



# Primary Care HEALTH LINK

HEALTH EDUCATION AND DISEASE PREVENTION PROMOTES HEALTHY BEHAVIORS AND LIFESTYLES.

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If you need help reading this information, please contact Primary Care+ Member Services at 1-800-424-7097 (Lincoln) or 392-4180 (Omaha)

Si necesita ayuda para leer esta información, póngase en contacto con el Servicio para Afiliados de Primary Care+ llamando al 1-800-424-7097 (Lincoln) o al 392-4180 (Omaha)

Neáu quyù vò caàn ñõõic giuùp ñõõ ñeá ñõic thoâng tin naøy, xin vui loøng lieân laïc Ban Phuïc Vuï Thaønh

Vieân Chõõng Trình Primary Care+ ôu soá 1-800-424-7097 (Lincoln) hoaïc 392-4180 Omaha).

## You Deserve Quality Health Care

**Care about your health. Be a partner in your care.**

Getting quality healthcare can help you stay healthy and recover faster when you become sick.

### What exactly is health care quality?

We know that quality means different things to different people. Some people think that getting quality health care means seeing the doctor right away, being treated courteously by the doctor's staff, or having the doctor spend a lot of time with them.

While these things are important to all of us, **clinical quality of care** is even more important. Think of it like this: getting quality health care is like taking your car to a mechanic. The people in the shop can be friendly and listen to your complaints, but the most important thing is whether they fix the problem with your car. It is also important to understand that no matter how good your doctor is, some problems can not be fixed but, can be controlled by working together.

**You also have a role to play to make sure you and your family members receive the best quality care possible.**

### Be Active: Take Part in Your Health Care

- Work together with your doctor and other members of the health care team to make choices about your care.
- Be sure to ask questions.
  - what is wrong with me?
  - what do I need to do to get better?
- If you receive a prescription for a new medicine, ask:
  - what is the name of the medicine?
  - what is it supposed to do?
  - when should I take the medicine, and how much should I take?
  - does the medicine have side effects?



**If you have diabetes work with your doctor and other members of the health care team, ask if it is time for you to get these tests. Monitoring the results of these tests can be used to improve the quality of care you receive.**

**Cut this out to take to your next doctor's visit.**

- Regular hemoglobin (A1c) testing (average blood glucose level for the previous 6 - 8 weeks)
- Lipid level testing (includes Cholesterol)
- Annual retinal eye exam
- Annual feet exam
- Flu shot each year

Source: Agency for Healthcare Research and Quality: Guide to Health Care Quality: How to know it when you see it.

# You and Your Medical Home

Your Primary Care Physician (PCP) provides you with a 'medical home'. This means, your doctor's office, where you go to receive your usual healthcare.

- Your doctor keeps track of
  - your medical history
  - any treatments you have had in the past
- Get to know your doctor
- Keep your regularly scheduled well-visit appointments for yourself and your children.

## Call your PCP when you need medical care:

- However, if your problem is life threatening, emergency services are available for you 24 hours a day, 7 days a week.
- Another doctor, resident, physician's assistant, or nurse practitioner on staff may provide care for all basic health problems.

## If your PCP works in a teaching facility

- All services and treatment from anyone other than your PCP must be supervised by the PCP and recorded in your medical record.

## PC<sup>+</sup> Client Limits

- Your PCP can accept and care for up to 1500 PC<sup>+</sup> members, plus an additional 500 members if they have a resident, physician's assistant, nurse practitioner, or certified nurse mid-wife.

## Referrals

- You may need to be referred to a specialist when medically necessary.
- The specialist will send the findings to your PCP, after review, the information will be kept in your medical record.
- Referrals are NOT needed for:
  - Emergency room
  - Routine vision
  - Family planning
  - Routine dental
  - Chiropractic
  - Tribal clinic services
  - Orthotics/prosthetics

## Missed appointments

- It is important to keep your doctor appointments.
- Your doctor can ask that your relationship end if you miss too many appointments.
- Please call to cancel and reschedule appointments.

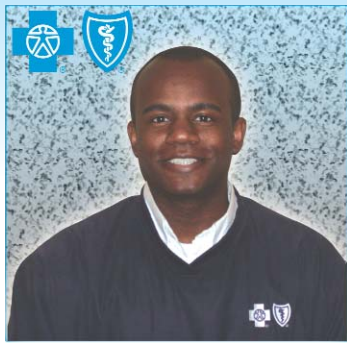
## Ending the Doctor/Patient Relationship

- Your doctor can request for the doctor/patient relationship to end, however this must be approved by the State
- A staff member from Primary Care+ and Access Medicaid will call you to discuss what is happening and try to help you with any issues
- The PCP must care for you until the State has given permission to stop seeing you
- The State will notify you of the decision.
- If it is approved, the member must choose another PCP
- If it is denied, the PCP will continue to care for you
- You may change your PCP on your own at any time under most circumstances.

**Be sure to choose a Medicaid approved provider. You can call the PC+ support staff at 402-392-4180 or 1-800-424-7097 for questions about referrals.**



# Communication from Jarriet...Your Community Liaison



**WIC** - The special supplement nutrition program for **Women, Infants, and Children**. WIC provides free vouchers for healthy food, healthy food education, and referrals to other health and social services to women. The program helps to improve the health of women and their children through healthy eating. To be able to receive WIC, a woman's income must be below 185% of the poverty level (Example: a family of 1 = \$798 monthly, family of 2 = \$1,070 monthly and a family of 3 = \$1,341 monthly) and meet one of the following:

- Be pregnant (or up to 6 weeks after the birth of her child)
- Breastfeeding women (up to infants 1st birthday)
- Non-breastfeeding postpartum women (up to 6 months after birth)
- Infants and Children (up to their 5th birthday)

## WIC Locations

Affiliate WIC clinics which all serve Omaha area women & children. To find the WIC office closest to you, call the following number in your city:

### Omaha:

**Douglas County Health Department: (402)-444-1770**

### Lincoln:

**Lincoln Lancaster County Health Department: (402)-441-6200**

## PREVENTING THE FLU: GET VACCINATED



The single best way to reduce your risk of flu is to get a flu vaccination each fall.

When to get vaccinated: October or November is the best time to get vaccinated, but getting vaccinated in December or even later can still be beneficial. Flu season can begin as early as October and last as late as May.

What else can you do:

- Wash your hands often
- Get plenty of rest
- Cover your nose when you sneeze

Source: Centers for Disease Control



## CULTURAL Corner

I often wonder if the information shared in this newsletter has touched your heart or helped improve your health in some small way.

It is important for us to understand the different cultures, that make up our Primary Care+ members, and how best we can effectively communicate information regarding health issues to help you reduce the risk of illness.

Each culture has its own beliefs, feelings and values, and resultant patterns of behavior. It is important that we find the best way to help keep you and your family as healthy as possible, no matter what your cultural background. One way is through regular check-ups and keeping up with preventive measures such as keeping immunizations up-to-date.

What we want to know: what is the best way to share information to help you reduce the risk of illness. We would like to hear from you if there is a better way to communicate health information than the way we do currently. Please send information or your comments to Denise Kubik at the address listed on the front of this newsletter.

## Primary Care Physicians

The following Primary Care Physicians have been added to Primary Care<sup>+</sup> since July 2007. For a complete physician list and practice limitations, contact Access Medicaid for Douglas or Sarpy County (402) 595-1000 in Omaha, or Lancaster County (402) 471-7715 in Lincoln. You may also call Primary Care<sup>+</sup> Member Services at (402) 392-4180 or 1-800-424-7097.

NAME	SPECIALTY	CITY
Dahlia Pease, M.D.	Pediatrics	Omaha, NE
Armanm Pajnigar, M.D.	Internal Medicine	Bellevue, NE
Freshteh Farahan, M.D.	Pediatrics	Omaha, NE

## Important Phone Numbers

<b>Primary Care<sup>+</sup></b> 402-392-4180 or 1-800-424-7097	<b>Primary Care<sup>+</sup> TDD</b> 402-398-3859 or 1-800-821-4790
<b>Access Medicaid</b> Douglas/Sarpy County 402-595-1000	<b>Access Medicaid</b> Lancaster County 402-471-7715

Always discuss any health concerns you have with your Primary Care Physician.

Articles in this newsletter are informative but are not intended to replace professional medical advice or service. Contact the Access Medicaid in your county for questions about your Primary Care<sup>+</sup> coverage.