

# HEALTH letter<sup>®</sup>

Visit us at [www.metroplus.org](http://www.metroplus.org)

You're #1 with us!

## BEAT SUMMER HEAT

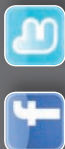
Take it easy when it's hot outside. Stay indoors at the hottest times of day. And follow these five tips to take care of yourself in the summer months:

1. **Before you go out** in the sun, put sunscreen on yourself and your kids. Apply it to hands, arms, face and back of the neck. Reapply it throughout the day.
2. **Wear light clothes** and a hat. Put on sunglasses.
3. **Drink water** even if you don't feel thirsty. But don't drink alcohol or caffeine.
4. **Eat small meals** that are easy to digest.
5. **Be a good neighbor.** Check on older people and people who don't have air conditioning.



**CALL CUSTOMER SERVICES** Everyone needs a physical exam every year. Make an appointment with your doctor right now. Call Customer Services if you need any help.

Find metroplushealth on



PRSR7 STD  
U.S. Postage Paid  
MHP Inc



160 Water St., 3rd Floor  
New York, NY 10038  
Phone: 1-800-303-9626  
[www.metroplus.org](http://www.metroplus.org)

MEN

## Remember

- ▶ Do you have trouble hearing? Please use a TTY machine to call Customer Services: **1-800-881-2812**.
- ▶ If you moved or have a new phone number, we need to know. Please call Customer Services: **1-800-303-9626**.
- ▶ Are you turning 65? MetroPlus offers several Medicare programs. Please call **1-866-986-0356** to learn more. You may be able to change from your current health insurance to Medicare very easily.



### Be a great mom even before you meet your baby.

Care before your baby is born is called “prenatal care.” Good prenatal care starts early. See the doctor if you even think you are pregnant. Your doctor will help you schedule regular prenatal appointments.

Mothers who do not get prenatal care may have small, sickly babies. Moms may also get ill.

you’ve been pregnant or how your other births went. Every appointment is important, so don’t miss any.

#### What Else Do You Need to Do?

Tell your doctor about any medicines or herbs you take. Stay away from insect spray and paint. If you smoke or drink alcohol, stop. If you have a cat, don’t change the litter.

#### Who Needs Prenatal Care?

Every woman needs regular prenatal care. It doesn’t matter how many times



## Keep Your Health Coverage

To stay on the MetroPlus path to good health, many members must recertify each year. You will need to complete forms and send them in. MetroPlus can help you every step of the way. Call Customer Services at **1-800-303-9626**.

**NEED SOME HELP?** MetroPlus wants to help you and your baby. Join our special program for moms, called MetroMom. You’ll get extra support and special help. Call MetroPlus Customer Services: **1-800-303-9626**.



.....  
MetroPlus Health Plan


BY GLENDON C. HENRY, M.D.


# Going Home From the Hospital

Glendon C. Henry, M.D., MetroPlus Associate Medical Director





It's great news when you learn you are ready to leave the hospital! To help you avoid going back, follow these tips:


 **Manage your medicines.** Tell your doctor what you took before you went to the hospital. Find out what you should stop taking. Get any new medicines right away. If you have new medicines, make sure you know how and when to take them.

 **Follow up with your doctor.** Be sure you have an appointment within two weeks after your hospital stay. If you

need help, call Customer Services at **1-800-303-9626** (TTY: **1-800-881-2812**).

 **Understand your illness.** Is it short-term or ongoing? What warning signs should you look out for? When should you call your doctor?

 **Be prepared.** Ask your doctor what to do to prevent getting sick again.

 **Get all information in writing.** This way, you can save it and look back at it.

MetroPlus wants to make it easy for you to move from the hospital to your home. Once you are home, your Case Manager will call you to see how we can help. You can also call to speak with a Case Manager if you have questions by calling the Customer Services number, **1-800-303-9626**.



## BACK-TO-SCHOOL REMINDER: The 504 Form

Does your child need to take medicine at school? Maybe your child has asthma or diabetes and needs medicine during the day? Then make sure the school nurse has the medicine.

Also, you'll need a 504 form. Your child's doctor must fill it out. The form gives the school nurse the OK to give your child the medicine. Your child's school needs the 504 form along with a small photo of your child before the school year starts.

To get the form, contact the school or download it from <http://schools.nyc.gov/Offices/Health/SchoolHealthForms/default.htm>.

# KEEP THIS UPDATE WITH YOUR MEMBER HANDBOOK

## Personal Care/Home Attendant Benefit

Effective **August 1, 2011**, MetroPlus will be providing the Personal Care/Home Attendant benefit. This service will be included as part of your Medicaid/HIV SNP benefit package. Your Personal Care/Home Attendant Benefit must be provided by an agency that has a contract with our plan.

## Personal Care/Home Attendant Services:

- Must be ordered by your Primary Care Provider (PCP).
- Must be medically necessary.
- Provide some or total assistance with personal hygiene, dressing and feeding, assisting in preparing meals and housekeeping.
- Services must be important to keeping you healthy and safe in your own home.

If you have any questions about this benefit, you can call the MetroPlus Health Plan Member Services Department at **1-800-303-9626**.



## What's to like about MetroPlus on Facebook?

When you "Like" us on Facebook, you can:

- View health-related events in your area.
- Get wellness tips every day.
- Watch videos of our doctors.

Go to [www.facebook.com/MetroPlusHealth](http://www.facebook.com/MetroPlusHealth).



## The MetroPlus Call Center: 1-800-303-9626

Our Call Center is open Monday through Saturday from 8 a.m. to 8 p.m. The Customer Service Representatives (CSRs) you talk with can handle any type of call. When you call, the CSR may ask for your first and last name, ID number, date of birth, address and telephone number so we are sure it is you. Protect your identity. Don't share your personal information with others, except in cases like when you're talking to our Call Center.

## The MetroPlus Team at Jacobi Medical Center

From left to right: John Mercado, Retention, Recertification Specialist; Pitrena Moseley, Marketing Enrollment Sales Representative; Audrey Wilson, Marketing, Enrollment Sales Representative; Euridice Vasquez, Network Relations, Customer Service Representative; Lydia Lucca, Network Relations, Care Coordinator; Maria Ocasio, Network Relations, Customer Service Representative; Soraya Terrero-Fana, Marketing, Enrollment Sales Representative; Tony Kurti, Marketing, Enrollment Sales Representative; and Bruce Waugaman, Network Relations, Associate Director

