

Good Health Gazette

Winter 2010

TOTAL
HEALTH
CARE



Immunizations: Get the Facts

- Hundreds of children in Michigan become sick from diseases.
- Babies are mostly in danger from diseases that are passed from their older brothers and sisters.
- Babies are too young to have all of their shots, so they are not protected from these diseases.
- It is important to protect the entire family through immunizations.

One of the most important things you can do to protect your children's health is to make sure that they receive all of their recommended shots and that they get them on time.

Getting immunizations has proven to be one of the most helpful ways for people live longer and live a healthier life. They work by preventing diseases, which can cause lasting health problems or even death.

Immunizations aren't just for kids! Everyone can benefit from them. Many adults become ill and die each year from diseases that could have been prevented by just getting immunized. ■



Attention Pregnant Women!

When you're pregnant, it's important to protect yourself and your baby. The H1N1 influenza virus can be very harmful to pregnant women. To avoid getting the virus, you should:

- Get the 2009 H1N1 influenza vaccine and the seasonal influenza vaccine.
- Since babies younger than 6 months old cannot get the flu vaccine, it is very important that the people around them get vaccinated.
- A pregnant woman who gets any type of flu is at risk for serious complications and hospitalization.
- Contact your family doctor, OB/GYN, or local health department for more information. ■

When Referrals Are Needed

There may be times when your Primary Care Physician (PCP) needs to send you to another provider for care. Remember that you need a referral for:

- Specialty care services (ex. Dermatology, Orthopedics, ENT, Neurology)
- Diagnostic services (ex. X-ray, CT scan, MRI)
- Physical, Occupational and Speech Therapy evaluation
- Outpatient surgery

Your PCP should give you a referral within one (1) week for non-emergency care. Contact Member Services at (313) 871-2000 if you are having trouble getting a referral. ■

Depression: Get the Help You Need

Sadness from time to time happens to everyone. But if these feelings don't go away, you could have depression. Someone with depression may have other feelings along with sadness like changes in sleep or weight.

Depression, whether it is mild or severe, can be treated. Treatments can be medications, counseling, and/or support from family, friends and your doctor.

The best chance for the care you may need is to remember to tell your doctor if you feel you are depressed. Your primary care doctor can give you the help you may need. ■

What Is a Healthy Weight for You?

Keeping a healthy weight is very important to your health. The chart below is based on the Body Mass Index (BMI) and shows healthy weight ranges according to your height.

BMI is a measure based on your body weight and your height. A BMI of 25 and above is overweight; 30 and above is obese. High BMIs are linked to a lot of diseases — that's why doctors and organizations use BMI to find healthy weight ranges. People with BMIs of 20-25 have the lowest risk for diseases, but just lowering your BMI can improve your overall health!

Are you five pounds or more above your healthy weight? Have you gained some unwanted pounds?

Get the motivation and information you need to achieve a healthier weight with the weight management program provided by Total Health Care, Inc.!

For more information, call
(313) 871-2000, ext. 258. ■



Healthy Weight Ranges for Adults

Height		Minimum for all adults (BMI = 20)	Maximum for all adults (BMI = 25)
4'8"	56"	89	112
4'9"	57"	92	116
4'10"	58"	96	120
4'11"	59"	99	124
5'0"	60"	102	128
5'1"	61"	106	132
5'2"	62"	109	137
5'3"	63"	113	141
5'4"	64"	117	146
5'5"	65"	120	150
5'6"	66"	124	155
5'7"	67"	128	160
5'8"	68"	132	164
5'9"	69"	135	169
5'10"	70"	139	174
5'11"	71"	143	179
6'0"	72"	147	184
6'1"	73"	152	189
6'2"	74"	156	195
6'3"	75"	160	200
6'4"	76"	164	205
6'5"	77"	169	211
6'6"	78"	173	216
6'7"	79"	178	222

Get Moving for Your Diabetes

What can staying active do for your diabetes? Actually it does a lot. Staying active on a regular basis can affect diabetes in more ways than you might think. It helps decrease your blood sugar. It may help improve your mood. And if you work out with a friend, it might even give your social life a lift.

Research has found that staying active has other important benefits too. It may:

- Help your body use the insulin you make, or the insulin you take, more effectively
- Improve your blood flow
- Lower your blood pressure
- Help decrease your risk for heart disease and stroke

Now that you know, go get moving! The more you move, the more you can help control your diabetes. ■

Total Health Care & Your Privacy

What is PHI?

PHI stands for Protected Health Information. It is any information that can identify you, such as your name, address, phone number, social security number, and any information related to your health.

How does Total Health Care protect PHI?

Total Health Care works to protect the privacy of your personal and health information. We are required by law to do so. Within Total Health Care, we protect your spoken, written and electronic information. Our employees and others with access to your information follow the privacy rules. When they begin working for Total Health Care, all employees and others must sign a form that states member information will be protected.

What is Total Health Care's notice of privacy?

Total Health Care's notice of privacy tells how medical information about you may be used and shared and how you can get this information.

How might Total Health Care use and share your health information?

Only people who have both a need and a legal right may see your health information. Unless you give us written permission, we will only use and share your health information for the following purposes:

- To help you get health care.
- So that your health care is paid for correctly.
- For our business operations.
- To any person you request, if they are involved in your health care or payment of your health care.
- To the companies we hire to help us in our business.
- To the employer that sponsors the plan.
- To send you our newsletters or to tell you more about the benefits we have.

What are your privacy rights?

- You have the right to look at or get copies of your records.
- You may ask us to change your records if you feel that the record is wrong or not complete.
- You have the right to receive a list of releases of your health information made by us.
- You have the right to ask for limits on how your health information is used or released.
- You have the right to ask that we share information with you in a certain way or in a certain place.

What about changes to the notice of privacy?

We have the right to change this notice. A revised notice will be effective for health information we already have about you as well as any health information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. If the changes are important, the new notice will be mailed to you before it takes effect.

What if you have a complaint?

If you believe that your privacy rights have been violated, you have the right to file a complaint with the federal government. You may write to: Office of Civil Rights, Department of Health and Human Services, 200 Independence Avenue, S.W., Washington, D.C. 20201, Phone: (866) 627-7748, TTY: (866) 788-4989, or e-mail: ocrprivacy@hhs.gov.

If you want to exercise your rights under the notice of privacy, communicate with us about privacy issues, or if you wish to file a complaint about us, you can call or write to us at: 3011 W. Grand Blvd., Suite 1600, Detroit, MI 48202, or call (313) 871-2000 or (800) 826-2862.

Where can you get a copy of the notice of privacy?

You have the right to receive an additional copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. Please call or write us at the above address to request a copy. ■

What You Should Know About Cervical Cancer

The Facts

- Cervical cancer used to be the main cause of cancer death in women in the United States. In the last 40 years, the number has become much lower due to the Pap test.
- Cancer of the cervix can be found early with a Pap test, if done every year.
- Early cancer of the cervix usually does not cause pain.
- Unusual bleeding or vaginal discharge might be a sign of cervical cancer.
- Only some human papillomavirus (HPV) cause warts that can become cancer.

What to Do

- Women should talk to their doctors about getting a Pap test beginning at the age of 18.
- Women ages 9 to 26 can get a vaccine to protect against HPV infections.
- HPVs are a group of viruses; some of them cause cervical cancer.
- HPV infection is a sexually transmitted disease (STD), so women should get the vaccine before having sex. ■



Be an Active Member of Your Health Care Team

Health care providers across the country are trying to improve patient safety. You can help too. By being an active member of your health care team, you can help prevent medical errors and improve the quality of your own health care.

Visit our website at www.totalhealthcareonline.com. Follow the Patient Safety link for information and tools on how to be an active member in your health care.

Additional resources:

http://www.mihealthandsafety.org/survey_results/consumer_links.html

<http://www.ramcampaign.org/pages/RAM-WhitePaper.htm>

Have a Heart-Healthy Diet

For a healthy diet choose foods low in saturated fats, cholesterol, and sodium. Healthy eating starts with smart choices:

- Include a variety of foods.
- Choose various fruits and vegetables each day.
- Replace refined grains for whole grain foods like whole wheat bread, oatmeal, and brown rice.
- Eat smaller portions. Save part of dinner for lunch the next day.
- Limit sweets. Snack on fruits, vegetables, unbuttered and unsalted popcorn, or bread sticks.
- Drink water or sodium-free soda.
- Choose low-fat or fat-free dairy foods like skim milk and low-fat yogurt.
- Read labels.
- Cook in ways that retain nutrients and don't add fat.
- Try to steam, bake, broil, or grill instead of fry.
- Limit butter and oil.

Talk with your doctor before changing your diet. ■



Benefit Update

Robotic Prostatectomy for prostate cancer is now a covered benefit for all lines of business when performed in-network by a trained physician. ■

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. 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, Ruby Cole, Kathleen Kather, Gertrude Minkiewicz, Elizabeth Pratcher, and Verlando Sims

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