

Member FOCUS

HAWAII | 2018 | ISSUE 1

‘OHANA COVERS TELEHEALTH SERVICES FOR MEMBERS

‘Ohana is excited to let you know that as of January 1, 2017, Telehealth Services is a covered benefit. Telehealth Services will be covered just like an in-person doctor visit. You and your provider are not limited by your locations.

SERVICES MAY INCLUDE, BUT ARE NOT LIMITED TO:

- Real-time video conferencing
- Secure interactive/non-interactive web communication
- Secure transfer of your medical records. Your doctor can use high-quality images and lab reports for your care.

SERVICES NOT COVERED INCLUDE:

- Standard phone calls, faxes, or email – combined or separate – are not considered Telehealth Services
- Getting your medication online is not a Telehealth Service

Any in-person care that needs prior approval, will need the same prior approval through Telehealth.

Providers will tell you if they offer Telehealth Services. Providers will bill us for these services.

QUESTIONS?

Toll-free 1-888-846-4262 (TTY 1-877-247-6272)

7:45 a.m. to 4:30 p.m. Hawai‘i Standard Time (HST)

www.ohanahealthplan.com

NUMBERS TO KNOW

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

Call Customer Service:
1-888-846-4262

TTY: 1-877-247-6272

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/

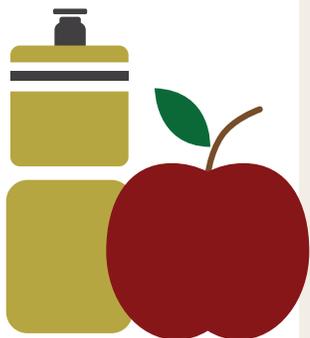
7 days a week

Or visit

www.ohanahealthplan.com

HEALTHY LIFESTYLE PLANS

Want to live a healthy lifestyle? Smart eating, fitness and sleeping habits are all it takes.



HEALTHY EATING PLAN

- Focus on vegetables, fruits, whole grains, and fat-free or low-fat dairy products
- Include lean meats, poultry, fish, beans, eggs and nuts
- Limit sodium, saturated and trans fats, added sugars and alcohol
- Control portion sizes



HEALTHY FITNESS PLAN

- Get moving to see the most benefits:
 - Health benefits start with as little as 1 hour of exercise/week
 - Reduce the risk of many chronic diseases with a total of 2 ½ hours/week of moderate-intensity exercise, such as brisk walking



HEALTHY SLEEPING PLAN

- Studies show a relationship between lack of sleep and obesity
- A common myth is that you can learn to get by on little sleep with no negative effects
- Get enough quality sleep at night – it's vital for mental health, physical health, quality of life and safety

Talk to your doctor about healthy choices that are right for you.

If you need a new doctor or need help making an appointment, please call Customer Service.

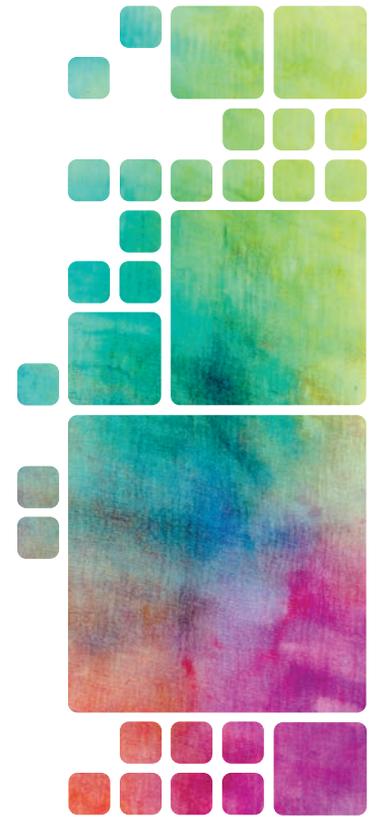
SOURCES: National Heart, Lung and Blood Institute, "Treatment," retrieved from: <https://www.nhlbi.nih.gov/health/health-topics/topics/obe/treatment#healthylifestylechanges> and Office of Disease Prevention and Health Promotion, "Chapter 2: Physical Activity Has Many Health Benefits," retrieved from: <https://health.gov/paguidelines/guidelines/chapter2.aspx>

KEEP TRACK OF YOUR MEDICINES with a Free App

It can be difficult to keep track of your medicines – especially if you take several each day. But there’s an app for that!

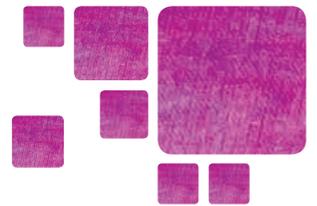
Check out free apps on both Android and Apple devices. There are special apps designed to help you keep track of your medicine and monitor your refills.

Just open your App Store and search for “**medication reminders**.” Use the one that best fits your needs. It’s that simple!



THYROID AWARENESS

You may not give much thought to your thyroid – until it gives you problems. The thyroid is a small gland in your neck that makes hormones. If it’s not working right, it can lead to thyroid disease.



5 IN EVERY 100 PEOPLE HAVE HYPOTHYROIDISM

That’s when your thyroid doesn’t make enough hormones. It can cause:

- Weight gain
- Tiredness
- Joint pain

1 IN EVERY 100 PEOPLE HAS HYPERTHYROIDISM

That’s when your thyroid makes too many hormones. It can cause problems with your:

- Bones
- Muscles
- Fertility

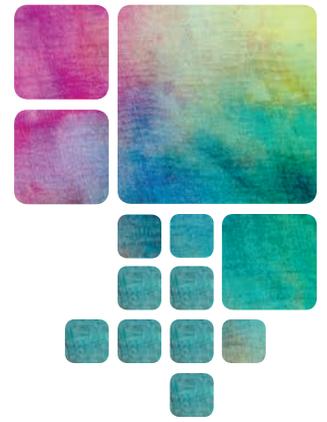
Women over the age of 60, and those with a family history of the disease are most at risk. Thyroid disease is treatable. **Talk to your doctor to learn more.**

SOURCE: National Institute of Diabetes and Digestive and Kidney Diseases, “Thyroid Disease,” April 2017

TRANSITION YOUR CARE

We want you to get the care you need. That's why we work with you to make sure you have access to care when:

- You leave another health plan and are just starting with us
- One of your providers leaves our network
- You leave our health plan to go to another one
- You transition to adulthood and need help choosing an adult primary care physician



CALL US IF YOU NEED HELP TRANSITIONING YOUR CARE.

We want you to continue to see your doctors and get the medicine you need. Call us or have your provider call. Use the contact information listed under "Numbers to Know" on the front cover of this newsletter.

UTILIZATION MANAGEMENT (UM) PROGRAM

Our UM Program makes decisions about care. These decisions are based only on:

- Whether care is appropriate
- Service
- Whether the care is covered

We don't reward anyone for denying coverage. UM decision makers don't get paid to make decisions that don't use care.

Do you have questions about the UM Program?

Call us. We can help answer questions about coverage decisions. You can also check the UM Program section of your Member Handbook.

Need another language format?

Please call to ask for materials in a different format, including:

- Other languages
- Large print
- Audiotapes

There is no charge for this.

CALL US TODAY.

The number is listed under "Numbers to Know" on the front cover of this newsletter.

CAN KIDS GET ARTHRITIS?

You might think of arthritis as a condition that affects adults, but kids can also get it. It's called juvenile arthritis (JA), and it can affect any child.

Experts don't know what causes JA, but they think it might stem from a problem with the immune system.

If your child has JA, he or she might have symptoms like:

- Joint pain or stiffness
- Swelling
- Trouble walking or getting dressed

Juvenile arthritis can't be cured. But with treatment, your child's symptoms could go away.

Talk to your child's doctor to learn more.

You may need to see a specialist to diagnose your child's symptoms.

SOURCE: Centers for Disease Control and Prevention, "Childhood Arthritis," retrieved from: <https://www.cdc.gov/arthritis/basics/childhood.htm>

AUTISM AWARENESS

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

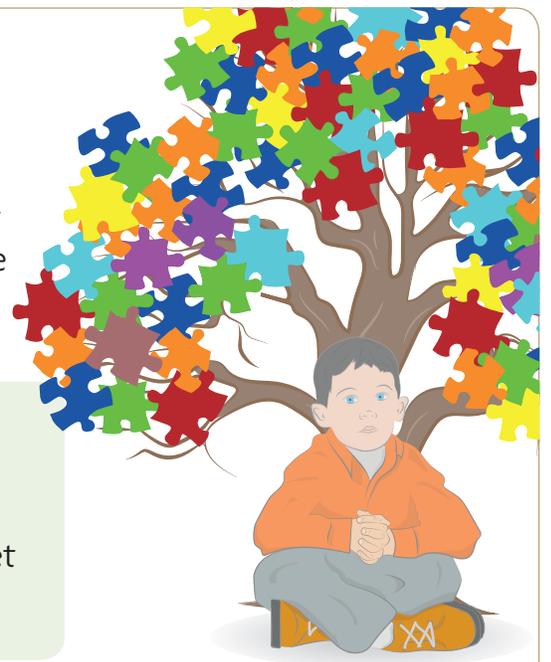
Autism is a developmental problem with the brain. It can affect language and social skills. It might make some people act a little different than most. People who have it usually start to show symptoms before age 3 and will have it throughout their lives.

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 are concerned about 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>

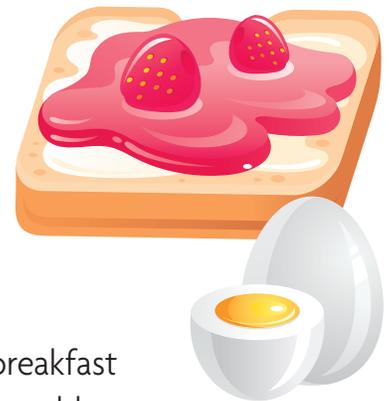
BREAKFAST: START THE DAY OFF RIGHT

Mom always said, “Breakfast is the most important meal of the day” – and she was right.

Experts say kids who eat breakfast do better in school. They can focus on learning instead of being hungry.

Your public school may offer a free breakfast, so get the kids there early.

If you plan on breakfast at home, get creative to make sure your kids get a healthy start. Here are some ideas for fast, nutritious and kid-friendly morning meals:



1 Think outside the (cereal) box.

- Reheat leftovers from the night before
- Mix up a smoothie with milk and fruit
- Grab a handful of nuts and dried fruit

2 Include protein to keep kids full.

- Try an egg, nuts, cheese or yogurt

3 Make it the night before.

- Hard-boil eggs for an easy grab-and-go breakfast
- Cut up fruit or veggies so they're ready to add to a yogurt parfait or omelet

EASY BREAKFAST COMBOS

These healthy ideas taste great and take just minutes to put together. Older kids can even make them on their own.

Tortilla roll-up:

Spread peanut butter on a whole-wheat tortilla, add fruit and roll up.

Banana pop:

Dip a peeled banana in yogurt. Then roll it in granola.

Veggie pizza toast:

Top a piece of whole-grain toast with some cheese and your favorite sliced veggies.



Want to learn more?

Ask your child's doctor about the importance of breakfast at his or her next appointment.

SOURCE: U.S. Food & Drug Administration, “Healthy Breakfasts for Kids: It’s All About Balance,” retrieved from: <https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm456060.htm>

YOUR GUIDE TO TIMELY CARE

No one likes waiting to see the doctor. Depending on your condition, there are times when it could be dangerous to wait too long.

Doctors must provide you with urgent and routine care in a timely manner. When you can expect to see a doctor depends on the type of care you need.



BELOW ARE SOME GUIDELINES TO HELP YOU SCHEDULE YOUR CARE:

- **URGENT CARE:** within 24 hours
- **NON-URGENT CHILD SICK VISITS:** within 24 hours
- **NON-URGENT ADULT SICK VISITS:** within 72 hours
- **ROUTINE CARE:** within 3 weeks
- **ROUTINE BEHAVIORAL HEALTH CARE:** within 4 weeks
- **ROUTINE SPECIALTY CARE:** within 4 weeks

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 the front of this newsletter.



ALWAYS TALK WITH YOUR DOCTOR



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.

CALL 911 or **your doctor** right away in a health emergency.



949 Kamokila Blvd., 3rd Floor
Suite 350
Kapolei, HI 96707

'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: **1-877-247-6272**).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awagan ti **1-888-846-4262** (TTY: **1-877-247-6272**).

(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: **1-877-247-6272**)。

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. **1-888-846-4262** (TTY **1-877-247-6272**) 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: **1-877-247-6272**).

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