



HEALTHYmoves

SPRING 2012

WHAT'S ONLINE?

Visit **SuperiorHealthPlan.com** for more health and Superior HealthPlan news. Under the Member page, you'll find an online newsletter. It has articles about:

- Helping kids with ADHD (Attention-Deficit Hyperactivity Disorder)
- Getting help for depression
- Case management
- Our disease management programs



Make a Call for Your Health

You'll breathe easier when you work with your doctor.

Do you (or your child) feel like you can't get enough air when you breathe? Does shortness of breath or a long-term cough stop you from being active?

These could be signs of an illness like asthma, bronchitis or COPD (chronic obstructive pulmonary disease) or may be allergies. They can be treated or controlled.

If you're having any of these symptoms, talk to your doctor right away. Your doctor may do breathing tests or other tests to find the

cause. This will help him or her choose a treatment that's right for you.

Call your doctor to set up a visit. You will have taken a big step for your health.

TXCJH

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SUPERIOR HEALTHPLAN

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PRENATAL CARE

Hey, New Moms!

Being pregnant is an exciting time. Help your baby get off to a strong, healthy start with these tips.

- 1 Visit your doctor early on and go back regularly.
- 2 Eat well.
- 3 Do not smoke or use drugs or alcohol.
- 4 Join our START SMART for Your Baby™ program by calling Member Services.

YOUR RIGHTS AND RESPONSIBILITIES

Know What You Can Expect

You have many rights and responsibilities as a Member. These rights cover your treatment, privacy and access to information.

Some of your rights are listed below. Look at the complete list in your Member Handbook or visit SuperiorHealthPlan.com.

Your rights include, but are not limited to, the right to:

- Receive all services that we must provide.
- Be treated with respect, and with your dignity and privacy in mind.
- Know that your medical record information will be kept private.
- Be able to ask for and get a copy of your medical record. Also, be able to ask for changes or corrections to the record.
- Be able to file an appeal, a grievance (complaint) or ask for a state hearing.

Some of your responsibilities include:

- Ask questions if you don't understand your rights.
- Keep your scheduled appointments.
- Bring your ID card with you to appointments.
- Always get in touch with your primary care physician (PCP) first if you have a medical need that is not an emergency.
- Tell your PCP if you had care in an emergency room.

Need a Ride to Your Doctor?

We can help. Call Member Services. Make the call at least 2 business days before your appointment to make sure we can set up a ride for you. If you have an urgent appointment, we may be able to get you a ride on the same day.





JUST FOR MEMBERS

Smart Choices

Our **disease management programs** can help you. A disease manager teaches you how to make smart choices about your health.

Superior HealthPlan's programs focus on:

- Diabetes
- Asthma
- Quitting smoking

To learn more, call Member Services or check your Member Handbook. TTY users call 1-800-735-2989.

Can Case Management Help You?

Learn how we can help you live healthier.

Are you living with a long-term or difficult illness? Our case managers can lend a hand. The case management team is made up of nurses and social workers. They can help you understand your options.

Case managers will:

- Help you find doctors and other providers. This includes behavioral health providers.
- Help you get services that are covered by your plan. This includes medical equipment or home health.
- Work with your doctor to help you stay healthy.
- Tell you about community resources.

A case manager can help you get the right care. You or your caregiver can call Member Services to learn more. TTY users call 1-800-735-2989.

Your Mind and Body Are Connected

Look out for the signs of stress in your body.

Sometimes, how we feel can affect our health. These are signs that you may have a problem with sadness or stress:

- Trouble sleeping
- Headaches
- Upset stomach
- Getting angry often
- Using drugs or alcohol

Get help if you are having these signs. Talk to your doctor. Or call Member Services for help.

If you are already taking medicine for depression, it is very important to:

- Keep taking your medicine, even if you feel better
- Tell your doctor about any side effects you may be having
- Talk to your doctor if you don't think the medicine is working
- See your doctor regularly



QUICK TIP

For Parents

Does your child take medicine for ADHD? Your child should take ADHD medicine just like the doctor says.

Also, keep follow-up visits with your child's doctor. The doctor will want to check how the medicine is working for your child.



Call Member Services if you need a paper copy of your Member Handbook or any information in this newsletter.

