



in UNISON

Working Together for Better Health

Pennsylvania • Summer 2009

Does Your PCP have a **GOLD STAR?**

You know you are getting the best care when your doctor earns the Gold Star. The Unison Gold Star Program tells you which doctors have earned the highest quality ratings.

It makes things easier for you, too. Gold Star PCPs do not need to get prior approval before sending you to see one of our participating providers. Gold Star PCPs do not need approval for most health care services. That makes it easier for your Gold Star PCP to get you the services and care you need.

So, remember to congratulate your PCP if you see their name on the list!

Check the list on page 2 and visit our website, www.unisonhealthplan.com, to see if there is a Gold Star PCP near you. Gold Star PCPs have a star next to their name.

You can call Member Services at 1.800.414.9025 to request a printed copy of our provider directory.

THIS ISSUE

Does Your PCP have a Gold Star?	1
2009 Unison Gold Star Providers.....	2
Obesity and BMI: Know Your Score.....	3
Immunization Schedule.....	4-5
Be Wise - Immunize.....	4
Changing Your PCP	5
What to Do in an Emergency.....	6
Preventive Guidelines.....	6
Medicine Safety.....	7
Are You At Risk for Congestive Heart Failure	8
Thinking about Quitting.....	8
We Are Online	9
Advance Directives.....	9
Protection From Abuse Orders.....	10
Quality Counts.....	10
Pre-Diabetes: Are You at Risk.....	11
Unison Health Plan Member Services	12
Language Support	12



2009 Unison Gold Star Providers – Pennsylvania

- ABC Pediatric Care LLC
- AGH Pediatric Clinic
- All About Childrens Pediatric Partners
- Altoona Family Physicians
- Anne C. Martin-Ko, MD
- Balachandra Chekka, MD
- Bayside Family Medicine
- Bchara F. Janadri, MD
- Beittel Becker Pediatric Associates
- Bellevue Pediatric Associates
- Bharati P. Desai, MD
- Blairsville Family Health Center
- CCP Blairsville Pediatrics
- CCP GIL
- CCP Jeannette
- CCP Mountain View Pediatrics
- CCP Pittsburgh Pediatrics
- CCP Russelton Pediatrics
- CCP South Hills Pediatric Associates
- Cherry Tree Pediatrics
- Cheryl A. Duffy, MD
- Children & Teen Center
- Childrens Clinic at LVH
- Childrens Health Care West
- Clay Battelle Community Health Center
- Clementine Abeloff Community Health Center
- Cornerstone Care
- Cornerstone Care Community Medical Center
- Cornerstone Care Pediatric Associates of Washington
- Daniel A. Church, MD
- Dawn McCracken, MD
- Duy Ba Nguyen, MD
- East Suburban Pediatric Associates
- East York Family Medicine
- Fairview Primary Care Partners
- Family First Health Hannah Penn Center
- Family First Health Hanover Center
- Family First Health Lewisberry Center
- Frank M. Tursi, DO
- Gettysburg Pediatrics
- Ghaffar A. Zafar, MD
- Hamilton Health Center, Inc.
- Helping Hands Pediatrics
- Hilltop Community Healthcare Center
- Indiana Pediatric Associates
- James Street Family Medicine
- Keystone Rural Health Center
- Kultar S. Shergill, MD
- L J Silberman & Associates
- Laurel Pediatric Associates
- Laurel Pediatrics
- Liberty Family Practice
- Littlestown Family Care Center
- Matilda R. Sotomayor, MD
- McClelland Family Practice
- Medical Group of Corry, Inc.
- Mercy Hospital Ambulatory Pediatric Clinic
- Metro Family Practice
- Milka E. Velazquez, MD
- Mira Slizovsky, MD
- Mountain Area Healthcare PC
- Mountain Family Care
- Next Generation Pediatrics
- North East Family Practice
- Northeast Pediatrics LLC
- Pediatric Adolescent Services
- Pediatric Alliance Chartiers / McMurray Division
- Pediatric Alliance Greentree Division
- Pediatric Alliance Southwest Division
- Pediatric Associates of Latrobe
- Pediatric Associates of Westmoreland
- Pediatric Care Center
- Pediatric Care Specialists
- Pediatric Healthcare Associates
- PhysicianCare PC
- Primary Care Center of Mt. Morris
- Primary Health Network
- Primary Health Network East Brady & Petrolia
- Redi Care Physicians, Inc.
- Rural Health Corp of NE PA
- Sacred Heart Primary Care
- Saint Vincent Family Medical Center
- Scranton Primary Health Care Center
- Sewickley Valley Pediatric & Adolescent Medicine
- Somerset Family Practice
- Somerset Pediatric & Adolescent Health Center
- Southeast Lancaster Health Services
- Steel City South Pediatrics
- Sto Rox Family Health Center
- The Doctors Office Connellsville
- Tri State Pediatric Associates, Inc.
- Twin Rose Primary Healthcare
- UPMC McKeesport Latterman
- UPP Department of Pediatrics
- Wael Yacoub, MD
- Walter L. Aument Family Health Center
- Warren Medical Group
- Warren Pediatric Associates
- Waynesburg Family Medicine
- Welsh Mountain Medical & Dental Center
- Whites Crossing Medical Center
- Wyoming Valley Family Practice
- Young-Kyu Lim, MD
- Your Pediatric Connection
- Zarar M. Bajwa, MD

OBESITY and BMI: Know Your SCORE

Overweight and obesity are labels for weight that is greater than what is healthy for a certain height. These terms also identify ranges of weight that have been shown to increase the risk of some diseases and health problems. Overweight and obesity ranges are found by using weight and height to calculate a number called the body mass index (BMI). BMI is used because, for most people, it correlates with their amount of body fat.

- An adult who has a BMI between 25 and 29.9 is considered overweight.
- An adult who has a BMI of 30 or higher is considered obese.

For children and teens, BMI ranges are defined so that they take into account normal differences in body fat between boys and girls and differences in body fat at various ages. To get your BMI, visit the calculator on the Centers for Disease Control website, <http://www.cdc.gov/healthyweight/assessing/bmi/index.html>.

Source: Centers for Disease Control

BMI	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
Height	Weight in Pounds																
4'10"	91	96	100	105	110	115	119	124	129	134	138	143	148	153	158	162	167
4'11"	94	99	104	109	114	119	124	128	133	138	143	148	153	158	163	168	173
5'	97	102	107	112	118	123	128	133	138	143	148	153	158	163	168	174	179
5'1"	100	106	111	116	122	127	132	137	143	148	153	158	164	169	174	180	185
5'2"	104	109	115	120	126	131	136	142	147	153	158	164	169	175	180	186	191
5'3"	107	113	118	124	130	135	141	146	152	158	163	169	175	180	186	191	197
5'4"	110	116	122	128	134	140	145	151	157	163	169	174	180	186	192	197	204
5'5"	114	120	126	132	138	144	150	156	162	168	174	180	186	192	198	204	210
5'6"	118	124	130	136	142	148	155	161	167	173	179	186	192	198	204	210	216
5'7"	121	127	134	140	146	153	159	166	172	178	185	191	198	204	211	217	223
5'8"	125	131	138	144	151	158	164	171	177	184	190	197	203	210	216	223	230
5'9"	128	135	142	149	155	162	169	176	182	189	196	203	209	216	223	230	236
5'10"	132	139	146	153	160	167	174	181	188	195	202	209	216	222	229	236	243
5'11"	136	143	150	157	165	172	179	186	193	200	208	215	222	229	236	243	250
6'	140	147	154	162	169	177	184	191	199	206	213	221	228	235	242	250	258
6'1"	144	151	159	166	174	182	189	197	204	212	219	227	235	242	250	257	265
6'2"	148	155	163	171	179	186	194	202	210	218	225	233	241	249	256	264	272
6'3"	152	160	168	176	184	192	200	208	216	224	232	240	241	248	256	272	279
	Healthy Weight						Overweight					Obese					



http://www.cdc.gov/healthyweight/assessing/bmi/adult_bmi/
http://www.wdxcyber.com/f/bmi_chart.htm

Immunization Schedule

- Birth to 18 years of age

Birth

- Hep B: Hepatitis B vaccine; may be given at any age for those not previously immunized.

1–4 months

- Hep B: Second dose should be administered 1 to 2 months after the first dose. If the first dose of Hep B vaccine is not given until a child is 2 months old, the second will be given when the child is 3 to 4 months old.

2 months

- DTaP: Diphtheria, tetanus, and acellular pertussis vaccine
- Hib: Haemophilus influenzae type b vaccine
- IPV: Inactivated poliovirus vaccine
- PCV: Pneumococcal conjugate vaccine
- RV: Rotavirus vaccine, recommended for infants at 2, 4, and 6 months of age

4 months

- DTaP
- Hib
- IPV
- PCV
- RV

>6 months and annually

- Influenza. Influenza vaccine is recommended every year for *all* children 6 months to 18 years of age. For kids under 9 who are getting a flu shot for the first time, it's given in two separate shots 1 month apart. It can take up to 1 or 2 weeks after the shot for the body to build up protection to the flu.

6 months

- DTaP
- Hib
- PCV
- RV

6–18 months

- Hep B
- IPV

12–15 months

- Hib
- MMR: Measles, mumps, and rubella (German measles) vaccine
- PCV
- Var: Varicella (chickenpox) vaccine; may be given at any visit after first birthday. A second dose should be given between 4 and 6 years of age.



BE WISE - Immunize

Childhood immunizations (shots) protect your children from many serious diseases. Keep your children healthy with up-to-date shots and regular checkups with your children's doctor.

Remember that many vaccines need a booster or are part of a series of shots and that teens need shots too. Check with your child's doctor to make sure your children are protected.

12–23 months

- Hep A: Hepatitis A vaccine; recommended for kids 12–23 months old, given as two shots at least 6 months apart

15–18 months

- DTaP

4–6 years

- DTaP
- MMR
- IPV
- Var

11–12 years

- HPV: The AAP recommends the vaccine to prevent the human papillomavirus (HPV) be given to girls 11–12 years old, in addition to a catch-up

immunization for girls ages 13–18. The vaccine prevents most cases of genital warts and cervical cancer.

- Tdap: Tetanus, diphtheria, and pertussis booster
- MCV: Meningitis vaccine; recommended for kids at age 11 years, and for kids age 15 who haven't had the vaccine or are entering high school, whichever comes first. Also recommended for kids age 11 or older with a chronic illness or HIV or traveling to countries where meningitis is common. Also recommended for college entrants who plan to live in dormitories.

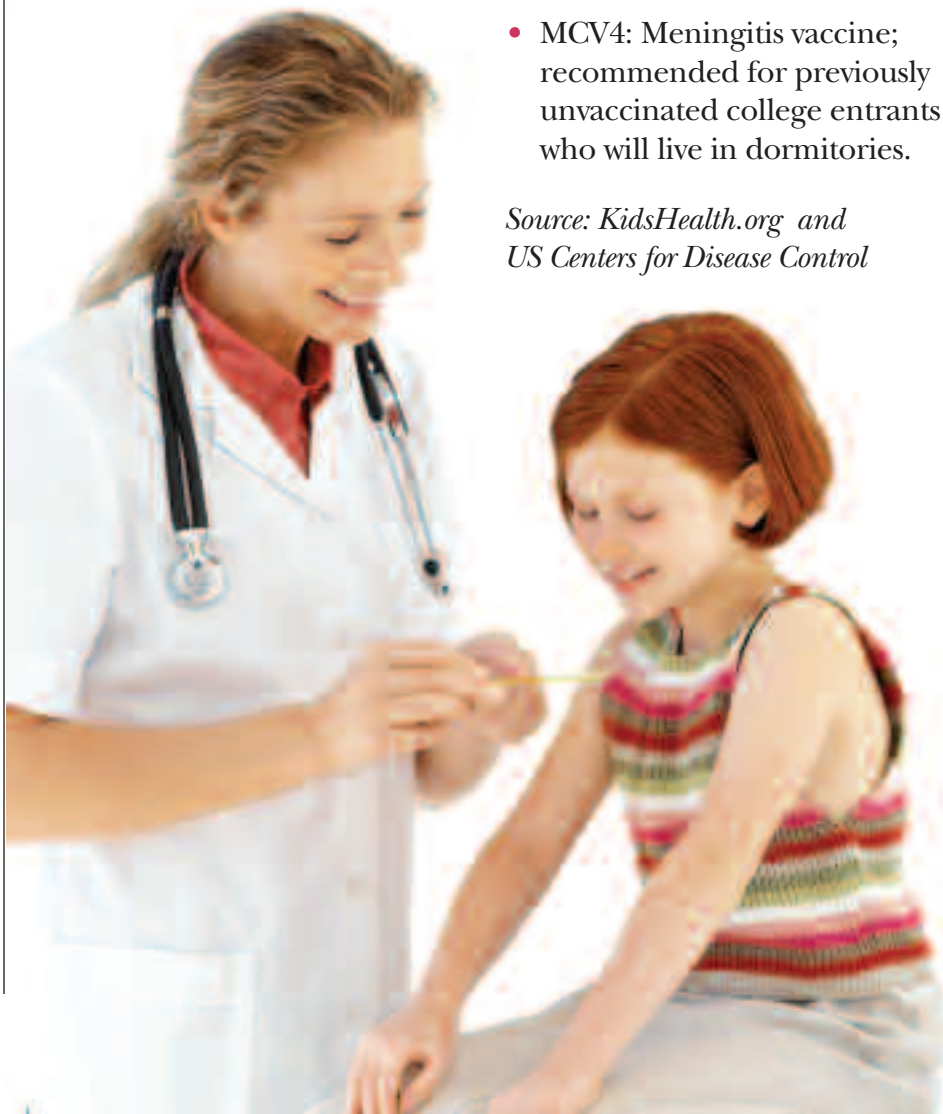
College entrants

- MCV4: Meningitis vaccine; recommended for previously unvaccinated college entrants who will live in dormitories.

Source: KidsHealth.org and US Centers for Disease Control

Changing Your PCP

It is easy to change your PCP. Call Member Services at 1.800.414.9025. The change will take place immediately. You will receive a new ID card that lists the new PCP. Unison can help you find a doctor. You may also view our provider network online at unisonhealthplan.com. You can also request a copy of our provider directory. This book includes PCPs, gynecologists, vision and dental providers and participating drug stores.



What to Do in An **EMERGENCY**

Don't wait in an emergency. Go to the emergency room (ER) right away or call 911. You do not need a referral. Afterwards call your primary care physician (PCP) to let the doctor know what happened. Do this as soon as you can. The phone number is on your member ID card.

If you are not sure if it is an emergency, call your PCP. Your doctor will tell you if it is an

emergency. You may only need to go to the doctor's office.

Your member handbook has more information about emergency care, urgent care and hospital care. If you need another copy of your handbook, call Member Services at 1.800.414.9025.

You can also look at your handbook on line at www.unisonhealthplan.com.



STAYING HEALTHY

- Preventive Guidelines

We want to help you and your family stay healthy. Unison has preventive guidelines to help you know when it is time for check-ups with your PCP, when to get shots, and when to get certain tests like a mammogram. We have preventive guidelines on our website for:

- Children
- Adults
- Pregnancy
- Immunization Schedule

Go to www.unisonhealthplan.com, select Pennsylvania; select your plan; click on Members and then click on Preventive Health Guidelines. Call Member Services if you want a printed copy.

Si desea recibir una copia de esta información en español, llame al 1.800.414.9025 (711 para las personas con deficiencias auditivas).



Medicine SAFETY

Medicines can help you get better when you are sick. But, medicines can hurt you if you don't take them correctly. Before taking any medicine, read the label and talk to your doctor or pharmacist.

When you talk to your doctor and pharmacist:

- *Tell them which medicines you are taking now.*
- *Tell them if you have ever had problems with medicine.*
- *Bring your medicine to your appointment to show the doctor what you are taking.*
- *Tell them if you are allergic to any foods or medicines.*
- *Tell the doctor or pharmacist if you are pregnant or are nursing a baby.*

Before you take any kind of medicine, make sure you know:

- *What it is.*
- *Why you should take it.*
- *If it could make you feel sleepy or cause other problems for you.*
- *When to take it.*
- *How much to take.*
- *How long to take it.*
- *If there are any foods or drinks that you should not have with the medicine.*

Medicine safety tips:

- *When you buy medicine, make sure no one has already opened it. If it was opened, tell a person working in the store.*
- *Never take someone else's prescription medicine.*
- *Keep all medicines away from children. A locked cabinet is best.*

Source: U.S. Food and Drug Administration



Are You At **RISK** for Congestive Heart Failure?



When you have congestive heart failure (CHF), it means that your heart is not pumping blood as it should. Heart failure can get worse if it is not treated. About 5 million Americans are living with CHF. It is one of the most common reasons people who are over age 65 go into the hospital. If you do not have CHF but are at-risk, you can

make lifestyle changes now to prevent it.

- *Do not smoke. If you smoke, quit.*
- *Lower your cholesterol.*
- *Control your blood pressure.*
- *Get regular exercise.*
- *Control your diabetes.*
- *Limit your alcohol intake.*

Source: American Heart Association

Thinking about Quitting?

We all know that smoking is bad for your health. It harms almost every organ in your body. Cigarette smoking causes 87 percent of lung cancer deaths. It can also cause other cancers and health problems like lung disease, heart and blood vessel disease, stroke and cataracts. Your smoke is also bad for other people. They breathe in your smoke and can get many of the same problems as smokers.

Quitting smoking is hard, but there are many reasons to stop. If you stop smoking, you will:

- *Feel healthier right away.*
- *Have more energy and better focus.*



- *Have whiter teeth and fresher breath.*
- *Cough less and breathe better.*
- *Lower your risk for cancer, heart attacks, strokes, early death, cataracts and skin wrinkles*
- *Have more money to spend.*

Go to www.health.state.pa.us. Click on "Quit Smoking Now" from the list on the left. Then click on "Counseling Assistance." You'll find counseling programs in your area that can help you quit smoking. You can also call Pennsylvania's Free Quitline at 1.800.QUITNOW (1.800.784.8669).

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, drug stores, hospitals, and vision services
- Pharmacy 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 Pennsylvania. 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 web site.



ADVANCE Directives

Planning ahead for your medical care is called an advance directive. You have the right to make decisions about your health care. You have the right to refuse treatment if you wish. It's important to think ahead. What happens if you can't speak? Your doctor and family may not know what care you want. It is better to decide what you want in advance.

There are two types of advance directives:

1. **Living will** - *This tells your doctor and family what kind of treatment you do or do not want.*
2. **Medical power of attorney** – *This lets someone make health care decisions for you when you can't.*

Talk to your PCP and family. Tell them what you want.

You can also find information online at the Caring Connections website www.caringinfo.org.



Getting Help

Protection From Abuse Orders

A Protection from Abuse Order (PFA) is a court order that protects you and your children from an abuser. It is a civil order that you file on your own behalf against an intimate partner, family or household member who is hurting you. Getting a PFA is just one part of a larger safety plan. An advocate at a local domestic violence program can help you decide what should be in your plan.

Some examples of relationships that qualify as family and household members for the purposes of a PFA are:

- Spouses and ex-spouses
- Persons who have lived as spouses
- Parents and children
- Persons related by blood or marriage, including siblings
- Current or former sexual or intimate partners, which may include dating relationships
- Same gender couples

The PFA Order process usually starts by filing a paper called a "petition" at the courthouse. The petition is how you tell the court why you need protection. The petition describes the abuse you have suffered. It also describes the protection you want from the court. The courthouse has people who can help you fill out the petition.

A judge will consider your requests. The judge may grant or deny all or some of them.

You can ask the judge to order:

- the abuser to stop threatening or abusing, you and your children
- the abuser to stop harassing or

stalking you and your children

- eviction of the abuser from your home or residence
- your new address be kept confidential
- temporary custody of your children
- temporary child or spousal support
- reimbursement of out-of-pocket expenses that were caused by acts of the abuser
- the abuser not to have contact with you, your children, or family members
- that the abuser not contact you at work or school
- the abuser to turn over weapons
- other things like requesting the return of your pet, car keys, or important papers

Every county has a different process for a victim to get a PFA. Please call your local domestic violence program for information about your county. They can talk to you about your rights and your county process. They can help you plan for your safety.

You can find your local domestic violence program phone number in the telephone book. Look in the blue pages under abuse. You can also go to <http://www.pcadv.org/Find-Help/Domestic-Violence-Services-By-County.asp>.

If you are worried about your safety and you need to talk, call us.
National Domestic Violence Hotline
1-800-799-7233 (SAFE)
1-800-787-3224 (TTY)
www.ndvh.org

National Teen Dating Abuse Hotline
1-866-331-9474
1-866-331-8453 (TTY)
www.loveisrespect.org



Quality Counts

We work hard to improve our service to you. We want you to receive the best possible care. Unison's Quality Improvement watches over and measures how well we are doing. Then they look for ways to make our programs better.

Please write to us if you want to learn more about

- how the Unison Quality Improvement program works
- how we are meeting our goals
- our practice guidelines for managing the health of our members.

Unison Health Plan
Quality Improvement
Unison Plaza
1001 Brinton Road
Pittsburgh, PA 15221

Pre-Diabetes: Are You at Risk?

Before anyone develops type 2 diabetes they almost always have pre-diabetes. According to the American Diabetes Association, 57 million people in the United States have pre-diabetes.

Pre-diabetes is when your blood sugar level is higher than normal, but not high enough to be type 2 diabetes. Still, the stakes are high. If you have pre-diabetes, the long-term damage to your heart and circulatory system may have already started.

There is good news. Pre-diabetes does not always lead to type 2 diabetes. Healthy lifestyle changes – such as eating healthy foods, increasing physical activity and maintaining a healthy weight – can bring your blood sugars to normal.

Are you at risk for pre-diabetes?

Here is a list of risk factors that may lead to pre-diabetes.

- *Weight – Being overweight is a primary risk factor for pre-diabetes.*
- *Inactivity – The less active the greater risk of pre-diabetes.*
- *Age – The risk of pre-diabetes increases as you get older, especially when you are over 45.*
- *Family history – The risk for diabetes increases if a parent or sibling has type 2 diabetes.*
- *Race – It is not clear why, but Blacks, Hispanics, Native Americans and Asian-Americans are more likely to develop pre-diabetes.*
- *Gestational diabetes – If you develop gestational diabetes when you are pregnant, your risk for developing diabetes increases.*
- *Polycystic ovary syndrome – For women, having polycystic ovary syndrome.*
- *High blood pressure.*
- *High levels of low density (ldl) or “bad” cholesterol.*
- *Low levels of high density (hdl) or “good” cholesterol.*
- *High levels of triglycerides.*

Tips to prevent pre-diabetes

1. Make healthy food choices, such as:
 - *Fruits and vegetables;*
 - *Whole grains;*
 - *Lean meats;*
 - *Cut back on high-calorie snacks such as chips, cookies and cakes;*
 - *Eating too much. Even healthy food can lead to weight gain. Watch portion size.*
2. Increase physical activity. This can:
 - *Lower blood sugar, blood pressure and cholesterol levels;*
 - *Decrease risk for heart disease and stroke;*
 - *Relieve stress;*
 - *Help insulin work better.*

3. Maintain a healthy weight.
 - *Talk to your doctor about your ideal weight. The more fatty tissue you have, especially around your abdomen, the more resistant your cells become to insulin.*

People with pre-diabetes often do not have symptoms, so you could have pre-diabetes and not know it. Symptoms include unusual thirst, frequent urination, blurred vision or feeling tired.

If you have symptoms or risk factors for pre-diabetes, talk to your doctor about blood glucose screening.

Source:

www.mayoclinic.com



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

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PAID
 Pittsburgh, PA
 Permit No. 4503

Unison Health Plan Member Services

For more information, we are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m. and Wednesday 8 a.m. to 8 p.m. You can reach us at **1.800.414.9025** or or for hearing impaired please call the National Relay Service at **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.

PLEASE NOTE: The office will be closed on September 7, 2009, for holiday observance. On-call representatives will be available for any urgent/emergent needs.

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.

No person on the grounds of race, color, national origin, sex, age, religion or disability shall be excluded from participation in, be denied the benefits of or be subject to discrimination under any program or service provided by Unison Health Plan.

This managed health care plan may not cover all your health care expenses. Read your contract and/or member handbook carefully to determine which health care services are covered. The information in this notice is available in other languages and formats by calling Member Services at 1.800.414.9025 (hearing-impaired: 711).

La información de este aviso está disponible en otros idiomas y formatos si llama a Servicios para Miembros al 1.800.414.9025 (711 para las personas con deficiencias auditivas). (711 para las personas con deficiencias auditivas).

B'½'t'manenAellsMbuRtenHmanCasanigTRmg;epSg'eTot edayRKan;EtTUrs½BpmkRksYgCMnYysmaCikelx 1.800.414.9025 bª sMrab;Gñkføg; (800:414:9025) (711) (711).

此通知里的信息有其它语言及格式, 请致电 1.800.414.9025 (听力有障碍人员请转分机 711) 联系会员服务处索取。

Информацию, содержащуюся в данном извещении, можно получить на других языках и в иных форматах по телефону отдела обслуживания участников: 1.800.414.9025 (для лиц с нарушением слуха: 711).

Thông tin trong thông báo này có sẵn bằng các định dạng và thứ tiếng khác bằng cách gọi Dịch Vụ Thành Viên theo số 1.800.414.9025 (người khiếm thính: 711).