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▼ SESAME STREET

## fun<sub>WITH</sub> food

LEARN ABOUT 'ANYTIME' AND 'SOMETIMES' FOODS

**Cookie Monster knows how important it is to eat right.** He used to eat cookies all the time. Then he learned about "anytime" and "sometimes" foods. Now he eats mostly healthy foods. But Cookie Monster can still have cookies as a special treat.

"Anytime" foods are things we can eat every day. These are foods like fruits, veggies, whole grains, lean meats and low-fat yogurt. Drink water or low-fat milk with these.

"Sometimes" foods are things we should only eat once in a while. These are foods like cookies, candy, chips, fast food and sodas. They are high in sugar, fat or salt.



**A BIG WELCOME** Unison has a new partner in healthy habits for life — Sesame Street. Together we'll make healthy eating and fitness fun for you and your kids!

### RED FLAGS

**The Red Flags Rule says that health care providers need to help prevent medical identity theft.** They must make sure patients are who they say they are. They want to make sure someone else isn't using your health plan ID card. This means your provider might ask for your driver's license or other photo ID. Be sure to take your ID with you when you get health care.



# we speak your language

If you need help reading this information, please call Unison at 1-800-414-9025. The information in this notice is available in other languages and formats by calling Member Services at 1-800-414-9025 (TTY 711).

**DO YOU NEED HELP IN ANOTHER LANGUAGE?** If you need this information in another language, call 1-800-414-9025 (TTY 711) Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m. or Wednesday 8 a.m. to 8 p.m.

Si necesita esta información en otro idioma, llame al 1-800-414-9025 (TTY 711), los lunes, martes, jueves y viernes, de 8 a.m. a 5 p.m.; o los miércoles, de 8 a.m. a 8 p.m.

ប្រសិនបើលោកអ្នក

ចាំបាច់ត្រូវការព័ត៌មាននេះជាភាសាមួយផ្សេងទៀត សូមទាក់ទងតាមទូរស័ព្ទលេខ: 1-800-414-9025 (TTY 711)។

如果需要其他语言版本的此信息，请致电 1-800-414-9025 (TTY 711)。

При необходимости получения данной информации на другом языке позвоните 1-800-414-9025 (TTY 711)。

Nếu bạn cần thông tin này bằng ngôn ngữ khác, hãy gọi số 1-800-414-9025 (TTY 711).



# TAKE your BEST shot

## IMMUNIZATION UPDATES FOR KIDS AND TEENS

**Years ago, many children died from common diseases.** Today, these diseases are very rare. This is because children now get vaccines to protect them from getting sick.

Sometimes there are changes to who should get certain shots or when they should get them. Here are two newer vaccines that recently changed.

### HUMAN PAPILLOMAVIRUS (HPV)

**WHAT:** HPV is very common. You get it from unprotected sex. About half of all sexually active people will get it at some point. It usually has no symptoms. But it can cause cervical and other cancers. There is now a vaccine for HPV.

**WHEN:** The vaccine is given in a series of three shots. It is recommended for 11- and 12-year-old girls. But it can now be given to both females and males ages 9 to 26. Ask your doctor what's best for your child.

### CHICKEN POX

**WHAT:** Most of the time, chicken pox is not serious. But it can sometimes be dangerous. It can cause skin infections and pneumonia. Some kids die from it. A vaccine has been available since 1995.

**WHEN:** The first vaccine is given at age 12-15 months. A second dose should be given at age 4-6 years. The shot is now also available combined with the MMR. The MMR protects against measles, mumps and rubella. The combination shot is called MMRV.



**SCHOOL'S OUT!** Enjoy your summer. But start planning for the fall now. Call your child's primary care provider (PCP) today. Make an appointment for a school checkup. Collect school and sports forms you need ahead of time. Beat the rush!

▼ PREVENTION



# screenSTARS

## MAMMOGRAMS ARE A MUST FOR WOMEN OVER 40

**Two out of five women over 40 have not had mammograms in the past year.** Are you one of these women? If so, what are you waiting for?

Breast cancer can be cured most of the time when caught early. The best way to catch it early is with regular screenings.

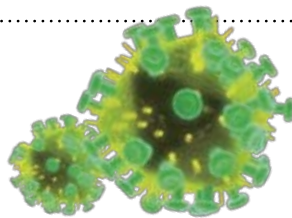
Mammograms are X-rays of the breasts. They can detect breast cancer years before you can feel it. You should have your first mammogram when you turn 40. After that, you should have mammograms every 1-2 years. Women at high risk for breast cancer may start screenings earlier. Talk to your doctor about when you should be screened.

**? BE WHOLE** Janet's Law says that health plans must pay for reconstruction for women who have breast cancer surgery. Do you have questions about your benefits for breast cancer detection and treatment? Call Member Services at 1-800-414-9025 (TTY 711).

▼ SEXUAL HEALTH

## get tested

### LIFE GOES ON WITH HIV



**HIV is the virus that causes AIDS.** It is spread through blood, semen and other body fluids. Certain people are at higher risk for getting HIV. Having unprotected sex with multiple partners raises your risk. So does injecting illegal drugs.

There is no cure for HIV. But drug therapy is helping infected people live longer, healthier lives. This is why it is so important to get tested. People with HIV who take medicine for it can keep from getting AIDS for a long time. They can be careful about not spreading the virus.

**AT RISK?** Ask your doctor for an HIV test. Or, text your zip code to **KNOWIT (566948)** to find a free testing clinic near you.

▼ CHRONIC CONDITIONS

## eye spy

### DON'T LET DIABETES TAKE YOUR SIGHT

#### Diabetic retinopathy is the main cause of blindness in the U.S.

It is a common complication of diabetes. It damages the blood vessels in the eye. Most of the time, symptoms do not start until the damage is bad.

Laser surgery can stop diabetic retinopathy from getting worse. But it can't reverse the vision loss that already happened. That's why it is so important to have a diabetic eye exam every year. It can catch diabetic retinopathy before you have symptoms.

The eye doctor will dilate your pupils with eye drops. Then he or she will take a look inside your eye. The test is quick and painless.



**WE CARE** If you have diabetes, Unison Health Plan has a program that can help you. You can talk to a nurse who can help you understand your disease. We will send you reminders about important tests. Call 1-800-414-9025 (TTY 711) to find out how you can join.

## quality counts

### Unison wants all our members to be healthy.

That's why we have clinical quality improvement (QI) programs. These programs:

- **HELP** members with chronic illnesses get the care they need.
- **WORK** with pregnant women to have healthy babies.
- **REMINDE** members to get important tests and immunizations.
- **MAKE** sure members get follow-up care after they are in the hospital.
- **CHECK** to see how certain illnesses are treated.

Part of QI is measuring how well these programs are working. We check doctors' records. We look at claims data. We send surveys to members. We look at these results to see how we can do better. We share this information with providers and members.



**HAVE IT ALL** To see our latest QI plan and results, visit [www.unisonhealthplan.com](http://www.unisonhealthplan.com). Or, call Member Services at 1-800-414-9025 (TTY 711) to ask for a copy.



**1 IN 4 STUDENTS ARE BULLIED.**

## beat THE bullies

### 5 TIPS FOR TALKING ABOUT BULLYING WITH YOUR CHILD

**Bullying takes many forms.** It can be physical, like hitting. It can be verbal, like teasing. It can be emotional, like making another kid feel left out. It can even be electronic, like sending mean text messages.

Being a victim of a bully can cause serious problems. Kids can become very sad and lonely. They might not want to go to school. Some feel sick, or even think about suicide.

Kids who are bullied often don't tell anyone. They might be embarrassed. They might be afraid the bullying will get worse if they tell. What can you do if your child is being bullied? The first step is to talk about it. Here are some tips for talking about bullying:

- 1 **DON'T TELL YOUR CHILD TO IGNORE IT.** That might make him or her think you are going to ignore it.
- 2 **DON'T BLAME YOUR CHILD.** Don't ask what your child did to deserve it.
- 3 **LISTEN TO YOUR CHILD.** Ask questions. Thank him or her for telling you.
- 4 **SUPPORT YOUR CHILD.** Explain that it's not his or her fault. Ask what you can do to help.
- 5 **DON'T TELL YOUR CHILD TO FIGHT BACK.** That often makes things worse.

Once you understand the problem, talk to your child's teacher or principal. Stay calm. Ask how you can help. If nothing changes, talk to the school again.



**STOP IT** Learn how you can stop bullying at [www.stopbullyingnow.hrsa.gov](http://www.stopbullyingnow.hrsa.gov). This website has videos and information for kids, parents and teachers.

# game plan

**It's important to understand how your health plan works.** Knowing this can help you get the most out of your benefits. It can help you avoid having to pay for some of your health care. Read this special insert for information about Unison Health Plan. Keep it for future reference.



# MEMBER **rights** AND **responsibilities**

## AS A MEMBER OF UNISON MEDPLUS, YOU HAVE THE RIGHT TO:

- **pick your own:** dental, vision, routine OB/GYN and prenatal care, emergency care, family planning services, chemotherapy, dialysis, radiation therapy, mammograms or mental health and substance abuse services. You do not need a referral form.
- **ask for and get information** about Unison, information on how to use Unison MedPLUS and member rights and responsibilities.
- **get good care** and to be treated with respect and due consideration for your dignity and privacy.
- **know the names,** titles and education 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.
- **be part of any decisions** made about your health.
- **be told about what you should do** after a hospital or office visit.
- **say that you do not want to take part in any medical research projects.**
- **suggest changes in Unison,** including the member rights and responsibilities, and tell Member Services if you are unhappy.
- **look at all your medical records** in accordance with applicable federal and state laws, also to have these records kept private.
- **have an advance directive.**
- **get this list** so you know your rights and can share ideas to make Unison better.
- **file a complaint or grievance** regarding any medical or administrative decisions if you disagree. To do this, you need to follow the Unison complaint and grievance procedures.
- **give your rights to another person.** This would be a person who the law says can make decisions for you about your health care.
- **be sure your primary care physician and the staff of Unison Health Plan know your rights.**
- **receive information** on treatment options/alternatives regardless of cost or benefit coverage.
- **have these rights with no discrimination** of gender, culture, economic, educational or religious background.
- **be free from any form of restraint** or seclusion used as a means of coercion, discipline, convenience or retaliation.
- **be free to exercise your rights.** Exercising these rights will not adversely affect the way Unison, its providers and state agencies may treat you.
- **file a fair hearing** with the Department of Public Welfare at any time during the grievance process.
- **be able to choose providers,** within the limits of the network, including the right to refuse treatment from specific providers.



## AS A MEMBER OF UNISON MEDPLUS,

- **understand how Unison works** by reading your member handbook.
- **carry your Unison card and ACCESS card.** You must show both cards when receiving services. You also must inform Unison of any other insurance you may have and present current insurance information to your primary care physician.
- **make appointments** with your primary care physician for non-emergency treatment each time you need health care services.



## YOU HAVE A RESPONSIBILITY TO:

- **get a referral form** to make an appointment with a specialist. You need to get this paper from your primary care physician.
- **be on time** for all appointments.
- **tell your PCP's office** or any medical office if you need to change an appointment.
- **respect the rights and property** of your PCP, other health care workers and other patients.
- **do what your PCP tells you**, to ask questions if you don't understand your health problems and to work with your doctor or Unison to make goals about your health when you can.
- **know when to take your medicine**, how to take your medicine and to follow your doctor's instructions.
- **give up-to-date medical information** about yourself.
- **take full responsibility** for and accept the consequences of your decision if you say no to treatment.
- **be sure that your primary care physician** has all your medical records, including all medical records from other doctors.
- **let Unison know if you are in the hospital** or in an emergency room within 24 hours or as soon as possible.
- **consent to the proper use of your health information.**



# THE **waiting** GAME

## HOW LONG YOU SHOULD WAIT FOR AN APPOINTMENT

**No one likes waiting.** Especially when you don't feel well. That's why we ask doctors who participate in Unison to see patients on time. How fast they should see you depends on why you need the appointment.

To make an appointment, just call your primary care provider (PCP). The doctor's name and phone number are on your ID card. Tell them why you want to see the doctor. We ask providers to see you within the following time frames:

TYPE OF APPOINTMENT	EXAMPLES	APPOINTMENT STANDARDS
Emergency	Chest pain, asthma attack, serious injury	Immediately, or refer to an emergency facility
Urgent	Stomach pain, ear infection	24 hours
Routine symptomatic	Rash, flu, sprain	4 business days
Routine asymptomatic	Follow-up visits, blood pressure check	3 weeks
Preventive	Checkup, sports physicals	3 weeks

If your doctor is not meeting these appointment standards, tell us. Call **1-800-414-9025 (TTY 711)**. Already have an appointment? Don't forget to go. If you need to change or cancel an appointment, call the doctor's office. Try to call at least one day before the appointment.

## BY THE BOOK

### CHECK OUT YOUR MEMBER HANDBOOK

**Have you read your member handbook?** It is a great source of information. It tells you how to use your plan. It explains:

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- your copayments or other ways you pay for your health care.
- what to do if you need care when you are out of town.
- when and how you can get care from an out-of-network provider.
- if, when and how you may need to submit a claim.
- how to find out about participating providers.
- when and how to get routine, after-hours, specialty and emergency care.
- how to voice a complaint or appeal a coverage decision.
- how your plan decides what new technologies are covered.

**GET SMART** You can read the member handbook online at [www.unisonhealthplan.com](http://www.unisonhealthplan.com). Or, call **1-800-414-9025 (TTY 711)**. Ask to have a copy mailed to you.

## UM ... WE CAN EXPLAIN

**Unison does utilization management (UM).** All managed care health plans do. It's how we make sure members are getting the right care at the right time and in the right place. If you have questions about UM, you can talk to our staff. Just call toll-free at **1-800-414-9025 (TTY 711)**. You'll talk to a real UM staff member whose name and job title you will know. If you need to leave a message, someone will call you back.