



HAWAI'I | 2011 | ISSUE III

MEMBER Focus



SCHEDULE YOUR PREVENTIVE HEALTH VISIT



Have you made an appointment to receive preventive health care? Be proactive and set up a time today.

We know our members have busy lives. Sometimes it's easy to forget about visits for preventive health care. You may not think you have time to go to the doctor unless you are hurt. But preventive care visits are important. In fact, they can help you keep from getting sick. 'Ohana wants to remind you of these important preventive health tests:

- Mammograms
- Pap tests
- Cancer screenings
- Cholesterol screenings
- Diabetes screenings

Keeping up with your preventive health tests can lead to healthier lives. Most are covered under your insurance. The goal of preventive health care is to find problems early. Many health issues are easier to treat early on. That's why we recommend these screenings. Have you made an appointment to receive preventive health care? Be proactive and set up a time today.



WANT TO HAVE A SAY IN YOUR HEALTH PLAN?

BECOME A MEMBER OF THE 'OHANA MEMBER ADVISORY BOARD.

You are the best part of 'Ohana. And we need your help. We want to hear about your experiences with our company and our people. Our goal is make sure our plans are as good for you, as easy to use, and as effective as they possibly can be.

It won't take a lot of your time. You'll meet some really great people. And your comments will help us make 'Ohana even better for you! Please come join our 'Ohana.

The next meeting is on Wednesday, August 10, 2011 at Legend's Seafood Restaurant at the Chinese Cultural Plaza. Please join us by calling Anne Chipchase at 808-282-3899 or email her at anne.chipchase@wellcare.com.

THE VALUE OF ANNUAL EYE EXAMS

It is our goal for every member 21 years of age or older to get an eye exam every 2 years. It is also our goal for every member younger than 21 to get an eye exam every year. If you have diabetes, you must have an eye exam every year. Have you had your annual eye exam yet? If not, please make an appointment. You can find a vision care provider on our website at www.ohanahealthplan.com. Or call 1-888-846-4262 for service.

HAWAII MEMBER EDUCATION SERIES

Check our website for the most current schedule. Visit www.ohanahealthplan.com. Or call Customer Service for more info. Or call Customer Service for more info. Call 1-888-846-4262 Mon.-Fri., 7:45 a.m.-5:30 p.m. HST. TTY/TDD users call 1-877-247-6272.

OCTOBER PRESENTATION: COPD				
ISLAND	DATE	TIME	LOCATION	ADDRESS
Moloka'i	10/04/2011	9 a.m.	Mitchell Pau'ole Community Center	90 Ainoa St. Kaunakakai, HI 96748
Moloka'i	10/04/2011	10 a.m.	Mauna Loa Community Center	Maunaloa, HI 96770
Moloka'i	10/04/2011	11:15 a.m.	Home Pumehana	290 Kolapa Pl. Kaunakakai, HI 96748
O'ahu	10/07/2011	2:30 p.m.	Kane'ohe Elderly Housing	Meli St. Kane'ohe, HI 96744
O'ahu	10/11/2011	9:30 a.m.	Papakolea Community Center	2150 Tantalus Dr. Honolulu, HI 96813
O'ahu	10/14/2011	2:30 p.m.	Hale o Hau'oli Elderly Housing	950 Luehu St. Pearl City, HI 96782
O'ahu	10/17/2011	10:30 a.m.	Nanakuli Alu Llike	89-137 Nanakuli St. Nanakuli, HI 96792
O'ahu	10/19/2011	9:30 a.m.	Waimanalo Elderly Homes	41-209 Ilauhole St. Waimanalo, HI 96795
O'ahu	10/20/2011	2:30 p.m.	Waipahu Hall	94-1060 Waipahu St. Waipahu, HI 96797
O'ahu	10/21/2011	9:30 a.m.	Mo'ili'ili Community Center	2535 S. King St. Honolulu, HI 96826
Kaua'i	10/25/2011	9:30 a.m.	Kekaha Community Center	8130 Elepaio Rd. Kekaha, HI 96752
Hawai'i	10/26/2011	5 p.m.	PILAR	483 Kino'ole St. Hilo, HI 96720
O'ahu	10/28/2011	2:30 p.m.	Kapuna I	1015 North School St. Honolulu, HI 96817
OCTOBER WELLNESS EVENTS: WE... A HUI FOR HEALTH				
ISLAND	DATE	TIME	LOCATION	ADDRESS
O'ahu	10/02/2011	9 a.m.–2 p.m.	2011 Children & Youth Day	Hawai'i State Capitol Honolulu, HI 96813
Maui	10/21/2011	2 p.m.–7 p.m.	To Be Announced	Lahaina
Maui	10/22/2011	9 a.m. -3 p.m.	Maui War Memorial Gymnasium	Kahului
Maui	10/23/2011	12 noon–4 p.m.	St. Theresa's Church	Kihei
NOVEMBER PRESENTATION: DEPRESSION				
ISLAND	DATE	TIME	LOCATION	ADDRESS
O'ahu	11/04/2011	2:30 p.m.	Kane'ohe Elderly Housing	Meli St. Kane'ohe, HI 96744
O'ahu	11/09/2011	2:30 p.m.	Hale o Hau'oli Elderly Housing	950 Luehu St. Pearl City, HI 96782
O'ahu	11/14/2011	9:30 a.m.	Papakolea Community Center	2150 Tantalus Dr. Honolulu, HI 96813
O'ahu	11/16/2011	9:30 a.m.	Waimanalo Elderly Homes	41-209 Ilauhole St. Waimanalo, HI 96795
O'ahu	11/18/2011	9:30 a.m.	Mo'ili'ili Community Center	2535 S. King St. Honolulu, HI 96826
O'ahu	11/21/2011	10:30 a.m.	Nanakuli Alu Llike	89-137 Nanakuli St. Nanakuli, HI 96792
O'ahu	11/21/2011	2:30 p.m.	Waipahu Hall	94-1060 Waipahu St. Waipahu, HI 96797
Kaua'i	11/22/2011	9:30 a.m.	Kekaha Community Center	8130 Elepaio Rd. Kekaha, HI 96752
O'ahu	11/28/2011	2:30 p.m.	Kapuna I	1015 North School St. Honolulu, HI 96817
Hawai'i	11/30/2011	5 p.m.	PILAR	483 Kino'ole St. Hilo, HI 96720

Continued from previous page.

NOVEMBER WELLNESS EVENTS: WE ... A HUI FOR HEALTH				
ISLAND	DATE	TIME	LOCATION	ADDRESS
Moloka`i	11/05/2011	9 a.m.–3 p.m.	Mitchell Pau`oli Community Center	90 Ainoa St. Kaunakakai, HI 96748
Moloka`i	11/07/2011	11 a.m. -2 p.m.	Mitchell Pau`oli Community Center	90 Ainoa St. Kaunakakai, HI 96748
O`ahu	11/15/2011	12 noon–3 p.m.	To Be Announced	Honolulu
DECEMBER PRESENTATION: NUTRITION BINGO				
ISLAND	DATE	TIME	LOCATION	ADDRESS
O`ahu	12/01/2011	2:30 p.m.	Hale o Hau`oli Elderly Housing	950 Luehu St. Pearl City, HI 96782
O`ahu	12/02/2011	9:30 a.m.	Mo`ili`ili Community Center	2535 S. King St. Honolulu, HI 96826
O`ahu	12/02/2011	2:30 p.m.	Kane`ohe Elderly Housing	Meli St. Kane`ohe, HI 96744
O`ahu	12/05/2011	2:30 p.m.	Kapuna I	1015 North School St. Honolulu, HI 96817
Moloka`i	12/06/2011	9 a.m.	Mitchell Pau`ole Community Center	90 Ainoa St. Kaunakakai, HI 96748
Moloka`i	12/06/2011	10 a.m.	Mauna Loa Community Center	Mauna Loa, HI 96770
Moloka`i	12/06/2011	11:15 a.m.	Home Pumehana	290 Kolapa Pl. Kaunakakai, HI 96748
O`ahu	12/07/2011	2:30 p.m.	Waipahu Hall	94-1060 Waipahu St. Waipahu, HI 96797
Kaua`i	12/27/2011	9:30 a.m.	Kekaha Community Center	8130 Elepaio Rd. Kekaha, HI 96752
Hawai`i	12/28/2011	5 p.m.	PILAR	483 Kino`ole St. Hilo, HI 96720
DECEMBER WELLNESS EVENTS: WE ... A HUI FOR HEALTH				
ISLAND	DATE	TIME	LOCATION	ADDRESS
There will be no WE Events in December – Happy Holidays from all the WE Partners				

Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc.

NOTICE OF ACTION (NOA) FOR MEDICAL CLAIMS NOT PAID

The State requires us to send you a letter or notice of action (NOA) when we do not pay for a medical claim submitted by your provider. **It is not a bill.**

What do the terms on the NOA mean?

Date of Service – the day the service took place (month/day/year)

Service(s) Provided – the type of service(s) you received from the provider

Submitted Charges – the amount that was billed by the provider for each service

Denial Reason – the reason why the plan is not paying the provider

Do you owe the provider any money?

No. You do not owe the provider any money. The only exception would be if you asked for a non-covered service and made an agreement with the provider in advance to pay him/her directly.

Remember, **IT IS NOT A BILL.** Please call Customer Service toll-free at **1-888-846-4262** if you receive a NOA and need help to understand it.





DISEASE MANAGEMENT PROGRAM

We want you to be as healthy as possible. Do you have diabetes, coronary artery disease, obesity, or depression? Then our Disease Management Program can help.

The goal of the program is to help you understand and manage your condition by:

- finding blocks to care
- finding solutions to those barriers
- providing tips for self-care
- providing disease-specific education and coaching

The program is not meant to replace services you already get. The goal is to give you more information and support.

If you want to enroll in the program, please call 1-888-846-4262.



We want you to be as healthy as possible.



HOW DOES QUALITY IMPROVEMENT (QI) “RATE” OUR SERVICE?

‘Ohana Health Plan (the Plan) has a Quality Improvement (QI) program. It lets us make sure we have ways to rate our service to members and providers. We also track the care we give to our members.

2010 Highlights

- Reached full External Quality Review Organization (EQRO) compliance
- Enrolled more than 200 members into our Disease Management program to provide education/training and monitoring of high risk diseases such as diabetes, cardiac disease and obesity
- Piloted program with Queen’s Medical Center to help improve discharge for our members
- Improved quality of service for customer service calls (e.g. decreased abandonment rates)
- Continue to improve our process for ensuring members get timely appointments

2011 Goals

- Earn accreditation of the Plan through NCQA
- Post all provider guidelines on our website
- Send reminders to members and physicians so that members get appropriate preventive care
- Review provider medical records to ensure adherence to clinical guidelines
- Decrease the need for members to return to the hospital by ensuring a smooth transition home
- Decrease unnecessary emergency room visits by promoting the 24-hour Nurse Advice Line and working with health centers to offer after-hour urgent care
- Improve our website to make sure the most searched items are on the front page
- Improve member communication with more useful info in the member newsletter

TIPS FROM THE DENTIST*

- Brush your teeth twice a day with fluoride toothpaste. Always spit out all the toothpaste!
- Floss your teeth every day to remove the food between your teeth
- Eat a healthy diet, and if you snack, eat nutritious foods
- Visit your dentist regularly

Remember, a healthy mouth and teeth are important parts of a healthy body.

** The above tips have been adapted with permission from the American Dental Association’s web site at www.ADA.org.*



'OHANA HEALTH PLAN QUALITY MANAGEMENT PROGRAM AND EVALUATION

To help improve your health care experience, we have a quality program. The program focuses on areas of quality like:

- making sure you have access to providers
- evaluating your satisfaction with our services
- supporting you and your provider
- helping you stay healthy
- providing prompt customer service
- promoting processes that reduce errors and improve your safety
- promoting high quality

- identifying the health education needs of members, practitioners, and other health care professionals

We work with doctors, hospitals, and other health care providers. We do this to support the quality care you receive.

If you would like more details, please contact:

**Director of Quality Management/
Accreditation**
‘Ohana Health Plan
94-450 Mokuola Street, Suite 106
Waipahu, Hawaii 96797

To help improve your health care experience, we have a quality program.

CALLING CUSTOMER SERVICE – HELPFUL HINTS

With your touch-tone phone you can check your eligibility, order an ID card or get a list of participating pharmacies by following these quick and easy steps:

- Call ‘Ohana Customer Service at **1-888-846-4262**
- Press 3 for Member Services
- Press 0 to check eligibility, request an ID card or to get a listing of participating pharmacies
- Enter or say your ‘Ohana Member ID number when asked
- Enter or say your date of birth
 - Press 1 to check eligibility
 - Press 2 to ask for an ID card
 - Press 5 for a list of WellCare’s national pharmacy partners

If you need help from a Customer Service Agent follow these quick and easy steps:

- Call ‘Ohana Customer Service at **1-888-846-4262**
- Press 3 for Member Services
- Press 3 for transportation help
- Press 4 for tech support with our website
- Press 6 for PCP changes, address change and all other inquiries
- Press 7 to transfer to the 24-hour Nurse Line



STATE PHARMACY ASSISTANCE PROGRAM (SPAP) ENDS

On July 1, the state ended the State Pharmacy Assistance Program (SPAP). It was also called Smooth Transitions.

Past Smooth Transitions (or SPAP) members must now make co-pays not covered by their Medicare Part D prescription drug benefit program. The co-pay for each drug can range from \$1.10 to \$6.30. Please contact your Medicare Part D program for more info.

This only applies to members with Medicare and Medicaid. It does not apply to members with just Medicaid.



SCREENINGS FOR WOMEN'S HEALTH

'Ohana Health Plan wants you to have a healthy life. That's why we want you to read this information.

Screenings can find illnesses before a person has any symptoms. These screenings can catch cancers that affect women: breast and cervical cancer. The screenings can save lives. They can find the cancers before they spread. The earlier an illness is found, the easier it is to treat.

SCREENINGS FOR BREAST CANCER

Breast cancer is one of the most common forms of cancer in women. Breast cancer cells start out very small and can't be felt. When they grow, they can spread throughout your breast and maybe to other parts of your body. This can cause health problems or even death.

A mammogram is a special kind of x-ray of the breasts. Mammograms are used to help find breast cancer early when it can still be cured. Mammograms are recommended for women over 40 years old every 1 to 2 years even if they have no signs of breast cancer. They are also recommended for younger women who have symptoms of breast cancer or who have a high risk of getting breast cancer. All women are at risk for getting breast cancer.

It's also important to have a provider examine your breasts at least once a year. Also, it's important to examine your breasts yourself once a month. You may find it's easiest to do this at the same time each month like when your menstrual period ends. Let your provider know if you have any changes in your breast or if breast cancer runs in your family.

GET CHECKED FOR CERVICAL CANCER

The cervix is the lower end of the uterus which connects with the vagina. Cancer of the cervix develops slowly. It has no symptoms at first so many women may not know they have it.

Cervical cancer used to be the leading cause of cancer death for women in the United States. However, in the past 40 years, the number of cases of cervical cancer and the number of deaths from cervical cancer have decreased. This decline largely is the result of many women getting regular Pap tests which can find cervical pre-cancer before it turns into cancer. Screening all women using a Pap test can tell if you have an infection or abnormal (unhealthy) cells in your cervix. It can find the earliest signs of cervical cancer. If caught early, the chance of curing cervical cancer is very high. If all women who need Pap tests got them, almost all deaths from cervical cancer could be prevented.

WHO SHOULD GET A PAP TEST?

A Pap test is part of a routine pelvic exam. The doctor takes a small sample from the cervix for examination at a laboratory. Women 18 to 65 years old who have ever been sexually active should get a Pap test every 1 to 3 years. How often depends on your risk factors and past test results. If you have an abnormal test it may be cancerous. So it is very important to get follow-up care. And if you notice anything different, call your provider for an appointment.

CHLAMYDIA SCREENING

An annual women's health checkup is important for women of all ages. It has many components. It is recommended that women 15-24 years old who are sexually active have a Chlamydia screening.

Chlamydia is the most common sexually transmitted disease (STD) in the United States. It's caused by bacteria that can infect the vagina, cervix and other parts of the body. It most often affects women under age 25. Many women who have it don't even know it because they have no symptoms. If Chlamydia is not treated it can cause serious reproductive problems.

You should get tested if you:

- Are 15 to 24 years old and sexually active.
- Have had an abnormal Pap smear.
- Have a new male sex partner or have more than two partners in a year.
- Don't always use a condom

Chlamydia Screening can be as simple as a urine test, you can ask your PCP to perform this test at your next visit.

Make a free appointment with your PCP (Primary Care Provider) or OB/GYN today. If you have any questions about what you've read here, ask your provider at your appointment. A few minutes of your time can improve your health care. If you don't know who your PCP or OB/GYN is, call Customer Service at 1-888-846-4262.

WELLNESS EVENTS

WE ... a hui for health is 'Ohana's latest innovation because we are dedicated to helping Hawai'i to better health.

WE ... a hui for health is a group of health advocates. They join 'Ohana to hold wellness events all over our island home. Have your lungs tested. Get a take-home kidney test. Have pictures taken of your retina. Be sure blood pressure, diabetes or other factors haven't put your eyes at risk. Pick up useful info on topics like women's cancer screening or an A-to-Z guide to family caregiving. Talk to peer counselors about stress and other mental health issues.

Check the list of events in the Member Education article. Come down to see what the WE people are up to. Drop in on a Member Education session.



**Check the list of events
in the Member Education
article.**



This document contains important information. To request this information in an alternate language or to have it orally translated, please contact Customer Service at 1-888-846-4262 (TTY/TDD 1-877-247-6272).

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).



Plaza at Mill Town
94-450 Mokuola Street, Suite 106
Waipahu, HI 96797

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HAVE YOU MOVED?

DO YOU HAVE A NEW TELEPHONE NUMBER?

If your address or telephone number has changed, please let us know. Call Customer Service toll-free at 1-888-846-4262 (TTY/TDD 1-877-247-6272), Monday through Friday, 7:45 a.m. to 5:30 p.m. HST. You may also update your information on our website. Go to www.ohanahealthplan.com and click on *Contact Us*.



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.