



in UNISON

Working Together for Better Health

Delaware • Winter 2009-10

What to do About The **H1N1** and **SEASONAL FLU**

Flu season is upon us and, this year more than ever, the flu can be very serious. In addition to the standard precautions, there is much discussion about the strain called H1N1 (Swine Flu). Your best defenses against the flu are three simple steps: get a flu shot, follow basic rules of cleanliness, and stay informed.

1. Get a flu shot! You can get a shot at your doctor's office or local clinic. Flu season occurs from October through May each year. Anyone at risk of getting sick from the flu should get a shot as early as possible.

2. Keep it clean! Simple, yet often overlooked, tips to avoid the flu and stay healthy are:

- wash your hands often;
- when you have to cough or sneeze, do so into a tissue;
- stay home if you are sick;
- and don't touch your eyes, nose or mouth (it can spread germs).

3. Stay informed! The Centers for Disease Control (CDC) website, at www.cdc.gov/h1n1flu/guidance, has the latest news about the flu. The CDC reports the following people need vaccines the most:

Seasonal Flu

- pregnant women
- children aged 6 months to 18 years old
- people of any age with certain chronic conditions
- healthcare workers
- people who live with or care for children younger than 6 months of age or others at high risk for complications from the flu
- people who live in nursing homes and other long-term care facilities

H1N1 Vaccine

- people 50 years of age and older
- pregnant women
- people aged 6 months to 24 years old

- people aged 25 through 64 years with certain chronic conditions
- healthcare and emergency medical services workers
- people who live with or care for children younger

The Nose Knows

The seasonal and H1N1 vaccines are also available as nasal sprays. But for some people, shots work better. Ask your doctor if a nasal spray or a shot is best for you.

Also, you should consider the pneumonia shot if any of the following describes you:

- at least 65 years of age; have a long-term health problem;
- have a weakened immune system;
- are from certain Native American populations;
- and are between the ages of 19 and 64 and smoke or have asthma.

10 Safety Tips for Hospital Patients

No one wants to go to the hospital, but sometimes you have to go there. Here are 10 important and easy tips toward making your hospital stay safer.

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1. Tell the hospital staff who you are. Your caregivers need to know your name and how you like to be called.
2. Be sure you understand what is said. Be sure hospital staff understands what you say. If you have trouble understanding or speaking English, ask for a translator.
3. Ask questions! Patients that ask questions about their care have far fewer mistakes made and better outcomes in the hospital.
4. Check that you are receiving the right medicine.
5. Know how often you will receive your medicine.
6. Know what dose of your medicine to take, particularly if it can be split.
7. Have a family member or friend help you get to and from the hospital.
8. Give your complete medical history. That means every medicine you take, any allergies you have and any prior illnesses or surgeries.
9. Follow the rules. For example, no smoking means no smoking.
10. Be considerate to other patients and hospital staff.

Source: *The Joint Commission of Accreditation of Health Organizations (JCAHO)*

Remember your Unison ID card!

Always take your Unison member ID card with you when you go to the doctor. Your Unison ID card shows you are part of our plan, and you should have your card with you when you visit your health care providers.

If you have not received your Unison ID card or have lost it, please call Member Services to get a new card.

Does Your PCP Have a GOLD STAR?

Unison Health Plan gives the Gold Star award to our Primary Care Providers (PCPs) who have earned the highest marks in providing quality health care to our members.

If you have a Gold Star PCP, you no longer need referrals when you need to see a specialist! To find out if your PCP has a Gold Star, look on your ID card for a star at the top.

If you do not have a Gold Star PCP and would like to see if there is one in your area, check for a star next to the name of providers in the provider directory on our website, www.unisonhealthplan.com, or call Member Services at **1.877.877.8159**. They will be happy to help you.

KEEP Your Doctor APPOINTMENTS

Your doctor's appointment is important to you, your doctor and everyone else scheduled. Know your doctor's cancellation policy and follow it. Not showing up is easy, but you will delay learning about your health, waste the physician's time and disrupt the appointments of other patients.

If you're nervous about your doctor's visit, you may have someone come with you to provide support or even take notes.

Before your visit, ask yourself:

- Am I experiencing any health issues or symptoms that I'm concerned about?
- How long have I had these symptoms?
- What should I do about them?

At your visit, you should:

- Tell your doctor about current or past health conditions and your family's medical history.
- Mention any allergies you have.
- Bring a list of all prescription drugs, over-the-counter medications, vitamins and herbs you're taking.
- Bring your health plan ID card with you.

During your visit, more questions may come to mind:

- Am I due for any routine screenings or immunizations?
- Have any of the routine screenings found something? Are more tests needed?
- What treatment is recommended? What are the benefits and risks?
- What are the instructions associated with any medications you're prescribed?
- If your condition doesn't improve, how long should you wait before returning to the doctor?

You might want to bring a notebook and pen to jot down additional questions and your doctor's recommendations during your appointment.

After your visit, remember to:

- Follow all treatment instructions.
- Report any problems with medication.
- Call your doctor if your condition remains or worsens.
- Keep your follow-up appointment.
- Follow recommended preventive care and wellness lifestyle changes.

Source: United Healthcare

STOP Insurance Fraud!

Don't be surprised if your doctor asks for a photo ID in addition to your membership card. Health care providers are working to help stop insurance fraud.

- If someone else uses your health plan card to receive medical care, it is a crime.
- If a provider bills for services that were never given, it is a crime.

Stealing from your health plan could take money away from programs you really need. It is called insurance fraud.



Here are a few tips to help stop insurance fraud:

- Keep your Unison ID card in a safe place
- Ask for a review of benefits paid for you all year
- Every so often check with your doctor to see your medical records (providers must track who has seen your medical records)
- Tell us if you see something wrong on your medical record

If you suspect fraud, waste and abuse, please contact our toll free hotline at 1.877.766.3844.

Wait Times for Doctor Visits

For Unison members

How long should it take for an appointment? Unison wants you to get care when you need it. That's why we set up standards for our primary care providers (PCPs) to follow. When you call your doctor's office for an appointment, here is what you can expect.

- Emergency: Immediately
- Urgent: Within 24 hours
- Routine: Within 7 business days
- Preventive: Within 3 weeks

How long should it take before you can see a specialty provider?

- Emergency: Immediately at nearest facility
- Urgent: Within 48 hours of referral
- Routine: Within 3 weeks of referral



How long should it take for a maternity appointment?

- 1st trimester: Within 3 weeks of first request
- 2nd trimester: Within 7 days of first request
- 3rd trimester: Within 3 days of first request
- High risk: Within 3 days of identification of high risk

How long should it take to see a behavioral health provider?

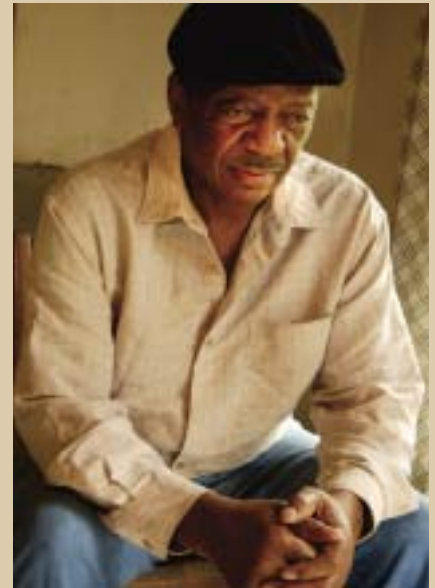
- Emergency: Immediately
- Non-emergency: Within 6 hours
- Urgent needs: Within 48 hours
- Routine visits: Within 7 calendar days



Finding a Doctor

Unison has many fine doctors, specialists and other health care providers in our network. You can find them on line at www.unisonhealthplan.com. From the pulldown bar, select Delaware. Select your plan. Click on Members. Click on "Find a Provider/Pharmacy."

You can also request a provider directory by calling Member Services at **1.877.877.8159** (TTY: 711).



Coping with DEPRESSION

- Know The Facts

Everyone feels sad at times, but that is very different from being depressed. If you feel down, low or hopeless for weeks at a time, you may be depressed.

Some signs and symptoms of depression are:

- Persistent sad, anxious, or "empty" mood
- Feelings of hopelessness
- Feelings of guilt, worthlessness, helplessness
- Loss of interest or pleasure in hobbies and activities that were once enjoyed

Depression can be treated. If you are depressed, it is important to get help right away. Call your doctor. Depression is a real illness and it can be treated.

Source: U.S. Department of Health and Human Services

Eat Right and Control Diabetes

What you eat is important in managing diabetes. Don't fight against good nutrition. Consider these tips and ideas to make healthy eating a part of your busy lifestyle:

- Decide ahead of time what and how much you will eat. Get ready to handle social pressure. (Remember, it's OK to say, "No thank you, I'm too full.")
- Share a dessert with a friend.
- Have a daily exercise routine.

"Rate your plate" is a great way to practice portion control and to make sure you are eating a variety of healthy foods at each meal. When you sit down for a meal, draw an imaginary line through the center of your plate. Then draw a line to divide one section into two.

- About one-fourth of your plate should be filled with grains or starchy foods such as rice, pasta, potatoes, corn, or peas.
- Another fourth should be protein — foods like meat, fish, poultry or tofu.
- For the last half of your plate, you can fill it with non-starchy vegetables like broccoli, carrots, cucumbers, salad, tomatoes and cauliflower.
- Add a glass of non-fat milk and a small roll or piece of fruit and you are ready to eat a healthy meal!

Source: *American Diabetes Association*

If Your Child is OVERWEIGHT, Take Action

In the United States, one out of three children are overweight or obese. Most overweight children and teens become overweight adults. Lifestyles have changed. Many kids spend less time exercising and more time in front of the TV or computer. Busy families have less time to prepare



nutritious, home-cooked meals. Obesity increases the risk for serious health problems like type 2 diabetes, high blood pressure and high cholesterol. These were once thought of as adult diseases.

You can help by being a role model. Your kids will follow your example. Eat healthy and exercise. Make it a family event that will become second-nature for everyone.

Most of all, let your kids know you love them no matter what their weight.

Source: *Kidshealth.org*



Delaware Offers **FREE** Quitline

Do you want to quit smoking, but need help? Call the Delaware Smoking Quitline – a powerful tool to help adult smokers ready to kick the habit.

A tobacco specialist will help you look at quit options and the treatment plan best for you. Don't wait, call today 1.866.409.1858.



GOOD to Grow!

You want your child to grow up healthy and strong. So do we! We want to help you keep your child in good health and up-to-date with doctor visits and shots. For more information about well-child visits, call the Well Child team at 1.800.377.2142.

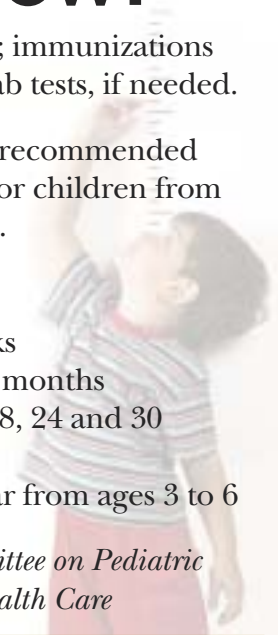
Children need regular checkups to help prevent illness and to help identify problems early. These checkups, called well-child visits, include a physical; hearing, vision and

dental exams; immunizations (shots) and lab tests, if needed.

Here are the recommended doctor visits for children from birth to age 6.

- At birth
- 2 to 4 days
- 2 to 4 weeks
- 2, 4, and 6 months
- 9, 12, 15, 18, 24 and 30 months
- Once a year from ages 3 to 6

Source: Committee on Pediatric Prevention Health Care



Immunization Schedule

From Birth to 6 years of age

Birth

- Hep B: Hepatitis B vaccine

1-2 months

- Hep B: Hepatitis B vaccine

2 months

- DTaP: Diphtheria, tetanus, and acellular pertussis vaccine
- Hib: Haemophilus influenza type b vaccine
- IPV: Inactivated poliovirus vaccine
- PCV: Pneumococcal conjugate vaccine
- RV: Rotavirus vaccine

4 months

- DTaP
- Hib
- IPV
- PCV
- RV

6 months

- DTaP
- Hib
- PCV
- RV
- Influenza* - (flu) vaccine

6-18 months

- Hep B
- IPV

12-15 months

- Hib (may be required, ask your doctor)
- PCV
- MMR- Measles, Mumps, and Rubella vaccine
- Varicella -Varicella (chicken pox) vaccine

12-18 months

- Hep A (2 doses)- Hepatitis A vaccine
- DTaP (12 months if last shot given at least 6 months earlier)

4-6 years

- DTaP
- IPV
- MMR
- Varicella

2-6 years (for certain high risk groups only)

- Hep A series
- PPV- Pneumococcal polysaccharide vaccine
- MCV4-Meningococcal vaccine

**all children over 6 months old should get the shot annually (2 doses may be required, ask your doctor)*

Source: KidsHealth.org and US Centers for Disease Control

MEMBER

Survey Helps Us Improve

In 2009, Unison Health Plan asked its members to grade us on our care and services. This told us what we do well and what we need to work on to improve care.

We are pleased that you graded us high in many areas. Most adult Medicaid members rated us high in “Getting help from customer service” and “How well our doctors communicate.”

Members feel that our doctors listen carefully, explain things, spend enough time with them,

and the doctor’s office staff is courteous and helpful.

Those responding for members under the age of 17 also gave high ratings for “getting needed care,” “their personal doctors,” “their specialist,” and the “Health Plan overall.”

Most members would like to be able to get a specialist appointment as soon as it is needed. Those responding for members under the age of 17 also said they want more help

and information when they call Unison’s customer service.

Unison’s goal is be sure Members are happy with the service provided by both Unison and our Providers. We want our Members to get all the services that they need in a timely manner. We will keep working on all areas so that our members get the best possible care. We’d like to thank all members who completed the survey!

Smile! Dental Checkups Are Healthy

Good dental habits that begin at an early age can last a lifetime. Schedule your children for regular visits to the dentist.

Call Delaware’s Medicaid program at **1.800.372.2022** for dental care for children up to 21 years old.



Support When You Need It

Unison's Health Management Programs

Do you have an ongoing health problem like asthma or diabetes? Unison has Care Management programs to help you. You can talk to people who can help you better understand your health problem.

Licensed nurses or social workers support you over the phone. They will work with you to develop a plan for your special needs. They can also work with your doctor to make sure you get the best care.

Unison has programs to help members with:

- Asthma
- Diabetes
- Heart problems

Unison also has a program for pregnant women. The Miracles Program gives you a coach to give you support on keeping doctor visits, eating right, and getting ready for the baby. Nurses help women who might have trouble with their pregnancies.

Utilization Management

Decisions

Your doctor has to get approval before you can get certain care or services. Our Utilization Management (UM) Team is made up of doctors and nurses who review these needs.

- Our decisions are based on what care or service is needed for your situation.
- Our doctors and nurses do not get extra money if they do not approve a service.
- We do not give any rewards based on their decisions.

- The UM Department is available 24 hours a day, seven days a week.
- Our staff will return your calls during regular working hours.
- Our staff will tell you their name and title.

If you would like more information call Member Services at 1.877.877.8159.

Si desea recibir una copia de esta información en español, llame al 1.877.877.8159 (711 para las personas con deficiencias auditivas).

We Are Online

Learn more about your health plan on our web site.

- What benefits and services are covered and what's not
- A list for doctors, dentists, specialists, hospitals, and vision services
- How to get care - primary care, specialty care, after-hours care, behavioral health services and hospital services, and care when you are out of your service area
- What to do in an emergency
- Preventive health guidelines
- Your rights and responsibilities
- How to make a complaint
- How to appeal a decision
- What to do, if your appeal is denied
- How we study and evaluate new treatments and services
- Our privacy policy

Go to www.unisonhealthplan.com. From the pulldown bar, select Delaware. Select your plan. Click on Members. You will find this information and more. Call Member Services to get a printed copy of information on our website.



STALKING:

What to do if it happens to You

Stalking is following someone in a way that causes the victim to feel afraid. It can cause serious emotional distress. Here are some examples of stalking behavior:

- Following someone on foot or by car
- Watching someone at work, home, or school
- Sending unwanted e-mails or text messages
- Making unwanted telephone calls
- Leaving unwanted cards, flowers or gifts

Stalking can happen to anyone. Stalking often happens when a person tries to leave a relationship. Many stalking victims think they did something

to deserve it. This is not true. Data shows that stalking often happens when you are leaving an abusive partner. According to the Stalking Resource Center:

- 59% of women victims are stalked by someone from their past
 - 30% of victims are stalked by someone from their past
- Stalking is a crime. There are

two basic parts to the crime.

- The stalker must complete at least two acts of unwanted stalking behavior. It does **not matter when they happened**.
- The victim must have a **reasonable fear** of serious injury or **a lot of emotional distress**.

A Protection From Abuse Order (PFA) can be an important tool for stalking victims. It allows the police to arrest the stalker, even if they did not see the stalking. The process for getting a PFA is different in every county. A domestic violence advocate can tell you more about PFAs and how to protect yourself from a stalker.



KNOW Your Doctor

It's important to know your primary care physician (PCP). And it's important for your PCP to know you. The more your doctor knows about you the better. See your doctor for regular checkups, not just when you are sick. The doctor can look for changes in your health. This is really important if you have an ongoing health problem such as diabetes or high blood pressure.

The staff at your PCP's office will help you with medical advice and much more. You can call your PCP after office hours when you have a health problem. Your PCP or a back-up doctor is available to you 24/7.

Get to know and trust your PCP. If you want information about your PCP like his/her schooling or whether or not he/she is accepting new patients, you can call Member Services Department at 1.877.877.8159.

Member Services can also help you find another PCP if you want to change doctors. They can also give you a list of specialists, home health care providers and medical supply services in your area. Our provider network is also available online at www.unisonhealthplan.com.



MEMBER

Rights & Responsibilities

As a member of Unison Health Plan, you have the right to:

- Pick your own primary care physician (PCP) within the Unison provider network.
- Ask for and get information about Unison and information on how to use Unison benefits.
- Get quality health care services.
- Get good care and to be treated with respect and due consideration for your dignity and privacy.
- Know the names, titles and educational backgrounds of all physicians and others helping you.
- Understand your medical and health needs, what should be done for you, what choices you have and what risks are involved.
- Receive free language assistance if you speak another language or are hearing impaired.
- Say no to treatment and to take the responsibility for the consequences of saying no to treatment.
- Not have your medical records shown to others without your approval, unless permitted by law.
- Have your privacy respected during an office visit, when getting treatment or when talking to Unison.
- See all your medical records in accordance with applicable Federal and State laws and to have these records kept private.
- Ask that corrections be made to your medical records if you notice a mistake.
- Be told who has been given a copy of your medical records.
- Have an advance directive.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Share ideas to improve Unison's procedures and policies.
- Get a second opinion from a qualified participating provider or a non-participating provider, if a participating provider is not
- Be told in writing when any of your covered services are reduced, suspended, terminated or denied.

- File an appeal regarding any medical or administrative decisions if you disagree.
- Be sure your PCP and the staff of Unison know your rights.
- Have these rights regardless of gender, culture, economic status, education, race, ethnicity, age, national origin, sexual orientation, physical or mental disability, type of illness or condition, ability to pay, ability to speak English or religious background.
- Receive information on treatment options, alternatives and costs whether the treatment is covered by Unison or not.
- Know how Unison pays providers, controls costs and makes decisions about which services are covered.
- Get emergency care without having to get a prior approval when you have a true medical emergency.

As a member of Unison Health Plan, you have the following responsibilities:

- Let Medicaid, Delaware Healthy Children's Program (DHCP) and Unison know if you or a family member changed a name, address or phone number.

- Let Medicaid, DHCP and Unison know if you have a change in family size, if you or a family member loses a job or changes jobs, if a member becomes employed or if you have other health insurance.
- Call the local Medicaid office in the county where you live and give them all of your new information if it changes.
- Respect the doctors, staff and people giving you health care services.
- Be sure that you are the only one who uses your Unison identification card and to let Unison know if it is lost or stolen.
- Be sure to show your Unison and Medicaid ID cards each time you have a doctor's appointment; if you have any other health care insurance, you must show your PCP the card for that too.
- Be sure to go to your assigned PCP for all of your non-emergency health care unless your PCP sends you to a specialist for care; if you are pregnant and do not wish to go to your PCP, you may go to an obstetrician/ gynecologist who works with Unison.
- Ask questions if you do not understand what the health care providers are saying to you.
- Answer all questions and provide all information

about your health that will help your PCP take care of you.

- Follow instructions given to you by your PCP.
- Keep your scheduled health care appointments.
- Schedule and keep wellness check-ups, including EPSDT (WellChild) appointments for members under 21 years of age.
- Get care as soon as you learn you are pregnant and keep all pregnancy appointments.
- Give your doctor a copy of any advance directives, including a living will.
- Be on time and call your PCP's office at least 24 hours in advance, when possible, if you need to cancel an appointment.
- Let your PCP know when you went to the emergency room, or have someone do it for you, within 24 hours of emergency care.
- Let us know if you have another insurance company that is going to pay for your medical care for any reason (health, auto, home or workers' compensation, for example).
- Give your O.K. for us to use your health information.

Grievances and Appeals

If you are unhappy with anything about Unison Health Plan or its doctors, you should contact us as soon as possible. This includes if you do not agree with a decision we made. You, or someone you want to speak for you, can contact us. If you want someone to speak for you, you will need to let us know this. Unison wants you to contact us so that we can help you.

To contact us you can:

- Call Member Services at 1.877.877.8159 (hearing-impaired: 711).
- Fill out the Grievance and Appeal form in the back of this handbook (you can also call Member Services to get a copy of this form).
- Write a letter telling us what you are unhappy about. Include in your letter your first and last name, the number from the front of your Unison member ID card, your address and telephone number so we can contact you. You should also send any information that explains your problem.

Mail the form or your letter to:

**Grievance and Appeals
Unison Health Plan of Delaware
1001 Brinton Road
Pittsburgh, PA 15221**

Member Appeals

If you do not agree with the decision or action listed in the

letter, you can call us at 1.877.877.8159 or write to us within 90 calendar days to ask that we change our decision.

This is an appeal.

Written appeals must be mailed to:

**Grievances and Appeals
Unison Health Plan of Delaware
1001 Brinton Road
Pittsburgh, PA 15221**

We will answer your appeal in writing within 45 calendar days from the date you contacted us.

This time frame may be extended by up to 14 days if you ask us to extend it or if we decide it would be in your best interest. The decision letter will tell you what to do if you don't like our decision. If you call us to file your appeal, someone from Unison will put your appeal in writing and send it to you for your signature. If you want your doctor to file the appeal for you, you must give your written approval for your doctor to do this. We will send you a letter telling you that we received your appeal. You may ask for help with your appeal.

During the appeal process, you can have someone you know represent you or act on your behalf. If you decide to have someone represent you or act for you, tell Unison in writing the name of that person and how we can reach him or her.

You or the person you choose to represent you ("your representative") may ask Unison to see any information relevant to your appeal. You may also send information that you have about your appeal to:

**Grievance and Appeals
Unison Health Plan of Delaware
1001 Brinton Road
Pittsburgh, PA 15221**

You and your representative may appear by video conference or by phone at the appeal review and bring a family member, friend, lawyer or other person to help you. If you want to appear by phone or by video conference, call Member Services at 1.877.877.8159 within 5 business days of the date of the letter that we send to you telling you we received your appeal.

If you need help with your appeal, call Member Services. Unison will assign someone who has not been involved in the appeal to help you at no charge.

If your doctor thinks that usual time frames for deciding your appeal will harm your health, s/he can call Unison and ask that your appeal be decided faster. Your doctor must fax a letter to 1.412.457.1359 saying why you need a faster appeal. Unison will make a decision and call you with our decision within 3 working days of getting your request for an expedited appeal.

You can request an extension up to 14 days. You will also get a letter telling you the reasons for the decision and what to do if you don't like the decision.

Member Grievances

If you contact us because you are unhappy with something about Unison or one of our doctors, this is called a grievance. Unison will answer your grievance in writing within 30 calendar days from the date you contacted us. During the grievance process, you can have someone you know represent you or act on your behalf. If you decide to have someone represent or act for you, tell Unison, in writing, the name of that person and how we can reach him or her. You or the person you choose to represent you ("your representative") may ask Unison to see any information relevant to your grievance. You may also send information that you have about your grievance to:

Grievance and Appeals
Unison Health Plan of Delaware
1001 Brinton Road
Pittsburgh, PA 15221

You and your representative may appear by phone or video conference at the grievance review. You may also bring a family member, friend, lawyer or other person to help you. If you want to appear by phone or video conference at the review, call Member Services at 1.877.877.8159 within 10 days of the date of the letter telling you

New Medical Developments

Unison always looks for new medical treatments and services. We want to improve your health and well being. If your doctor asks for something new to treat you, we study it and make a coverage decision. Any treatment that is not experimental is reviewed. Then we tell you and your doctor what the decision is.

When new medical services, treatments, drugs, and devices become covered benefits, you'll get the news in a special mailing.

we received your grievance. If you need help with your grievance, call Member Services and Unison will assign someone who has not been involved in your issue to help you at no charge.

State Fair Hearings

You may file a request for a state fair hearing directly with the Delaware Department of Health and Social Services if Unison has made a decision to reduce, suspend, stop or deny any care you are receiving, fails to promptly deliver a service or denies payment for a service. You do not need to exhaust Unison's appeal process before asking for a state fair hearing. You must ask for your state fair hearing within ninety (90) calendar days of the date of Unison's notice of action or the

date of Unison's written appeal decision. You can mail your request to:

DSS Fair Hearing Officer
Herman M. Holloway Campus,
Lewis Bldg
P.O. Box 907
New Castle, DE 19720

A state hearing is a meeting with you, someone from Unison Health Plan and a hearing officer from the Delaware Department of Health and Social Services. Unison will explain why we made our decision. You can then say why you think we made a mistake. The hearing officer will listen and then decide who is right based on the information given and whether we followed the rules. If you have been getting an ongoing service or item that is being reduced, changed or stopped, you may continue to get the service if your appeal or state fair hearing is received within 10 days of the date on either Unison's notice of action or the appeal decision letter and you request that the service be continued.

If after the hearing, the State of Delaware decides that Unison's decision was correct, you may be responsible for payment of the services that you received while your appeal was being reviewed. If the State of Delaware decides that Unison's decision was wrong, your services will be authorized and Unison will arrange for you to get them immediately.



Unison Administrative Services
Unison Plaza, 1001 Brinton Road
Pittsburgh, PA 15221
www.unisonhealthplan.com

Presorted Standard
U.S. Postage
PAID
Pittsburgh, PA
Permit No. 4503

Delaware Member Newsletter

in UNISON

Winter 2009-2010

Unison Health Plan **Member Services**

For more information, we are available Monday-Friday from 8 a.m. to 5 p.m.

You can reach us at

1.877.877.8159 or TTY 711

Interpretation and translation services are free to members. Please call Member Services for more information. **Please refer to your member handbook for benefit coverage.**

Language Support

Unison helps members who need special services to understand their benefits. These services include TTY access, language line help for members who do not speak English and translated materials.

If you or your family needs this kind of help, please call the Special Needs Unit at **1.877.844.8844** or the Special Needs Unit TTY at 1.800.473.0989 or 711.



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance