

CARE CONNECTION

FALL 2009

COMMITTED TO SERVICE, OUR COMMITMENT TO YOU!

At 'Ohana, we have a strong and clear mission. We strive to enhance our members' overall health and quality of life. Each and every day, we work to ensure that you have timely access to the kinds of quality health care products and services that you deserve. Currently, we are making a variety of operational and service improvements that we feel will lead to a better experience for you, and we continue to seek out and improve ways to educate you on health and wellness.

Coming soon, our Web site will be updated with some easy-to-use features. You will be able to enjoy online health education information provided by a team of board-certified physicians and specialists. Additionally, we will be implementing a plan comparison tool. It will show and compare for you all of the 'Ohana plans available in your service area. Start looking for these Web site enhancements in October!

OUR SERVICE COMMITMENT

Whether you turn to us for assistance via phone or Web site, you can expect that we will do our best to:

1. Address your needs with efficiency, courtesy, accuracy and sensitivity.
2. Respond promptly to your inquiries and provide an expected timeline for resolution.

You are the reason we are in business. We will strive to ensure that your health care needs and expectations are met with service that you can trust.

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QUESTIONS? CALL US!

If you ever have any questions, just know that we are as close as your phone. You can always call the number on the back of your ID card for more information about your 2010 benefits. Also feel free to visit our Web site at www.ohanahealthplan.com. Thank you for choosing 'Ohana.

HIGH BLOOD PRESSURE: THE SILENT KILLER

High blood pressure is called the “silent killer.” It’s “silent” because you can have it without even knowing. Did you know that one in three adults has high blood pressure? And many don’t know it. There are also many people who think they are controlling their blood pressure with pills. But they really do not have it under control.

WHY SHOULD YOU KEEP YOUR BLOOD PRESSURE UNDER CONTROL?

Having high blood pressure raises your chances of getting many health problems. Some of these problems are:

- Stroke
- Heart disease
- Heart failure
- Kidney disease
- Blindness

WHAT IS NORMAL BLOOD PRESSURE?

Normal blood pressure is 120/80 or lower. There are many things that can affect your blood pressure. But if your normal is higher than 120/80, you may have, or be heading for, high blood pressure.

HOW CAN I HELP KEEP MY BLOOD PRESSURE NORMAL?

- If you smoke, quit.
- Be active. Try to be active at least 30 minutes each day. Walking is one of the best ways to be more active.
- Eat less salt.
- Use less caffeine (coffee, tea, colas).
- Eat at least five servings of fruit and vegetables every day.
- Be at a healthy weight. Ask your health care provider what you should weigh. If you need to lose weight, do so slowly and by eating right.
- Avoid stress.
- Take your medicine. If you already take pills for high blood pressure, make sure you do not skip any doses. Talk to your health care provider to learn more about your risk for high blood pressure.

SNEAK PEEK AT 2010

2010 BENEFIT CHANGES

With each new year, we make every effort to explore ways to enhance your benefits and minimize cost impacts to you, our valued member. As you know, there have been quite a few changes in health care recently. ‘Ohana, like many Medicare Advantage providers, has made some changes to our plan benefits. Each fall, we send you information about how your benefits will change from one year to the next. Below are some highlights of what you can expect to see.

OUR SERVICE COMMITMENT

By October 31, all members will be sent an Annual Notice of Changes packet that includes important details of the changes to your current plan for the upcoming year. Additionally your packet includes information about:

- Your ‘Ohana plan premiums, benefits and services, and how to use them
- Customer Service, pharmacy, state and federal agencies’ contact information
- Co-payments or coinsurance information

Although there will be some changes, ‘Ohana is pleased to announce that many of our 2010 plans will continue to include some additional benefits that do not fall under Medicare.

Just a few of the possibilities:

- Dental care, which may include exams, cleaning and other preventive and diagnostic care at a low price through participating dentists.
- Vision, with benefits that may contain routine eye exams or low co-payments for glasses and contact lenses.
- Hearing coverage, routine hearing exams and reduced costs for hearing aids are a possible benefit as well.
- Health and fitness club membership at participating locations.

SNEAK A PEEK AT WHAT COULD BE NEW FOR YOU

COMPLEMENTARY AND ALTERNATIVE MEDICINE*

A savings of up to 30% off standard fees! Some plans will include a network of more than 37,000 practitioners in specialties such as: massage and bodywork, nutrition and supplements, mind/body and relaxation, and also exercise and movement.

JENNY CRAIG WEIGHT LOSS*

Program specials, including a free 30-day program upon joining. You may also choose to enjoy up to 25% off of the six-month VIP program or 20% off the one-year Premium Success Program. (Discounts do not include the cost of food.)

VITAMIN AND NATURAL SUPPLEMENTS*

Discounts of up to 25% off items manufactured by Enzymatic Therapy, Inc.

VISION*

Discounts on items not covered by your routine vision benefit, such as lens upgrades or additional eyeglasses.

LASER VISION CORRECTION (LASIK)*

Discounted by 15% through Advantica's TLC Vision Advantage Program.

MEDICAL ALERT SYSTEM*

At a reduced rate. A savings of up to 17% off the retail price for the LifeStation Medical Alert Services.

Communication is key to us at 'Ohana. If you ever need more information, we are as close as your phone. Simply call us at the number on back the of your ID card and we will be glad to discuss all of the benefits you will continue to enjoy such as:

- A choice of great doctors
- Low or no plan premiums
- Prescription drug coverage

Be on the lookout for your package. You should receive your package by October 31, 2009, which will contain your plan's specific expanded benefit descriptions. Remember that the availability of benefits may vary by county and also by plan. Don't forget that you can find the 2010 plan benefit information online at www.ohanahealthplan.com beginning October 1st.

Thanks again for your continued membership with us. Keep checking your mailbox!

**The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the 'Ohana grievance process.*

CONNECTING THE DOCS

YOUR PRIMARY CARE PHYSICIAN IS THE KEY TO COORDINATING YOUR CARE

When it comes to managing your health care, your Primary Care Physician, or PCP, is indispensable. This is especially true regarding the coordination of your care with other providers. Always be sure to consult your PCP before you make an appointment to see an 'Ohana specialist. Many specialists will require a referral from your PCP or prior approval from 'Ohana.

Because your PCP is the key to your health care, we have a rigorous credentialing process. Our process includes checking the education, training and board certification of a potential PCP. We also take the time to read patient satisfaction surveys and look into whether any previous complaints have been filed regarding the doctor. If we find any information to be unfavorable, we can choose not to contract with that provider. Additionally, you can always change your PCP. Our Customer Service representatives will be happy to assist you in finding a new doctor located in an office that is convenient for you.

Because we want to provide you with the flexibility you deserve, we have expanded our network of both PCPs and specialists. See a few of the new additions highlighted below. There are many other physicians that have been newly listed as providers in our network as well. Please make sure you refer to your 2010 Provider Directory for the full listing.

HAWAII	
Charlie Sonido, MD	PCP, Internal Medicine, Waipahu
Edward Alquero, MD	PCP, Internal Medicine, Waipahu
Rosaldo Paeste, MD	PCP, Internal Medicine, Waipahu
Sorbella Guillermo, MD	PCP, Internal Medicine, Waipahu
Maria Ilar, MD	PCP, Internal Medicine, Waipahu
Russell Kelly, MD	PCP, Internal Medicine, Ewa Beach
Erlinda Cachola, MD	PCP, Internal Medicine, Honolulu
Antonio Ramos, MD	PCP, Internal Medicine, Honolulu
Nestor Del Rosario, MD	PCP, Internal Medicine, Honolulu



APPOINTMENTS: YOURS TO KEEP

It is very important to keep your appointments for doctor visits. This includes lab tests or X-rays. Not showing up means you don't get the care you need. Plus it disrupts the doctor's schedule. When you get there late, it makes it hard for your doctor to give you all of the time you might want and deserve. Please call your doctor at least one day ahead of time if you can't keep a scheduled appointment.

TASTE OF 'OHANA:

HERB-ROASTED CHICKEN

Ingredients:

- 2 tbsp. butter
- 1 tsp. dried sage
- 1 clove garlic, crushed
- 1/8 tsp. black pepper
- 1 whole chicken (3lb. 5oz.)
- 1 tsp. dried rosemary
- 1 onion, peeled
- 2 cups chicken broth
- 6 oz. new potatoes, parboiled
- 3 bell peppers, deseeded and cut into quarters
- 2 medium zucchini, cut into chunks
- 1 red onion, sliced
- 1 tbsp. olive oil
- flat-leaf parsley sprig, to garnish



1. Preheat oven to 375F. In a small bowl, combine butter, sage, garlic and pepper. Carefully loosen the skin from the chicken breast, being careful not to tear it.
2. Spread half of the herb mixture under the skin; rub the rest on top. Sprinkle with rosemary. Place onion in chicken cavity and tie legs together with kitchen string.
3. Place the chicken on a rack in a roasting pan and pour broth into pan. Cover pan with foil and roast for 1 hour.
4. Uncover chicken and roast until juices run clear when meat is pierced, about 40 minutes longer. Transfer to a serving dish. Let stand 15 minutes before serving.
5. Meanwhile, place the parboiled new potatoes, peppers, zucchini and onion slices on a separate baking tray. Drizzle with oil and then roast for 35–40 minutes until cooked and crisp around the edges. Arrange around the chicken, along with the parsley, to serve.



SHARE YOUR RECIPES

This *CareConnection* newsletter is designed with you in mind, and we want to add your creative flavor. Please share your favorite healthy and delicious recipe with us, and we will share it with others through this newsletter.

E-mail us at CareConnections@wellcare.com or mail your recipe to:

'Ohana c/o Member Loyalty Team
8735 Henderson Rd., Ren 1, 2nd Flr., Tampa, FL 33634

Your recipe might be featured in the next issue!

DON'T LET THE FLU TAKE HOLD OF YOU

Influenza, or the flu, is a highly contagious viral infection. In an average year, the flu causes 36,000 deaths (mostly among those aged 65 years or older) and more than 200,000 hospitalizations in the United States. The “flu season” in the United States is usually from November through April each year. During this time, flu viruses are circulating in the population.

You can take steps to prevent yourself from being included in those numbers.

Get vaccinated. An annual flu vaccine is the best way to reduce the chances that you will get the flu and lessen the chance that you will transmit it to others. It takes about two weeks after getting a flu shot for you to develop a protective immune response, so get your shot as early as possible.

It is recommended that the following groups of people get vaccinated each year:

- Children from 6 months old up to their 19th birthday
- Pregnant women
- People 50 years of age and older
- People of any age with certain chronic medical conditions such as asthma or diabetes, those who have immunosuppression or those who are receiving long-term aspirin therapy
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from flu, including:
 - Health care workers
 - Household contacts or persons at high risk for complications from the flu
 - Household contacts and out-of-home caregivers of children less than 6 months of age (these children are too young to be vaccinated)

Take the following preventive actions to stop germs from spreading:

- Cover your mouth when you cough or sneeze
- Wash your hands with soap and water after you cough or sneeze
- Avoid close contact with others who are ill
- If you get the flu, stay home from work or school and limit your contact with others
- Avoid touching your eyes, nose and mouth

If you do get infected with the flu virus, take antiviral drugs (if recommended and prescribed by your doctor). Antiviral drugs are prescription medications that keep flu viruses from reproducing in your body. These drugs can make you feel better faster and they can also help prevent you from having serious flu complications.

Source: Centers for Disease Control and Prevention



‘Ohana offers **FREE** flu vaccinations at any Walgreens Pharmacy or Maxim clinic location. All you have to do is present your ‘Ohana ID card and photo ID. Call **1-866-WHI-FLU1** to find a Walgreens Pharmacy or **1-877-962-9358** to find a Maxim clinic location near you to receive your **FREE** flu vaccination!

ABCs OF DIABETES

If you or someone you know has diabetes, you should know about the ABCs of diabetes. They were developed by the American Diabetes Association.

A stands for your A1C or your glucose average.

The A1C is a blood test to measure the sugar levels in your blood. The target number is below seven. You should have your blood tested at least twice a year and possibly more often if necessary.

B stands for blood pressure.

Your blood pressure should be below 130/80. Your doctor should check it at every visit. If you need medicine to lower your blood pressure, please follow these guidelines:

- After you start a new blood pressure drug, make a follow-up visit in one to two months. Then your doctor can check your blood pressure to see if there are any side effects.
- Once your blood pressure is stable, visit the doctor every three to six months. That way, he or she can keep an eye on your blood pressure.

C stands for cholesterol.

Cholesterol is something that is in all humans. It is a waxy, fat like substance. It travels throughout

the body in the blood. There is good and bad cholesterol. The good it does is that it is part of the cell membrane. It is used by all the cells in the body. It helps in the production of testosterone and estrogen. The bad is that it clogs your arteries. Too much bad cholesterol in your blood can lead to a heart attack or stroke. You cannot feel if you have bad cholesterol in your blood. You have to visit your doctor and have blood drawn to check it. You should do this at least once a year. Your bad cholesterol level should be less than 100.

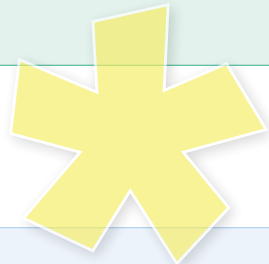
This article suggests when you should get these tests. Your doctor will be the one to decide how often you need to have them.

Did you know we have a diabetes management program? You will get one-on-one service from a registered nurse. We will send you information to teach you more about diabetes. If you need it, we can arrange case management for you. This can help you get your diabetes under control. If you would like to learn more, please call the phone number on the back of your ID card.



ANNOUNCING THE ANOC T-SHIRT CONTEST WINNER


A round of congratulations goes out to member B. L. DeJesus, creator of the winning design for our Annual Notice of Changes (ANOC) T-shirt design contest! We were excited to see that more than a hundred entries were mailed in, and it was a tough choice, but we found our winner.





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'Ohana Health Plan
Plaza at Mill Town
94-450 Mokuola Street
Waipahu, HI 96797

Important plan and other prevention and wellness information 

'Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc. WellCare is a health plan with a Medicare contract.

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'OHANASEARCH PUZZLE

How many of the words below can you find in this grid? The hidden words can go from top to bottom, bottom to top or diagonally.

- ANOC
- HEAL
- BENEFITS
- CARECONNECTION
- PCP
- CHECKUP
- PRESCRIPTION
- COMMITMENT
- SILVERSNEAKERS
- COPAYMENT
- VACCINE
- DOCTOR
- WALK
- EXERCISE
- WEIGHT
- HAPPY
- XRAY

H	W	E	I	G	H	T	J	O	N	D	B	S	S	S
O	P	Z	T	G	F	D	P	D	O	P	E	Z	R	M
Y	D	A	C	M	P	O	D	R	I	X	Y	E	V	N
C	A	C	N	Y	C	C	O	L	T	M	K	L	A	W
Q	E	R	O	H	Y	T	P	B	C	A	N	W	V	F
E	B	M	X	M	C	K	E	O	E	Y	F	C	P	J
J	N	S	R	O	M	N	A	N	N	A	Y	O	U	D
V	O	I	D	O	E	I	S	H	N	N	P	P	K	D
Q	I	E	C	F	H	R	T	B	O	O	P	A	C	X
I	N	P	I	C	E	A	E	M	C	C	A	Y	E	F
B	C	T	Y	V	A	A	N	M	E	B	H	M	H	Y
P	S	R	L	Q	L	V	T	A	R	N	J	E	C	X
Q	E	I	G	T	Q	H	Z	D	A	F	T	N	V	M
E	S	I	C	R	E	X	E	F	C	K	L	T	J	R
P	R	E	S	C	R	I	P	T	I	O	N	W	R	E