



EN ESPAÑOL  
AL DORSO

## Get Treatment for Teen Depression

Neighborhood Health Plan of Rhode Island (Neighborhood) and Beacon Health Strategies (Beacon) work together to make sure our members get the best care. We can help you treat teen depression. Depression is a mood disorder that affects the way some people think and feel.

It can be hard to spot depression in teens. It is normal for them to have extreme mood swings. It is also just part of growing up. But if your teen is always depressed, you should be concerned.

### Common symptoms include:

- Feeling sad most of the time
- Feeling helpless or hopeless
- Feeling tired or low on energy
- Eating more or less than normal
- Problems at school or at home
- Feeling angry or irritable
- Complaining about aches and pains that cannot be explained
- Losing interest in activities your teen used to enjoy
- Thoughts of suicide (hurting themselves) or death

According to the National Alliance on Mental Illness, only 1 in 5 teens with depression will look for treatment. However, teens with depression can be helped with treatment. There are many ways to treat this illness, including medication and therapy.

Please call Beacon at **1-800-215-0058 (TTY 1-781-994-7660)** if you or someone you know needs help. They are available Monday through Friday, from 8:30AM to 5PM. You can also visit the Beacon website, [www.beaconhealthstrategies.com](http://www.beaconhealthstrategies.com).

## ACCESS

Neighborhood's Rite Care plan for families, children, pregnant women and children with special health care needs.

## Tell Us How We're Doing!

We want our members to get the best care they can. One way to see how well we take care of you is a survey. Every year, we mail the CAHPS® (Consumer Assessment of Healthcare Providers and Systems) survey to some adult members. Based on the results, we look for ways to improve the care you're getting.

The 2014 CAHPS results told us how happy members are with their care.

- Most members (82%) rated Neighborhood an 8, 9 or 10 on a scale from 0-10.
- 87% were able to get needed care right away.

To serve you better, we keep adding quality doctors to our network. In 2014 we added 27 specialists, 16 primary care offices, and 3 urgent care centers.

We are most proud to hear that our Customer Service staff is able to help you any time you call us. Ninety-four percent of our members said we treated them with courtesy and respect.

If you receive a CAHPS survey in the mail or a phone call, please take a few minutes to answer it and let us know how we can get better. We want to hear from you!

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

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## Appointment Reminders

Your health is important. To stay healthy, you and your child should see your provider once a year for a checkup and when you feel sick. There are three common types of provider appointments:

### Sick Visits

You should be seen within 24 hours. If this is not likely, your provider should guide you to an urgent care center in the Neighborhood group.

### Annual Health Exams

At the end of your visit, schedule next year's exam.

### Specialty Visits

It should take no longer than 30 days to schedule a specialty visit. Specialty providers include OB-GYNs (women), podiatrists (feet) and optometrists (eyes).

### Important Reminders

- Always call your provider's office if you cannot keep an appointment. It is best to give 24 hours' notice.
- Your provider will appreciate the call. This will help the office to see another patient in your place and to reschedule your appointment.
- If you had any interpreter services or rides scheduled, you must let us know by phone. Call Neighborhood Member Services at **1-800-459-6019 (TTY 711)**, Monday through Friday, from 8:30AM to 5PM.



## How To Find an In-Network Doctor

Call Neighborhood Member Services at **1-800-459-6019 (TTY 711)** for up-to-date information on our network of doctors and practitioners.

## Your Breast Health

Breast health is an important part of a woman's overall well-being. Mammograms and breast self-exams are important for breast cancer screening and early detection.

A mammogram is an X-ray of the breast. It is used to find breast cancer. The X-ray takes pictures of the breast tissue. These pictures can find tumors that are too small or too deep to be found by a breast exam.

Sometimes women do not have a mammogram because they think it will hurt. But the technology today makes it hurt less.



### Mammograms can help find breast cancer in its earliest stages.

- Women ages 40 to 49 should talk to their provider about when to have a mammogram.
- Women ages 50 to 74 should have a mammogram every two years.
- Women with certain risks may have mammograms before age 40.
- Talk to your provider about when and how often you should have a mammogram.

Doing breast self-exams can help. Forty percent of diagnosed breast cancers are found by women who feel a lump, according to Johns Hopkins Medicine. Breast self-exams help you to be familiar with how your breasts look and feel. You should report any breast changes to your provider right away.

- Starting in their 20s, women should complete a breast self-exam monthly.
- A clinical breast exam is an exam by a provider or nurse who uses their hands to feel for lumps or other changes. This should be a part of a woman's yearly physical.
- Talk to your provider to learn more about breast self-exams.

Make your health a priority. Talk to your provider about your breast health.

# Learn About Asthma

Asthma affects more than 32 million people in the United States, according to the Centers for Disease Control and Prevention (CDC). Asthma causes swelling and narrowing of the airways in your lungs. This makes it harder to breathe. It is a chronic (lifelong) condition. With the right care, asthma can be controlled.

## Symptoms of asthma:

- Frequent coughing
- Chest tightness
- Shortness of breath
- Frequent wheezing (a whistling noise, especially when breathing out)
- Low energy or feeling tired



If you think you or your child has asthma, talk to your provider. Early diagnosis and treatment of asthma may help keep it from getting worse.

When you know you have asthma it is important to work with your provider. Together you can keep your asthma under control. Good control helps you feel better daily. It also helps prevent an asthma attack.

Neighborhood has a program for our members who have asthma. It is called **Breathe Easy**.

## Our goal is to help you:

- Better understand your asthma
- Be a better self-manager of your asthma
- Have a better quality of life

## The program provides:

- A newsletter with information about managing chronic conditions
- The option to get support from our nurses who provide health coaching

## Health coaching includes education to help you:

- Keep your asthma in good control
- Understand and manage your medications
- Plan for visits with your providers

Call Neighborhood Member Services at **1-800-459-6019 (TTY 711)** if you or your child has asthma and you:

- Want to enroll in the asthma program
- Would like to work with a nurse health coach
- Have questions about the program

## Give Us a Call!

If you have questions about a care decision Neighborhood has made, call **1-800-459-6019 (TTY 711)** or **1-401-459-6690 (TTY 711)** and ask for the Medical Management Department. The Medical Management team is available to answer your questions Monday through Friday, 8:30AM to 5PM. If you call after hours, please leave a message and we will return your call the next business day. Neighborhood wants to make sure you get the help and information you need.

If you need help understanding this information in your language, please call us at **1-401-459-6009** and ask for Member Services.

Si necesita ayuda para comprender esta información en su idioma, llámenos al **1-401-459-6009** y solicite contactar con el servicio de atención al cliente.

Si vous avez besoin d'aide pour comprendre ces informations dans votre langue, appelez-nous au **1-401-459-6009** et demandez le Service aux membres.

Se necessita de ajuda para compreender esta informações no seu idioma, por favor telefone para **1-401-459-6009** e solicite o Serviço de Apoio ao Cliente.

Чтобы получить информацию на родном языке, обратитесь в отдел по работе с клиентами (Member Services) по телефону **1-401-459-6009**.

បរិស្ថានអ្នកកម្មវិធីនេះ ខ្ញុំយល់ពីអ្វីដែលអ្នកចង់ដឹង ប្រសិនបើ មាននេះ ជាភាសាប្រសើរណាមួយសូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខ **1-401-459-6009** ហើយសាកសួរផ្នែកសេវាកម្មសមាជិក (Member Services).

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເພື່ອໃຫ້ເຂົ້າໃຈຂໍ້ມູນນີ້ ເປັນພາສາຂອງທ່ານ, ກະລຸນາໂທຫາພວກເຮົາທີ່ໝາຍເລກ **1-401-459-6009** ແລະໃຫ້ຖາມຫາໜ່ວຍບໍລິການສະມາຊິກ.

Nếu cần được giúp đỡ để hiểu thông tin này bằng ngôn ngữ của quý vị, xin gọi cho chúng tôi theo số **1-401-459-6009** và yêu cầu được nói chuyện với Dịch Vụ Hội Viên.



## Immunizations are Vital for Everyone

Immunizations are also called vaccinations or shots. Shots can protect you from many bad illnesses such as measles or whooping cough.

People often think only small children and babies need shots, but teens and adults need them, too. Making sure you and your child have all your shots will keep you both healthy.

### More facts you should know:

- Babies need many shots starting when they are born
- Children of all ages need to get the right shots at the right age
- Older children, teens and adults also need shots

### To find out more:

- Go to the state Department of Health website at [www.health.ri.gov/immunization](http://www.health.ri.gov/immunization)
- Talk to your provider and your child's provider to make sure you both have all the shots you need



## Tell Us if You See Fraud or Abuse

To report Fraud or Abuse, please call Neighborhood's Compliance Hotline at **1-800-826-6762 (TTY 711)** or call Neighborhood Member Services at **1-800-459-6019 (TTY 711)**. Your call will be kept private.

## Have Children Tested for Lead

Having children tested for lead is the only way to know if they have lead poisoning. Lead is a heavy gray metal that is dangerous if it gets in the body. Lead can build up in the body over months or years and can cause lead poisoning.

Lead poisoning can severely affect a child's mental and physical development. It can even cause death at very high levels. Anyone can get lead poisoning but children under the age of 6 are at the most risk.

### Things that put children at risk for lead poisoning:

- Eating lead paint chips or flakes from chipping walls or window sills
- Breathing in dust from lead paint
- Water from a faucet that has lead in it
- Eating food from containers or dishes that have lead in them
- Eating fruits or vegetables that have lead on them from the dirt
- Soil and dirt in some yards
- Some metal toys not made in the United States

Most lead poisoning in children results from eating lead-based paint chips. Lead paint is found more often in older houses or apartments. Children often put their hands, toys and other things in their mouth. These things can have lead dust on them.

### Children should have a blood lead test:

- Between 9 and 15 months old
- 12 months after the first test
- Once a year until age 6

Prevent children from getting lead poisoning by having them tested.



# Get Healthy Foods On-the-Go

What can you do if you're not near a grocery store or farmer's market? You can find healthy choices in a corner market or convenience store. You can also pack healthy snacks ahead of time. Anywhere you go, you will be ready when you feel hungry.

## At a corner market or convenience store

You can find healthy choices in a corner market or convenience store.

Look for:

- **Canned vegetables and fruits** (packed in water, not heavy syrup). If you have to buy fruit packed in syrup, rinse the fruit with water and throw away the syrup.
- **Whole-grain products** like brown rice, corn tortillas, and whole-wheat breads. Look for the words "whole grain" on the package, not just "wheat."
- **Good sources of protein** like canned beans, tuna canned in water, eggs, low-fat or nonfat milk, and low-fat or nonfat cheese and yogurt.
- **Avoid junk foods!** Don't be drawn in by chips, candy, soda, and sugar-filled cereals.

## On-the-go

Wherever your family goes, healthy eating can still be easy for you and fun for kids.

Here are some tips:

- Pack sliced vegetables, fruits, and nonfat or low-fat dips in plastic bags or containers.
- Make fun and easy snacks like celery with peanut butter and raisins.
- Bring plenty of bottled water.

## Learn more

To get more information, visit the Nutrition.gov website, [www.nutrition.gov](http://www.nutrition.gov).



## Keep Your Baby Healthy

Babies can get sick more easily in the first two months of life. Try not to bring the baby anywhere there will be crowds, like malls or restaurants.

Other ways to keep your baby healthy are to make sure:

- Anyone who is going to hold your baby washes their hands first
- Anyone who will be near your baby has had the flu shot
- Your baby gets all the immunizations or shots your provider recommends
- You keep people who are sick away from your baby

Breastfeeding is a great way to help your baby stay healthy. Your breast milk contains protection against germs called antibodies. These help keep your baby from getting sick.

If your baby gets sick call your baby's provider.

## RAFFLE: Need cooking supplies or ingredients?

Win a gift card to Walmart! Neighborhood members may call **1-401-427-6706 (TTY 711)** by May 1 to enter the raffle. Leave your name, address, phone number and Neighborhood member ID number to be entered to win a \$25 Walmart gift card.

## Quit Using Tobacco

If you smoke or use tobacco you have probably thought about quitting many times. You may have tried to quit many times before. Most people try to quit many times before they actually quit for good. Like many other things, it takes practice.

If you are thinking about quitting smoking or quitting tobacco, Neighborhood can help. Neighborhood has a tobacco cessation program called **Quit for Life**. This program can help you stop smoking tobacco. It can also help you stop using other kinds of tobacco.

### Quit for Life offers:

- Telephone counseling and support
- Education
- Mailings
- Help for you to learn the best way for you to quit smoking
- Tools such as sugarless gum and mints



For more information about **Quit for Life**, please call us at **1-800-459-6019 (TTY 711)**.

Your provider can also help you quit smoking or using tobacco. There are things you and your provider can talk about that will help.

### At every appointment:

- Tell your provider that you smoke cigarettes or use tobacco
- Ask about medications that can help you to quit tobacco use (nicotine patches, nicotine gum and other medications)
- Ask for ideas and strategies besides medication to help you quit tobacco use
- Ask about programs like **Quit for Life** that can help you quit tobacco use

One of the best things you can do for your health is to quit smoking or using tobacco.



## Tips for Keeping Your Health Coverage

The Executive Office of Health and Human Services (EOHHS) must have your current address on file for you to get important notices. Mail from EOHHS may not be delivered if your name is not on the mailbox. If mail is returned to EOHHS you may risk losing your health coverage.

- Make sure EOHHS has your current address
- If you move:
  - Fill out a Change of Address form at the post office or online at **USPS.com**
  - Let the Rhode Island Department of Human Services (DHS) know your address
- Make sure where you get your mail is clearly marked with your last name
- Whether you get your mail in a curbside box, wall-mounted mailbox, a mail slot or other way, make sure it is easy for mail to be delivered to you

If you have questions or want to update your information, please call your local DHS office.



Neighborhood  
Health Plan  
of Rhode Island

## close friends

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