



SUMMER 2012

GO ONLINE FOR MORE INFO

Make the most of your health plan. Visit our website to learn more about your benefits and how we can help you. Go to www.SuperiorHealthPlan.com.



We also have an online newsletter that is stored in the member section of our website. In the latest issue of this online newsletter, you will find articles about:

- **How we make decisions about care**
- **How to appeal a decision about your care**
- **Dental care**
- **Quitting smoking**

If you need more information, or to request a hard copy of an article, call Member Services.

HEALTHYmoves



Where's the Lead?

You look for ways to protect your children. You warn them about crossing the street and tell them to stay away from strangers. What about lead? Lead is dangerous to kids, but it's hard to spot.

Lead was once used in paint and plumbing pipes. It's still found in certain pottery, toys and makeup. Home health remedies like the orange powder called "greta" may also cause lead poisoning.

If your kids swallow lead dust, they can become very ill. Exposure to lead can affect how children grow and learn.

→ A blood test is the only way to find lead poisoning. Ask your

doctor about getting tested if you have kids under 6. To learn more, you can contact the Texas Childhood Lead Poisoning Prevention Program toll-free at **1-800-588-1248**, or go to www.dshs.state.tx.us/elp/assessment.shtml.

TXCH

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For Your Family

Every child needs a checkup at least once a year. Texas Health Steps provides free regular medical and dental checkups for infants, children, teens and young adults with Medicaid.

The Texas Health Steps checkup, also called “well-child visits” is a good time for the doctor to see how your child is growing. Texas Health Steps offers other services like vaccines, vision and hearing screenings.

Vaccines are shots that help protect against serious diseases. When shots are needed can be

confusing. Look at this chart to see which shots your child might need. Then ask your child’s doctor to help you stay up to date with the shots that can keep your kids healthy.

You can also: Visit www.SuperiorHealthPlan.com and look under Resources to see a list of recommended vaccines.

➔ **Parent Tip:** During summer vacation, don’t forget that older kids and teens need their vaccines before they return to school!

Vaccine	Birth	1 mo.	2 mos.	4 mos.	6 mos.	9 mos.	12 mos.	15 mos.	18 mos.	19–23 mos.	2–3 yrs.	4–6 yrs.	7–10 yrs.	11–12 yrs.	13–18 yrs.	
Hepatitis B	Hep B	Hep B		Hep B												Complete 3-dose series
Rotavirus			RV	RV	RV											
Diphtheria, Tetanus, Pertussis			DTaP	DTaP	DTaP				DTaP			DTaP	1 dose (if indicated)	1 dose	1 dose (if indicated)	
Haemophilus influenzae type b			Hib	Hib	Hib			Hib								
Pneumococcal			PCV	PCV	PCV			PCV				PPSV				
Inactivated Poliovirus			IPV	IPV	IPV							IPV	Complete 3-dose series			
Influenza					Influenza (Yearly)											
Measles, Mumps, Rubella						MMR						MMR	Complete 2-dose series			
Varicella						Varicella						Varicella	Complete 2-dose series			
Hepatitis A						Dose 1			HepA Series			Complete 2-dose series				
Meningococcal					MCV4								Dose 1	Booster at 16 yrs. old		
Human papillomavirus													3 doses	Complete 3-dose series		

REMINDERS

GET IT IN PAPER:

We can send you a paper copy of anything on our website or in the online newsletter. Just call Member Services.

NEED A RIDE?

Do you need a ride to a doctor’s appointment? We can help. Call Member Services. Call at least two business days before your appointment to make sure we have a car available.

Clear Your Mind

Do you or your child feel angry a lot? Or maybe you feel stressed out? Do you turn to drugs or alcohol to feel better? Do you hurt your family?

If you answered “yes” to these questions, it’s time to ask for help. Talk with your doctor or call Member Services **1-800-783-5386** or Cenpatico at **1-800-716-5650**.

You do not have to wait for an emergency to get help. There are lots of healthy ways to feel better. Asking for help takes courage, but you will feel better once you do.

➔ **Parent Tip:** If your child takes medication for ADD, it’s important that he/she continue taking their medication throughout the summer months.



How We Make Decisions About Care

“Utilization Management” is how we make decisions about paying for appropriate care and services. Choices are made based on:

- ➔ What is covered
- ➔ If the service is needed
- ➔ If the service works well
- ➔ If the service is right for you

We use information from many doctors to make these decisions. We do not reward doctors or staff for saying no to care.

Do you want to learn more or request a paper copy of these policies? Just call Member Services.

How to Reach Us

Do you have questions about care decisions or coverage? Superior’s Utilization Management Department hours of operation are 8 a.m. to 6 p.m. CST. If you have trouble hearing, call TTY/TDD **1-800-735-2989**. For help in your language, call Member Services. NurseWise is always available 24 hours a day, 7 days a week. Just call **1-800-783-5386** (choose option 7).

If you need a paper copy, just call Member Services.

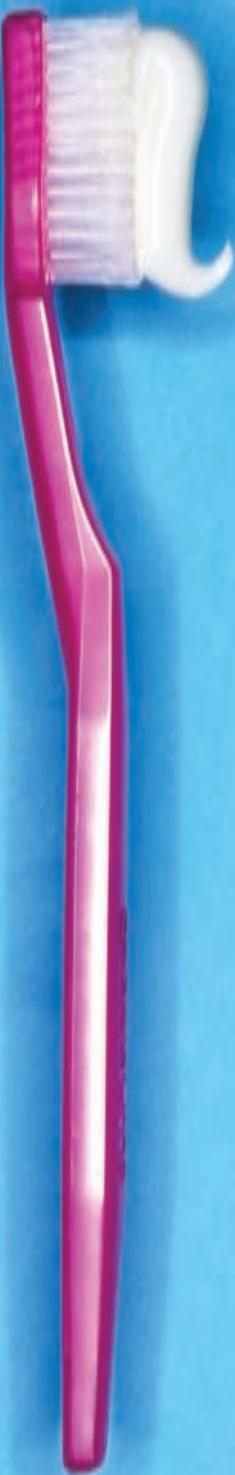


You Have the Right to Appeal

We will write you and your doctor if we deny, reduce or stop certain services. You have the right to review the choice. You can also tell us if you disagree with the decision.

You will get a letter that describes our choice. This letter will explain how you can tell us if you are unhappy with the choice. This is called “appealing” the decision. If you choose to appeal, you will not be treated unfairly.

To learn more, or to request a paper copy, just call Member Services.



Don't Forget Your Teeth

What does the health of your mouth have to do with the health of your body? A lot. Healthy teeth and gums are good for your whole body. Do your part to help keep your teeth and gums healthy. Follow these tips:

1. Brush twice a day with fluoride toothpaste.

2. Floss at least once a day.

3. Limit sugar-filled snacks and drinks to help avoid cavities.

4. Change your toothbrush every 3 months.

Your child should also get regular dental checkups to make sure his or her teeth and gums are healthy. Dental checkups need to start at six months old and every six months after that. You can go to any Texas Health Steps dentist for a dental checkup.



Are You Ready to Quit?

Quitting smoking is the best thing you can do for your health. But it's hard to do.

If you are ready to put down your cigarettes, talk with your doctor. There are many things that may help you, including medicine.

Also, stay away from people who smoke. Go for a walk or wash your hands when you crave a cigarette. Try chewing gum or snacking on carrots to keep your mouth busy.

Think about how good you will feel once you quit! You'll also save money. For free and confidential counseling services, support and information call the American Cancer Society Quitline:
1-877-937-7848 (TTY/TDD:
1-866-228-4327) or visit www.yesquit.com.

Your Info Is Safe

Your medical details are called "protected health information." We keep it safe for you. We follow state laws to keep your info private. We also follow the Health Insurance Portability and Accountability Act of 1996 (HIPAA). To learn more, read the complete privacy notice in your Member Handbook or on our website, at www.SuperiorHealthPlan.com.

