



close friends

A QUARTERLY NEWSLETTER OF NEIGHBORHOOD HEALTH PLAN OF RHODE ISLAND (NEIGHBORHOOD)

Talking with Your Teen— The Most Important Thing

Being the parent of a teenager can be a challenge. During the teenage years kids are going through many body changes. They also are dealing with many new pressures. Talking with your teenager about sensitive subjects, such as sexual health, stress and depression, or concerns about their weight, may be hard to do, but it is very important. It is not unusual for teens to be interested in these subjects. They are curious and may want to know this information, but may be too embarrassed to ask. The first step is getting the conversation started.

Here are some tips that may help:

- Find teachable moments—use a news story or someone's situation that you know about to start the conversation.
- Talk to teens when you have their attention—when having a meal together or riding in the car.
- You do not need to have long talks—have short talks, but often.
- Talking with and listening to teens helps them feel good about themselves—this helps them make better choices.
- Sometimes the most important thing you can do is listen to your teen and show that you understand—they will be more likely to come to you for help when making decisions.
- It is never too late to start talking to your teen. ●

If you feel embarrassed about talking about these subjects with your teen, do not worry. Your teen is probably feeling the same way. Ask your teen's doctor to help you with these important conversations.

HELP FOR FAMILIES TO BUY ORIGINAL BIRTH CERTIFICATES

Amos House, through a donation from Blue Cross & Blue Shield of Rhode Island, has set up a fund to help families pay for original copies of birth certificates. All RItE Care members who are U.S. citizens need to show original birth certificates to meet the new citizenship and identity requirements. For more information or to receive a voucher, visit the Amos House Social Services building at 411-413 Friendship Street in Providence.

New Steps to Reapply for RItE Care. Go to page 4 for more information on the new citizenship and identity requirements.

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Health Plan of RI

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find us online at: www.nhpri.org

Help Save Rlte Care!

Rlte Care Needs Your Support! Rhode Island may not have enough money to pay for all its programs this year. This means Rlte Care could be cut back.

Get Involved! Become part of a new organization of Rhode Islanders working together to keep Rlte Care strong and families healthy. **To find out how to become involved in protecting Rlte Care, please call us at 1-401-459-6147, or email action@ritecareworks.org.**

SAVE THE DATE

FREE Health Conference for Latin Women

May 1, 2008, 5 to 9 p.m.
Call **1-401-222-7468** for more information.

Breast-feeding and OTC Medications—Safety First

You're a new mom who is breast-feeding your infant and you have a headache. Or perhaps you've come down with a runny nose, cough, or a low-grade fever. You want to take a simple over-the-counter (OTC) medicine to help you feel better. Before you take anything, however, you should check to see if the medicine you take will be passed along to your baby through your breast milk. The good news is that, for most OTC medicines, only a very small, unharmed amount is passed to the baby through your breast milk. However, there are some OTC medicines that are passed through breast milk and even a small amount of medicine is bad for your baby.

Some drugs should not be taken if you are breast-feeding your baby unless your doctor has told you

that it is okay. Aspirin is a good example of a medicine that you should take only after you have talked with your doctor. Remember that there are some "combination" OTC products that contain aspirin. Sometimes your doctor may tell you to take a medicine right after you finish nursing your baby, or right before the baby is going to sleep for a long time.

Below is a list of some commonly used OTC medicines. The list indicates whether the medicine is considered safe to use while you are breast-feeding. This is NOT a complete list of all OTC medicines, and you should always check with your doctor or pharmacist if you have questions about any medicines you are taking. It also is important to remember that you should only take medicine when you need to and only for as long as needed. ●

DON'T TAKE ANY OF THESE OVER-THE-COUNTER (OTC) DRUGS WHEN BREAST-FEEDING UNLESS YOUR DOCTOR SAYS IT'S OKAY.

COMMON BRAND NAMES	ACTIVE INGREDIENT	USED TO TREAT
Chlor-Trimeton	chlorpheniramine	Colds. Allergies
Tavist	clemastine	Allergies
Robitussin DM	dextromethorphan	Cough
Prilosec OTC	omeprazole	Heartburn
Pepto-Bismol	bismuth subsalicylate	Diarrhea
Aspirin (all brands)	aspirin	Minor pain. Fever
Benadryl	diphenhydramine	Allergies
Nyquil	doxylamine	Colds. Allergies
Sudafed PE	phenylephrine	Colds. Congestion



Tylenol is often considered to be the OTC drug of choice to take for minor pain or fever when breast-feeding.

The drug lists on pages 2 and 3 are NOT complete lists. If you have questions about a drug not included on the lists, please ask your pharmacist or doctor.

Tips for a Healthy Pregnancy

The excitement of finding out that you're expecting can sometimes be overwhelming.

There are many things a newly pregnant mom-to-be can do that can help ensure a positive pregnancy:

- Schedule a visit with your provider as soon as possible. Early prenatal care is linked to positive pregnancy outcomes.
- Keep all scheduled visits with your provider. This is important because there are blood tests that are done at different times during your pregnancy which are used to look at the well-being of your pregnancy.
- Find out what to do when your provider's office is closed. For non-emergencies that do not require the ER, your provider will direct you on what to do.
- Get the most from your prenatal visits by writing down questions or concerns before each visit. Your provider works with you during the pregnancy, and will help answer all your questions/concerns related to your pregnancy.
- Good nutrition during pregnancy is important. Your baby requires good nutrition to grow. WIC is a nutrition program that can tell you about foods you should eat daily.
- Reduce stress as much as possible. The excitement of finding out that you're expecting can be overwhelming. However, if the stress causes you to feel sad, or you find yourself with no energy to do things that used to interest you, discuss it with your provider right away. ●



Help for Latinos with Depression

Depression is a mental health problem that makes us feel sad and hopeless. Depression also can affect our sleep, our appetite, and can cause physical pain. Millions of people from all ethnic backgrounds suffer from depression.

In 2007, Neighborhood started a new program called D-HELP (Depression Health Enhancement for Latino Patients). If you qualify, we will talk with you on the phone in your preferred language: Spanish or English. During our conversation, we will ask you:

- How you are feeling
- How you are doing
- If you are getting the care you need

You can qualify for D-HELP if you are Latino, and:

- Over the age of 18
- Getting medication for anxiety/nerves and/or depression from your primary care doctor

If you qualify for this program, you may be eligible for up to \$125 in FREE gift cards. Please contact Ryan Haggerty at 401-455-6487.

OTC DRUGS THAT ARE SAFE TO TAKE WHEN BREAST-FEEDING

COMMON BRAND NAMES	ACTIVE INGREDIENT	USED TO TREAT
Tylenol	acetaminophen	Minor pain. Fever
Motrin, Advil	ibuprofen	
Aleve	naproxen	
Claritin, Alavert	loratadine	Allergies
Robitussin (plain)	guaifenesin	Cough
Sudafed	pseudoephedrine	Colds. Congestion
Maalox	Aluminum hydroxide and magnesium hydroxide	Upset stomach. Heartburn
Tums	Calcium carbonate	
Pepcid	famotidine	Heartburn
Zantac	ranitidine	
Imodium A-D	loperamide	Diarrhea
Metamucil	Psyllium, methylcellulose	Constipation. Irregularity



We Want You to Receive Quality Care

important phone number to know!

Call Neighborhood's Customer Service Department at 1-800-459-6019 to:

- See if you are eligible to get rides to your doctor appointments
- Get interpreters for your doctor appointments
- Report any changes, such as a new address, new phone number, new baby, or new PCP
- Confidentially report any complaints about access, quality of care, or coverage decisions without it making a difference in your coverage

We want our members to receive the best care possible. One way for us to measure how well we are providing care is by using survey tools. We then look for areas where we can improve.

One tool we use is called HEDIS® (Healthcare Effectiveness Data and Information Set). HEDIS reviews look at many different types of care. The 2007 reviews showed that the care levels of Neighborhood members remain high. There was an increase in numbers of members getting these types of care:

- Adolescents who were up-to-date with immunizations
- Members with asthma who use the right medicines
- Children who had six well-child visits in their first 15 months of life
- Adults and children seeing a doctor during the year

Another survey tool we use is called CAHPS® (Consumer Assessment of

Healthcare Providers and Systems). The 2007 CAHPS® results tell us how happy members are with their care. Most members said they are “completely satisfied” or “very satisfied” with their health plan. Many of you also said you are happy with your doctors—they listen well and spend enough time with you. Getting care quickly is one area that still needs work, and we will work with both you and your doctors to help.

We are very proud to be judged as an “Excellent” plan by the National Committee for Quality Assurance (NCQA), a group that measures the quality of America’s health care. This is the highest rating they give. Neighborhood earned this for providing good customer satisfaction, access, preventive care and care for patients who are ill. ●

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Your Family's Health Insurance Is Very Important...

DON'T LOSE IT!



All U.S. citizens, including children, may need to show new documents this year to reapply:



Members age 16 and older may need:

- 1 passport or Certificate of Naturalization
- OR**
- 1 birth certificate
- 2 driver's license (or state photo ID or school photo ID card)

Members younger than age 16 may need:

- 1 passport or Certificate of Naturalization
- OR**
- 1 birth certificate
- 2 school photo ID (or a parent's signature on application or attestation form verifying identity for children younger than 16)



Call us today for more information: 1-800-459-6019.

cut out and save as a reminder!

“Control for Life” Helps Diabetics Stay Healthy

Diabetes is a lifelong condition. If you have diabetes, you need to take special care of yourself to stay healthy and avoid heart disease, kidney disease, and blindness.

Living with diabetes may mean you have to make changes in your life. For example, you may need to change your diet, start exercising, or learn new skills, such as how to test your blood sugar. Sometimes these changes may seem difficult to make. Neighborhood's disease management program, **Control for Life**, will work with you and your doctor to teach you all about diabetes. You will receive regular mailings about important topics, and may even get special training with a nurse.

The topics you will learn about include:

- HbA1C tests (blood sugar control)
- LDL-C tests (lipids/cholesterol)
- Annual flu shots
- Dilated eye exams
- Regular foot care
- Nutrition
- Exercise
- Medication
- Pneumonia shots

Neighborhood's **Control for Life** disease management program wants to help you live a healthy and active life. With education and support, managing diabetes can become a lifelong habit.

To learn more about Neighborhood's **Control for Life** program, call Customer Service at 1-800-459-6019. ●

Seeking Smokers

If you are a **SMOKER** and spend time taking care of a child under 18, you may be eligible for a new program.

The **PAQS** project seeks smokers who spend a significant amount of time with a child for a program that may help children with asthma to breathe better, improve the overall well-being of healthy children and improve caregiver's long-term health.

You do not have to quit smoking to participate. If you would like to quit smoking, you can receive up to an 8-week supply of the nicotine patch at no cost to you. You also will receive child health education and discuss your smoking during two sessions conducted in your home by a visiting nurse.

You will be paid for your time.

To find out whether you are eligible, please call the **PAQS** project at **1-866-401-PAQS (7277)**, or **401-893-8043**.

FREE COOKBOOK!

We are happy to send you a new cookbook called, *Changing Life with Diabetes*. It has tasty and diabetes-healthy recipes. Call **1-401-427-6706** to get a **FREE** cookbook. Hurry because supplies are limited!



We Can Help You in Your Language

If you need help understanding this information in your language, please call us at **1-800-459-6019** and ask for Customer Service.

Si necesita ayuda para comprender esta información en su idioma, por favor llámenos al **1-800-459-6019** y pida hablar con el Departamento de Servicio al Cliente.

Se precisar de ajuda para entender as informações em seu idioma, ligue para **1-800-459-6019** e peça para falar com o departamento de Serviço ao Consumidor.

Для того чтобы получить информацию на своем языке, обратитесь в отдел по работе с клиентами (Customer Services) по телефону **1-800-459-6019**.

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Protect Yourself from HIV and Other Sexually Transmitted Diseases

A sexually transmitted disease (STD) is an infection that is usually spread through sexual contact. STDs are caused by bacteria or viruses. There are many different STDs, but the most common in the U.S. are genital herpes, chlamydia, gonorrhea, syphilis, HIV, and genital warts. Some STDs may be spread by sharing needles or equipment to inject drugs, body pierce, or tattoo.

People who have an STD are at a higher risk to get HIV if they are exposed to the virus through sexual contact. It is important to call your doctor right away if you think you

have an STD. Early testing and treatment of STDs can help prevent the spread of HIV.

You can help protect yourself from getting an STD by:

- Not having sex.
- Talking with your partner about whether or not he or she has recently been tested for STDs.
- Talking with your partner about how to protect each other from STDs.
- Having regular exams with your doctor.
- Using a condom. Remember condoms can lower your chances of getting STDs, but they are not 100 percent effective. ●

What to Do in an Emergency

Remember: In a medical emergency, go to the emergency room right away or call 911. **You do NOT need a referral for emergencies.** The hospital does not need to be part of your health plan.

Call your primary care site—the phone number is on your member ID card—the next day to tell them about your emergency room visit.

If you are not sure if it is an emergency, you can call your primary care site at any time. They will tell you when to go to the emergency room or to their office.

When to Go to the ER:

- Broken bones
- Poisoning
- Overdose
- Very bad pain or pressure
- Bleeding that won't stop
- Trouble breathing
- Fainting or passing-out
- Seizure problems, as in new seizure or change in seizure pattern
- Pregnancy problems, like heavy bleeding or very bad pain
- Bad head injury

When to Go to Your Doctor:

- Skin rash
- Sore throat
- Runny nose
- Earache
- Coughing
- Fever
- Diarrhea



Talk with your doctor if you have questions about STDs, or think you may have an STD.

You also can get more information at the RI Department of Health website: <http://www.health.ri.gov/disease/communicable/std/everyone.php>

Clinics, like Planned Parenthood: 1-800-230-7526 or www.ppri.org

The Centers for Disease Control and Prevention Center: <http://www.cdc.gov/std>

For information about STDs, or for referrals to STD clinics, please call:

CDC-INFO: 1-800-232-4636

TTY: 1-888-232-6348

In English en Español



close friends

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