



Missouri CareSM
AN AETNA HEALTH PLAN

www.missouricare.com

your family's HEALTH

Winter 2011

Exercise: A family affair

Regular exercise promotes weight control, disease prevention and heart health. People of all ages and body types can benefit.

But many of us don't get the exercise we should. If you need help staying active, consider making exercise a family affair.

Here are a few ideas:

- Start small. Begin with activities everyone is willing to try. For example, get the whole family together for a walk after dinner. Or plan to walk to school with your kids a couple of times each week.
- Take control. Set limits on screen time. Fewer hours spent with the TV, computer

or video games frees up time for more active pursuits. Two hours—or less—a day is a good goal.

- Learn something new. Ask your kids to show you how to play their favorite game or sport. Or teach them a game you enjoyed as a kid.
- Share chores. Get the kids to help with yard work, washing the car, working in the garden or cleaning the house. These jobs have to get done anyway, and they can be good exercise for everyone.
- Have fun. Plan a weekend hike or bike ride with the kids. Organize a family softball or basketball game. Take everyone to the park. Set aside time to visit the zoo or a local pool.

Exercising as a family not only helps you stay fit, it also teaches your kids an important way to stay healthy.

Sources: National Institutes of Health; U.S. Department of Health and Human Services

Missouri Care's Be Fit program

Missouri Care is reaching out to elementary schools across the state to help children learn more about exercise and eating healthy in an effort to decrease the rate of childhood obesity. It is our belief that this education about health should start at school and in the home. Missouri Care will provide education to these schools to help raise awareness about obesity in our children.

To learn more about the Be Fit program provided by Missouri Care, please call Customer Service at **1-800-322-6027** or visit our website at **www.missouricare.com**.

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Balance billing

Missouri Care will pay for all covered MO HealthNet Managed Care services. You should not be getting a bill if the medical service you received is a covered MO HealthNet Managed Care benefit. If you choose to pay for a service, you must agree in writing that you will be responsible for the payment before getting the service.

You will not have to pay for covered health care services even if:

- The state does not pay your MO HealthNet Managed Care health plan.
- Your MO HealthNet Managed Care health plan does not pay your provider.
- Your provider's bill is more than your MO HealthNet Managed Care health plan will pay.

- Your MO HealthNet Managed Care health plan cannot pay its bills.

You may have to pay for services you get if:

- You go to another health care provider (HCP) without a referral from your PCP.
- You choose to get medical services that are not covered by MO HealthNet Managed Care.
- You go to a provider that is not a Missouri Care provider without prior approval.

If you get a bill, please contact Customer Service at **1-800-322-6027**.

When to call your child's health care provider

In an emergency, a few minutes can mean the difference between life and death.

So always call 911 if your child is seriously injured or sick.

You can call your child's HCP to find out if your child needs to be seen. But always call 911 in an emergency.

But for less urgent situations, you can call to find out if your child needs to be seen.

You should call your child's health care provider (HCP) if your child:

- Has a rash, especially if there is a fever too.
- Develops a cough that does not get better in several days.
- Has diarrhea and vomiting that last for more than a few hours.
- Has a cut that might need stitches.
- Has problems walking or moving.
- Has pain that gets worse.

- Has blood in his or her urine.

If your child is under 1 year old, talk to your child's HCP about when you might need to call.

Source: American Academy of Pediatrics





Case management

No-cost services for members

Missouri Care offers case management services at no cost to its members. Case management includes locating providers and community resources in your area, reminding you of upcoming appointments, assisting you with prescriptions and transportation, providing education about your illness, and helping you talk with your health care provider (HCP).

Children who have more medical, behavioral health or educational needs than other children their age can get special help if they are in a case management program.

Missouri Care also supports pregnant women with a special program to help them stay healthy and make sure they get the health care services they need. If you are pregnant, tell Missouri Care about your pregnancy right away so you can benefit from the maternity case management program.

If you or your child has a special need or if you are pregnant, call Customer Service at **1-800-322-6027**.

If you need transportation to or from your medical or behavioral health appointments, call MTM Transportation at **1-800-695-5791** at least three days before your appointment to schedule a ride. All members of your family who have Missouri Care can use this service. MTM also offers gas reimbursement if you provide your own transportation to appointments. Please call MTM at the above number to find out more.

Missouri Care also offers a crisis hotline for members who are depressed and need someone to talk to. Talk to a counselor anytime, day or night, by calling **1-800-889-4073**. There is no cost for this service.

Here's to a healthy smile

Want to hang on to a healthy smile? Good habits are hard to beat.

Regular brushing and flossing helps remove plaque. This sticky stuff builds up on teeth and causes cavities. It can even lead to gum disease and loose teeth.

To help make sure those pearly whites last:

- Brush at least twice a day. Use a soft brush and fluoride paste. Buy a new brush every three months.
- Floss between teeth every day to remove plaque your brush can't reach.
- Eat a variety of healthy foods and limit snacks; go easy on sweets and sugary drinks.

It's just as important to see your dentist regularly for checkups and cleanings. In between visits, report any tooth or mouth problems right away. If you smoke or chew tobacco, ask for help with quitting.

Sources: American Dental Association; National Health Information Center

CANCER TREATMENT

You can look good, feel better

Some people feel better when they look their best. This is true even for those going through cancer treatment and recovery.

If that's you, check out a no-cost program called "Look Good ... Feel Better."

Women with cancer can find tips on:

- Makeup.
- Skin care.
- Nail care.



There are also ideas for how to deal with hair loss. This can help with hair loss during treatments such as:

- Chemotherapy.
- Radiation.

The program also has services for teens and men.

Source: American Cancer Society

Do you have diabetes?

Diabetes touches almost every part of your life. It is a serious, lifelong disease, but there is a lot you can do to protect your health. Make an appointment with your health care provider (HCP) today to talk about ways to control diabetes.

Diabetes can cause health problems over time. It can hurt your eyes, your kidneys and your nerves. Diabetes in pregnancy

can cause special problems.

Many of these problems don't have to happen. **You** can do a lot to prevent them.

Control your blood sugar. Many problems such as eye disease, kidney disease, heart disease, nerve damage and serious foot problems can be prevented or slowed by keeping your blood sugar level close to normal. To be sure your levels are good, you need to see your HCP for lab work at least once a year.

Because diabetes can affect your eyesight, a **yearly diabetes eye exam is a covered medical benefit**. You do not need a referral from your PCP to see a Missouri Care eye care provider for your eye exam. Make your appointment today!

To learn more about your benefits or for help finding eye care providers, call Customer Service at **1-800-322-6027** or visit our website at **www.missouricare.com**.



To learn more,
call **1-800-395-5665**.
You can also go to
**[www.lookgood
feelbetter.org](http://www.lookgoodfeelbetter.org)**.

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YOUR FAMILY'S HEALTH is published as a community service for the friends and patrons of MISSOURI CARE HEALTH PLAN, 2404 Forum Blvd., Columbia, MO 65203, 1-800-322-6027.

This newsletter is general health information and should not replace care you get from your health care provider. It is not meant to replace advice you get from your health care provider. The plan does not provide health care; you must receive health care from your health care provider. Always ask your health care provider for information about your own health care needs. Models may be used in photos and illustrations.

Important Missouri Care Phone Numbers

Customer Service	1-800-322-6027
MTM Transportation	1-800-695-5791
Informed Health Line	1-800-556-1555 (24-hour nurse advice line)
Behavioral Health	1-800-889-4073

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