

your

HEALTH

PRIORITY
partners

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matters

A NEWSLETTER BROUGHT TO YOU BY PRIORITY PARTNERS MANAGED CARE ORGANIZATION

Get Active, Stay Healthy!

CALLING ALL MOMS, CALLING ALL DADS! Did you know that your overweight and obese children are at risk for chronic illnesses such as diabetes, high blood pressure and high cholesterol? Did you know that your overweight and obese children are more likely to be overweight and obese when they become adults, and will likely have even more health issues and concerns as they age? The facts are scary, but **YOU** can help your children learn how to eat healthier and exercise more.

PARENTS! Your children need about one hour of physical activity daily, and it doesn't have to be all at one time. They can exercise for 10 to 15 minutes, but need to do so several times a day. Encourage their physical activity and limit the amount of time your children spend on the computer, watching TV, or playing video games.



Helping your children eat right is another way for them to become and stay healthy. Children need to drink more water, low-fat milk and should cut down on soft drinks and energy drinks. Fruit juices are healthy, but should be limited because they have a lot of calories.

Summertime means more fresh fruits and vegetables. Encourage your children to eat healthy snacks such as fresh fruit, vegetables, raisins or nuts. Children over six should have 3 to 5 servings of vegetables and 2 to 4 servings of fruit each day (a serving is ½ cup). Other healthful tips include the following:

- Cut down on the portion size or serving size of meals
- Read labels for nutritional information
- Do not use food as a reward
- Limit fast food
- Replace high-calorie deserts with lighter choices (Italian Ice instead of Ice Cream)

By following these food and exercise tips, you and your children can become more healthy and possible avoid developing conditions such as diabetes, high blood pressure and high cholesterol. Get Active, Stay Healthy!

Well-Child Visits

Summer is a great time to schedule a regular well-child visit with your pediatrician or health care provider. Well-child visits are the best way to make sure your child stays healthy. A well-child visit can detect early signs or symptoms of disease so your child can be treated quickly. A regular well-child visit is also a good time for children to receive their immunizations. Take your child for a well-child visit at the following ages:

- Birth to 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 2 years
- 3 to 21 years (once a year)

For detailed information, please see our Prevention Guidelines at www.ppmco.org.



If you need to schedule an appointment or locate a pediatrician, call the Priority Partners Outreach Team at 410-424-4648 or 888-500-8786.

From the Heart – Elizabeth Alexander's Story

It takes an extraordinary person to open their heart and their home to foster children. It requires special qualities such as untold patience, understanding, firmness, dedication and love. Elizabeth Alexander, a member of the *Priority Partners Consumer Advisory Board (CAB), is just that type of person.

For more than five years Elizabeth, a therapeutic foster parent, has shared her home with special needs teenagers ranging in age from 13 to 17. She has given solace to children with HIV/AIDS and Sickle Cell Disease, and acts as an advocate for those suffering from the effects of neglect and sexual abuse.

Even though Elizabeth has taken on some of the most vulnerable and at-risk children in our society, she remains positive and optimistic about her reasons for being a foster parent.

“My parents died when I was a little girl. The girls in my family were raised by our aunts, and they did a good job. But I think that childhood should be filled by good memories, support and love built on a foundation of trust. I want to give more than I got,” said Elizabeth.

Elizabeth's dedication and experience has helped her foster children on a number of levels. She has to work with a number of health insurance companies to meet the children's needs. She said she continually has had success with Priority Partners.

“I had a number of health care issues with one of my children. Every time I called Priority Partners Customer Service the problem was solved within that call. I mean, the people there really know what they're doing, and they don't just pretend they care. You can tell they really do care,” said Elizabeth.

Sometime later, the same child required dental assistance and Elizabeth wasn't sure who to contact. She called a Priority Partners special needs coordinator, and once again she had her questions answered and received the proper services for her child.

In the near future, Elizabeth's role as a foster parent will change.

“In the next couple of months I'm going to adopt Matthew (not his real name). He is 14- years-old, has special needs and has been with me for almost three years. He's just as sweet as he can be. He's so full of love, and has been so mistreated. I can't take a chance that he might go back to that, because Matthew is a success story...my success story.”

**The Priority Partners Consumer Advisory Board (CAB) was established to provide a forum for Priority Partners members to share important ideas on how to improve the health care services members receive. The CAB meets six times each year to discuss enrollment, benefits, outreach, health education, special needs programs, customer service, complaints and grievances. Input from the Board members is shared with each Priority Partners department in an effort to expand and improve services. For more information on the Priority Partners Consumer Advisory Board or to express an interest in becoming a member of the Board, please call our Health Educator at 866-438-8911.*



Pharmacy Corner: Children and Medication Safety

More than half of all accidental poisonings occur in children less than six years of age. If you have toddlers or young children living in your home, it's very important to make sure that medications are stored safely. These tips can help keep your home safe for children:

- Keep all medications out of sight and out of reach of children.
- If a child uses medication, it should be given by an adult.
- Use safety locks on all cabinets and drawers.

- Teach children to always ask an adult first before tasting, touching or smelling anything.
- Store medications in child-resistant containers whenever possible. Never leave the caps loose.
- Avoid taking medicines in front of children. Young children often imitate adults and may take them on their own at a later time.
- Never call medicine “candy”. Medications look a lot like candy and children often cannot tell them

apart. Don't use baggies to store medications because children often associate baggies with treats.

- Avoid throwing medicine away in open trash cans within reach of a child.

If you suspect a child has taken medication that does not belong to them, immediately call 800-222-1222 to reach the Maryland Poison Center. If your child has collapsed or is not breathing, call 911 first.

Does Weight Matter During Pregnancy?

Yes, it certainly does! The rising rate of obesity increases the risk for women of childbearing age. Pregnant women who are obese are at an increased risk for blood pressure problems, gestational diabetes, preterm birth, cesarean delivery and postpartum infection. The baby is at an increased risk for birth trauma, birth defects, and childhood obesity.

Lose Weight Before Pregnancy

If you are planning on getting pregnant in the near future, talk to your health care provider about losing weight through proper diet and exercise. Even minimal weight loss can help you reduce your risk of pregnancy complications.

Watch Your Weight Gain

Talk to your health care provider about what's an appropriate weight for you to gain during your pregnancy. The March of Dimes recommends the following:

- If you are normal weight prior to pregnancy: gain 25 to 35 pounds during pregnancy.
- If you are overweight prior to pregnancy: gain 15 to 25 pounds during pregnancy.
- If you are underweight prior to pregnancy: gain 28 to 40 pounds during pregnancy (depending on your pre-pregnancy weight).
- If you have a multiple pregnancy (twins, triplets or more, you will need to gain more weight during pregnancy depending on the number of babies you are carrying).

Exercise: Exercise should be continued during your pregnancy. Talk with your health care provider about exercise levels that would be good for you. Remember, what matters to you, matters to your baby. For more information or for help managing your pregnancy, call our Partners with Mom program at 410-762-5215

Priority Partners offers several programs to help you with your pregnancy.

If you have any questions please contact us at 410-762-5215 or toll-free at 800-261-2396, ext. 5215.



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
866-438-8911

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 English, or a copy in Spanish,
call 800-654-9728

Pediatric Weight Management Program

The Pediatric Weight Management Program is a **no-cost** program for Priority Partners members who are 8 to 18-years-old and have an obesity diagnosis or a Body Mass Index (BMI) of 28 or higher. A BMI is a number calculated from a child's height and weight. It is a reliable way to check the amount of body fat a child has.

When your child is enrolled in this program, they will be assigned a **NURSE CASE MANAGER** who will work with them by providing one-on-one health education and support. They will coordinate care with your child's health care providers and will maintain direct contact with your health insurance provider to help maximize the benefits and services that are available.

Joining the Pediatric Weight Management program also allows your child to join the TeleWatch Patient Monitoring System. This free system will ask your child to



answer questions related to their health to help the **NURSE CASE MANAGER** better monitor their behavioral change and educational retention. This program is confidential, and you will **NEVER** be charged a fee to participate.

To enroll your child in the Weight Management Program, please call 410-762-5280.

It's Time to Re-apply: Don't Lose 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 our member advocate, Chrissy Calendar. Chrissy will be at the locations listed below. She can answer your questions and help you fill out your forms, at no cost to you. *See you soon!*

Baltimore Medical System July 23, 2010
Aug 27, 2010
3509 Eastern Avenue Sept 24, 2010
Baltimore, MD 21224 Oct 22, 2010
410-558-4900 Nov 26, 2010
Dec 24, 2010

Baltimore Medical System July 19, 2010
3120 Erdman Avenue Aug 16, 2010
Baltimore, MD 21213 Sept 20, 2010
410-558-4800 Oct 18, 2010
Nov 15, 2010
Dec 20, 2010

Three Lower Counties July 13, 2010
1104 Healthway Drive Aug 10, 2010
Salisbury, MD 21804 Sept 14, 2010
410-219-1100 Oct 12, 2010
Nov 9, 2010
Dec 14, 2010

Choptank Community Health System July 27, 2010
Aug 24, 2010
609 Daffin Lane Sept 28, 2010
Denton, MD 21629 Oct 26, 2010
410-479-2650 Nov 23, 2010
Dec 28, 2010

Community Clinic Inc Aug 4, 2010
200 Girard Street Sept 1, 2010
Suite 212 Oct 6, 2010
Gaithersburg, MD 20877 Nov 3, 2010
Health Services: 301-216-0880 Dec 1, 2010

Community Clinic Inc July 16, 2010
7676 New Hampshire Avenue Aug 20, 2010
Suite 220 Sept 17, 2010
Takoma Park, MD 20912 Oct 15, 2010
Health Services: 301-431-2972 Nov 19, 2010
Dec 17, 2010

People's Community Health Center Aug 2, 2010
Oct 4, 2010
5517 Ritchie Highway Nov 1, 2010
Baltimore, MD 21225 Dec 6, 2010
410-467-6040

People's Community Health Center July 8, 2010
Aug 12, 2010
Greenmount Avenue Center Sept 9, 2010
3028 Greenmount Avenue Oct 14, 2010
Baltimore, 21218 Nov 11, 2010
410-467-6040 Dec 9, 2010

People's Community Health Center July 22, 2010
Aug 26, 2010
Yorkwood Center Sept 23, 2010
5225 York Road Oct 28, 2010
Baltimore, 21212 Dec 23, 2010
410-467-6040

Chase Brexton Aug 6, 2010
1001 Cathedral Street Sept 3, 2010
Baltimore, MD 21201 Oct 1, 2010
410-837-2050 Nov 5, 2010
Dec 3, 2010

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

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

VEGETABLES, FRESH FRUITS, WALKING, BIKE RIDING,
PARKS, SWIMMING, WATER, ENERGY, JUMPING ROPE,
PLAY, FRESH AIR, FUN, FAMILY, LOW FAT MILK, REST,
ENJOYMENT, RELAX, HOPSCOTCH, PLAYGROUND

Find the following words that are related to healthy foods and exercise:



Kid's Page Puzzled

PRIORITY partners
6704 Curtis Court
Glen Burnie, MD 21060

A PERFORMANCE REPORT CARD

for Consumers

2010



HealthChoice

MARYLAND'S MEDICAID HEALTH PLAN PROGRAM

LOOKING AT HEALTH PLAN PERFORMANCE

All health plans in HealthChoice received high satisfaction ratings from the majority of their members.

This Report Card shows how the health plans in HealthChoice compare to each other in key areas. You should use this Report Card along with other items in the enrollment packet to help you choose a health plan.

To choose a health plan, call 1-800-977-7388. If you are hearing impaired, you can call the TDD line 1-800-977-7389.

Key	
☆☆☆	Above HealthChoice Average
☆☆	HealthChoice Average
☆	Below HealthChoice Average

PERFORMANCE AREAS							
HEALTH PLANS	HealthChoice MARYLAND'S MEDICAID HEALTH PLAN PROGRAM	Access to Care	Doctor Communication and Service	Keeping Kids Healthy	Care for Kids with Chronic Illness	Taking Care of Women	Diabetes Care
	AMERIGROUP	☆	☆☆	☆	☆	☆☆	☆
	DIAMOND PLAN	☆	☆	☆	Not Rated By Researchers	☆	☆
	JAI MEDICAL SYSTEMS	☆☆	☆☆☆	☆☆☆	Not Rated By Researchers	☆☆☆	☆☆☆
	MARYLAND PHYSICIANS CARE	☆☆☆	☆	☆☆	☆☆☆	☆	☆
	MEDSTAR FAMILY CHOICE	☆☆☆	☆☆☆	☆☆☆	☆☆	☆☆☆	☆☆☆
	PRIORITY PARTNERS	☆☆☆	☆☆	☆☆	☆☆☆	☆☆	☆☆
	UNITED HEALTHCARE	☆	☆	☆	☆	☆☆	☆

This information was collected from health plans and their members and is the most current performance data available. The information reported was reviewed for accuracy by independent organizations. Health plan performance scores have not been adjusted for differences in service regions or member composition. "Not Rated by Researchers" does not describe the performance or quality of care provided by the health plan. It should not affect your choice of health plan.

Performance Area Descriptions

Access to Care

- Appointments are scheduled without a long wait
- The health plan has good customer service
- Everyone sees a doctor at least once a year

Doctor Communication and Service

- Doctors explain things clearly and answer questions
- The doctor's office staff is helpful
- Doctors provide good care

Keeping Kids Healthy

- Kids get shots to protect them from serious illness
- Kids see a doctor and dentist regularly
- Kids get tested for lead

Care for Kids with Chronic Illness

- Doctors give personal attention
- Kids get the medicine they need
- A doctor or nurse knows the child's needs
- Doctors involve parents in decision making

Taking Care of Women

- Women are tested for breast cancer and cervical cancer
- Moms are taken care of when they are pregnant and after they have their baby

Diabetes Care

- Blood sugar levels are monitored and controlled
- Cholesterol levels are tested and controlled
- Eyes are examined for loss of vision
- Kidneys are healthy and working properly

If you are having trouble getting health care from your health plan or your doctor, try calling the health plan for customer service. Then, call the Enrollee Help Line if you still have a problem 1-800-284-4510.

Services Covered by Each Health Plan

- Visits to the doctor, including regular check-ups
- Immunizations (shots) for kids under 21
- Care while pregnant
- Family planning and birth control
- Prescription drugs
- X-ray and lab services
- Hospital services
- Home health services
- Hospice services
- Emergency services
- OB/GYN care for women
- Eye exams for adults and children
- Primary mental health services through your primary care doctor (other mental health services through the Specialty Mental Health System 1-800-888-1965)
- Outpatient drug and alcohol treatment
- Transportation services
- Vision care including exams and glasses each year for kids under 21

Every HealthChoice health plan offers some additional services.

DO YOU WANT TO ASK THE HEALTH PLANS QUESTIONS?

AMERIGROUP	1-800-600-4441
DIAMOND PLAN	1-866-533-5154
JAI MEDICAL SYSTEMS	1-888-JAI-1999
MARYLAND PHYSICIANS CARE	1-800-953-8852
MEDSTAR FAMILY CHOICE	1-888-404-3549
PRIORITY PARTNERS	1-800-654-9728
UNITED HEALTHCARE	1-800-318-8821

For more information visit the HealthChoice website www.dhmb.state.md.us/mma/

Health Care Fraud

What You Should Know

It has been estimated that over 60 billion dollars a year is spent on health care fraud. Fraud is any dishonest act that a person commits or commit on behalf of someone else, which results in benefits that he or she is not entitled to. Priority Partners wants to find and stop health care fraud.

Some examples of health care fraud are:

- Using someone else's medical assistance card or medical assistance number to get health care services.
- Loaning your medical assistance card to another person so they can receive health care services.
- Using someone else's name, social security number, or other personal information to be eligible for the medical assistance program.
- Hiding income and assets to qualify for the medical assistance program.
- Living in another state while getting Maryland medical assistance benefits.
- Selling prescription medicine or items provided to you under the medical assistance program.
- Obtaining many prescriptions for the same drug from several doctors during the same time period.
- Forging or changing prescription forms.

The Priority Partners Compliance Department investigates charges of actual or suspected health care fraud. These results are then reported to the Maryland Department of Health and Mental Hygiene (DHMH). DHMH may perform its own investigation and take action against people who are found to have committed fraud.

HOW CAN I HELP?

You can help reduce health care fraud by following these simple rules:

- Never loan your medical assistance card to anyone.
- Guard your medical assistance number as you would your social security number.
- Follow all medical assistance rules.
- Report all suspicions of fraud.
- Report lost or stolen medical assistance cards to the Priority Partners Customer Service Department at 800-654-9728

Remember, health care fraud affects everyone. If you believe someone is committing fraud against Priority Partners or the Maryland Medical Assistance Program, please report the act to Priority Partners, DHMH or the Department of Social Services (DSS). You can remain nameless, and all reports of fraud are kept confidential. Priority Partners is committed to following all applicable laws and regulations, in particular those that address health care fraud, waste and abuse and the improper billing of health care services.

What happens to me if I report a concern?

Priority Partners takes its responsibility to protect your 'right to report' seriously. No Priority Partners employee may threaten, coerce, harass, retaliate, or discriminate against any individual who reports a compliance concern. To support this effort, Priority Partners has enacted zero-tolerance policies and annually trains all personnel on their obligation to uphold the highest integrity when handling compliance related matters. Any individual who reports a compliance concern has the 'right' to remain nameless and Priority Partners commits to enforcing this 'right'.

How can I report fraud?

Reporting is simple. You may report through the Managed Care Organization (MCO), the Department of Mental Health and Hygiene (DHMH), or the Department of Social Services (DSS).

You can contact the Priority Partners Compliance Department by one of the following:

- Call: 410-424-4996 or 800-654-9728 and ask for the Compliance Department
- Write to: Priority Partners Compliance Department, 6704 Curtis Ct, Glen Burnie, MD, 21060
- Email: Compliance@jhhc.com
- Fax: 410-424-4996

You can contact DHMH by one of the following:

- Call: DHMH directly at 800-284-4510 or the Maryland Office of Inspector General 866-770-7175
- Write to: DHMH Program Integrity Unit, 201 West Preston Street, Baltimore, MD 21201
- Email: <http://www.dhmh.state.md.us/oig/fraud/reportfraud.htm>