

BEWELL

Member tips, tools and resources to support a healthy lifestyle

Volume 2 • 2018

Our Goal Is Quality

Tips for a Healthy Pregnancy

Reminder About HPV Vaccination

Diabetes & Statin Use



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NUMBERS TO KNOW

We're just a phone call
(or click) away!

CALL CUSTOMER SERVICE:

1-888-846-4262

TTY: 711

Monday–Friday,

7:45 a.m. to 4:30 p.m.

Hawai'i Standard Time (HST)



NURSE ADVICE LINE:

1-800-919-8807

24 hours a day/

7 days a week



Or visit

www.ohanahealthplan.com



OUR GOAL IS QUALITY

At 'Ohana Health Plan, we're always looking for ways to do better. In fact, we have a program dedicated to finding ways to deliver better care and service. It's called the Quality Improvement (QI) Program. Every year we set goals to give you better care.

HERE'S WHAT WE DID IN 2017:

- We helped our members get appointments with their doctors
- We met with providers to involve them with our quality efforts
- We got new doctors to join our network
- We met national standards designed to help you get the care you need
- We looked at our member surveys to find out how we can improve
- We helped you learn about how to take care of your health and told you about the services and screenings available to you
- We began a member rewards program that offers rewards for completing health screenings
- We began Telehealth services as a covered plan benefit
- We increased training requirements for our staff to better help you get what you need when you call

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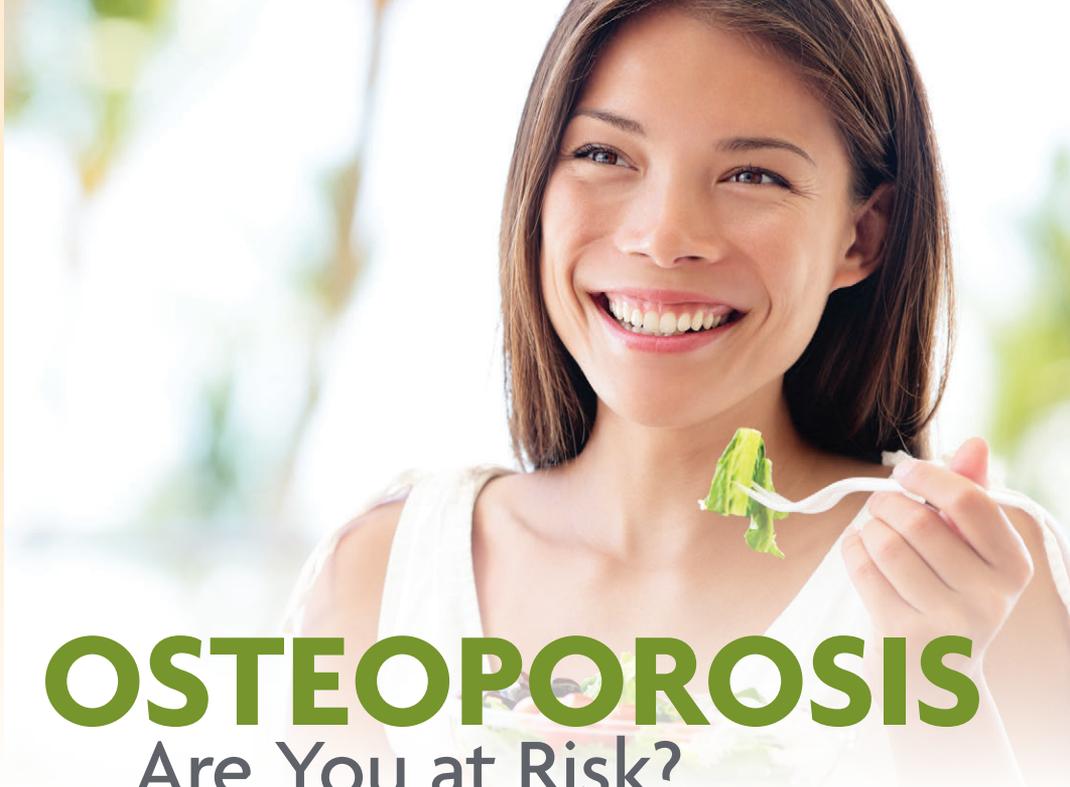
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IN 2018, WE WILL:

- Talk to you about your health care needs and how to improve your health
- Continue the member rewards program for completing health screenings
- Help you find a new doctor or get you scheduled with your doctors
- Talk to your doctor about how to better take care of your health
- Add more doctors to our network to help you get the care you need quickly

WANT A COPY OF OUR QI PROGRAM DESCRIPTION?

Please call
Customer Service.
1-888-846-4262
(TTY 711)



OSTEOPOROSIS

Are You at Risk?

Millions of people in the U.S. have osteoporosis or are at risk of getting it. It's a disease that makes your bones weak and more likely to break.

PREVENT IT:

Keep your bones strong and healthy. Here's how:

- ✓ Eat a balanced diet with plenty of calcium and vitamin D
- ✓ Exercise regularly
- ✓ Don't smoke

RISK FACTORS:

The disease is most common in older women. You could also be at risk if you:

- ✓ Are small and thin
- ✓ Have a family history of it
- ✓ Take certain medications

Most people don't know they have osteoporosis until they break a bone. Find out if you're at risk with a bone density test.

Learn more. Talk to your doctor today.

SOURCE: U.S. National Library of Medicine, "Osteoporosis," retrieved from: <https://medlineplus.gov/osteoporosis.html>

AUTISM

Awareness

You've probably heard of autism. But what exactly is it?

Autism is a developmental problem with the brain. It can affect language and social skills. It might make some people act a little different than most. People who have it usually start to show symptoms before age 3 and will have it throughout their lives.

SYMPTOMS MIGHT INCLUDE:

- Lack of eye contact
- Trouble interacting with others
- Delayed speech
- Body rocking or hand flapping

MANAGE IT WITH:

- Behavioral changes
- Change in diet
- Medicine

Talk to your child's doctor if you think he or she might have autism. Early treatment can help your child's development.

SOURCE: Centers for Disease Control and Prevention, "Autism Spectrum Disorder (ASD)," retrieved from: <https://www.cdc.gov/ncbddd/autism/signs.html> and <https://www.cdc.gov/ncbddd/autism/treatment.html>

KEEP YOUR MEMBER ID CARD HANDY

Your member ID card is very important. Think of it as your key to health care services. Keep it with you at all times. Give it to your doctor whenever you get care.

Your card has useful details about your health plan – like the name and phone number of your primary care provider. Let us know if you:

- Change your primary care provider
- Move
- Need to change any information on your card



CALL CUSTOMER SERVICE TO MAKE CHANGES.
Use the contact information on page 2 of this newsletter.

TIPS for a HEALTHY PREGNANT

What you breathe, what you eat and what you drink can all affect baby develops. Exposure to certain things while you're pregnant can defects. Make healthy choices for you and your baby.

Eat a safe, healthy diet:

- ✓ Take folic acid
- ✓ Limit caffeine
- ✓ Eat a varied diet of fruits, vegetables, whole grains and low-fat dairy
- ✓ Avoid raw or undercooked meat
- ✓ Avoid deli meat and unpasteurized cheese
- ✓ Don't drink or smoke

Reduce your exposure to toxic substances such as:

- ✓ Lead (in house paint, dust and soil)
- ✓ Radiation, including X-rays
- ✓ Solvents such as paint thinner

Talk to your doctor to learn more.

SOURCE: National Institute of Health, "What can I do to promote a healthy pregnancy?" retrieved from: <https://www.nichd.nih.gov/health/topics/preconceptioncare/conditioninfo/pages/healthy-pregnancy.aspx>

prenatal
CARE
IMPORTANT FOR YOU AND FOR BABY

Make sure to see your doctor if you're pregnant. With regular prenatal care, your doctor can treat and help prevent health problems. That means a healthier pregnancy and a healthier baby.

SOURCE: Office on Women's Health, U.S. Department of Health and Human Services, "Prenatal Care," retrieved from: [https://www.hhs.gov/womens-health/resources/prenatal-care](#)

ICY

how your unborn
even result in birth

When moms don't get prenatal care, babies are at risk.

3X ↑ chance of low birth weight **5X ↑** chance of death

Experts recommend
prenatal visits on the
following schedule:

- ✓ Weeks 4–28: once a month
- ✓ Weeks 28–36: twice a month
- ✓ Weeks 36–birth: once a week

At each visit, your doctor will make sure your baby's growth is on track.

As always, call your doctor if you have any concerns.



Reminder About **HPV VACCINATION**

HPV stands for human papillomavirus

WellCare is proud to say that we are working with the American Cancer Society. We'd like to remind you about how important it is to get kids vaccinated against HPV. It can help protect them from cancer.

Kids should get vaccinated at age 11 or 12, before they are exposed to HPV. The vaccine is given as a series of shots. Kids who start the series before age 15 receive two shots, with 6 to 12 months between shots. Those 15 and older will need 3 shots given over 6 months.

Visit [cancer.org/HPV](https://www.cancer.org/HPV) to learn more.

The American Cancer Society does not endorse any service or product.



THE HPV VIRUS IS SO COMMON, **4 OUT OF 5** PEOPLE WILL GET IT.

THE HPV VACCINE CAN REDUCE THE RISK OF **6 TYPES OF CANCER.** THAT IS WHY **ALL KIDS SHOULD GET THE VACCINE.**



SOURCE: American Cancer Society, "What Parents Should Know About the HPV Vaccines," retrieved from: <https://www.cancer.org/cancer/cancer-causes/infectious-agents/hpv/what-parents-should-know-about-the-hpv-vaccines.html>



HOW SERVICE COORDINATION CAN HELP YOU

Service Coordination helps members with special needs. If you qualify, we'll pair you with a registered nurse (RN) or licensed clinical social worker, behavioral health clinician or other health care professional. This person will serve as your service coordinator. He or she can help you with issues such as:

- Complex medical needs
- Solid organ and tissue transplants
- Children with special health care needs
- Lead poisoning

We're here to help you! Contact us for more information on our program. This no-cost program gives you access to Service Coordinator Monday-Friday, 7:45 a.m. to 4:30 p.m, Hawai'i Standard Time (HST).

DISEASE MANAGEMENT PROGRAM

Our Disease Management Program gives support to members with certain health problems. You could qualify for the program if you have:

- Asthma
- Diabetes
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Hypertension
- Heart Disease
- Obesity
- Smoking Cessation

We want to help you manage your health. Contact us if you have any of the above conditions and want to join the program. We'll send you information about it. You may even get coaching from a registered nurse.

CALL US TO LEARN MORE.

1-888-846-4262 (TTY 711)

Monday–Friday, 7:45 a.m. to 4:30 p.m.

Hawai'i Standard Time (HST)



10 HEALTHY SNACK IDEAS

Think healthy = expensive? Think again. Check out these 10 good-for-you snacks that are also kind to your wallet:

- 
- 1 *Popcorn:* Pop your own, or choose plain or lightly salted.
 - 2 *Mini Pizza:* Top a whole-grain English muffin with tomato sauce and cheese.
 - 3 *Carrot Sticks:* Just add your favorite dip – try hummus for a healthy twist.
 - 4 *Trail Mix:* Combine peanuts, pretzels and raisins.
 - 5 *Cottage Cheese:* Top with fresh or canned fruit.
 - 6 *Banana:* One of the easiest fruits to eat on the go.
 - 7 *Hard-Boiled Egg:* Boil your own and eat it plain or add to a salad.
 - 8 *Apple & Cheese:* Slice an apple and eat with a slice or stick of low-fat cheese.
 - 9 *Celery & Peanut Butter:* Add raisins if desired.
 - 10 *Tomato & Mozzarella:* Chop up and sprinkle with salt and pepper.

DIABETES & STATIN USE

Did you know that diabetes ups your risk for stroke and heart attack? Because of this, many doctors will prescribe a certain class of cholesterol medicine, known as statins, to diabetics. If taken regularly, they can reduce your risk of a heart attack or stroke.

Make sure to take your statin just as prescribed – even if you don't see or feel a difference. It's vital for your heart health. Also make sure to eat healthy and exercise. It could help prevent future health problems.

NOT SURE IF YOU ARE TAKING A STATIN?

Here are the names of some commonly prescribed statins:

- ✓ Atorvastatin (Lipitor®)
- ✓ Lovastatin (Mevacor®)
- ✓ Pravastatin (Pravachol®)
- ✓ Rosuvastatin (Crestor®)
- ✓ Simvastatin (Zocor®)

Do you have diabetes? Talk with your doctor at your next visit.
ASK IF A STATIN COULD BE RIGHT FOR YOU.

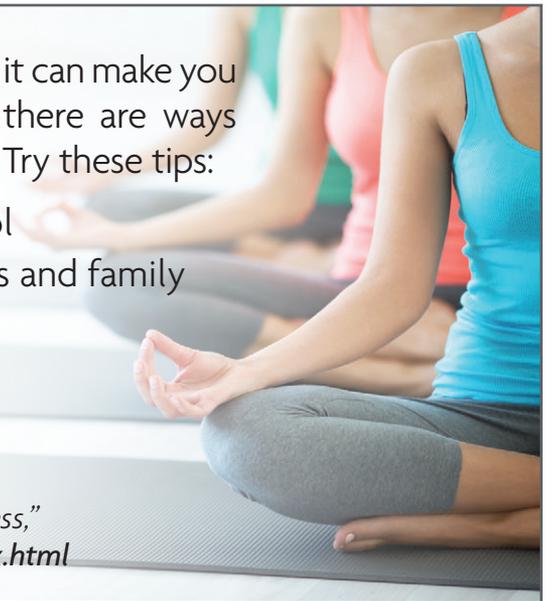
STRESS MANAGEMENT TECHNIQUES

Talk to your doctor right away if your stress is too much to handle.

Stress affects everyone, and it can make you feel tense or anxious. But there are ways you can minimize its effect. Try these tips:

- Avoid drugs and alcohol
- Spend time with friends and family
- Eat healthy foods
- Get enough sleep
- Exercise regularly

SOURCE: Centers for Disease Control and Prevention, "Coping with Stress," retrieved from: <https://www.cdc.gov/features/copingwithstress/index.html>



CLICK or CALL for the Latest Drug Coverage Updates

Want to find the latest about the drugs we cover? Be sure to stop by our website. You'll find our preferred drug list (or PDL for short). You can learn about recent additions and removals. You'll also find changes to any drug requirements or coverage limits. Just go to www.ohanahealthplan.com. Then click on "for members," select your plan and click on the "pharmacy" tab at the top. You can also call us for updates at the number listed on page 2 of this newsletter.



ALWAYS TALK WITH YOUR DOCTOR

CALL 911 or YOUR DOCTOR
right away in a health emergency.

Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor's advice. It is based on third party sources. We are presenting it for your information only. It does not imply that these are benefits covered by 'Ohana. Also, 'Ohana does not guarantee any health results. You should review your plan or call Customer Service to find out if a service is covered.



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'Ohana Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

(English) Do you need help in another language? We will get you a free interpreter. Call **1-888-846-4262** (TTY: 711).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awagan ti **1-888-846-4262** (TTY: 711).

(Traditional Chinese) 您需要其它語言嗎？如有需要，請致電 **1-888-846-4262**，我們會提供免費翻譯服務 (TTY: 711)。

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. **1-888-846-4262** (TTY: 711) 번으로 전화해 주십시오.

(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi số **1-888-846-4262** (TTY: 711).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa **1-888-846-4262** (TTY: 711).

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