

## Flu Season Is Approaching: Get The Facts

### Q1. Why do I need to get a flu shot?

- Chronic conditions such as asthma, chronic obstructive pulmonary disease (COPD), heart disease, diabetes, and others can get worse from the flu.
- Many people are hospitalized and die each year from the flu and its related complications.
- A flu shot is the most effective way to protect yourself.

### Q2. What is the flu?

- The flu is a contagious disease caused by a virus.
- The flu can cause mild to severe illnesses and at times, can lead to death.
- Symptoms of the flu include fever, chills, body aches, muscle pain, headache, weakness, fatigue, loss of appetite, a dry cough, runny nose, and a sore or dry throat.

### Q3. What can I do to protect myself from the flu?

- Getting a flu shot each and every year is the best way to protect yourself from the flu.

### Q4. I received a flu shot last year – do I need to get another one again this year?

- Yes. The flu vaccine is made every year because the virus strains change each year.
- In addition, protection from the vaccine only lasts one year. Therefore, it is important to receive a flu shot each and every year to be fully protected.

### Q5. Is the flu vaccine safe for someone like me, who has a chronic medical condition?

- The flu vaccine is safe, and has very few side effects.
- The most common side effects are soreness and redness at the injection site.

### Q6. I heard the vaccine could cause the flu.

- No, you cannot get the flu from the vaccine.

### Q7. When is the best time to get vaccinated?

- Vaccination typically begins in the fall and can continue through spring. In most seasons, flu virus activity doesn't peak until February or March, so vaccination throughout the season is beneficial and recommended. You should talk to your health care provider for more information on the importance of vaccination.

### Q8. How long does it take before I am protected against the flu?

- It takes about two weeks after you've received the flu shot to develop protection.

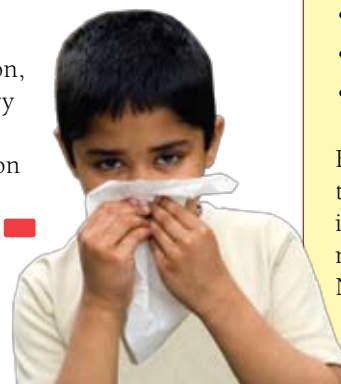
### Q9. Where do I go to get a flu shot?

- You can contact your primary care physician to get a flu shot.

### Q10. Who should get the H1N1 (swine) flu vaccine?

- Pregnant women
- Anyone ages 6 months to 24 years
- Anyone ages 25-64 who has health problems that put them at high risk for complications with the flu
- Household contacts and caregivers for children younger than 6 months of age
- Health care and emergency medical services workers

For more information, contact your primary care doctor or call our Health Education and Wellness line at (313) 871-7873. ■



## Breast Cancer Awareness: Mammograms (X-ray of the breast)

Breast cancer is cancer that forms in tissues of the breast. It is the most common cancer in women but can occur in men. Mammograms are the best method to find breast cancer early, when it is easier to treat. Having regular mammograms can lower your chance of dying from breast cancer. If you are age 40 years or older, be sure to have a screening mammogram every one to two years as well as practice good breast health. It is suggested women:

- Get regular mammography screenings starting at the age of 40
- Get annual clinical breast exams
- Perform monthly breast self-exams
- Get a risk assessment from a physician

Have your mammogram before the end of the year and receive a gift from us. For more information or to find a mammogram center near you, please call our Women's Health Nurse at (800) 826-2862, ext. 593. ■

# Quality Improvement Programs

Total Health Care works with you, your doctor, and other health care providers to ensure you and your family receive preventive services to help you stay healthy. Every year we measure how well we do this. Below are this year's programs and results:

**Blood Lead Testing:** We want to be sure all children from the ages of 12 to 24 months get their blood tested for lead. Rates for lead testing were close to our goal, but more work is needed. When this test is completed, we offer you a choice of a gift card.

**Prenatal and Postpartum Care:** We met goal for both prenatal and postpartum care. We will continue to need your help to improve these rates in the upcoming year. It is important to see your doctor as soon as you know you are pregnant, keep your regularly scheduled visits, and get checked again after you deliver your baby. Women who receive timely prenatal and postpartum care will be entered into a \$500 drawing.

**Childhood Immunizations:** You are doing a great job with keeping your children immunized! This year's rates exceeded our goal. Parents who take their children to the doctor and get the recommended shots before the age of 2 receive a gift card.

**Well Child Visits:** This year's rates show that children are getting yearly physicals. But, we need your help in improving the rates even more. Parents who take their children, ages 3-21 years, for a well child visit will receive a gift card.

**Cancer Screening:** Early detection is the best treatment. It is important that screening tests are done as recommended. We have a hill to climb to improve our breast cancer, cervical cancer, and colorectal cancer screenings rates. We offer gift cards to women who receive their screenings yearly.

**Diabetes Care:** This year's rates have improved overall, but more screening must be done to reach the Plan's goals. Our diabetic members should get tests, such as HbA1c, cholesterol testing, kidney screening tests, and eye exams. Diabetes Disease Management programs are available to members. Diabetic members who have all tests completed this year will be entered into a \$500 drawing.

**Hypertension (high blood pressure) Care:** Results show that our members with hypertension are doing a better job controlling their blood pressure. Hypertension Disease Management programs are available to help members stay healthy.

**Asthma Care:** We need your help to improve our asthma rates. Please see the doctor regularly, follow your treatment plan, fill your prescriptions, and use your medication as prescribed. Asthma Disease Management programs are available to help members learn how to control their asthma.

**BMI (Body Mass Index) Screening:** This was the first year for this measure. The BMI is a measure of your weight relative to your height and waist measures. These, with information about your health risk factors, indicate your risk for developing diseases related to obesity. We need your help to improve screening rates. Make sure you get your BMI checked by your doctor yearly.

**Patient Safety:** Our patient safety program collects safety data from our hospitals and promotes safe health care practices among our doctors. We have patient safety information available on our website.

We look forward to working with you. For more information on our Quality Improvement Programs, please call us at (800) 826-2862 and select the option for the program for which you are inquiring. ■



## Getting Needed Care and Getting Care Quickly

We want you to be satisfied with getting the care you need and getting that care quickly. Every year we check to see how well we are meeting these needs. This table lists the guidelines for how quickly you should be seen by your Primary Care Physician (PCP).

If you feel you are not getting needed care or getting care quickly, please call Member Services at (866) 454-5507. We are here to help. ■

Visit Type	Time Frame
<b>Regular and Routine Care Appointments</b> (i.e., preventive/well-care, routine non-symptomatic, physical, annual GYN exam)	Within thirty (30) days
<b>Routine Non-Urgent</b> (i.e., symptomatic )	Within seven (7) days
<b>Urgent Care Appointments</b> (i.e., persistent diarrhea/vomiting, high fever)	Within twenty-four (24) hours
<b>Emergency Care</b> (i.e., life-threatening conditions)	Twenty-four (24) hours / seven (7) days a week at any hospital in or out of plan
<b>Office Visit Wait Time</b> for Scheduled Appointments	Within 30 minutes members should be taken to the exam room

## Fraud & Abuse Program

Total Health Care has a fraud and abuse program. The purpose of the program is to make sure that health care dollars are spent correctly. Fraud and abuse includes:

- Someone other than the member named on the ID card using the card to receive services
- Forging a prescription
- Doctors charging members co-pays for services that do not have a co-payment
- Doctors billing for services not performed

Watch for medical identity theft. It occurs when someone uses a member's health information without the member knowing it, and also when someone gets medical care or goods in a member's name. To help stop medical identity theft:

- Share insurance information only with trusted providers
- Check statements received from Total Health Care
- Contact THC and providers about bills for care you did not receive
- Correct errors about personal health information
- Protect insurance cards like credit cards
- Provide insurance numbers only to authorized people

If you have any information about fraud and abuse or think someone may have used your ID card, please contact Total Health Care. You can report suspected fraud and abuse with or without giving your name by calling, writing, or e-mailing us.

Mail: Total Health Care  
Fraud and Abuse Dept.  
3011 W. Grand Blvd., Suite 1600  
Detroit, MI 48202

Call: (313) 871-7889 or  
toll-free (800) 826-2862, ext. 889

E-mail: [results@thc-online.com](mailto:results@thc-online.com)

You may also report suspected fraud and abuse directly to the Medicaid Integrity Program Section without giving your name, by calling or writing:

Mail: Medicaid Integrity Program Section  
Capital Commons Center Bldg.  
400 S. Pine St., 6th Floor  
Lansing, MI 48908

Call: (866) 428-0005

Fraud and abuse information can also be found on our website at [www.totalhealthcareonline.com](http://www.totalhealthcareonline.com). ■

## Is Your Child Safe From Lead Poisoning?

Children who have lead poisoning don't look or act sick. But lead can cause serious health problems. Testing your child's blood for lead is the best way to tell if there's too much lead in his or her body. But remember that it's best to prevent lead poisoning before it occurs. Information about blood lead tests is available from health care providers (doctors and health clinics) and public health departments.

### What is Blood Lead Testing?

A finger blood lead test is a quick and easy test. A little blood is taken from the finger and checked for lead. Blood can also be taken from the arm.

Some signs that a child is at high risk for lead poisoning include the following:

- They live in a high-risk community or zip code identified by age of housing stock;
- They live in homes built before 1978;
- They live in a home built before 1978 that has chipping or peeling paint;
- They live with people who may be exposed to lead at work or from a hobby;
- They regularly visit a home or building built before 1978;
- Their home built before 1978 has been renovated recently or is being renovated; or
- Other children in the family or neighborhood have tested high for lead.

Lead is found in contaminated soil, lead-tainted toys, dust, drinking water, and painted jewelry, glasses, or dishes. Talk to your child's doctor about testing your child.

### Symptoms of Lead Poisoning

Developmental problems and delays or behavioral problems such as aggression, hyperactivity, and attention deficit disorder could be symptoms of lead poisoning. Others include irritability, headaches, vomiting, seizures or other neurological symptoms, anemia, loss of appetite, abnormal pain, and cramping or constipation.

### At What Age Should Children First Be Tested for Lead?

The Centers for Disease Control recommends that children at high risk for lead poisoning should have their first blood lead test when they are 12 months old. A second blood lead test should be done at 24 months of age. Children ages 3-6 years that have not been tested should be checked for lead poisoning as soon as possible! ■

## You Can Quit

Quitting smoking is very hard work. Nicotine is an addictive drug. You may have already tried to quit smoking, yet each quit attempt is a new learning experience. We want to help you succeed. You can quit.

### The Benefits of Quitting

Quitting smoking will be the best thing you can do for your health. Quitting smoking may:

- Add years to your life
- Reduce your risk of having a heart attack, stroke, or cancer
- Allow the people around you to be healthier
- Save you money, because you do not have to spend money on cigarettes

### Getting Ready to Quit

Once you decide to quit smoking, you will need to:

- Set a quit date, and make a quit plan
- Throw away all cigarettes and ashtrays
- Not allow people to smoke around you
- Tell family and friends so they can support you
- Get quit-tobacco coaching
- Change your behaviors (e.g., take a new route to work, sit in a new place at the table, try tea or water instead of coffee)
- Start a new hobby or project
- Exercise to reduce stress

### Medicines Used to Help You Quit

Medicines may lessen your urge to smoke and aid in your success. You will also need to speak with your health care provider about what may be best for you.

### Preparing for Relapse

There may be cravings in the months ahead. Some things to be aware of are:

- Alcohol: You may be more likely to smoke when you are drinking. Avoid alcohol in the first two weeks after quitting, or limit yourself to no more than two drinks.
- Smokers: Avoid other smokers. You may be tempted to smoke, too. Avoid "just one" cigarette, as that is what leads many people back to smoking.
- Weight Gain: Exercise often to keep weight down. Weigh yourself daily.
- Depression: Talk with a trained health care professional. Exercise. Find activities that help reduce stress in your life.

You can quit, and we are here for you. Call (800) 480-QUIT (7848) to join the "I Can Quit" smoking cessation program. The smoking cessation program provides telephone counseling, stop smoking devices, and referrals to community resources to assist you in your efforts to quit smoking. ■

# Asthma Control

Asthma is a chronic disease of the lungs that is caused by swelling in the airways. There is no cure for asthma but it can be controlled.

## Is Your Asthma Under Control?

Do you or your child ...

- Miss school or work because of asthma?
- Have trouble being active or exercising because of asthma?
- Sometimes need to go to an urgent care facility or to the emergency room because of asthma?
- Take your "quick-relief inhaler" more than two times a week?
- Refill your "quick-relief inhaler" more than two times a year?

If you answered "Yes" to any of these questions, your asthma is **NOT UNDER CONTROL**. Talk to your PCP about your (or your child's) asthma today.

You can work with your PCP to control your asthma. Knowing more about asthma helps you to better manage it.

Total Health Care's Asthma Nurse is available to help you. For more information, please call her at (800) 826-2862, ext. 898. ■



## Your Pharmacy Benefits

Once in a while, you may need to wait to get your prescriptions filled. This happens because some drugs ordered by your doctor may need a "Prior Approval." These drugs require the doctor to send a form with information we need to process your prescription. If you are told by the pharmacy that your prescription cannot be filled, please call our Member Services Department at (800) 826-2862 right away. This way we can help you get your prescription filled as soon as possible. ■



Documents regarding your member rights and responsibilities, benefits, and access to medical services, including the Certificate of Coverage and Member Handbook, are available on our website at [www.totalhealthcareonline.com](http://www.totalhealthcareonline.com). Can't access the Internet? Contact the Member Services Department at (800) 826-2862 for a copy of the documents. ■

## Member Services Phone Numbers

**Member Services:** (313) 871-2000 **Toll-free:** (800) 826-2862

**Claims:** (313) 871-2000 **Home Health:** (313) 871-7890

**Health Education and Wellness:** (313) 871-7873

**Grievance Coordinator:** (313) 871-7889

If you are unable to access our website or need Total Health Care materials in your language, we can provide the information in alternative formats. For help, contact the Member Services Department at (313) 871-2000 or toll-free at (800) 826-2862.

## Board of Directors

### Total Health Care, Inc. — A Nonprofit Organization

The Total Health Care Board of Directors, composed of members from the various communities we serve, oversees the activities of Total Health Care.

The Total Health Care Board members are: Douglas Baker (Chairman), Jeanette Abbott, Mary Jane Clay, Ruby Cole, Kathleen Kather, Gertrude Minkiewicz, Elizabeth Prather, and Verlando Sims

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Visit our website at: [www.totalhealthcareonline.com](http://www.totalhealthcareonline.com) to:

- ✓ REGISTER AN ONLINE ACCOUNT
- ✓ FIND A DOCTOR
- ✓ CHANGE YOUR DOCTOR
- ✓ REQUEST ID CARD(S)
- ✓ TRACK YOUR CLAIMS
- ✓ REVIEW YOUR BENEFITS
- ✓ ENROLL IN DISEASE MANAGEMENT PROGRAMS
- ✓ FIND INFORMATION ABOUT YOUR PHARMACY BENEFITS
- ✓ FIND INFORMATION ON REFERRALS AND AUTHORIZATIONS
- ✓ COMPLETE HEALTH RISK APPRAISALS (HRA)
- ✓ LOG YOUR MEDICAL HISTORY
- ✓ USE THE HEALTH SAVINGS ACCOUNT (HSA)/FLEXIBLE SPENDING ACCOUNTS (FSA) CALCULATOR