



in UNISON

Working Together for Better Health

Ohio • Winter 2009-10

Changes in Prescriptions Start Feb. 1

The Ohio Department of Job and Family Services (ODJFS) has decided that **as of February 1, 2010, prescription drugs will be covered by ODJFS instead of by Ohio Medicaid managed care plans**, which includes Unison Health Plan. You will be getting a notice from ODJFS with important information about these changes. Please read their notice and keep a copy of it so you can refer to it again in the future.

What you need to know:

- There are no changes to medical services you get from Unison.
- You will get a new member ID card that will let pharmacies know Ohio Medicaid will pay for your prescription drugs.
- You will need to use pharmacies that accept Ohio Medicaid. Most pharmacies in Ohio do, but most out-of-state and mail order pharmacies do not. Ask your pharmacy if they accept Ohio Medicaid.
- If you travel out of state, you may need to get your prescription filled before you leave to make sure your prescription is filled at a pharmacy that accepts Ohio Medicaid.
- Under Ohio Medicaid, the pharmacy will charge you a \$2 copayment for some brand-name prescriptions or \$3 for prescriptions that require Medicaid prior authorization. You will not have a

copayment for prescriptions for most generic drugs or drugs that do not require prior authorization. Ask your doctor or pharmacy if there is another prescription that will work for you that is free of charge or does not require Medicaid prior authorization.

- Medicaid prior authorization will be required for some drugs, even if you previously had prior authorization from Unison. If you need authorization, you will need to get it prior to April 30, 2010. Ask your doctor or pharmacy if your prescriptions will need prior authorization under Medicaid.
- If you are pregnant, you will need to add your baby to Medicaid as soon as possible. **Your baby will need a Medicaid number to have prescriptions filled for the child.**

The notice from ODJFS will include this information as well as other important things you need to know about the changes, such as who may not have to pay a copay and what to do if you cannot afford a copayment. If you have questions about pharmacy changes, you will need to call the Ohio Medicaid Consumer Hotline at 1.800.324.8680 or TTY 1.800.292.3572. They are open Monday through Friday 7 a.m. to 8 p.m. and Saturday 8 a.m. to 5 p.m. They are closed Sundays and all state holidays.

New Unison ID Card information

All Unison members will get new ID cards in the mail in January 2010. **Please use your current ID cards through the end of January.** New cards will be effective **Feb. 1, 2010.** You need to be a current Unison member in February 2010 to use the new ID card.

The new ID card:

- Is easier to read and simpler to use.
- Reflects changes to your prescription drug information. See the article "Changes in Prescriptions Start Feb. 1" for more information.

Once you have your new ID card:

- Make sure all your information on the card is correct.
- If your PCP or any other information is not correct, please call Member Services at 1.800.895.2017 (hearing impaired: 711). They will be happy to issue a new card with your correct information. If this happens, you can still use your old card until you receive your new card.
- Destroy your old card after Feb. 1, 2010.

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.



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. And 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)

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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
- Seasonal flu vaccine H1N1 vaccine



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 service workers
- people who live with or care for younger children

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.

Wait Times for Doctor Visits

For Unison members

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. It is easy to make an appointment with your PCP. The phone number is on your Unison Health Plan ID card. Be sure to let them know if you are sick or just need a checkup. This will help them know how soon you need to be seen. When you call your doctor's office for an appointment, here is what you can expect.

- **Emergency appointments** – Immediately or referred to an emergency facility
- **Urgent (but not emergency) appointments** – Within 24 hours
- **Routine symptomatic appointments** – Within 48 hours
- **Routine asymptomatic appointments** – Within 6 weeks
- **Preventive, well-child and regular checkups** – Within 6 weeks



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

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 pull down bar, select Ohio. Select your plan. Click on Members. Click on "Find a Provider/Pharmacy."

You can also request a provider directory by calling Member Services at **1.800.895.2017** (TTY: 711).



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 kids is 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*

Ohio Offers FREE Quitline

Do you want to quit smoking, but need help? Call the Ohio Tobacco Quitline at **1.800.QUIT.NOW** (1.800.784.8669, TTY 1.888.229.2182). Trained coaches will help you quit cigarettes or chewing tobacco. The Quitline is available in English and Spanish. Don't wait. Call today.



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

The Ohio Department of Job and Family Services (ODJFS) conducts annual independent consumer satisfaction surveys. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey helps us to determine what changes we need to make to improve the care that you receive.

CAHPS survey respondents are

asked to provide an overall rating of their health plan. This year, Unison Health Plan of Ohio's overall satisfaction with MCP performance score is 8.39. ODJFS' standard is an average score of no less than 7.0.

We are working very hard to help members learn about managed care and Unison so we can keep them as members.

Unison will continue to work on all areas so that you receive the best possible healthcare services.

We encourage you to call Member Services at 1.800.895.2017 (TTY: 711) if you need help getting care or want to tell us about a problem or make a complaint.



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 1.800.895.2017.

Si desea recibir una copia de esta información en español, llame al 1.800.895.2017 (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 pull down bar, select Ohio. 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.

A Protection From Abuse Order (PFA) can be an important tool for protecting stalking victims.

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 provider (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 1.800.895.2017.

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 receive all services that Unison Health Plan must provide.
- to be treated with respect and with regard for your dignity and privacy.
- to be sure that your medical record information will be kept private.
- to be given information about your health. This information may also be available to someone who you have legally okayed to have the information or who you have said should be reached in an emergency when it is not in the best interest of your health to give it to you.
- to be able to take part in decisions about your health care unless it is not in your best interest.
- to get information on any medical care treatment, given in a way that you can follow.
- to be sure that others cannot hear or see you when you are getting medical care.
- to be free from any form of restraint or seclusion used as a means of force, discipline, ease, or revenge as specified in federal regulations.
- to ask, and get, a copy of your medical records, and to be able to ask that the record be changed/corrected if needed.
- to be able to say yes or no to having any information about you given out unless Unison Health Plan has to by law.
- to be able to say no to treatment or therapy. If you say no, the doctor or MCP must talk to you about what could happen and they must put a note in your medical record about it.

- to be able to file an appeal, a grievance (complaint) or state hearing. See the section called “How to Let Unison Health Plan Know if You Are Unhappy or Do Not Agree With a Decision We Made” in the Member Handbook for information.
- to be able to get all Unison Health Plan written member information from the plan:
 - at no cost to you;
 - in the prevalent non-English languages of members in the MCP’s service area;
 - in other ways, to help with the special needs of members who may have trouble reading the information for any reason.
- to get information about Unison Health Plan services, our practitioners and providers, and member rights and responsibilities.
- to be able to get help free of charge from Unison Health Plan and its providers if you do not speak English or need help in understanding information.
- to be able to get help with sign language if you are hearing impaired.
- to be told if the health care provider is a student and to be able to refuse his/her care.
- to be told of any

experimental care and to be able to refuse to be part of the care.

- to make advance directives (a living will). See Handbook, which explains about advance directives. You can also contact member services for information.
- to file any complaint about not following your advance directive with the Ohio Department of Health.
- to change your Primary Care Provider (PCP) to another PCP on Unison Health Plan’s panel at least monthly. Unison Health Plan must send you something in writing that says who the new PCP is and the date the change began.
- to be free to carry out your rights and know that the MCP, the MCP’s providers, or ODJFS will not hold this against you.
- to know that the MCP must follow all federal and state laws, and other laws about privacy that apply.
- to choose the provider that gives you care whenever possible and appropriate.
- if you are a female, to be able to go to a woman’s health provider on Unison Health Plan’s panel for covered woman’s health services.
- to be able to get a second

opinion from a qualified provider on Unison Health Plan’s panel. If a qualified provider is not able to see you, Unison Health Plan must set up a visit with a provider not on our panel.

- to contact the United States Department of Health and Human Services Office of Civil Rights and/or the Ohio Department of Job and Family Services Bureau of Civil Rights at the addresses on the next page with any complaint of discrimination based on race, color, religion, sex, sexual orientation, age, disability, national origin, veteran’s status, ancestry, health status or need for health services.

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.

Office for Civil Rights
United States Department of
Health and Human Services
233 N. Michigan Ave. - Suite 240
Chicago, Illinois 60601
 1.312.886.2359 •
 TTY 1.312.353.5693
Bureau of Civil Rights
Ohio Department of Job and
Family Services
30 E. Broad St., 37th Floor
Columbus, Ohio 43215
 1.614.644.2703 •
 1.866.227.6353
 TTY 1.866.221.6700
 fax: 1.614.752.6381

- to get information about Unison Health Plan from us.
- to share ideas to make Unison Health Plan better; including recommendations regarding your rights and responsibilities
- to talk openly about all appropriate and needed medical treatment options no matter what the cost or benefit coverage.

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

- to understand how Unison Health Plan works by reading the Handbook
- to choose your Primary Care Provider
- to carry your Unison Health Plan card; (You must show your card when receiving services and to report a stolen or lost card as soon as possible. You also must inform Unison Health Plan of any other insurance you may have, and to present current insurance information to your Primary Care Provider.)
- to seek medical attention as needed.
- to be on time for all appointments.
- to tell your PCP's office or any medical office if you need to change an appointment.
- to respect the rights and property of your PCP, other healthcare workers, and other patients.
- to know when to take your medicine, how to take your medicine and to follow your doctor's instructions.
- to give the right medical information about yourself.
- to take full responsibility, think about the consequences of your decision if you refuse care (say no) to treatment, and ask questions if you don't understand.
- to understand as best you can your health problems and take part in developing mutually agreed upon treatments.
- to be sure that your Primary Care Provider has all your medical records; (This includes all medical records from other doctors.)
- to let Unison Health Plan know if you are in the hospital: (Do this in 24 hours or as soon as possible.)
- to consent to the proper use of your health information.
- to keep your Medicaid eligibility current so you do not lose your Unison membership.

Grievance and Appeals

If you are unhappy with anything about Unison Health Plan or its providers you should contact us as soon as possible. This includes if you do not agree with a decision we have 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 Health Plan wants you to contact us so that we can help you. To contact us you can:

- call Member Services at 1.800.895.2017 (hearing impaired: 711), or
- fill out the form in your member handbook, or
- call Member Services to request they mail you a form, or
- visit our website at www.unisonhealthplan.com, or

- write a letter telling us what you are unhappy about. Be sure to put your first and last name, the number from the front of your Unison Health Plan Member ID Card, and your address and telephone number in the letter so that we can contact you, if needed. You should also send any information that helps explain your problem. Mail the form or your letter to:

Unison Administrative Services Ohio Appeals and Grievances Department

Unison Plaza

1001 Brinton Road

Pittsburgh, PA 15221

Unison Health Plan will send you something in writing if we make a decision to:

- deny a request to cover a service for you;
- reduce, suspend or stop services before you receive all of the services that were approved; or
- deny payment for a service you received that is not covered by Unison Health Plan.

We will also send you something in writing if, by the date we should have, we did not:

- make a decision on whether to okay a request to cover a service for you, or
- give you an answer to something you told us

you were unhappy about.

If you do not agree with the decision/action listed in the letter, and you contact us within 90 calendar days to ask that we change our decision/action, this is called an appeal. Unless we tell you a different date, we will give you an answer to your appeal in writing within 15 calendar days from the date you contacted us. If we have made a decision to reduce, suspend or stop services before you receive all of the services that were approved, your letter will tell you how you can keep receiving the services if you choose and when you may have to pay for the services.

If you contact us because you are unhappy with something about Unison Health Plan or one of our providers, this is called a grievance. Unison Health Plan will give you an answer to your grievance by phone (or by mail if we can't reach you by phone) within the following time frames:

- 2 working days for grievances about not being able to get medical care
- 30 calendar days for all other grievances except grievances that are about getting a bill for care you have received
- 60 calendar days for grievances about getting a bill for care you have received.

You also have the right at anytime to file a complaint by contacting the:

Ohio Department of Job and Family Services

Bureau of Managed Health Care

P.O. Box 182709

Columbus, Ohio 43218-2709

1.800.605.3040 • 1.800.324.8680

TTY: 1.800.292.3572

Ohio Department of Insurance

50 W. Town Street 3rd Floor - Suite 300

Columbus, Ohio 43215

1.800.686.1526

State Hearings

Unison Health Plan will notify you of your right to request a state hearing when:

- a decision is made to deny services
- a decision is made to reduce, suspend, or stop services before all of the approved services are received
- a provider is billing you because Unison Health Plan has denied payment of the service
- a decision is made to propose enrollment or continue enrollment in the Unison Health Plan Controlled Substances Member Management program.

At the time Unison Health Plan makes the decision, or is aware that the provider is billing you for payment, we will mail you a

state hearing form. If you want a state hearing, you must request a hearing within 90 calendar days from the mailing date on the form. If we have made a decision to reduce, suspend, or stop services before all of the approved services are received and you request the hearing within 15 calendar days from the mailing date on the form, we will not take the action until all approved services are received or until the hearing is decided, whichever date comes first. You may have to pay for services you receive after the proposed date to reduce, suspend, or stop services if the hearing officer agrees with our decision.

To request a hearing you can sign and return the state hearing form to the address of fax number listed on the form,

call the Bureau of State Hearings at 1.866.635.3748, or submit your request via e-mail at bsh@jfs.ohio.gov.

A state hearing is a meeting with you, someone from the County Department of Job and Family Services, someone from Unison Health Plan and a hearing officer from ODJFS. Unison Health Plan will explain why we made our decision and you will tell why you think we made the wrong decision. The hearing officer will listen and then decide who is right based upon the information given and whether we followed the rules. If you want information on free legal services but don't know the number of your local legal aid office, you can call the Ohio State Legal Services Association at 1.800.589.5888, for the local number.

Take Advantage of Our

Free 24/7 NurseLineSM Services

Unison Health Plan now offers you our 24/7 NurseLine Services. Call our toll-free

NurseLine telephone number with any of your urgent health care questions. Here are just some of the ways NurseLine services can help you:

- Decide if the emergency room or a doctor's visit is right for you.
- Find a doctor or hospital.
- Understand your treatment options.

- Teach you about important health screenings and shots.

Call NurseLine services at **1.800.542.8630** (TTD/TTY callers, please contact the National Relay Center at 1.800.855.2880 and ask for the number above).

Unison cares about your health and we know you do, too!

NurseLineSM is a service mark of UnitedHealth Group, Inc.

(For information purposes only. Nurses can't diagnose problems nor recommend specific treatment. They are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time).

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.



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

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Ohio Member Newsletter

in UNISON

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Unison Health Plan **Member Services**

For more information, we are available Monday-Friday from 7 a.m. to 7 p.m.

You can reach us at

1.800.895.2017 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.