



long term care connection

Spring 2009

Things to Know

Member update

Here are some things for members of Mercy Care Plan (MCP) to know:

Part D copayments. MCP wants you to know that Arizona Health Care Cost Containment System is no longer paying Medicare Part D pharmacy copayments. If you have any questions, please go to our Web site at www.MercyCarePlan.com or call Mercy Care Member Services at **(602) 263-3000** or **(800) 624-3879**.

Privacy. MCP cares about your privacy. Our notice of privacy practices describes how we handle your health information and how we will keep that information private. It also explains your rights about your own health information.

You can find this privacy notice on the MCP Web site at www.MercyCarePlan.com,

or you can call Mercy Care Member Services for a copy. Mercy Care Member Services can be reached at **(602) 263-3000** or **(800) 624-3879**.



Where should you go for care?

When your doctor's office is closed, it may be hard to know where to go for care.

These lists can help you decide.

Emergency room. Call 911 or go to the emergency room if you think someone's life is in danger.

Signs of an emergency include:
 » Trouble breathing » Chest pain or pressure » Any sudden or severe pain » Fainting, sudden dizziness or weakness » Bleeding that can't be controlled » Severe vomiting or diarrhea » Coughing up blood » Suicidal feelings
 » Problems speaking

Urgent care center. This is the place to go when a problem isn't an emergency.

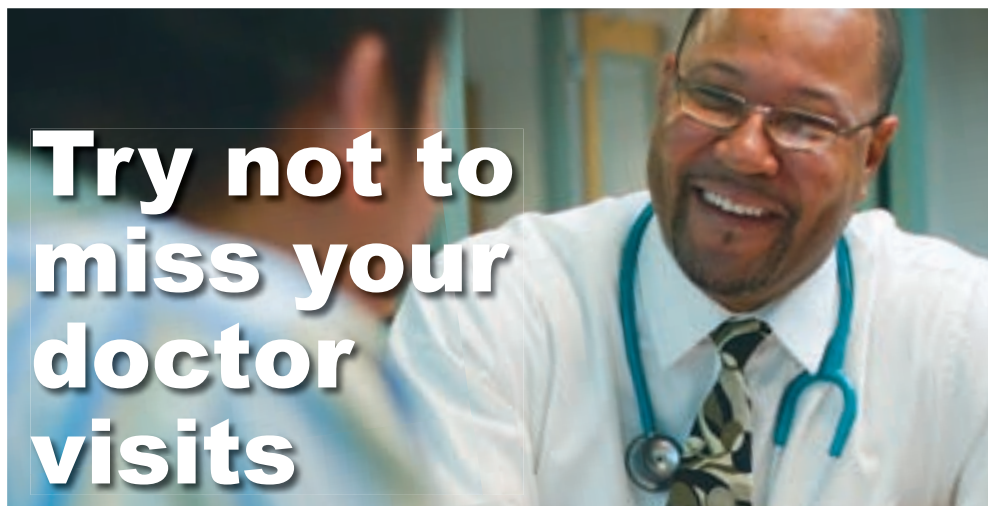
You might visit an urgent care center for: » Insect stings or animal bites » Minor cuts that need stitches » Fever » Flu
 » Earaches

To find an urgent care center:
 ■ Go to the Mercy Care Plan Web site, www.MercyCarePlan.com.
 ■ Look in your Mercy Care Plan Provider Directory.
 ■ Call Mercy Care Plan Member Services.

Source: American College of Emergency Physicians

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Try not to miss your doctor visits

It's one date you don't want to miss—your doctor visit. Getting all the checkups and screenings you need can help you stay healthy.

It may take awhile to set up a new appointment, so try not to miss these visits.

If you can't make it, call your doctor's office as soon as you can. This way, the office can set aside the time for another patient. And

they can set up a new time for you.

If you miss a visit and don't call your doctor's office, a doctor may decide not to see you again.

Have a calendar handy and mark appointments down as soon as you make them. That can help you remember when you have one scheduled.

So try to keep your visits, and try to show up on time. It's part of staying well.

Working with a case manager

A case manager can help you deal with special health needs. Your case manager will:

- Ask you about your health and any health problems you've had in the past
- Help decide what services and treatment you may need
- Look for services that are close to your home
- Find services that match your family's lifestyle and culture
- Review your treatment plan and make changes as needed
- Offer guidance and support

If you feel that your treatment plan isn't working or you'd like to change something, be sure to let your case manager know right away.

Source: U.S. Department of Health and Human Services

Ask 3 questions for better health

Getting better health care can be as easy as 1, 2, 3.

Don't be shy. Speak up for better health. One way to begin is by asking questions. Here are three easy questions to use with any health care provider: doctor, nurse, dentist, or pharmacist. Ask:

1. What is my main problem?

2. What do I need to do?
3. Why should I do this? (Also ask, "What will happen if I don't do this?")

Asking these questions can help you understand what you need to know.

For example, your doctor may say you have high blood pressure or diabetes. Asking the three questions will help you learn:

- How your condition harms

your health.

- How to reduce your risks.
- Why it's important to take action.

If you still don't understand something, ask more questions. Your doctor wants you to understand.



Source: Partnership for Clear Health Communication