



missouricare SM
A WellCare Company

Member FOCUS

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COPING WITH ADHD

ADHD stands for Attention Deficit/Hyperactivity Disorder

Behavior therapy is an important part of treatment for kids with ADHD. It's designed to help both children and their parents.

Children: helps kids learn effective behaviors and express their feelings in a better way

Parents: teaches parents new skills to manage their child's behavior

Your child's doctor might recommend both behavior therapy and medication. Medications can affect children in different ways. Work with your doctor to find what works best for your child. Make sure to keep your child's scheduled follow-up appointments; they are a critical part of treating ADHD.

SOURCE: Centers for Disease Control and Prevention, "Attention Deficit/Hyperactivity Disorder – Treatment," retrieved from: www.cdc.gov/ncbddd/adhd/treatment.html

NUMBERS TO KNOW

We're just a phone call (or click) away!

Call Member Services:

1-800-322-6027

TTY: **1-800-735-2966**

Monday–Friday,
8 a.m. to 6 p.m.

Behavioral Health

Crisis Line:

1-800-322-6027

Nurse Advice Line:
1-800-919-8807

Nurse Line for
Children's Mercy
Pediatric Care Network:
1-855-670-2642

24 hours a day/
7 days a week

Or visit www.missouricare.com

CANCER SCREENINGS: ARE YOU COVERED?

Cancer screenings help find cancer before there are symptoms.

Cancer screenings are a covered benefit for Missouri Care members.

Eligibility is based on your age and health risk.

The American Cancer Society recommends the following screenings for most adults:

BREAST CANCER

Screening is recommended for:

Women ages 40–44: Should have the option to start annual breast cancer screening with mammograms (X-ray of the breast).

Women ages 45–54: Should get a mammogram every year.

Women ages 55+: Continue with yearly exams, or screen every other year.

If there's a change in how your breasts look or feel, tell your doctor. Ask your doctor about your risk for breast cancer and if screening is right for you.

CERVICAL CANCER

A common virus called HPV causes cervical cancer. Cervical cancer is detected using a Pap test.

Screening is recommended for:

Women ages 21–29: Have a Pap test **every 3 years**. HPV should not be tested.

Women ages 30–65: Have a Pap test and an HPV test **every 5 years**. Or have only a Pap test every 3 years.

Women ages 65+ with a history of pre-cancer: Continue to test **20 years** after the pre-cancer diagnosis. Women with normal results from regular screenings in the past 10 years should not be tested.

All women who have been vaccinated against HPV should still follow screening recommendations for their age groups.

COLON & RECTAL CANCER

Those with a family history of colon cancer are at a higher risk.

Screening is recommended for: **Men and women ages 50+**

TESTS THAT FIND POLYPS AND CANCER:

Colonoscopy every 10 years

CT Colonography every 5 years

Flexible Sigmoidoscopy every 5 years

Double-Contrast Barium Enema every 5 years

FECAL TESTS THAT CAN FIND BLOOD AND CANCER:

Fecal Immunochemical Test every year

Fecal Occult Blood Test every year

Stool DNA Test every 3 years

Talk to your doctor about which method is right for you. If positive, further testing may be required.

ENDOMETRIAL (UTERINE) CANCER

Ask your doctor about uterine cancer when you've reached menopause. Tell your doctor if you have any vaginal bleeding or spotting.

Screening is recommended for:

Women at menopausal age, talk with your doctor about your history and if getting a yearly endometrial biopsy is right for you.

LUNG CANCER

Lung cancer screening is recommended only for those who are at high risk due to cigarette smoking.

Screening is recommended for:

- Current or former smokers
- **Ages 55–74**
- Healthy

Screening is done with a yearly low-dose CT scan of the chest. If you smoke or used to smoke 1–2 packs per day, talk with your doctor about getting screened.

PROSTATE CANCER

There are some risks and some benefits to testing. Talk with your doctor to see if you should get tested.

Screening is recommended for:

Men ages 50+

Men ages 45+ who are:

- African American
- Have a father or brother who had prostate cancer before **age 65**

If you do get tested, you should get a PSA blood test with or without a rectal exam. How often you get tested will depend on your PSA level results.

CANCER PREVENTION TIPS

Substance use:

- Stay away from all forms of tobacco
- Limit alcohol

Get fit and stay healthy:

- Maintain a healthy weight
- Eat healthy with plenty of fruits and vegetables
- Protect your skin
- Exercise regularly

Be informed:

- Know yourself, your family history and your risks
- Get regular checkups and cancer screenings

Have questions? Call Member Services at 1-800-322-6027

SOURCE: American Cancer Society, "American Cancer Society Guidelines for the Early Detection of Cancer," July 7, 2017, retrieved from: www.cancer.org/healthy/find-cancer-early/cancer-screening-guidelines/american-cancer-society-guidelines-for-the-early-detection-of-cancer.html

AH-CHOO!

All About the Common Cold

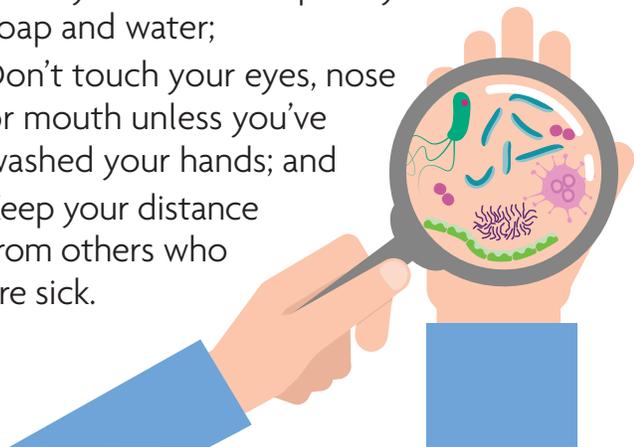
The #1 reason people miss work and school is the common cold.

Most adults get two or three colds each year, and kids get sick more often than that.

PREVENT IT

You might assume colds are a fact of life. But there are ways to protect yourself. Follow these tips to reduce your risk of getting a cold:

- Wash your hands frequently with soap and water;
- Don't touch your eyes, nose or mouth unless you've washed your hands; and
- Keep your distance from others who are sick.



PROTECT OTHERS

Keep your family and friends healthy. If you have a cold, stay home. Also be sure to:

- Avoid shaking hands or kissing others;
- Cough or sneeze into your sleeve or a tissue; and
- Wash your hands after you cough, sneeze or blow your nose.

WHEN TO SEE YOUR PCP

A cold typically lasts 7-10 days. But if your symptoms last longer than that, call your doctor.

SOURCE: Centers for Disease Control and Prevention, "Common Colds: Protect Yourself and Others," retrieved from: <https://www.cdc.gov/features/rhinoviruses/>

LOWER YOUR STD RISK

Sexually transmitted diseases (STDs) are passed between people through sex. Are you sexually active? If so, do these things to lower your chances of getting STDs:

- Use condoms;
- Reduce your number of sex partners;
- Don't use drugs or alcohol before or during sex; and
- Ask your provider about:
 - STD testing;
 - Vaccines against HPV and hepatitis B; and
 - Ways to prevent HIV.

Want more information?

Check your Member Handbook. Or call us. Use the number listed under "Numbers to Know" on the front cover of this newsletter.

We're here to help. Your health plan covers STD tests. You don't need a referral.

SOURCE: Centers for Disease Control and Prevention, "STDs and HIV – CDC Fact Sheet," retrieved from: <https://www.cdc.gov/std/hiv/stdfact-std-hiv.htm>

ABOUT YOUR BENEFITS AND SERVICES

Here are some things about your plan you should keep in mind:

Women's Visits

You can use in-network women's health specialists for routine and preventive health care. You can see an OB/GYN for one women's health visit each year without approval.

Out-of-Network Services

If we cannot provide a necessary and covered service to you in-network, we will cover that service out-of-network. We'll do this for as long as we are unable to provide the service in-network.

Second Opinions

Want a second opinion? Call your primary care provider (PCP). He or she will ask you to choose a Missouri Care provider in your service area. If there's not one, you will be asked to pick one that is out of the health plan's network. Missouri Care will pay for it.

Fair Treatment

Our doctors must offer you the same office hours as they do to those with other insurance.

FOLLOW UP After Hospitalization for a Behavioral Health Issue

Have you or a loved one been hospitalized for a behavioral health disorder? If so, there are some things you'll need to do before you leave the hospital:



ASK QUESTIONS

so you can understand after-care instructions.



KNOW YOUR MEDICATIONS

- When do you take them?
- What are their names?
- What do you do if you miss a dose?



SCHEDULE A FOLLOW-UP APPOINTMENT

with your behavioral health provider within 7 days of leaving the hospital.

Please contact us if you need help.
Use the **"Numbers to Know"** on the front cover of this newsletter.

LEAVE THE HOSPITAL FOR GOOD

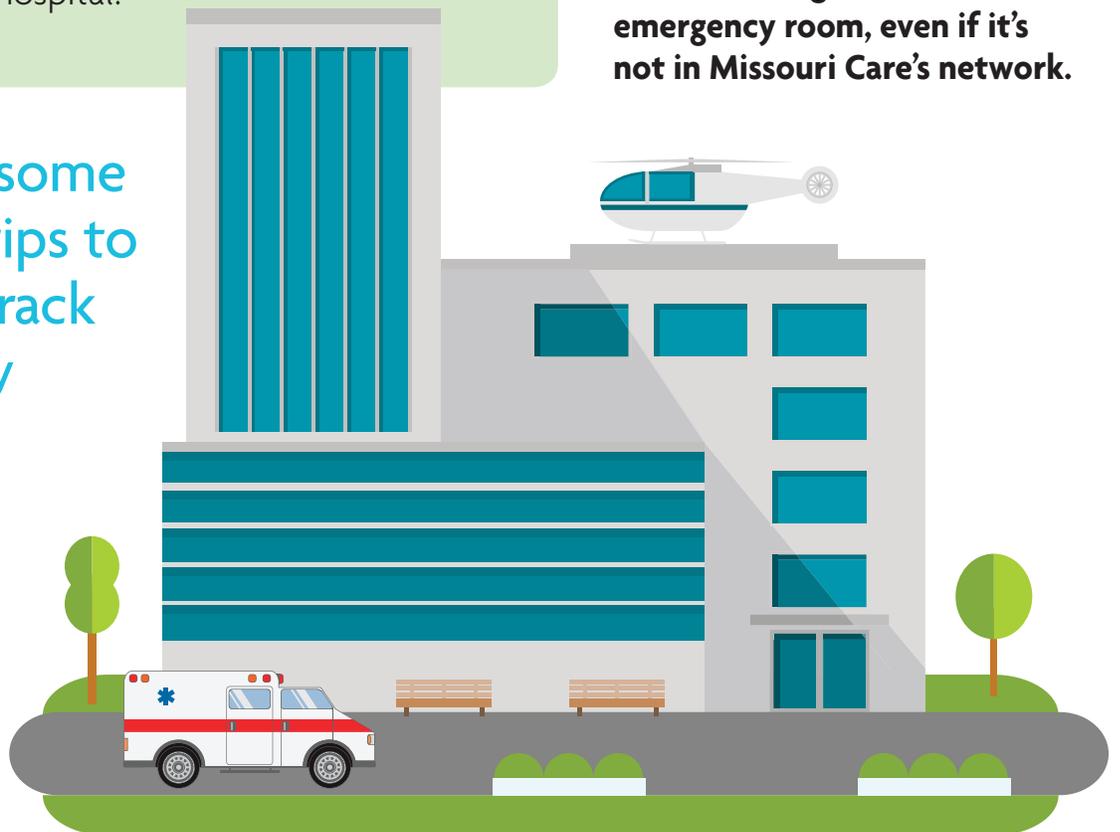
Did you know that 1 in 9 hospital admissions is a readmission?

That's when a patient has to go back into the hospital within 30 days after he or she left. But there are ways to prevent it.

HERE ARE SOME TIPS:

- Go to your follow-up appointment. It's usually scheduled within 7 days after discharge. Your provider needs to see how you are doing.
- Take your medications. Make sure to take them as instructed.
- Follow the directions the hospital gives you.
- Call your primary care provider (PCP) after you are discharged. Tell the office that you were in the hospital.

Try using some of these tips to keep on track to healthy living!



DO YOU HAVE QUESTIONS ABOUT YOUR HEALTH?

Call your PCP. Or call the 24-Hour Nurse Advice Line. The number is listed under "Numbers to Know" on the front cover of this newsletter.

HAVE A HEALTH EMERGENCY?

Call 911 or go to the nearest emergency room, even if it's not in Missouri Care's network.

SOURCE: Health Works Collective, "5 Ways Healthcare Providers Can Reduce Costly Hospital Admissions," retrieved from: <https://www.healthworkscollective.com/5-ways-healthcare-providers-reduce-costly-hospital-readmissions/>

NOTICE OF PRIVACY PRACTICES

We protect your health information – it's the law. Our Notice of Privacy Practices states how we may use this data. It also tells you how you may use your rights to access and control your health information.

View our Notice of Privacy Practices on our website. Or ask us for a copy. Call us at the number listed under "Numbers to Know" on the front cover of this newsletter. It also lists our hours.

If we change our privacy policies, we'll let you know. We will post a new notice on our website at www.missouricare.com. We'll also mail a notice of the changes to you when the law says we must.

ALWAYS TALK WITH YOUR DOCTOR

Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor's advice. It is based on third party sources. We are presenting it for your information only. It does not imply that these are benefits covered by MissouriCare. Also, MissouriCare does not guarantee any health results. You should review your health plan or call Member Services to find out if a service is covered.

CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM, EVEN IF IT'S NOT IN MISSOURI CARE'S NETWORK.

GETTING CARE QUICKLY

HOW SOON SHOULD YOU BE ABLE TO SEE YOUR HEALTH CARE PROVIDER?

REGULAR CARE: 30 calendar days for regular care and dental appointments

SICK VISIT: within one week or 5 business days, whichever is earlier

URGENT VISIT for physical or behavioral illness: within 24 hours – for issues like a high fever or vomiting or diarrhea that won't stop

Pregnant women can see a health care provider sooner. In the first 6 months of pregnancy, you must be seen within 7 days of asking. In the last 3 months of your pregnancy, you must be seen within 3 days of asking.



Need help getting in to see your provider?
Please call Member Services at **1-800-322-6027**.

P.O. Box 31531
Tampa, FL 33631-3531

Missouri Care complies with all applicable federal civil rights laws. We do not exclude or treat people in a different way based on race, color, national origin, age, disability or sex.

If English is not your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-800-322-6027**. For TTY, call **1-800-735-2966**.

Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle esta información en otros formatos, como Braille, audio, letra de imprenta grande y servicios de interpretación de lenguaje de señas americano. Estos servicios se ofrecen sin cargo. Simplemente llámenos sin cargo al **1-800-322-6027**. Los usuarios de TTY deben llamar al **1-800-735-2966**.

如果中文是您的母語，我們可以為您翻譯。我們也可以用其他格式為您提供資訊，如布萊葉文、音頻及大字體，并提供美國手語翻譯服務。僅需撥打免費電話 **1-800-322-6027** 聯繫我們。TTY 使用者請撥打 **1-800-735-2966**。

