



## When you need help, Medica is here



Struggling to pay a utility bill? Looking for high-quality child care? Need help finding a baby crib? Medica Social Service can help!

Medica Social Service can assist eligible members in finding:

- Child care
- Clothing
- Emergency financial assistance
- Family violence protection
- Food
- Furniture
- Shelter
- Translation assistance
- Baby supplies
- Utility bill payment assistance
- Women, Infants & Children (WIC) appointments

“We guide members to resources in the community that can help them,” says Shawn Griner, supervisor of Social Service at Medica. “If your electricity has been cut off or you need a baby crib, we will find the help you need.”



Medica Social Service team

Help is available in many languages, including:

- Hmong
- Russian
- Somali
- Spanish
- Vietnamese

### Call Social Service coordinators at:

Twin Cities metro **952-992-3535**

Toll-free **1-800-373-8335** (press option 4)

## Medical Emergency: Are you prepared?

An emergency can happen at any time. Don't be caught off guard. Be prepared. These tips can help you respond when you need to act quickly:

- ◆ Keep a list of emergency phone numbers next to every phone in your house or programmed into your cell phone.
- ◆ Teach your child how to call for help. Your child should be able to tell an operator the address where help is needed, a callback number and the type of emergency.
- ◆ Make sure your house or building number is visible from the street, day and night.
- ◆ In your wallet, keep an up-to-date list of your medications and dosages. You should also carry contact information (including phone numbers) for loved ones who should be called if you are ill or injured.
- ◆ Wear a bracelet or pendant that will inform emergency personnel of any chronic medical condition you have. Family members with chronic conditions should also wear a medical alert bracelet or pendant.

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## Another way to contact us

Do you have questions about your medical or prescription drug benefits, claims or member resources? Send us an e-mail message at [askmedica@medica.com](mailto:askmedica@medica.com). We will respond to your questions within one working day.

We also welcome your comments and suggestions. Or, you may call the Customer Service number on the back of your member ID card.

A NEW YEAR,  
A NEW YOU  
LET'S GET IT STARTED!



It's still early in the year. Where are your New Year's resolutions? This is the time of year when good intentions begin to give way to work, family and — let's face it — laziness. Here's how you can stay on the right track:

#### Re-examine your goals.

If you haven't stayed with your plan, you may have tried to do too much or been unprepared. Make a resolution you can live with and achieve.

#### Quit beating yourself up.

Very few people quit smoking on the first try or lose 40 pounds without slipping up. Come on, you're human. Give yourself a quick pep talk and try again.

#### Take one step today.

Think of one thing you can do — and **will do** today — to start yourself down a healthier path.

Have fun learning about exercise, weight loss and smoking cessation at [www.medica.com](http://www.medica.com)>Health and Wellness Resources by HealthForums.com.

Talk to your doctor before starting an exercise program or changing your diet, especially if you are pregnant, take medication or have other health concerns.

## Who pays the price for fraud? YOU DO!

Health care fraud usually occurs when a member or provider makes a false statement or misrepresents facts on a medical claim. Here are some examples:

- ★ Altering claim forms to obtain a higher payment
- ★ Billing for services that were not provided
- ★ Billing for unnecessary services
- ★ Forging prescriptions
- ★ Selling or lending a Medica member ID card to another person

### How fraud hurts you

Your health care dollars may be used to pay bogus health care claims. This results in higher premiums or copays for everyone.

**Fact:** Health care fraud costs U.S. consumers \$100 million every day.

*Source: National Health Care Anti-Fraud Association*

### How Medica fights fraud

Medica's Special Investigations Unit (SIU) works to prevent, identify and investigate health care fraud. **Since 1999, SIU has recovered and saved Medica members more than \$20 million.** Up to \$10 million more is saved each year with the correction of accidental billing errors.

### How you can help

- ★ Ask questions about the services you receive.
- ★ Be wary of offers for "free" health care services.
- ★ Keep informed about your health care benefits, and those not covered by your plan.
- ★ Protect your personal information.
- ★ Report suspicious activity to the Medica Fraud Hotline at **1-866-821-1331** or **952-992-2237**. For the Russian language fraud hotline, call **952-992-3893**. For the Somali language fraud hotline, call **952-992-3214**. For the Spanish language fraud hotline, call **952-992-4592**.



## ASK THE PHARMACIST



### Q: Can I get the flu from a flu shot?

**A:** No. The flu shot is made with a flu virus that has been killed. You cannot get the flu from a flu shot.

While we're setting the facts straight:

- ❖ It's not too late to get your flu shot this year. Flu season will continue for a few more months. Call your doctor to schedule your flu shot today.
- ❖ Flu shots are not just for children, older adults and people with chronic conditions. They're for anyone who wants to reduce his or her flu risk.
- ❖ If you get a flu shot and still get the flu, your symptoms will probably be milder than if you had not had a shot.

## Have your child tested for lead poisoning and get a \$30 gift card

Recently, a local couple sanded away lead-based paint from the walls of their house. Their baby was in another room while they worked. But the baby still breathed in lead dust from the paint. Now the baby has developmental disabilities that will last his entire life.

This is one of many real stories about children who suffer from lead poisoning. Lead can also damage the kidneys and nervous system. It can cause mental retardation, coma and even death.

### Protect your child from lead poisoning, from such things as:

- ◆ Eating paint chips
- ◆ Breathing paint dust
- ◆ Putting dusty or dirty hands/objects into his or her mouth
- ◆ Chewing on toys or keys that may contain lead



Medica works with the Sustainable Resources Center to provide blood lead testing for children 9-30 months old. A mobile van that brings testing to local communities features “Leadie Eddie.” He is a character who shares lead-safe messages (see above).

You may qualify for a \$30 Target® GiftCard when your baby (ages 9-30 months) completes a blood lead test. Call Medica Customer Service today.

Your child should be tested for lead poisoning at age 12 months and again at age 24 months. This test is part of a complete Child & Teen Checkups. You pay nothing for the test. Call your clinic today to schedule a C&TC screening for your child.

## No longer a ‘kid’? Your child still needs Child & Teen Checkups

Kids grow up fast. Help yours grow up healthy, too. Make sure your child continues to have Child & Teen Checkups (C&TC) until age 20.

**Children** need to have a C&TC screening at each of these ages:

- ✓ 0-1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and 24 months
- ✓ 3, 4, 5, 6, 8, 10 and 12 years

**Teens** need to have a C&TC screening at each of these ages:

- ✓ 14, 16, 18 and 20 years

The C&TC screening lets the doctor examine your child when he or she is not sick. During a C&TC screening, a doctor or nurse will perform routine tests, such as checking your child’s vision, hearing and blood pressure.

Call your child’s clinic today and schedule a visit. Tell them, “My child needs a Child & Teen Checkups screening.”

*For help finding a doctor or clinic, call Medica CallLink® at 1-866-715-0915.*

**Tip:** Call Customer Service to find out if you are eligible for a gift card when your child receives a complete C&TC screening.

## DON'T WASTE YOUR TIME

Many places provide health care services — clinics, urgent care centers and emergency rooms. It’s important to know what services each of these places can provide.

A **primary care clinic** offers basic health care when you are well or sick — from routine physicals to treating the flu. If you are sick when your clinic is closed, call an urgent care center.

**Urgent care centers** treat conditions that need prompt attention to stop them from getting worse. Most are open when your clinic is closed and on weekends. Some conditions that may need urgent care:

- ▣ Earaches
- ▣ Colds
- ▣ Pinkeye

**Emergency rooms** provide care for conditions that need treatment right away. Otherwise, these conditions could cause serious harm, continuing severe pain or death. Some conditions that need emergency care:

- ▣ Bleeding that won’t stop
- ▣ Breathing difficulty
- ▣ Broken bone
- ▣ Chest pain (possible heart attack)
- ▣ High fever
- ▣ Thoughts of hurting yourself or others

**Tip:** Medica’s CallLink® nurses can help you decide what kind of care you need 24 hours a day. Call 1-866-715-0915.

A, B, C, D, K?

SIX FACTS TO KNOW  
ABOUT VITAMINS

1. Most people do not need vitamin supplements. Your doctor may recommend a supplement if you have a particular medical condition or follow a restricted diet.
2. Your vitamin needs may change. For example, women should start taking a daily folic acid supplement **before** becoming pregnant. This may reduce the risk of birth defects.
3. Vitamin pills are not a substitute for a balanced diet. A balanced diet is the best way to get the nutrients your body needs.
4. More may not be better. Certain vitamins may be harmful if you get too much of them.
5. Do not start taking a vitamin supplement without telling your doctor first.
6. Sometimes calcium supplements are recommended for teenage girls to prevent osteoporosis from occurring later in life.

## Ten tips for flu protection

1. **MOST IMPORTANT:** Get a flu shot every year! It's not too late: Flu season may not peak until March. Getting a flu shot now can help you stay flu free. Call your doctor or clinic today.
2. Wash your hands with soap and warm water often.
3. Keep a bottle of alcohol-based hand sanitizer to use when you can't wash your hands.
4. When you cough or sneeze, cover your mouth and nose with a tissue. Then throw the tissue away.
5. No tissues? Use the inside of your elbow — not your hands.
6. Keep your hands away from your face. When you touch your eyes, nose or mouth, you could infect yourself with flu virus.
7. Avoid people who are sick.
8. Keep your body ready to fight flu: Get plenty of sleep. Eat healthy foods. Exercise regularly. Manage your stress.
9. If you start to feel sick, stay at home and rest. Do not go anywhere.
10. Do not send a sick child to school or day care.



**Fact:** Flu shots are especially important for pregnant women, young children (ages 6-9 months) and people who have chronic health problems, such as diabetes or HIV.

## NEWS TO MAKE YOUR BODY HAPPY

**Alcohol**

A new study says that having more than three alcoholic drinks per day boosts a woman's breast cancer risk by 30 percent. That is about the same increase as smoking a pack of cigarettes or more each day. The risk is the same whether the woman drinks wine, beer or liquor.

Source: *European Cancer Conference*

**Family harmony**

Harmony at home is good for your health. Arguing with those close to your heart can be bad for your heart. British researchers found that "negative close relationships" may raise a person's risk for cardiovascular disease by as much as one-third. The risk appeared to be the same no matter what the person's gender or social status.

Source: *Archives of Internal Medicine*

**One puff**

Taking the first puff of a cigarette may be enough to turn a teenager into a smoker. Researchers interviewed more than 200 U.S. sixth-graders. About one-third of the young participants said their first cigarette made them feel relaxed. Two-thirds of those children became smokers.

Source: *Pediatrics*

## Keep your benefits in mind

Your health plan benefits cover more than just visits to the doctor. Medica Choice Care<sup>SM</sup> and Medica MinnesotaCare members also have these services:

- **Medica Behavioral Health\*** can help you find a provider for a mental health or substance abuse problem. Call **1-800-848-8327** or TTY **1-800-543-7162**.
- **Medica CallLink® nurse line** lets you talk to a registered nurse anytime. Ask questions, learn about taking care of yourself or get help finding a provider for a health problem. Call **1-866-715-0915** or TTY **1-800-855-2880** (ask for **1-866-715-0915**).
- **Disease management programs** help you manage chronic diseases such as diabetes, asthma or other health conditions. Call **952-992-8460** or **1-888-365-8240**.
- **Stop smoking benefits** include phone-based coaching support and nicotine replacement therapy at no cost to you. Call **1-800-934-4824**.
- **Language Lines and Interpreter Services** allow you to speak to someone in your own language. Call **952-992-2292** or **1-800-601-1805** (see page 8 for additional Language Line phone numbers).
- **The Way to Better Health<sup>SM</sup>** lets you earn gift cards for completing needed health care appointments, such as breast cancer screenings and Child & Teen Checkups. Call **952-992-2322** or **1-800-601-1805**.

**Fact:** Medica has contracts with 96 percent of all health care providers in Minnesota. You can choose your own doctor and other providers without a referral.

*\* United Behavioral Health manages the Medica Behavioral Health Program*

## Provide-A-Ride helps those who need it

Medica Provide-A-Ride<sup>SM</sup> can help Medica Choice Care members who have no other way to get to:

- ❖ Medical visits
- ❖ Dentist appointments
- ❖ Mental health and substance abuse services

You may receive free passes for public transportation to and from such visits. The program may also help you if:

- ❖ You do not have public transportation in your area
- ❖ Your health does not allow you to use public transportation

Call Medica at least five days before your next doctor visit to see if you qualify.



## BUZZWORDS



### Behavioral health care

Services that help you cope with mental illness or substance abuse.

*Behavioral health care* can help you with problems such as stress or alcohol abuse.

### Benefits

The services that are covered as part of your health plan membership. Your coverage *benefits* may include behavioral health care and case management.

## NEW SERVICES NOW OFFERED

Are you a member of Minnesota Medical Assistance? Sixty-five years or older? Reside outside the Twin Cities metro area? If so, effective January 1, 2008, you became eligible for additional services through the Minnesota Senior Care Plus Program.

You do not have to do anything to be eligible for these additional services.

### The Minnesota Senior Care Plus program:

- Offers services that may help you stay in your community instead of moving to a nursing facility (Elderly Waiver Services or Home and Community Based Services)
- Pays for up to 180 days of nursing home care if you need it. If you need to stay in the nursing home longer than 180 days, the state will pay the rest of the cost.

**Already receiving Elderly Waiver Services?** Your service will continue.

**Not receiving Elderly Waiver Services?** If you need services to help you stay in your home, contact Medica. Also, Medica may be able to help if you live in a nursing home and may be able to return to your home community.

More information will arrive in your mail soon. Or call Medica at **1-800-373-8335**.

## Make yourself and your baby healthier

- Look, feel and sleep better.
- Experience childbirth with less pain and tiredness.
- Recover faster after having your baby.
- Give your baby a healthier start in life.

These are some of the benefits you may enjoy by keeping active while pregnant.

However, do not run or do overly tiring activities when you are pregnant. Instead, try gentle exercises. Walk around your neighborhood. Activities such as these strengthen the muscles in your tummy and back. This helps relieve aches and pains you may feel.

**Note:** Always check with your doctor before you start any kind of exercise routine. This is very important when you are pregnant.

### Best for Baby & Me

Earn up to \$80 in Target® GiftCards when you attend your prenatal and postnatal health care visits. Call Medica Customer Service to learn more.

**Medica's Healthy Pregnancy Program** has nurses to help members through high-risk pregnancies. The nurses answer questions, address concerns, provide education and help members find resources in the community. To learn more, call **952-992-3390** or toll-free **1-888-992-3875**.



## Luke D. Loon's Kids' Stuff Winter is for the birds!

Stuck inside on a cold day? Try this fun activity.

1. Get a clean, empty milk container.
2. Use a black marker to draw a large hole on the side of the container.
3. **Important:** Ask your mom or dad to cut out the hole.
4. Tie a piece of rope through the handle.
5. Fill the container with birdseed.
6. Ask your mom or dad to tie the container to a tree limb near a window.
7. Go back inside and watch!

Make a game of counting how many kinds of birds you see. Or draw a picture of the birds to thank your mom and dad for their help.

## Stay healthy — and earn gift cards

Sometimes, all you need is a little extra push.

Take the story of Therese, a Medica member and mom from Minneapolis. She knew it was time to have a mammogram. But she kept putting it off. “I’ll go,” she told herself, “just not right now.”

One day, Therese received a letter from the **Way to Better Health**<sup>SM</sup> program. It said she could receive a \$15 gift card for having a mammogram.

“Most parents are very good at taking their kids to the doctor for checkups. But we are not very good at taking care of ourselves,” Therese says. “The letter from Medica stayed on my desk for about two months. Then one day, I thought: Go for it.”

She called and scheduled breast and cervical cancer screenings. Everything checked out fine, and she received a \$15 gift card for each test. “That was like frosting on the cake,” Therese says.

“I really appreciate The Way to Better Health. It gave me peace of mind about my health. Plus, it gave me money for some groceries and birthday presents.”

The Way to Better Health focuses on prevention and a healthy lifestyle for you and your family. Medica Choice Care<sup>SM</sup> and Medica MinnesotaCare members are eligible. Call **952-992-2322** or **1-800-601-1805**.

## Coping with depression on the job

Depression can affect every part of your life, including your job. It can make you miss days of work or be less productive when you are at work. It may even increase your risk for injury on the job.



### Signs of depression

- › Crying a lot
- › Feeling sad
- › Losing interest in hobbies and other favorite activities
- › Eating too much or not enough
- › Sleeping too much or not enough
- › Feeling tired all the time
- › Feeling anxious, hopeless or easily irritated
- › Having trouble concentrating or remembering
- › Thinking of hurting yourself

### Get help

Coping with a mental health problem on the job? Medica’s **Stay Well, Stay Working** program can help. Call Medica to learn more.

### Other helpful resources:

- › Your doctor or clinic
- › National Alliance for the Mentally Ill: **1-800-950-NAMI**
- › National Institute of Mental Health’s Depression Awareness Recognition and Treatment Program: **1-800-421-4211**

## ASK MEDICA CUSTOMER SERVICE

### **Q: I don’t understand my health plan benefits. How do I know what is covered?**

**A:** There are two good resources to help you better understand your Medica health plan benefits:

1. Look at your coverage documents — your Certificate of Coverage contains a lot of important information about your benefits. Yes, it is a big document. No, you do not have to read it cover to cover. Try scanning through it until you find the information you need.
  2. Visit us online at **www.medica.com** — from the home page, click on the *Members* link near the top of the page. Then click on the *Minnesota Health Care Programs* link. You will see a page that lists many of your benefits.
- Still need help? Call Medica Customer Service at the number on the back of your member ID card.

**Customer Service**

Metro: **952-992-2322** Regional: **1-800-373-8335**.  
 TTY lines: **952-992-2357** (metro), **1-800-234-8819** (regional).

**Medica CallLink® Nurse Line**

To speak with a nurse or to get a physician referral, call our Medica CallLink nurse line **1-866-715-0915**. Hearing-impaired callers (metro and regional), please call the National Relay Center at **1-800-855-2880** and request Medica CallLink at **1-866-715-0915**.

**Medica’s Fraud Hotline (24 hours, 7 days a week)**

English language fraud hotline **952-992-2237**.  
 For the Russian language fraud hotline, call **952-992-3893**.  
 For the Somali language fraud hotline, call **952-992-3214**.  
 For the Spanish language fraud hotline, call **952-992-4592**.  
 Regional: **1-866-821-1331** (all languages).

**Disease Management**

For help with diabetes or childhood asthma, call Medica Common Disease Management<sup>SM</sup> at **952-992-8460** or **1-888-365-8240**. For Medica Rare Disease Management<sup>SM</sup> call **1-866-217-2919**.

**Delta Dental**

Metro: **651-406-5916** Regional: **1-800-459-8574**.  
 TTY lines: **651-406-5915** or **1-800-916-9514**.

**Medica Behavioral Health**

To find a mental health or substance abuse provider, please call Medica Behavioral Health at **1-800-848-8327** or TTY **1-800-543-7162**.

Visit us on the Internet at [www.medica.com](http://www.medica.com)

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Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamadda macluumaadkani, wac Medica: 952-992-2260.

1-800-373-8335: Medica ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فتصل بالرقم

Внимание: Если Вам нужна бесплатная помощь в переводе этой информации, позвоните по следующему телефону: Medica: 952-992-2294.

ລະມັດ: ຖ້າທ່ານຕ້ອງການ ການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມດ້ວຍກາງໂທລະສັບ, ຈົ່ງໂທຫາ Medica: 1-800-373-8335.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame a Medica: 952-992-2297.

ត្រូវបានជំនាញ: បើអ្នកចង់បានជំនួយកម្រៃឥតគិតថ្លៃ ដោយមិនគិតថ្លៃ សូមទូរស័ព្ទទៅ Medica: 1-800-373-8335.

Chú Ý. Nếu quý vị cần dịch thông-tin này miễn phí, xin gọi Medica: 952-992-2295.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu Medica: 952-992-2296.

Pažnja. Ako vam je potrebna besplatna pomoc za prevod ove informacije, nazovite Medica: 1-800-373-8335.

Hubaddhu. Yo akka odeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, bilbila kana bilbili Medica: 1-800-373-8335.

*Attention. If you want free help translating this information, call 1-800-373-8335. This information is available to people with disabilities by calling 952-992-2322 (voice), or 1-800-373-8335 (toll free), or 952-992-2357, or 1-800-234-8819 (TTY), or 711, or through the Minnesota Relay at 1-877-627-3848 (speech to speech relay service).*

**It's Your Health™**  
**MEDICA®**

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PRESORTED  
 STANDARD  
 US POSTAGE  
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 FMC  
 33069

DID YOU KNOW?



> 1978

The year that the sale of lead-based paint was banned (see page 3).

*Source: Consumer Product Safety Commission*

> 13

Number of essential vitamins you should get through your diet (see page 4).

*Source: National Library of Medicine and National Institutes of Health*

> 5%-20%

Percentage of U.S. residents who get the flu each year (see page 4).

*Source: National Institute of Allergy and Infectious Diseases*