare family of products, we would like to help you understand how to pay your monthly premium. If you receive a bill for Child Health Plus or Essential Plan coverage, here are ways to make your payments:



### VISIT OUR WEBSITE:

[www.yourcarehealthplan.com](http://www.yourcarehealthplan.com)

1.) Click the tab on the top right of the home screen - "Make a Payment."

2.) Enter your member ID number from YourCare

ID card or billing statement.

3.) Enter your credit card (Visa, MasterCard, American Express, Discover) information.

4.) Click "Pay Now" button only one time or your credit card may be billed more than once.

- If you are paying the premium for more than one member, you will need to complete this process for each person. The premium payment cannot be combined for all family members.
  - Credit card payment needs to be made by 7:00 pm to post the following day. Payments made by checking or savings accounts can take up to 48 hours to post.
  - Please make note of the payment confirmation number for your records. Please don't close your browser until your transaction receipt is created. If you are brought back to the home screen, please check your email for your confirmation.
- Having trouble? Contact our friendly Member Services department at 1.800.683.3781, TDD/TTY 711.

## BY MAIL

We are also happy to receive your payment by mail. Please do not send cash. We can accept a check or money order. Send your payment to:

YourCare Health Plan  
P.O. Box 536586  
Pittsburgh, PA 15253-5907

Please include policy numbers for each person on the check, or include the billing invoice(s) with the payment.

## OVER THE PHONE

Our YourCare Customer Operations department is able to assist you with your premium payment over the phone. Please call 800.683.3781. TDD/TTY 711. This number is also listed on your YourCare subscriber ID card.

## IN PERSON

We are also happy to see you in person. You can find us at the following locations:

YourCare Health Plan  
6400 Sheridan Drive, Suite 120  
Williamsville, NY 14221

YourCare Health Plan  
446 Main Street  
Buffalo, NY 14202

YourCare Health Plan  
16 West Main Street  
Rochester, NY 14614

Hours: Monday-Friday | 8:00 am-4:30 pm  
At this time, we do not offer automatic bank withdrawals as an option for monthly premium payments.  
Payment errors or payments returned for any reason, including

but not limited to member error, insufficient funds, closed accounts, and stop payments, are subject to a \$25.00 fee.

## MORE HELPFUL INFORMATION

Did you know?

- In order for coverage to begin, the first month's premium (initial invoice) must be paid by the 10th of the month or your coverage will be voided.
- The second month premium is billed when coverage begins, and is due before the second month of coverage.
- For Essential Plan, normal billing takes place 30 days in advance of the coverage date and due the month prior to coverage. (E.g., if coverage begins July 1st, a bill will be sent June 1st, with a due date June 30th.)
- For Child Health Plus, normal billing takes place 60 days in advance of the coverage date, and is due the month before coverage. (E.g., if coverage begins July 1st, a bill will be sent May 1st, with a due date of June 1st.)
- Premium payments must be made each and every month. If your premium is not paid, your coverage may end, and you will need to reapply for coverage.
- If your coverage is cancelled for non-payment, you will be required to pay for services after the cancellation date.
- You must recertify for coverage each year.

## FROM YOURCARE PARTNER

### BEACON HEALTH

#### BEHAVIORAL HEALTH

September is National Suicide Prevention Awareness month. Suicidal thoughts are thoughts about killing yourself or wanting to die. Sometimes people also have thoughts of wanting to stop their pain, feeling that they need to escape, or feeling that their friends and family would be better off if they were dead. Have you or someone you know ever had thoughts like this?

If you or someone you know are experiencing suicidal thoughts, it is a life-threatening concern and you should seek help immediately. We know it can be scary to tell someone about your suicidal thoughts, however there is 24-hour help available to you. Below are ways you can reach out for help if you are experiencing thoughts about dying:

- Call 911
- Go to your nearest emergency room and ask for help
- Call the National Suicide Prevention Hotline at 1-800-273-8255
- Use the Crisis Text Line by texting "NAMI" to 741-741
- Call a trusted friend or family member and tell them how you are feeling and that you need help

## “STAY IN THE KNOW”

TIPS FROM DR. RAIKEN FROM ALLENTOWN PEDIATRICS

### ***The Building Blocks of the Yearly Well Child Visit and why you shouldn't miss it***

I have been asked to write about yearly well visits for school age children. Let me first introduce myself. My name is Deborah Raiken. I am a pediatrician at Allentown Pediatric & Adolescent Medicine located in the heart of historic Allentown district of Buffalo. I have been practicing pediatrics for a long time. So you may say I am a seasoned pediatrician. With that longevity comes an appreciation of the importance yearly well child visits by the primary pediatric provider.

All children should have a yearly well child visit. This annual visit is the time the pediatric provider reviews and addresses all aspects of a child's health. Just as important, parents/caregivers have an opportunity to talk about any concerns they may have about their child's health, growth and development.

We ask about the child's eating habits, and sleep patterns. Is the child getting enough exercise, going for regular dental check ups? Are age appropriate safety precautions in place? For the young school age child we will review school readiness and how the child is adjusting to school. Are there behavior

or learning concerns on the part of the teacher or parent? The pediatric provider will guide parents through the process of evaluating learning or behavioral concerns and recommend necessary referrals, school accommodations, or treatment.

School performance, involvement in after school activities, physical activity, safety and any medical or mental health concerns are addressed at all ages. At the visit we give what is called “anticipatory guidance”- age appropriate suggestions on staying healthy and safe.

The well visit is especially important for the adolescent. This is a time of increased independence and also a time of experimentation and risk taking. The yearly check ups at this age allow the pediatrician to interact privately with the teenager to review confidential topics. We ask about cigarette, drug and alcohol use, and ask if the teen is sexually active. We screen for depression and other mental health concerns. (Are there topics you wish your teenager would allow you to discuss with him or her? Well, we do just that!)

This is often a difficult transition for parents. Rest assured you will always have the opportunity to discuss your concerns at the visit and the pediatric provider will share any dangerous or concerning behaviors with you. However, there are confidentiality laws that must be respected.

We always encourage teens and parents to keep the lines of communication open.

At the well child visit we review any chronic health problems, review medication, allergies, update family history and changes in the home situation. A complete physical exam is done.

The well child visit is also the time we make sure immunizations are up to date and administer any immunizations that are due. Immunizations are so important in keeping your child protected from life threatening infections. By immunizing your child you are also protecting vulnerable members of your family and community from getting vaccine preventable infections. Many immunizations are required for school; your physician will make sure your child has the necessary immunizations to meet school requirements.

You can see that the yearly well child is very important in monitoring your child's overall health and development. The focus of the discussion changes depending on the age and needs of the child and family. It is the time we really get to know each other and learn about all the factors impacting your child's health. Through these visits we work with the child and the family to keep the child healthy and safe and to help them develop healthy habits that will last them a lifetime.

Deborah Raiken, M.D. July 25, 2017

Hint: Schedule your child's well child appointment around the time of her/his birthday to avoid the late summer rush. The New York State physical form is good for one year.

Please visit the Allentown Pediatric & Adolescent Medicine website at [www.allentownpeds.com](http://www.allentownpeds.com) for the health education material we give out at the well child checks and for other helpful links regarding childhood health and safety.

## **HEALTHY BACK TO SCHOOL LUNCHES AND BEING ACTIVE**

By: Kevin Costanzo, MS, CISSN, HPC, CPT

Going back to school can be a difficult time for many given the busy schedule that it requires. Whether you are a student or a teacher, the daily school schedule can make it difficult to begin and/or maintain a healthy lifestyle. When your schedule involves waking up early and coming home late, healthy eating on the go is not your best option.

One of the best pieces of advice that I give my clients is to prepare for the week. The saying that I promote is "if you fail to prepare than prepare to fail." When trying to make healthy meals and even healthy snacks, get organized and try preparing your food ahead of time. I recommend taking 1-2 hours on a Sunday to prepare your food for the week.

Cook your proteins (chicken, turkey, and fish), cook your vegetables and chop your fruit all in one sitting for the entire week.

Once all of your food is cooked and prepared, you can easily store your finished food in Tupperware containers and create your meals for the week. It is much easier to grab a pre-made meal container during the week instead of having to worry about cooking each individual meal. I have had clients make 2-3 meal containers for each day and therefore have to do very little cooking or food preparation during the week.

Finding time for exercise can be difficult during the school year. Many individuals wake up too early to work out in the morning or come home too late and don't have the energy to work out at night. I always recommend exercising when it best fits your schedule.

If you know that you have 3 weekdays that you are gone from morning to evening, make those days your off days! Prioritize your exercise around the days that your schedule is clear instead of trying to squeeze a work out, not enjoying it and therefore developing a bad relationship with exercise. Try to exercise any day that you have off.

One of the best lifestyle changes that you can make is to be physically active every day.

Here are some easy suggestions:

- Always choose the stairs over elevators and escalators
- Try not to sit all day. Go for a brisk walk during a break or during lunch
- Start or end each day with a leisurely walk outside  
Make it fun. Pick an activity that you enjoy
- Keep a record and create goals for yourself

Changes don't always happen overnight but any positive change that you make will bring you one step closer to a healthier lifestyle!

## ADHD AND YOUR CHILD

### WHAT IS ADHD?

Attention-deficit disorder or ADHD is a behavior disorder, usually first diagnosed in childhood. The symptoms of ADHD include not being able to pay attention, impulsive actions, and, in some cases, hyperactivity. These signs usually happen together. However, one may happen without the others. The symptoms of hyperactivity, when present, are almost always apparent by the age of seven. Not being able to pay attention or impulsive actions may not begin to show until a



child is in school and has to follow the rules of the classroom. My child has ADHD. Now what?

The first thing to do is take some time to take a step back. It can be a relief to know what is going on and finally have an answer to all of your questions. Now that you have a diagnosis, your doctor can work with you to find the best treatment for your child.

## HELPFUL TIPS

1. Partner with your doctor: The most important step in partnering with your child's doctor is to keep all appointments. If something comes up and you cannot keep an appointment call as soon as possible to reschedule. Your child's doctor is the best resource for any questions you will have. Call your doctor with any concerns. The medication your child is taking needs to be monitored regularly.



2. Make positive changes: Children with ADHD need plenty of exercise. There are many ways to help your child stay active. Hiking and biking are ways to burn off energy. You can also get your child involved in clubs such as scouts. This is a great way to help your child focus on goals such as earning badges. There is also a lot of research that suggest diet can also affect children with ADHD. Children should limit sugar, including pop and juices. You can replace these items with fresh fruits

and vegetables. Instead of drinking pop, water is a healthy alternative.

3. Educate Yourself: ADHD can be scary for both you and your child, but the more you know, the better you will be able to cope on a day to day basis. One place you can find more information is at [yourcarehealthplan.com](http://yourcarehealthplan.com). You will find a number of articles in the member resource section on ADHD and how it affects your child and family. The more information you have, the better you will be able to help your child. While you are reading and learning about ADHD, keep a pen and paper with you so that if a question comes to your mind, you can write it down and bring it to your child's next doctor's appointment.

4. Routines: This is a wonderful way to help your child know what is expected of him or her. A routine provides a way of giving your child direction and also helps give your child goals. It may seem that life is too busy to follow a routine; however, by setting up a schedule, you will find that your busy life actually will become more organized.

## Important information

- Make sure you keep your follow up appointment with your child's doctor. Your child is on a medication that needs regular monitoring.
- If you do not have a follow up appointment, call your doctor to make one as soon as possible.

- If transportation is a problem, call Amie Hampton at 716-382-3609 for assistance.

## Inspirational Message

“Courage does not always roar. Sometimes courage is a quiet voice at the end of the day saying “I will try again tomorrow”  
By Mary Anne Radmacher

## Resources For Blog Post

- <https://www.yourcarehealthplan.com/>
- <https://www.cdc.gov/ncbddd/adhd/treatment.html>
- <http://www.adhdchildcare.com/child-has-adhd-now-what/>

By Lynn Matuszewski  
YourCare Health Plan Quality Outreach Representative

## 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.



## OPEN ENROLLMENT

*\*Just a friendly reminder to stop during open enrollment to get help signing up for health insurance or renewing, from November 1, 2017 to January 31, 2018.*

## WE'RE OPEN LATE

Meet with local Marketplace Facilitated Enrollers  
Get help signing up or renewing your health insurance!

## Selected Thursdays: 8:00am-7:00pm

November 9, 2017  
December 14, 2017  
January 11, 2017  
February 15, 2017

Stop in our downtown offices:  
Buffalo: 446 Main Street, Buffalo, 14202  
Rochester: 16 W. Main Street, Rochester, 14614