

Healthy

PARTNERS

YOUR HOME TEAM FOR HEALTH

Fall 2018



Diabetes: Savor the holidays

PARTIES, BIG MEALS and goodies—oh dear. If you have diabetes, the holidays can be a tricky time. These seven tips can help keep your blood sugar under control—and still feel merry.

1. Taste your favorites, but don't overindulge. Spend time on each bite. Savor foods you only have once a year. But try to eat the same amount of carbs as usual. For example, if you want pumpkin pie, make it a small serving and pass on dinner rolls or sweet potatoes.

2. Take the edge off your appetite. Headed to a celebration? Before you leave home, eat a small, balanced meal or a healthy snack. You'll be less likely to overeat.

3. Don't arrive empty-handed. Show up at celebrations with a diabetes-friendly dish to share.

4. Revise recipes. You can cut the sugar in most baked goods

by about one-fourth, without any difference in taste.

5. Stay active. Sign up for a local holiday walk or run. End your meals with a family walk, not a sugary dessert. And, walk laps around the mall when you shop.

6. Focus on what matters most. The holidays are a time to catch up with your loved ones. Volunteer together, admire neighborhood

lights or play games. Let family and friends, not food, take center stage.

7. Get back on track. Did you overindulge? Don't beat yourself up. Tomorrow is another day and a chance to eat smart again.

Sources: American Association of Diabetes Educators; American Diabetes Association

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BENEFITS OF QUITTING

When you give up smoking



The Great American Smokeout

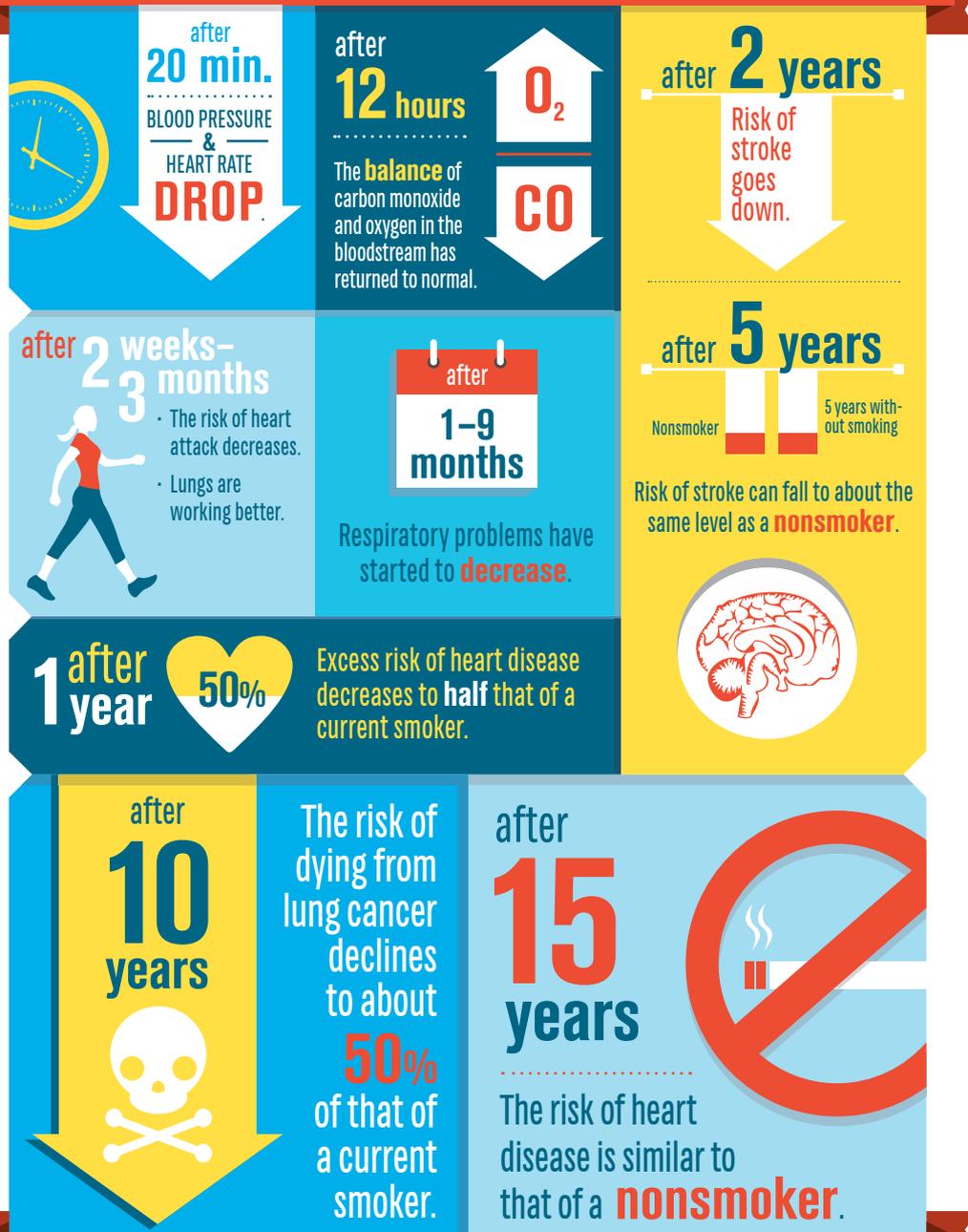
It's a great day to become a quitter

IF YOU SMOKE, find your calendar and draw a big red circle around Nov. 15. That's the date for this year's Great American Smokeout—a day that everyone who smokes is encouraged to quit.

The Smokeout has fallen on the third Thursday in November since 1976, when the California division of the American Cancer Society (ACS) convinced nearly 1 million smokers to quit for the day. The ACS took the event nationwide in 1977.

Millions more people have quit smoking over the years. According to the Centers for Disease Control and Prevention, slightly more than 34 percent of American adults smoked in 1978. Today that number is down to less than 16 percent.

That's a big drop. Still, smoking remains the No. 1 preventable cause of premature death and disease.



Sources: American Cancer Society; American Lung Association; Centers for Disease Control and Prevention

Behavioral health integration

One-quarter of the adult population in the U.S. has a behavioral health diagnosis. Many of these people are receiving behavioral health care only from their primary care physicians. The best approach is to

have regular visits with your primary care physician as well as a behavioral health professional, which could be a therapist or a psychiatrist. For help with accessing these resources, please call us at **800-730-8530** (TTY: **711**) and ask for a Special Needs Coordinator.

Flu facts:

*Don't let the flu
get you down*

Germs can travel as far
as **6 feet** when a person
coughs or talks.

Flu viruses
can survive
on some
surfaces for

24 hrs.

During the
2016-2017
flu season,
vaccines
prevented an estimated

5.29 million
illnesses in the U.S.

**Your BEST
protection:
A yearly flu
VACCINE.**

Nearly everyone
6 months or older
should get one.

More stay- healthy tips:

- Wash your hands often.
- Avoid touching your face.
- Steer clear of people who are sick.

Source: Centers for Disease
Control and Prevention



**Have you gotten your
flu shot? Call your
doctor or pharmacy to
make an appointment.**



UNIVERSITY of MARYLAND
HEALTH PARTNERS

Nondiscrimination Notice

University of Maryland Health Partners complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. University of Maryland Health Partners does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

University of Maryland Health Partners:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, contact Member Services at **410-779-9369**, or toll-free at **800-730-8530**, 8 a.m. to 5 p.m. EST, Monday through Friday. TTY users should call **711**.

If you believe that University of Maryland Health Partners has failed to provide these services or

discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

University of Maryland
Health Partners
c/o Appeals and
Grievance Department
1966 Greenspring Drive,
Suite 100
Timonium, MD 21093
Phone: **410-779-9369** or
toll-free at **800-730-8530**
Fax: **410-779-9367**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Appeals and Grievance Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health
and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
800-368-1019, 800-537-7697
(TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Are you moving?

If you are moving and need to update your address, please call us at **800-730-8530** (TTY: **711**) and advise us of your change.

Please provide the entire mailing address: street, unit/apartment number, city, state, and ZIP code. If your telephone number is also changing, it's the perfect time to update that as well.

Once your information has been updated in our system, it's important to follow that up with a call to the Maryland Health Connection at **855-642-8572** to inform them of your changes—or you can request that we transfer you to them. We want you to keep your benefits!



ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-730-8530 (TTY: 711).

SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-730-8530 (TTY: 711).

CHINESE

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨1-800-730-8530 (TTY: 711)。

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-800-730-8530 (TTY: 711)로 연락주시기 바랍니다.

VIETNAMESE

CHÚ Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số 1-800-730-8530 (TTY: 711).

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-800-730-8530 (TTY: 711).

TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang 1-800-730-8530 (TTY: 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: 1-800-730-8530 (телетайп: 711).

AMHARIC

ማሳሰቢያ: የሚናገሩት ቋንቋ ለማርኛ ከሆነ የትርጉም ለርዳታ ድርጅቶች፣ በነጻ ሊያገኙዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-730-8530 (መስማት ለተሳናቸው: 711)።

KRU (Bassa)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̩ [Bàsɔ̀̀-wũdũ-po-nyɔ̀] jũ ní, ní, à wuɖu kà kò dò po-poɔ̀ bɛin̩ m̩ gbo kpáa. Dé 1-800-730-8530 (TTY:711)

IBO

Ntị: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 1-800-730-8530 (TTY: 711).

YORUBA

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfẹ ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹrọ-ibanisọrọ yi 1-800-730-8530 (TTY: 711).

URDU

ہم نے تلوہوبی زیریگن اپا رگا نہ جوت وک پآ تفم، تام دغ تن واعم ن ابز ل ای 1-800-730-8530 . نیہ پایتھنہ (711: ٹی او ٹی ٹی) .

FARSI

توجه: چنانچه به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان، در اختیار شما قرار خواهد گرفت. تماس (711) 1-800-730-8530 (TTY: 711) را شماره بگیرید.

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-730-8530 (TTY: 711).

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-800-730-8530 (TTY: 711).

ARABIC

ملاحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً من أجلك. اتصل بالرقم (الهاتف النصي: 711). 800-730-8530.

GUJARATI

યુના: જો તમે જરાતી બોલતા છે, તો િન: લુ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છે. ફોન કરો 1-800-730-8530 (TTY: 711).

New to University of Maryland Health Partners?

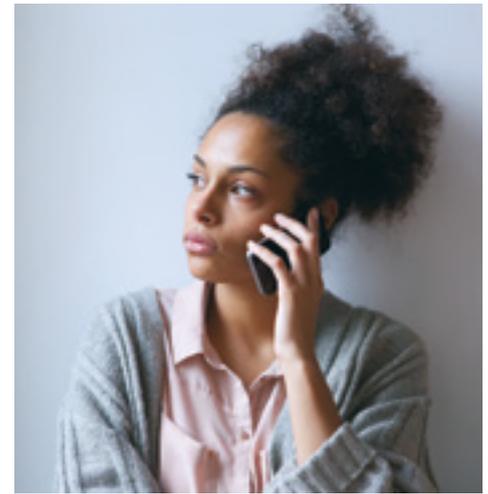
IF YOU ARE currently receiving treatment and fit into a category below, then you have special rights in Maryland:

- New to HealthChoice.
- Switched from another managed care organization (MCO).
- Switched from another company's health benefit plan.

If your old company gave you preauthorization to have surgery or to receive other services, you may not need to receive new

approval from us to proceed with the surgery or to continue receiving the same services.

Also, if you are seeing a doctor or other health care provider who is a participating provider with your old company or MCO, and that provider is a nonparticipating provider with us, you may continue to see your provider for a limited period of time as though the provider were a participating provider with us.



Homeless?

Are you or is someone you know having housing issues or experiencing homelessness? Call us today at **800-730-8530** (TTY: **711**) and ask for a Special Needs Coordinator who can help you access resources in your area.



To learn more about these special rights, refer to your Member Handbook or call us at **800-730-8530** (TTY: **711**).

IMMUNIZATION SCHEDULE { BIRTH TO 18 YEARS }

Vaccines children and teens need

These are general recommendations. Talk with your doctor about what is right for your child.

DTaP - diphtheria, tetanus, pertussis (whooping cough)
Flu - influenza
HepA - hepatitis A
HepB - hepatitis B

Hib - *Haemophilus influenzae* type b
HPV - human papillomavirus
IPV - polio
MenACWY - meningococcal A, C, W, Y
MenB - meningococcal B
MMR - measles, mumps, rubella

PCV13 - pneumococcal
PPSV23 - pneumococcal
RV - rotavirus
Tdap - tetanus, diphtheria, pertussis
VAR - varicella (chickenpox)
*Needed in some cases

BIRTH	MONTHS								YEARS								
	0	1	2	4	6	9	12	15	18	19-23	2-3	4-6	7-10	11-12	13-15	16	17-18
HepB	HepB	HepB	HepB	HepB								HepB series					
		RV	RV	RV*									HPV	HPV series			
		DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	Tdap	Tdap	Tdap		
		Hib	Hib	Hib*	Hib	Hib*	Hib			Hib							
		PCV13	PCV13	PCV13	PCV13	PCV13	PCV13			PCV13							
													PPSV23				
		IPV	IPV	IPV				IPV	IPV	IPV	IPV series						
		Flu, yearly (1 or 2 doses)										Flu, yearly					
		MMR			MMR			MMR			MMR	MMR series					
		VAR			VAR			VAR	VAR	VAR	VAR series						
		HepA series						HepA series									
		MenACWY series										MenACWY series					
												MenB					

Source: Centers for Disease Control and Prevention, *Revised* 2018



Our Quality Improvement Program

UNIVERSITY OF MARYLAND HEALTH PARTNERS (UMHP) is committed to providing the best possible health care to all its members. We have an active Quality Improvement Program (QIP) that monitors the quality of care and service provided to its members. The QIP is integrated throughout the health plan and is governed by a committee of doctors, nurses and other non-clinicians. These committees regularly measure performance and recommend improvements for all health plan functions.

We continuously evaluate our QIP using nationally recognized

measures such as the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS). These measures help us determine if members are receiving the care they need and are satisfied with that care. Certain measures allow us to assess the overall health status of our members to ensure all members remain healthy and well. UMHP posts these measures to the website at **www.umhealthpartners.com** each year. Under “For Members,” select “Health and Wellness” and then “Quality Improvement Program.”

Using the results of these measures, we set QIP goals and objectives annually. At the end of each year, we review our QIP to identify achievements as well as opportunities for improvement. We welcome member input into our QIP throughout the year. Call **800-730-8530** (TTY: **711**) and ask to speak with Quality Improvement.

Policy and procedure input

We have developed detailed policies and procedures that guide us in the delivery of quality care to our members. We value our members’ input into our policymaking process, including the policy regarding member rights and responsibilities. If you would like to participate in this process by making recommendations to us, please join the Consumer Advisory Board or call us and ask to speak to the Quality Department.

CONTACT US

410-779-9369

800-730-8530

TTY: **711**

Email us: **members@umhealthpartners.com**

**8 a.m. to 5 p.m.
Monday-Friday**

After hours, listen to our voicemail for information on how to access urgent or emergency care.

You will also hear information on how to access our 24/7 nurse advice line, pharmacy benefits, vision and dental care, behavioral health and substance abuse care, and prior authorization. You can also leave us a secured voicemail. We will return your call the next business day.

STAY CONNECTED
www.umhealthpartners.com

Visit *MyHealth* Portal to view eligibility, check claims status, view authorizations, see updates to the formulary, request a new ID card or update your information.

 **Find us on social media**

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We want to hear from you!

Member feedback is important for our continued improvement as a health plan. Please consider joining our Consumer Advisory Board. For more information, call us Monday through Friday between 8 a.m. and 5 p.m. at **410-779-9369** or **800-730-8530** (TTY: **711**).