

# Physicians' Healthways

**A NEWS GUIDE FROM PHYSICIANS' HEALTHWAYS IPA - MEMBER NEWSLETTER 2011**

## Getting to Know PHW IPA

**Physicians' Healthways IPA (PHW)** is an Independent Practice Association contracted with your health plan. As your chosen group, we work with a network of Primary Care Physicians (PCP) to coordinate your health care needs.

As a member, your medical care is best coordinated by your Primary Care Physician (PCP). You should always talk to your PCP first when you have health concerns.

There may be times when you need to contact us directly. Our professional staff can assist you in Spanish and Chinese also.

You can reach our Member Services Department by calling:

- **Main Line:** 1-626-388-2300
- **Toll-Free:** 1-877-749-9297
- **Chinese Main Line:** 1-626-388-2338

You can also reach us by fax or email.

- **Fax:** 1-626-388-2345
- **Email:** [membersvcs@chmso.org](mailto:membersvcs@chmso.org)

### **Our Hours of Operation:**

Monday - Friday 8:30am - 5:30pm

It is convenient to find various information through our website such as listing of Provider Directory, Member Rights, etc. Please log on to [www.phwipa.org](http://www.phwipa.org)



## **IMPORTANT REMINDER!**

Always present your Health Plan I.D. card when receiving medical services. This will allow providers to request authorizations and/or bill services to us or the Health Plan. If you change your Primary Care Physician, your Health Plan will send you a new card. Once you receive the new card make sure to use this one in place of your previous one. In situations where you didn't present your card at the time of service, please make sure to send/mail/fax or call the provider of service as soon as possible to give them your most updated insurance information.

If you have lost your card, please contact your Health Plan to request a replacement card.

# Understanding PHW IPA's Role

At times you may find it difficult determining whom to call when you have questions. Listed below are a few common topics that may guide you on when to call us.

<b>IPA</b>	<b>VS</b>	<b>HEALTH PLAN</b>
<b><u>You May Call Us</u></b>		<b><u>You Should Call Your Health Plan</u></b>
<ul style="list-style-type: none"><li>✓ Authorization Referrals</li><li>✓ Medical Bills</li><li>✓ Health Education Classes</li><li>✓ Urgent Care Needs</li><li>✓ *Searching for a new Primary Care Physician</li></ul>		<ul style="list-style-type: none"><li>✓ Eligibility Status</li><li>✓ Covered Benefits under the Plan</li><li>✓ ID Card Replacement</li><li>✓ Primary Care Physician - new or changes</li></ul>

\*If you need assistance with selecting Primary Care Physician you may contact us. Our Member Services staff can help you search for a new Primary Care Physician near your home or work. By staying with us, you will continue to access our Specialists network and our services.

## What is HIPAA?

Health Insurance and Portability Act, also known as "HIPAA", is a federal privacy protection guideline with a key purpose to secure member's private health/medical information.

### What does the HIPAA Privacy Rule Do?

- It gives patient more control over their health information.
- It sets boundaries on the use and release of health records.
- It establishes appropriate safe guards that health care providers and other must achieve to protect privacy of health information.

### What information is protected?

- Member's Name
- Address specification such as street, city, and zip code
- Telephone number
- Social Security number
- Medical record and associating ID number
- Full face photographic image and any comparable image if applicable
- Any other unique identifying number characteristic or code



Here at Central Health MSO, the management company of Physicians' Healthways IPA and Advantage Care IPA, we strive to keep our member information safe and well guarded. When calling our Member Services Department, our coordinators must verify information such as name, date of birth, insurance I.D. number, relationship to the member if member is a minor, etc. Please be advised that we will never ask to verify the member's Social Security Number. Also we will only provide information of minor to legal guardian or parent of the minor. Should you have any question please feel free to call Member Services Department at (626) 388-2300.

# Understanding your Authorization

## What is an Authorization for?

An authorization is needed to:

- Receive Service
- Know where to receive service
- Time frame of service
- Who to go to for service
- What services are being provided


## Why is an Authorization Important?

It is important to have an authorization in order to be able to see a specialist. Also for any special medical equipment needed.

## Some Services do not need for an An authorization such as:

- Annual Exams for Diabetic Members
- Annual Mammogram (Age>40)
- Pregnancy for Pre-natal care
- Well Women Exam
- Laboratory test
- Orthopedic Care for fracture

\*For further clarifications on authorizations, please feel free to contact Member Services at (626) 388-2300.



09/04/2009

Authorization: 2009091616800999 ← System Generated #  
 Status: **APPROVED** ← Medical Direction Decision  
 Authorization is valid from: 01/25/2009 to 04/25/2009 ← Authorization Valid Date  
 Health Plan: BLUE CROSS ← Health Plan Name  
 Member ID: 123A123123 ← Health Plan ID  
 Option: MEDI-CAL ← Health Plan Option  
 Lab: **QUEST**

JOHN DOE ← Member Name  
 1234 ABC STREET ← Member Address  
 ANYTOWN, CA 99999

Dear MR. DOE,  
 SMITH MD, has requested the following medical service(s) with NEMO MD.

Number of Services	CPT	DESCRIPTION
1	99243	OFFICE CONSULTATION

Under your Health Plan, we have been delegated the responsibility to carefully consider your request based upon medical necessity and benefit availability. After carefully reviewing your case and in accordance with the standards of medical practice and your health plan coverage, the above service has been **APPROVED**.

Please call to schedule your appointment with NEMO MD by calling (800) 555-4321.

**REQUESTED PROVIDER** ← Provider of Service  
 NEMO MD  
 4321 ANYSTREET  
 ANYTOWN, CA 98765  
 Specialty: ORTHOPEDIC SURGERY  
 Phone: (800) 555-4321  
 Comments:

It is recommended that you take this letter with you at the time of your appointment. This approval is contingent on your current eligibility at the time of service rendered.

Your Primary Care Physician is: SMITH MD ← Your PCP Info  
 This referral was requested by: SMITH MD ← Physician/Provider requesting the services

Please refer to your Health Plan Evidence of Coverage booklet for specific co-payment information. Should you have any questions, please contact your Primary Care Provider. As your chosen IPA, we are committed in providing you with quality health care services. The IPA UM decision making is based only on appropriateness of care and service based in existence of coverage and does not reward anyone or provide financial incentives to encourage denial and underutilization of any needed medical services. You have the right to contact the Medical Director by Phone/Email/Fax/Mail to discuss the Utilization Management determination or denials.

All services should be rendered by the IPA contacted providers. If you need any information on the IPA's Utilization Management Program, Policies, and UM Criteria's or information about our free Health Education classes, please call our Member Services Department at (877) 749-9297.

Thank you,  
 Utilization Management Department

Managed by Central Health MSO, Inc.  
 1540 Bridgegate Drive, Diamond Bar, CA 91765 Tel: 626-388-2300

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# Preventive Services



**Prevention** can be one of the most important steps in guarding against chronic conditions or serious illnesses. One of the common goals at Physician's Healthways IPA (Managed by Central Health MSO, Inc.) is to help our members develop stronger awareness and take the initiative in making preventive efforts in various areas.

As the IPA, we have different educational letters have been mailed out to existing members to remind them what type of preventive screening services they should receive or consult their primary doctors to receive more understanding.

*Below are the letters already mailed out/scheduled to be mailed to our members:*

**Diabetes (May 2011)**

*Annual Eye Exam - Diabetic Screening* - It is recommended that all diabetic patients have an eye exam by an optometrist every year, to help catch any symptoms of a serious complication called retinopathy to your eyes.

**Breast Cancer (April 2011)**

*Mammogram* - It is recommended that all women 40 years and older should get a mammogram every 1 to 2 years or women who have had breast cancer or other breast problems in the past or who have a family history of breast cancer might need to start getting mammograms before age 40. It is the most effective way to detect early breast cancer signs. Finding breast cancer in an early stage will greatly improve a woman's chances for successful treatment.

**Colorectal Cancer (TBA)**

*Colorectal screening* - It is used to detect cancer or polyps before they reach a large state where it may begin to cause symptoms or complications. Early detection makes the probability for cancer treatment to be more effective.

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## ***Recommended next action... steps once you receive these letters***

When you receive any of the above letters, it is recommended you consider the following:

1. Pick a network provider that is closest to your home/work; there should be a provider list enclosed with the letter. If you do not see a list please contact our Member Services Department at 626-388-2300.
2. Once you have chosen a provider, contact the provider office to schedule an appointment for the type of services to be done.
3. On the day of your appointment, make sure you do take the letter received, along with the medical ID card to present at the provider office.
4. After the appointment for the type of services, make sure you do schedule a follow up appointment with your primary care physicians; your primary care physicians can go over your result with you.

# Early Screening is the Key for Healthy Lifestyle...

You and your doctor can determine which services are right for you. Be sure to discuss your preventive health options with your doctor.

Service	What is the purpose?	Who Needs this?	How often?
<b>Cholesterol</b>	To identify risk for heart disease	Men 35 years or older Women 45 years or older	At least every 5 years
<b>Diabetes</b>	To detect diabetes in members who already have high blood pressure or high cholesterol levels	Members with high blood pressure or high cholesterol	At least every 3 years
<b>Colorectal cancer screening</b>	To detect colorectal cancer	50 years or older (earlier if the disease runs in the family)	At least 1-10 years
<b>Mammography</b>	To detect breast cancer	Women 40 years or older	Every 1-2 years
<b>Pap Test</b>	To detect cervical cancer	21 and old, or women who are or have been sexually active	Every 1-3 years
<b>Chlamydia infection screening</b>	To detect Chlamydia infections and prevent future problems with pregnancy and fertility	Women younger than 25 years and sexually active	Ask your doctor



### **These guidelines are intended for healthy adults only.**

These guidelines might not apply to you if you have active medical conditions, have certain health risks, or family history of certain diseases, are pregnant, or experience other special circumstances. Not all guidelines have been included. Only your doctor can determine which services are right for you.

\*These guidelines are based upon recommendations made by the USPSTF and the Advisory Committee on Immunization Practices.

# Urgent Care Locations

As a member, your medical care is best coordinated through your Primary Physician (PCP). You should always talk to your doctor first when you have health concerns. If your doctor is not available and you feel you need care right away, you may seek immediate help at one of our network urgent care locations.

## CONTRACTED URGENT CARE LOCATIONS

You can visit any of the contracted U.S. HealthWorks Medical Group, Prof. Corp. locations listed below:

15341 Central Avenue, Bldg.A & B Chino, CA 91710 Phone #: 909-628-6011 Hours: M-Sun 7:00am-9:00pm	17487 E. Hurley Street City of Industry, CA 91744 Phone #: 626-965-0959 Hours: M-F 8:00am -4:30pm	3430 S. Garfield Ave. Commerce, CA 90040 Phone #: 323-722-8481 Hours: M-Sat 7:00am - 9:00pm	2499 S. Wilmington Avenue Compton, CA 90220 Phone #: 310-638-1113 Hours: M-F 8:00am - 4:30pm
6520 N. Irwindale Avenue Irwindale, CA 91702 Phone#: 626-812-0366 Hours: M-F 7:00am - 9:30pm / Sat & Sun 8am -5pm	150 South Pico Avenue Long Beach, CA 90802 Phone #: 562-432-2821 Hours: M-F 7am-6pm	3200 Inland Empire Blvd., Ste. 100 Ontario, CA 91764 Phone #: 909-945-5011 Hours: M - F 7am-9pm / Sat. 7am-7pm / Closed Sundays	801 Corporate Center Drive, Ste. 130 Pomona, CA 91768 Phone #: 909-623-1954 Hours: M-F 7:30am- 6:00pm
599 Inland Center Dr., #108 San Bernardino, CA 92408 Phone #: 909-889-2665 Hours: M-F 7am -4:30pm	<p><b>*Smart Clinic (Can see newborn/infants/toddlers)</b></p> <p>2707 E Valley Blvd Ste 116 West Covina, CA 91792 Phone #: 626-581-1000 Hours: M-F 8:00am - 8pm</p>		
<p>You may also visit:</p> <p><b>*Pacific Alliance Medical Center (Can see newborn/infants/toddlers)</b></p> <p>531 W. College Street Los Angeles, CA 90012 Phone #: 213-624-8411 Hours: 24hrs / 7days a week</p>			



Please Note: Only certain locations marked with \* and bolded accommodate newborn, infants & toddlers.

FOR A LIFE THREATENING EMERGENCY, CALL 911 OR VISIT THE NEAREST EMERGENCY ROOM.

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# Urgent Care VS. Emergency

## *What is Urgent Care?*

**Urgent care** is if there is a condition, illness or injury that won't cause further disability or death if not treated immediately, but requires professional medical attention to prevent it from developing into something of greater threat.

## *When do I use an Urgent Care?*

**Urgent Care Centers** can be used if the primary care physician (PCP) is not available. You may seek urgent care in one of our in-network urgent care centers if your PCP is unavailable or unable to provide the services you need on an urgent basis but is not considered an emergency. You **MUST** go to an in-network urgent care.

Examples of potential urgent care situations include, but are not limited to, the following:

- ✓ Severe Sore Throat
- ✓ Sprains and strains
- ✓ Ear or eye infections
- ✓ Stomach Pain
- ✓ Fever
- ✓ Small Cuts
- ✓ Minor fractures or broken bones
- ✓ Minor skin infection and rashes

Any follow-up care for your urgent care visit should be directed to your PCP.

## *Other options available to you:*

~Your health plan offers 24 - hour nurse advice line. Your health plan's nurse can advise you whether to go to an urgent care center or to wait until your doctor's office re-opens.

~ For Anthem Blue Cross Medi-Cal members, there is a 24/7 physician advice line located in the back of your membership card.

## *What is Emergency?*

**An emergency** is a life-threatening situation. If the situation requires immediate medical treatment, or there are painful symptoms requiring immediate attention to relieve suffering, the situation is an emergency.

## *When do I use an Emergency Room?*

**Emergency Room** can be used if you are experience an life-threatening situation.

Examples of emergency situations include, but are not limited to, the following:

- ✓ Severe head injuries
- ✓ Chest pains
- ✓ No pulse
- ✓ Spinal cord or back injury
- ✓ Severe eye injuries
- ✓ Major burns
- ✓ Difficulty breathing
- ✓ Sudden weakness or difficulty walking
- ✓ Change in vision due to severe headache
- ✓ Mental Confusion
- ✓ Heavy bleeding

In an emergency, call 911 or go (or be taken to) the nearest emergency room for treatment.

Any follow-up care for emergency visit should be directed to your PCP.

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## *~Good Tips to Know~*

\*ER wait time is typically longer than at an **Urgent Care**

\*ER co-pay (if co-pay applies) is more than an **Urgent Care** (if co-pay applies)

# What is Asthma?

**Asthma** is a condition of the lungs that makes breathing difficult. It is a condition that runs in the family and is not contagious. Asthma cannot be cured, but it can be controlled.

## **What happens with asthma?**

- ✓ The lining of the airways becomes swollen (called Inflammation), making the airways smaller and harder for air to go through.
- ✓ The muscles around the airways tighten (called constriction), making them smaller.
- ✓ The airways make thick mucus, trapping the air.

## **Asthma signs to look out for:**

- ✓ Coughing-day, night, or with exercise
- ✓ Wheezing-a whistling sound when breathing
- ✓ Rapid breathing, shortness of breath, or trouble breathing
- ✓ Tightness in chest

## **Common Triggers:**

- ✓ Smoke
- ✓ Allergies to:
  - ~Pets
  - ~Mold
  - ~Dust, dust mites
  - ~Pollen-grass, trees, plants and weeds
  - ~Pests-cockroaches and mice
- ✓ Colds and flu
- ✓ Untreated sinus infections or allergies
- ✓ Exercise
- ✓ Changes in weather
- ✓ Strong emotions
- ✓ Strong smells Pollution



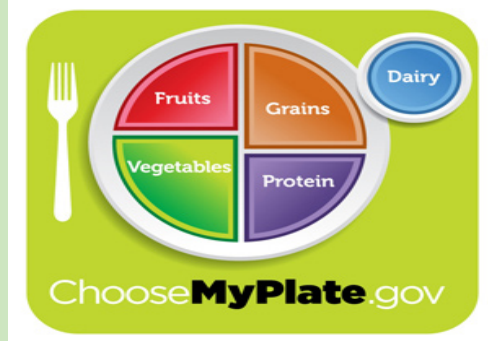
## **Important Note!**

\* Because children cannot make all their asthma signs known, it is very important to speak to your child's doctor, and report all signs in order to make an accurate diagnosis and proper treatment recommendations.

\* In case of asthma emergency, do not leave the child alone. Call 911 or go to the nearest emergency room if asthma signs do not improve right away.

For additional information, please contact our Health Education Department at (626) 388-2300 extension 2204 or 2229.

# My Plate Icon as a New Reminder to Make Healthier Food Choices



On June 2, 2011 First Lady Michelle Obama and Agriculture Secretary Tom Vilsack unveiled the federal government's new food icon, MyPlate, to serve as a reminder to help consumers make healthier food choices. The new My Plate icon emphasizes the fruit vegetable, grains, protein and dairy food groups and will replace MyPyramid as the Federal Government's primary food group symbol. MyPlate is a new generation icon with the intent to prompt consumers to think about building a healthy plate at meal times.

MyPlate nutrition recommendation is easy to understand and aim to help reverse obesity, diabetes and other diet-related diseases.

Another hallmark of MyPlate is the inclusion of dairy, particularly fat free or low fat versions. This is of great importance since calcium is a major nutrient of concern for all age groups. On MyPlate websites you can find tips on how to incorporate calcium sources into meals and snacks.

The main message of MyPlate are to balance calories consumed and expended, increase intake of certain foods, and reduce intake of others.

The 2010 Dietary Guidelines for Americans establishing healthful eating patterns include:

1. Build a healthy plate

- Choose fruits, vegetables, whole grains, low-fat dairy products, and lean protein foods to get essential nutrients without excess calories.

2. Cut back on foods high in solid fats, added sugars, and salt

- Choose foods and drinks with little or no added sugars (e.g. choose fruit for dessert); eat fewer foods that are high in solid fats (e.g. choose lean cuts of meat and cook with oils instead of solid fats); and monitor sodium intake (e.g. season foods with spices and herbs as opposed to adding salt).

3. Eat the right amount of calories for you

- MyPlate suggests that people do not necessarily need to count calories to manage their weight; rather they can make some simple changes in not only what they eat and how they eat. For example, avoid oversized portions, using smaller dinnerware, eating until satisfied rather than full, cooking at home more often, and choosing lower calorie options when eating out are just a few strategies consumer can use to keep track of their food intake.

4. Be physically active your way

- Regular physical activity is also important for good health and for maintaining a healthy weight. MyPlate encourages people to choose activities they like and to start by doing what they can when they can. Individuals can start by being active for even just 10 minutes at a time.

For more information, visit [www.ChooseMyPlate.gov](http://www.ChooseMyPlate.gov). Additional resources include: [www.DietaryGuidelines.gov](http://www.DietaryGuidelines.gov) and [www.LetsMove.gov](http://www.LetsMove.gov).

## How to Prevent Diabetes Complication ?

**Type II diabetes** is a lifelong condition. With diabetes, the sugar level in your blood is too high. Diabetes keeps your body from turning food into energy. That's why you may feel tired and rundown, especially after eating. Controlling your diabetes means making some changes that may be hard at first.

As a person with diabetes, you need to be actively involved in managing your condition.

### See Your Primary Care Physician regularly to screen for:

- ✓ Hemoglobin A1c – monitors overall sugar levels.
- ✓ Urine Kidney Test – detects early signs of diabetic kidney disease.
- ✓ Blood Pressure – should be monitored and controlled to prevent heart and kidney problems.
- ✓ Lipids (Fats) Test – detects early signs of heart disease.
- ✓ Foot exams – have your feet examined at every visit to prevent and detect complications.
- ✓ Flu & Pneumococcal Shots – Receive an annual flu shot and at least one pneumococcal vaccine to prevent pneumonia.

### See Your Eye Specialist Annually

- ✓ Dilated Eye Exam – done annually to detect early signs of eye disease.

### See Your Dentist Twice a Year

- ✓ Receive routine dental exams and cleaning twice a year.  
People with diabetes are more likely to have problems with their teeth and gums.

### Take Charge of Your Health and follow this daily routine:

- ✓ Check your blood sugar levels and take your medications as prescribed by your doctors.
- ✓ Follow your meal plan – this helps control the amount of sugar in your blood. Excess weight keeps your body from using its own insulin to turn food into energy. Do not skip meals.
- ✓ Be physically active, this will help lower your blood sugar and it helps you manage your weight.



## Knowing Your Rights

As a member, you have to the right to:

- ✓ Receive quality of care
- ✓ Access to interpreter services
- ✓ Access to care
- ✓ File a grievance

To learn about your rights & responsibilities, please log on to our website at [www.phwipa.org](http://www.phwipa.org).

**ENGLISH:** If you need assistance in Spanish / Chinese to understand this document, you may request it for free by calling member services at the number on your identification card or in your enrollment booklet or at (877) 749-9297.

**SPANISH:** Si usted necesita ayuda en español para entender éste documento, puede solicitarla gratis llamando al número de servicio al cliente que aparece en su tarjeta de identificación, al número en su folleto de inscripción, o al (877) 749-9297.

**CHINESE:** 如需要閱讀中心醫療網的中文資料，請聯絡您的健保計劃的客戶服務部。電話號碼在您的醫療卡上，請撥打 (877) 749-9297。