



HAWAI'I | 2010 | ISSUE I

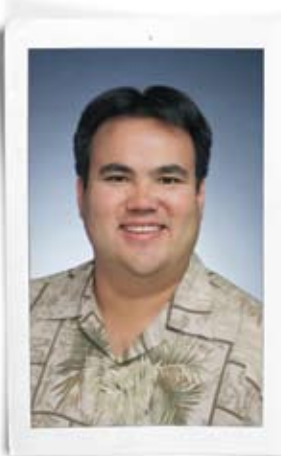
MEMBER Focus



MESSAGE FROM THE PRESIDENT

ALOHA!

Growing up on Kaua'i, I have fond memories of playing in the taro patches, potluck dinners at auntie's house and hiking the Sleeping Giant. Life was great. It wasn't until later that I realized how blessed I am to have been raised in Hawai'i.



Erhardt Hsiao-Lin Preitauer
President, 'Ohana Health Plan

When I first learned that I would be coming home to our beautiful Hawai'i, it was more than exciting. It was a dream come true. I have been given the opportunity to blend my years of health care experience with my love for Hawai'i's people. Our people, traditions and cultures each provide a special connection to our heritage. It is this heritage that shaped my life, character and ethics.

This is also the spirit that guides 'Ohana Health Plan. I am very proud of our 140 associates across our state. We wake up every day focused on carrying out our mission to help make health care better for you. At 'Ohana, we recognize the important role we play in Hawai'i's health and well-being. We understand Hawai'i's culture and we value our people's heritage. We are proud of the opportunity we have been given.

I would like to personally extend a warm Mahalo for allowing 'Ohana Health Plan to serve you. We hope to have the opportunity to continue to serve you in the future.

Aloha a hui hou!

Erhardt Hsiao-Lin Preitauer



STRESS AND YOUR HEALTH

It's that time of year again when the children are almost out of school, the house needs to be cleaned, oh and don't forget summer is right around the corner and money is tight this year. Can you feel the stress building?

That stress can cause damage to your body. But here are some practical ways to reduce stress:

- Exercise regularly
- Eat foods that are good for you
- Get plenty of sleep
- Try yoga at home or in a class
- Go for a walk every day
- Take some time for yourself and relax—perhaps when the kids and family are not around
- Take some deep breaths

Also, see your primary care physician (PCP) for your annual wellness checkup. Your PCP can make sure that stress is not affecting your health.

“At 'Ohana, we recognize the important role we play in Hawai'i's health and well-being. We understand Hawai'i's culture and we value our people's heritage. We are proud of the opportunity we have been given.”

‘OHANA HEALTH PLAN SUPPORTS QI GONG FOR SENIORS

‘Ohana Health Plan is committed to helping groups in our communities. We support groups that add to the lives of our members. One such group is the Natural Healing Research Foundation and their Qi Gong Center in Honolulu. The center is near the University of Hawai‘i at Manoa. We were able to present the center with a check for \$5,000. The donation will be used to support services offered to seniors and others. The center is lead by Grandmaster Hong Liu. Grandmaster Hong is a western-trained physician and researcher. He is also a Qi Gong Grandmaster. The Natural Healing Research Foundation works to blend the best of western and eastern practices.



Pictured left to right:

Pua Kekina, Natural Healing Research Foundation, Teacher and Volunteer

Anne Chipchase, ‘Ohana Health Plan, Community Outreach

Grandmaster Hong Liu, Natural Healing Research Foundation, Founder

Irene Au, Natural Healing Research Foundation, Teacher and Volunteer

Greg Kono, ‘Ohana Health Plan, Director of Regulatory Affairs & Compliance



‘Ohana Health Plan is committed to helping groups in our communities. We support groups that add to the lives of our members.



Pictured above are members of a sitting qi gong class. They are showing the tiger posture. This is part of the animal sound and movement combinations posture series. It is designed to help seniors maintain optimal health.

MAKING A DIFFERENCE

At 'Ohana, our focus is to help make health care better for our members. We do this by working closely with you. Our associates work hard to make sure you get the services you need. Sometimes this effort can have a big impact. The letter below is a touching reminder of the difference the right care can make.

Aloha 'Ohana!

Our son, Brockinton Raymond, was in a devastating motorcycle accident a couple of years ago when he was 22 years old. Both his hand and foot were severed in the accident. The doctors were able to save the hand, but his leg was amputated. He was in a coma in Honolulu for one month and hospitalized for three months. Our entire family moved from Maui to be with our boy.

For the past year and a half, Brock has not been doing well. He was fitted for a prosthesis that was wrong for him. He kept getting infections. His back was badly misaligned. The doctors said he could well be permanently bedridden if something weren't done and rapidly, because without the right prosthesis, his back would just keep deteriorating.

That's when we joined 'Ohana and met Eliza. She went way beyond the call of duty. She really performed, treating us with dignity, respect and professionalism. Then she got her manager, Gayle, involved. Gayle displayed the same professionalism and was even more empowering!

Because of them and 'Ohana Health Plan, which acted in a very timely manner to get some of the best technology available, my son's life is changed! I cannot tell you how important this is. You gave him a reason to live. Now, instead of lying in bed in pain, he is out gardening. He's running the mower! He's doing what 24-year-old kids do! Soon, he's going to be leaving Hawai'i to go to a mechanics trade school in Arizona.

You gave him his life back. You gave me my son back!



Charles Raymond
Wailuku, HI



**You gave him
his life back.**



As always, if you ever have any health care related questions, please call Customer Service at 1-888-846-4262 (TTY/TDD: 1-877-247-6272). Or call your dedicated service coordinator. We are all happy to help you.

MEDICAID FORMULARY UPDATE

The following changes have been made to the 'Ohana Medicaid Preferred Drug List:

ADDITIONS

Adcirca® 20mg tablets (PA)	Lansoprazole DR 15mg, 30mg capsules (with a Step Edit)
Balsalazide Disodium 750mg capsules	Marplan® 10mg tablet
Cefazolin 500mg, 1gm vials	Melphalan HCl 50mg vial (PA)
Cefpodoxime 100mg, 200mg tablets	Metolazone 2.5mg, 5mg, 10mg tablets
Chantix® Starting Month Pak, Continuing Month Pak, 0.5mg, 1mg tablets (QL; 186 tablets/365 days)	Metronidazole 1% topical cream
Ciclopirox 8% solution (PA)	Morphine Sulfate 1mg/mL syringe
Condylox® 0.5% gel (PA)	Nicotine 2mg, 4mg lozenges (QL; 960 lozenges/365 days)
Cozaar® 25mg, 50mg, 100mg tablets (QL; 31 tablets/31 days and Step Edit)	Nicotrol® Inhaler (QL; 9 boxes/365 days)
Ethambutol 100mg, 400mg tablets	Nicotrol® NS (QL; 360mL/365 days)
Hyzaar® 50/12.5mg, 100/12.5mg, 100/25mg tablets (QL; 31 tablets/31 days and Step Edit)	Oxycodone/APAP – 7.5mg/325mg tablets – 10mg/325mg tablets
Intuniv™ 1mg, 2mg, 3mg, 4mg extended-release tablets	Phenytoin Sodium Extended 200mg, 300mg capsules
Invega® 1.5mg extended-release tablets	Sabril® 500mg powder packets and tablets
Invega® Sustenna™ 39mg, 78mg, 117mg, 156mg, 234mg prefilled syringes	Saphris® 5mg, 10mg SL tablets
Ketorolac Tromethamine 0.4% & 0.5% eye drops	Simethicone 80mg chewable tablet (OTC covered w/Rx)
Kuric™ 2% cream	Supartz® 1% solution for injection (PA)
Lamotrigine tablet starter kit	Surmontil® 25mg, 50mg, 100mg tablets
Lamictal® ODT™ 25mg-50mg-100mg, 25mg-50mg, 50mg-100mg start kits	Tacrolimus 0.5mg, 1mg, 5mg capsules
Lamictal® ODT™ 25mg, 50mg, 100mg, 200mg tablets	Urea 40%, 50% cream
Lamictal® XR™ 25mg-50mg-100mg, 50mg-100mg-200mg start kits	Valacyclovir 500mg, 1gm caplets (QL; 62 caplets/31 days)
Lamictal® XR™ 25mg, 50mg, 100mg, 200mg tablets	Venlafaxine ER 37.5mg, 75mg, 150mg, 225mg capsules

PA = Prior authorization required

QL = Quantity limit

The following changes have been made to the 'Ohana Medicaid Preferred Drug List:

REMOVALS

Acular® 0.5% & Acular LS® 0.4% eye drops	Iressa® 250mg tablets
Alphagan® P 0.15% eye drops	Lamisil AT® Athlete's Foot, Jock Itch 1% cream, 1% powder, 1% solution
Balagan™ ear drops	Oxycodone/APAP 2.5mg/325mg tablets
Brimonidine Tartrate 0.15% eye drops	Revatio® 20mg tablets
Cardiotek® & Cardiotek® RX tablets	Tinactin® 1% aerosol, cream, liquid & pump spray, powder and solution
Hyalgan® 20mg/2mL solution for injection	Valtrex® 500mg, 1gm caplets

PA = Prior authorization required

QL = Quantity limit

We have changed the quantity limit per month for the following medication on the 'Ohana Medicaid Preferred Drug List:

MEDICAID

Mebendazole 100mg Chewable Tablets QL has been increased from 2 tablets/31 days to 6 tablets/31 days

QL = Quantity limit

PLANNED MARKET DRUG WITHDRAWALS

COMPANY NAME	DRUG NAME	DATE OF REMOVAL	COMMENTS
Eli Lilly	Humulin® 50/50 Insulin	Dec. 31, 2009	Humulin® 50/50 Insulin is no longer covered on your 'Ohana Medicaid Preferred Drug List as of Jan. 1, 2010.

**Do you have questions about your prescription drugs?
Call Customer Service at 1-888-846-4262, weekdays from
7:45am to 5:30pm HST. TTY/TDD users, call 1-877-247-6272.**



KEEP KIDS FIT AND HEALTHY

What's the first thing your kids do when they come home from school? Do they grab a snack and head for the TV or computer?

Eating too much and not being active can make kids too heavy. In the last 20 years, the rate of overweight kids has doubled. About 15 percent of kids ages 6–19 weigh too much. That means that nearly 1 out of every 5 kids is too heavy.

Young people who are too heavy have a greater risk of:

- Heart disease
- Diabetes
- High blood pressure
- High cholesterol
- Certain cancers

Extra weight also puts a lot of stress on growing bones and joints. Being overweight plays a role in poor self-esteem and depression in kids, too.

Kids really do watch what you do. Habits they learn early follow them all their lives. Make sure your home is a place where they learn healthy habits.



Be a good role model for your kids. Make sure you and your family eat a healthy diet.



Tips for parents/grandparents:

- Be a good role model for your kids. Make sure you and your family eat a healthy diet.
- Keep fewer sweets and high-fat snacks in your home. Have fruits and vegetables ready for when kids want to snack.
- Use 100% fruit juice in place of fruit juice drinks. A half cup is one helping.
- Give your child water instead of soda pop or fruit drinks.
- Use skim or reduced-fat (2%) milk in place of whole milk.
- Do not force your child to finish the food on their plate if they are full.
- Do not use food as a reward. And do not withhold food to punish your child.
- Do not eat snacks or meals while watching TV.
- Try to get your child to be more active each day. You can join in on the fun! Go out walking or biking together. Wash the car or do other chores as a team. Each child should get at least 60 minutes of exercise each day.

Please talk to your doctor if you think your child or grandchild may weigh too much. The diet for all kids should be safe and full of good things for their growing bodies.

Source: OSF Saint Francis Medical Center

STILL SMOKING? CIGARETTES ARE EATING YOU ALIVE.

Quitting smoking is the single most important thing you can do for your health.

10 Reasons to Quit:

1. Live a healthier life.
2. Live a longer life.
3. Be free of addiction.
4. Improve the health of people around you.
5. Save money.
6. Feel better.
7. Have a better quality of life.
8. Have a healthy baby.
9. Better sexual and reproductive health.
10. Stop feeling like an outcast.

Source: New York City Department of Health and Mental Hygiene. Health E-News. January 22, 2007.



**Quitting smoking is the
single most important
thing you can do for
your health.**



在這文件中包含重要資訊。若想獲取該資訊的其他語言版本或對其進行口頭翻譯，請聯繫我們的客戶服務部1-888-846-4262 (聽障電話：1-877-247-6272)。

이 문서에는 중요한 정보가 포함되어 있습니다. 정보를 구두로 번역하거나 대안 가능한 언어에 대한 정보 요청은 고객 서비스, 1-888-846-4262 (TTY/TDD: 1-877-247-6272)로 문의 하십시오.

Daytoy a dokumento ket naglaon iti napateg nga impormasyon. Tapno dawaten daytoy nga impormasyon iti sabali a lengguwahe wenna tapno maipatarus bayat pannakaibasana, makiuman koma iti Serbisyo iti Kliyente iti 1-888-846-4262 (TTY/TDD: 1-877-247-6272).

Ang dokumentong ito ay naglalaman ng mahalagang impormasyon. Upang hingin ito sa ibang lengguwahe o maisalin ito nang pasalita, mangyaring makipag-ugnayan sa Serbisyo sa Kostumer sa 1-888-846-4262 (TTY/TDD: 1-877-247-6272).



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

Has your address or telephone number changed recently? If so, please call 'Ohana Customer Service toll-free at 1-888-846-4262, weekdays, 7:45am to 5:30pm HST to let us know how we can reach you. 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.

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.

CHECK YOUR ID CARD

Is the primary care provider (PCP) listed on your ID card correct? If not, please call Customer Service toll-free at 1-888-846-4262 weekdays, 7:45am to 5:30pm HST to change to the correct PCP. TTY/TDD users, call 1-877-247-6272.

