

your

HEALTH

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PRIORITY
partners

matters

A NEWSLETTER BROUGHT TO YOU BY PRIORITY PARTNERS MANAGED CARE ORGANIZATION

Healthy Living With Diabetes

While you may think diabetes is only about keeping your blood sugar within the target range set by your doctor, you also need to know how blood sugar levels affect the rest of your body. A conversation with your doctor or a Certified Diabetes Educator (CDE) can help you understand the importance of annual diabetes tests. At least once a year you should have additional tests to help you to remain in good health. Each of the listed services are part of your benefits:

- ✓ **Dilated eye exam** – An eye doctor can assess the small blood vessels in the back of your eyes and check for any vision changes.
- ✓ **Cholesterol** – Diabetics are at higher risk for heart disease, high blood pressure, and vascular disease, and should have their cholesterol checked.
- ✓ **Kidneys** – Uncontrolled diabetes can lead to kidney damage. Your doctor can test for chemicals and proteins in your urine to assess your kidney function.
- ✓ **Foot Exam** – Have your doctor check your feet at every visit. Once a year have a detailed exam that tests nerve function (sensation) and skin condition.
- ✓ **Flu Shots** – In the fall, you should get a flu shot. You should also get a pneumonia shot at least every five years.
- ✓ **Dental care** – At least twice a year you should have dental cleanings and regular exams. Diabetics are at higher risk for gum disease and cavities.
- ✓ **Other conversation topics for you and your doctor** – You should have a complete review of your diabetes care plan, which includes your medications, activity level, eating habits, body weight, tobacco and alcohol use, feelings about diabetes and how you are doing in managing your diabetes.



Childhood Diabetes 101

There are two types of diabetes that exists in children: type 1 and type 2. Type 1 diabetes causes the body to stop making insulin which is needed to help turn the sugar we eat into needed energy for the body. Currently, there is no cure for type 1 diabetes, but it is treatable with insulin.

Type 2 diabetes is appearing more often in children. Type 2 diabetes patients have enough insulin in their bodies, but they are not able to use it. This can be treated with pills, but in many cases it can be managed by losing weight.

Once a child is diagnosed with either type of diabetes, it is very important to carefully follow the treatment plan set up by the doctor. This will include frequent visits to the doctor, periodic lab blood tests, and home blood testing of sugar in the blood. In all cases, a healthy diet will need to be followed.

Children with either type of diabetes can live long lives without complications as long as it is monitored and the recommended care is followed.

Praise For Priority Partners

Christy Warble



Christy Warble's son Michael suffered another traumatic brain injury after being hit by a car for the second time in 12 years. As a result, Christy was told to lower her expectations for her son's recovery.

Michael laid in a coma for 40 days. Christy was told by a social worker that Michael would never be able to walk, talk, move or feed himself again.

"I never believed that. I knew that in a healthy healing environment, that he'd come back," Christy said. "Priority Partners has opened up new doors for us. It has truly been a gift."

Today Michael is still rehabilitating. He struggles with short-term memory and impulse control. His visits to the doctor and medications have all been 100-percent covered. Christy is pleased with Priority Partners. She has found the providers that Michael needs and she can afford to give him the appropriate care.

Lisa Burnette

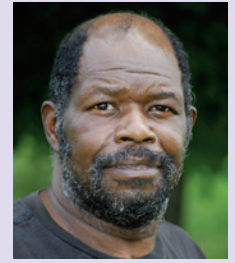


Lisa Burnette's oldest teenage son complained that he was having trouble breathing. He suddenly passed out and had to be rushed to the emergency room. Lisa was relieved once her son's breathing was stabilized. But then reality set in. Lisa began to worry about how she was going to pay for her son's emergency room visit. Under her coverage with Priority Partners, Lisa didn't have to pay a dime, which put her at ease.

Lisa, a mother of five, has two sons who suffer from asthma and allergies, and three more that need routine checkups. Priority Partners has helped Lisa to be able to properly care for her family.

"Just knowing that I don't have to be stressed out about thinking about how I will pay for doctor's or hospital bills brings me a lot of comfort," Lisa said.

Mitch Crutchfield



Mitch Crutchfield, a nighttime dispatcher for a towing company in Montgomery County, was waiting for his shift to begin when he suffered a mini stroke.

Mitch, who has had a number of health issues, including a blood infection, Chronic Obstructive Pulmonary Disease (COPD), and high blood pressure, had three strokes previously. He was worried about what was going to happen to him, but was comforted by the fact that Priority Partners would provide the services that he needed. Mitch was released from the hospital after a three-week stay and returned to work the following day.

"Having Priority Partners has given me a better outlook on medical care," Mitch said. "Being a Priority Partners member takes a big load off my shoulders. Without it, I wouldn't be here."

Pharmacy Corner: The Importance of Taking Your Diabetes Medicine

When you have diabetes, medications help to control your blood sugars. If your doctor has prescribed diabetes medicine, it's important to take it every day as directed on the bottle. Taking diabetes medicine regularly can reduce your risk of serious health issues from diabetes such as eye, kidney, nerve, and heart disease. In fact, many people with diabetes can prevent these complications by changing their lifestyle and taking

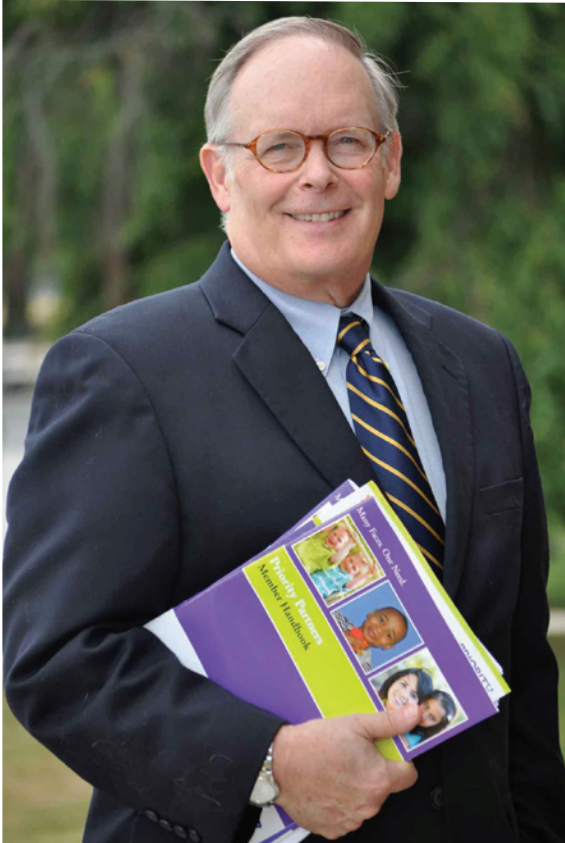
medication to keep their blood sugar within the target range.

Diabetes medications, including pills or insulin, helps the body use the food we eat. Having the right amount of medication improves blood sugars and helps you to feel better.

If you sometimes forget to take your medicine, you may receive a reminder from your pharmacist, about taking

them regularly. Your pharmacist can also help you to learn more about your medications. Make sure you share any signs or symptoms that you may be having as a result of your medications with your doctor. Tell your doctor if you've skipped any medications and always share the results of your home blood sugar tests. This will help your doctor decide if the medications you are taking are right for you.

Dear Priority Partners Member:



Thank you for choosing to be a Priority Partners member. You are part of the Priority Partners family and we are very happy to provide your health care services. Our goal is to help you get healthy and stay healthy.

The best way to stay healthy is to keep up-to-date with your routine preventive care. It's important to go to your annual doctor visits, get all the shots and screening you need, and take the medicines your doctor tells you to take. And if you are pregnant, or have a medical condition like diabetes or asthma, there are other services you may need.

Priority Partners is here to help. If you haven't had your annual check-up, or need any other health care services, please call us today. Priority Partners' staff is waiting to hear from you. We can help you get an appointment, and even transportation to that appointment.

Call our Outreach Department at 888-500-8786, Monday through Friday, between 8 a.m. and 5 p.m. for assistance.

Yours in good health,

Robert R. Neall
CEO

PRIORITY
partners



Three Questions To Ask Your Provider

Ask Me 3 is a patient education program designed to promote communication between health care providers and patients in order to improve health outcomes. The program encourages patients to understand the answers to three questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Patients should be encouraged to ask their providers these three simple but essential questions in every health care interaction. Likewise, providers should always encourage their patients to understand the answers to these three questions.

Studies show that people who understand health instructions make fewer mistakes when they take their medicine or prepare for a medical procedure. They may also get well sooner or be able to better manage a chronic health condition.

For more information, visit
<http://www.npsf.org/askme3/PCHC/download.php>.

Can I take these two medications together?



Who should I see for my back pain?



I've been trying to quit smoking, can you help me find the best option?



How much pain reliever can I give my child?



My son was playing outside, fell and twisted his ankle. Do you think he should get an X-Ray?



24 Hour Nurse Chat

Talk to a real nurse, in real time

Do you have a question you need answered?

Program this number in your phone for easy access:

1-866-839-5414 pin # 380

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Diabetes and Pregnancy

Women who have diabetes before they get pregnant should have their blood sugars stable for several months before they get pregnant. When a woman is pregnant, the placenta makes sugar that goes into the blood and can cause the blood sugar levels to be high. High or uncontrolled blood sugars can cause miscarriages or birth defects during the first three months of pregnancy, because that is when the baby (fetus) is developing.

Women who do not have diabetes before pregnancy should get a blood sugar test when they are around 28 weeks pregnant. If the woman fails the sugar test(s), they have developed "Gestational Diabetes." Gestational Diabetes means that the woman has diabetes only while they are pregnant, but they are also at a higher risk of developing diabetes later in life.

The goal for all pregnant women with diabetes is to be sure to monitor and control their blood sugar levels. If their blood sugar levels are too high, too often, the baby can develop health problems such as growing very big, keeping their blood sugars stable, or breathing properly because their lungs are not mature.

It is important for pregnant women to eat a healthy diet and to exercise as recommended by their doctor. To have a healthy pregnancy and baby, it is important to check your blood sugar and watch what you are eating. Foods that are high in sugar need to be avoided. In addition, bread, cereal, rice, pasta, and potatoes should be limited. Skipping meals should also be avoided.



Pregnancy Corner

QUESTIONS?

If you have questions, or would like more information about your Priority Partners benefits, please call one of the numbers below:

Customer Service
800-654-9728

Outreach
888-500-8786

Health Education
800-957-9760

Mental Health Services
800-888-1965

Substance Abuse Services
800-261-2429

Vision Benefits
800-428-8789

DentaQuest Benefits
(formerly called
Doral Dental)
888-696-9596

Priority Partners Website
www.ppmco.org

For a copy of
Your Health Matters
in Spanish,
call 800-654-9728

Where To Go For Your Appointment

Maryland Uniform Consultation Referral Form

Date of Referral:		Carrier Information (Please check One)	
Patient Information:		Name: <input type="checkbox"/> Employer Health Programs (EHP) <input type="checkbox"/> Priority Partners MC0 (PPMCO) <input type="checkbox"/> Uniformed Services Family Health Plan (USFHP) <input type="checkbox"/> Other: _____	
Name: (Last, First, MI)		Address: Johns Hopkins HealthCare 6704 Curtis Court Glen Burnie, MD 21060	
Date of Birth: (MM/DD/YY)	Phone: () () ()	Phone Number: 410-424-4480 or 800-261-2421	
Member #:		Fax Number: EHP 410-424-4890 PPMCO & USFHP 410-424-4603	
Site #:			
Primary or Requesting Provider:			
Name: (Last, First, MI)		Specialty:	
Institution/Group Name:	Provider ID #: 1	Pr	
Address: (Street #, City, State, Zip)			
Phone Number: () () ()		Facsimile/Data Number: () () ()	
Consultant/Facility Provider:			
Name: (Last, First, MI)		Specialty:	
Institution/Group Name:	Provider ID #: 1	Pr	
Address: (Street #, City, State, Zip)			
Phone Number: () () ()		Facsimile/Data Number: () () ()	
Referral Information:			
Reason for Referral:			
Brief History, Diagnosis, and Test Results:			
Services Desired: Provide Care as indicated: <input type="checkbox"/> Initial Consultation Only <input type="checkbox"/> Consult & Treat <input type="checkbox"/> Diagnostic Test: (specify) _____ <input type="checkbox"/> Consultation With Specific Procedures: (specify) _____		Place of Service: <input type="checkbox"/> Office <input type="checkbox"/> All Sites <input type="checkbox"/> Outpatient Medical/Surgical Center * <input type="checkbox"/> Radiology <input type="checkbox"/> Laboratory <input type="checkbox"/> Inpatient Hospital * <input type="checkbox"/> Extended Care Facility * <input type="checkbox"/> Other (Explain) _____ * (Specific Facility Must Be Named.)	
<input type="checkbox"/> Specific Treatment: _____ <input type="checkbox"/> Global OB Care & Delivery <input type="checkbox"/> Other: (Explain) _____		Referral is Valid Until: (Date) _____	
Number of Visits: _____ If Blank, 1 Visit is Assumed.	Authorization #: _____ (If Required)	(See Carrier Instructions)	
Signature: (Individual Completing This Form)		Authorizing Signature: (If Required)	

Priority Partners Members – When you receive this form, make sure you check the address in this section. That is where your appointment will be.

Referral certification is not a guarantee of payment. Payment of benefits is subject to a member's eligibility on the date that the service is rendered and to any other contractual provisions of the plan / carrier.

White: Carrier; Yellow: Primary or Requesting Provider; Pink: Consultant/Facility Provider; Goldenrod: Patient
See Carrier/Plan Manual for Specific Instructions.

**Is It Time to Re-apply?
Be Sure to Continue Your Health Benefits**

If it's time for you to renew your Priority Partners health care coverage, and you need help with your redetermination forms, visit Chrissy, our member advocate. Chrissy will be at the locations listed below from 10 a.m. to 3 p.m. She can answer your questions and help you fill out your forms, at no cost. Chrissy can also be reached by phone at 410-502-8406. *See you soon!*

- Three Lower Counties** **October 11, 2011**
1665 Woodbrooke Dr., Salisbury, MD 21804
- Choptank Community Health System** **October 25, 2011**
609 Daffin Lane, Denton, MD 21629
- Community Clinic Inc** **October 5, 2011**
200 Girard Street, Suite 212, Gaithersburg, MD 20877
- People's Community Health Center** **October 4, 2011**
Greenmount Avenue Center
3028 Greenmount Avenue, Baltimore, MD 21218
- People's Community Health Center** **October 26, 2011**
1370 Odenton Road, Odenton, MD 21113
- People's Community Health Center** **October 3, 2011**
Anne Arundel
5517 Ritchie Highway, Baltimore, MD 21225
- Chase Brexton** **October 7, 2011**
1001 Cathedral Street, Baltimore, MD 21201
- Greater Baden** **October 19, 2011**
7450 Albert Road, Brandywine, MD 20615
- Greater Baden** **October 18, 2011**
5001 Silver Hill Road, 2nd Floor, Suitland, MD 20746

**More dates and locations are coming.
Visit www.ppmco.org to learn more.**

Diabetes Health Classes

Join in on the fun of sharing and learning more about diabetes with Diabetes health classes. Currently there are two types of classes offered by Johns Hopkins HealthCare (JHHC) available to Priority Partners' members. The classes also welcome family members and friends to attend in support of your diabetes self-management. Members will learn in both classes to develop a plan to help with personal challenges.



The Diabetes Conversation Map from Healthy Interactions class meets four times. Colorful pictures on different sets of maps are used. The maps and handout cards have a variety of diabetes topics on them such as medication, and understanding symptoms, myths and facts.

The Diabetes Self-Management Program (DSMP) is a six-week class that looks at nutrition meal plans and lifestyle balance living with diabetes.

Classes are held in various locations. Please call 800 957-9760, or email healtheducation@jhhc.com, to register or add your name to the waitlist for the upcoming class nearest you.

If you have questions regarding fraud or suspected fraudulent activities involving a Priority Partners member, provider or employee, contact the Corporate Compliance Department at 410-424-4996 or by email at compliance@jhhc.com.

PRIORITY partners
6704 Curtis Court
Glen Burnie, MD 21060

Find the following words:

Puzzle

Kid's Page

Find the following words:

CALORIES
DIABETES
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INSULIN
KIDNEYS
LEVELS
LIQUIDS
NEEDLE
PROTEIN
SUGAR

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



Kid's Page