



close friends

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

What You Can Do to Have a Healthy Baby

Every woman who is pregnant wants a healthy baby. You can help your baby to be born healthy. Here is a to-do list. Check off the things you will do to help yourself and your baby.

- See your doctor every month.
- Eat lots of healthy foods, especially fruits and vegetables.
- Get some exercise 3 times each week. Walking is good exercise.
- Stop bad habits. Some bad habits are cigarettes, alcohol, and marijuana or other drugs.
- Don't use caffeine. This means coffee, tea, cola drinks, or chocolate.

Ask your doctor or midwife lots of questions about pregnancy, childbirth, breast-feeding, birth control, or parenting. The answers can help you understand why you need so many tests and visits when you are pregnant. ●

Join the NHPRI Bright Start program! We can help you have a healthy pregnancy and a healthy baby. Please call Joyce Kuusela, RN, at 401-459-6675 or Thelma Hollins, SW, at 401-459-6147 to learn more.

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Special Insert: NHPRI Privacy Policy



NEW LOOK! We have added more health topics that matter to you in a newsletter style that is easier to follow. Call 1-800-963-1001 with questions or comments. To Your Health!

Neighborhood Health Plan
of Rhode Island
299 Promenade Street
Providence, RI 02908

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What to Do in an Emergency

Remember: In a medical emergency, go to the emergency room right away or call 9-1-1. **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 situation, you can call your primary care site at any time. They will tell you whether you need to go to the emergency room, make an appointment at the office, or do something else for proper treatment.



Get to Know Your Doctor

If you would like to know more about your doctor—or any doctor in the NHPRI network—please call Member Services at **1-800-963-1001**.

Fall Is the Time for Flu Shots

The flu, or *influenza*, is more serious than a cold. It can make people of any age very sick.

These are some symptoms of the flu:

- High fever
- Chills
- Headache
- Cough
- Sore throat
- Muscle aches

People with health problems may get much sicker if they get the flu. A flu shot may help protect them. They should get the shot *every year*, in the fall. Healthy people may want to get a flu shot, too.

DO YOU NEED A FLU SHOT?

If you answer *yes* to any of these questions, you should have a flu shot in October or November:

■ Do you have a serious health problem? Examples include: heart disease, lung disease, anemia, diabetes, asthma, and HIV/AIDS.

■ Do you live with someone who has a serious health problem?

■ Do you take care of someone who has a serious health problem?

■ Are you a pregnant woman who has a serious health problem?

■ Are you age 50 or older?

Children who are ages 6 to 23 months also need flu shots.

People who are allergic to eggs should not get the flu shot. But the shot is very safe for most people. Some people feel a little sore or sick after the shot. But you cannot catch the flu from a flu shot! ●

Do you need a flu shot? Does your child need a flu shot? If you're not sure, call your doctor to find out.



Help Your Child Manage Asthma at School

If your child has asthma, here is how you can protect her during school hours:

1. Visit the school or call the principal. Your child should be in a classroom with few or no asthma triggers. If this isn't possible, make sure your child sits far away from such triggers. These things can trigger asthma:

- Animals with fur or feathers
- Mold
- Dust mites from carpets or stuffed furniture
- Cockroaches
- Strong smells from pest sprays, paint, or cleaning supplies

2. Learn how students at your child's school get their asthma medicines when needed. Find out if they may carry around medicines while in school and on the bus.

3. Talk to the school nurse. The nurse can help you and your child make a plan for storing and using medicine.



4. Be sure your child's teachers know what to do if your child has an asthma attack.

5. Find out how your child can safely participate in gym class. That may mean taking medicine before gym or choosing different exercises.

Please call Dorothy Erickson at 1-800-963-1001, ext. 6127, if you have any questions about our asthma program.

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

DON'T LOSE IT!

All NHPRI members must reapply each year for health insurance coverage.

If you have to make monthly premiums to DHS and have not made these on time, your family will lose all its health insurance benefits for 4 months.



Call us today for more information: 1-800-963-1001.

For More Information...

If you have questions about our case management programs or your medical review authorization status, please call our Care Management Department at **1-800-963-1001**.



Is Your Child On the Go All the Time? He May Have ADHD



NHPRI members who have questions about behavioral health matters can call Beacon Health Strategies at 1-800-215-0058. Check the Beacon website—www.beaconhealthstrategies.com—for the following information:

- **Member rights**
- **Access and availability**
- **Member satisfaction**
- **Quality management and improvement program description**
- **Prevention activities**

Does your child:

- fidget with his hands or feet?
- move around or stand up when he should be sitting?
- seem to not listen to you?
- not finish what he is doing, then start something else?
- do risky, scary things without thinking about them?

These could be signs of attention-deficit hyperactivity disorder (ADHD). Kids with ADHD have trouble paying attention. They are more restless, fidgety, and impulsive than other children their age.

Your child could be at higher risk for ADHD if:

- he's a boy

- he weighed less than most babies or was born too early
- you smoked while you were pregnant
- he had colic when he was a baby
- if other people in your family had ADHD.

These things do not mean that he has ADHD for sure. Young children have lots of energy.

There is no single test for ADHD. The doctor will look for a pattern of behavior. She'll check to see if this behavior lasts at least 6 months and occurs in more than 1 place, such as school and home. If your child has ADHD, it can be controlled with medication and therapy. ●

We Can Help You in Your Language

If you need help understanding this information in your language, please call us at **1-800-963-1001** and ask for Member Services.

Si necesita ayuda para comprender esta información en su idioma, por favor llámenos al **1-800-963-1001** y pida hablar con el departamento de Servicios a los Miembros.

Se precisar de ajuda para entender as informações em seu idioma, ligue para **1-800-963-1001** e peça para falar com o departamento de Serviços do Associado.

Для того чтобы получить информацию на своем языке, обратитесь в отдел по работе с клиентами (Member Services) по телефону **1-800-963-1001**.

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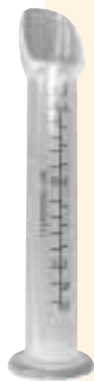
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Did You Know? We Offer FREE Over-the-Counter Medicine Benefits

Neighborhood Health Plan of Rhode Island members can get many over-the-counter (OTC) medicines for free with a doctor's prescription. The 10 OTC medicines most commonly prescribed to our members are:

1. Claritin
2. Prilosec OTC
3. Tylenol
4. Iron supplements
5. Stool softeners
6. Multivitamins
7. Nix or RID
8. Aspirin
9. Benadryl
10. Pedialyte.

To order the most recent listing of doctor-prescribed, OTC medicines Neighborhood currently covers, please call **401-427-6705**, and leave your name, address, and phone number at the beep. ●



FOR GOOD MEASURE...

Your kitchen spoons are not as good as one you can use to measure your medicine. Call now for a FREE spoon that will help you give your child the right amount of medicine every time. To order your measuring spoon, please call **401-427-6706**, and leave your name, address, and phone number at the beep.

Call NHPRI's Member Services Department at 1-800-963-1001 to:

- get rides to your doctor appointment
- get interpreters for your doctor appointment
- report any changes, such as a new address, new phone number, or new baby
- report any complaints, confidentially, about access, quality of care, or coverage decisions.



NHPRI Phone Survey Is Coming!

NHPRI and your doctor want you to be happy with your health care services. We will soon be making phone calls to our members about those services. This survey is short and shouldn't take more than a few minutes. Please help us with this important survey! Your answers will help us make your health care experiences even better. Thanks!



Member **Rights** and **Responsibilities**

We support your rights as a member as required by the National Committee for Quality Assurance (NCQA). NHPRI promises to work with its Primary Care Providers and other health care professionals to give you the highest quality health care services.

Please read the following rights and responsibilities carefully.

YOUR RIGHTS AS A MEMBER

- You have the right to receive information about NHPRI, its services, practitioners and providers, and members' rights and responsibilities.
- You have the right to be treated with respect and recognition of your dignity and right to privacy.
- You have the right to participate with your practitioners in decision making regarding your health care.
- You have the right to privacy of all records and communications to the extent required by law. (NHPRI employees follow a strict confidentiality policy regarding all member information.)
- You have the right to respectful, personal attention without regard to your race, national origin, gender, age, sexual orientation, religious affiliation, or preexisting conditions.
- You have the right to obtain a second medical opinion for medical and surgical problems. You should always get a referral from your primary care practitioner (PCP) for a second opinion.
- You have the right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- You have the right to voice



complaints or appeals about NHPRI or the care provided by its providers.

- You have the right to make recommendations about NHPRI's Member Rights and Responsibilities policies.
- If you have any questions, call Member Services, at 1-800-963-1001.

YOUR RESPONSIBILITIES AS A MEMBER

When you enroll with NHPRI, you agree to:

- Choose a PCP and Primary Care Site. Your PCP will coordinate all of your medical care. You may change your PCP at any time by calling Member Services at 1-800-963-1001.
- Have all of your medical care provided by an NHPRI participating doctor.
- Carry your NHPRI Identification Card with you and show it whenever you seek medical care.
- Provide, to the extent possible, information that NHPRI and its practitioners and providers need to care for you.
- Learn about your health problems and help plan treatment you and your PCP agree on.
- Follow the plans and instructions

for care that you have agreed on with your practitioners and providers.

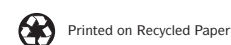
- Talk with your PCP about all specialty care. If you need a specialist, your PCP will work with you to make sure you get quality care.
 - Call your PCP first for help if you have an urgent medical condition. If an emergency is life threatening, go immediately to the nearest hospital for care. You or a friend or relative should contact your PCP the next day.
- Let NHPRI know about changes to your name, home address, telephone number, marital status, number of dependents, or if you have other insurance coverage.*

If you have any questions, call Member Services at 1-800-963-1001. ●



close friends

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1-800-963-1001



Notice of Privacy Practices

Effective June 2004

Please review this notice carefully. It describes how health information about you may be used and shared and how you can get this information.

Does NHPRI share my health information with others?

We may share your health information with others, without your approval, for the following reasons:

- to review claims for billing errors or possible fraud
- to determine if requested services are medically necessary
- to our business partners that pay for services on behalf of NHPRI
- for the purposes of health care operations, which includes things like quality improvement activities, legal services, and auditing functions, as well as the improved payment methods.

We may also share your health information, without your approval, in an emergency, when it is required by law or by public health authorities.

Does NHPRI need my approval before it shares my health information with others?

Except for the purposes listed above and those permitted or required by the government, NHPRI will not share your information without your written approval. Even when you have given your approval, you can change your mind as long as you do so in writing before we have shared your information.

What are my health information rights?

You have the right to:

- get a paper copy of this notice if you ask for it
- ask us to limit the way we share your information, although we are not required to agree to what you ask
- look at and get a copy of the health information we have about you, as provided by law
- ask us to change information we have about you in our member file. You must ask us in writing and tell us why you are asking for the change, although we are not required to agree to the change

- ask us to contact you in an alternative way. For example, you may ask us to contact you at work only
- take back your approval that we share your information. However, you can only do that if the information hasn't already been shared
- receive an accounting of when we shared your information, except if it was for payment, treatment or operations, or with your approval.

What are NHPRI's duties?

NHPRI is required to:

- keep your health information private
- provide you with this notice and follow the rules listed here
- let you know if we cannot agree to limit how we share your information
- agree to reasonable requests to contact you by alternative means or at alternative locations
- get your written approval to share your health information for reasons other than those listed above and permitted by law.

NHPRI reserves the right to change its privacy practices. If our practices change, we will revise this notice and send it to all NHPRI members. The new practices would apply to all of the health information we have, including the health information we already have about you.

What if I have questions or need help with this?

If you need help understanding this notice or you want to exercise any of your rights stated within this notice, please contact our Member Services Department at 1-800-963-1001.

What if I think NHPRI shared my information incorrectly?

You may complain to the NHPRI Privacy Officer by calling 1-800-963-1001 or writing to:

Privacy Officer
Neighborhood Health Plan of Rhode Island
299 Promenade Street
Providence, Rhode Island 02908

You also have the right to complain, in writing, to the Secretary of the United States Department of Health and Human Services. Please ask us if you need help doing that. Your benefits will not be affected if you make a complaint.