Case Management

When it comes to your diagnosis, no single test provides all the answers for your doctor. Laboratory (lab) tests need to be considered along with other tests, exams and reports as well as your overall health. Lab results can help you to better understand your diagnosis. Once you understand this, you can be a key player with your doctor in your treatment decisions.

Before you have any lab tests done, let your doctor know if you have any allergies (medicines, latex, numbing agents) as well as any fears you may have like a fear of needles or blood. Lab results can be affected by many factors such as age, food, exercise, medicines (including vitamins and herbals), and other health conditions. Your doctor needs to know this information before your lab test.

It is also important for you to ask questions. For example, if you don’t know what a word means or instructions given to you, ask your doctor. You should know what the test is for, why the test is important, how to prepare for the test, as well as the testing date, time and location. Ask how long it should take to receive the results and if you can have a copy of the results for your records. Remember if you are seeing a specialist, you may want to request that a copy also be sent to your Primary Care Physician (PCP).

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Mammogram Services:

America’s 1st Choice provides many preventive health benefits that can help you stay healthy. Yearly mammogram screening tests are one type of preventative benefit. Mammograms are simple x-rays that can detect breast cancer at an early stage. Mammograms can identify early breast changes in women who have no other signs or symptoms of breast cancer. These tests can also identify lumps that are too small to be detected in other ways. As a part of America’s 1st Choice preventive health benefits, there is no cost to you for the screening test. Other Services performed at the same time (i.e. laboratory services, provider visits, surgical services) may have a member cost share.

Many women have fears or concerns about mammograms. Facilities that perform this test have experienced female staff members who will make it as comfortable and easy as possible. If you have questions about getting a mammogram, talk with your doctor.

To find a facility that performs mammograms, ask your doctor or call Member Services at 1-866-321-3947. Your doctor can help schedule a mammogram or give you a referral to a convenient place to get the test. If you need assistance locating a provider, one of our experienced Member Services representatives can assist. We want to make sure all of our members have their breast cancer screening. This preventative health benefit may assist in identifying problems early, so they can be treated and so you can be there for your family later.

Case Management...

Continued on page 1

After you are notified, you can make an appointment with your doctor to discuss the results further. Ask what the results mean and how they will affect the next steps in your treatment plan. You may need to have your test repeated or have other tests done. No matter your age, it is easy to forget what the doctor says. You may want to ask someone to come with you to ask questions, listen and give support. It is okay to take notes, ask questions and call or email if you remember something you may want to ask after your visit. Consider keeping a file folder of your test results and keep them and your other health information together. Keeping lab results in order by date helps you to see changes in your health as well as saves time. You can look at this folder when talking to your doctor which helps you to be more knowledgeable about your health condition. By understanding your results, you become an active partner in your health care.

Discharge Preparation Checklist:

Patients, family, caregivers, and medical staff all play roles in supporting your health after discharge. While you are in the hospital, nursing home, rehabilitation or other facility, your doctors and nurses will help you plan for when you leave. It is important that you and your support person, whether a family member or friend, participate in the process. You need to understand what is expected of you after you leave the facility and what type of support you will need, such as home health visits or a walker. Ask any questions you may have about your follow-up care before you leave the facility to avoid any confusion. Understanding the care process for your condition might help you avoid problems down the road.

1. Check where you are going when you leave the facility and what to expect when you arrive.
2. Let family members and support persons know that you are leaving the facility and what you may need once you leave, such as grocery shopping and filling your prescriptions.

3. Make sure you have the name and phone number of who you should get in touch with in case there is a problem during your transfer or discharge.

4. Ask any questions you may have about your medicine (why you take them, when to take them, and side effects) before you leave the facility. Making sure you understand why taking your medicine is important. Also, let the discharge planner know if you can’t pay for your medicine or can’t get to the pharmacy.

5. Understand what you should look for in order to tell if your condition is getting worse. It is important to find out what to do or who to call when these signs or symptoms occur. Your doctor should be made aware of any problems.

6. Ask about any task you may need to perform when discharged and how to do them, such as cleaning wounds or changing bandages. Also, find out what will happen if you don’t do them. Let the discharge planner know if you do not feel you will be able to perform these tasks on your own and if you think you will need help.

7. If you are going directly home, make a follow-up appointment with your doctor as instructed and make sure you have a way to get to the appointment. Take your discharge paperwork with you to the visit.

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**MinuteClinic**, the walk-in medical clinic inside select CVS/pharmacy stores, is a participating provider with America’s 1st Choice. As an in-network provider, MinuteClinic increases access to health care for America’s 1st Choice Medicare Members. MinuteClinic walk-in medical clinics are staffed by nurse practitioners and physician assistants who provide treatment for common family illnesses, injuries and skin conditions and offer vaccinations, screenings and other wellness services.

**MinuteClinic practitioners can:**
- diagnose, treat, and write prescriptions (when clinically appropriate) for common family illnesses such as strep throat, bladder infections, pink eye, and infections of the ears, nose, and throat;
- provide common vaccinations for flu, pneumonia, pertussis, and hepatitis, among others;
- treat minor wounds, abrasions, joint sprains, and skin conditions such as poison ivy, ringworm, and acne;
- provide a wide range of wellness services, physicals, smoking cessation, and TB testing; and
- offer routine lab tests, instant results, and education for those with diabetes, high cholesterol, high blood pressure, or asthma.

MinuteClinic is open seven days a week, including evenings and weekends. No appointment is necessary and MinuteClinic now accepts America’s 1st Choice insurance for most services! For more information or to find a location near you, please visit: [www.minuteclinic.com](http://www.minuteclinic.com) or call 866-389-ASAP (2727).

For a full list of other providers available to you in your area, consult your America’s 1st Choice Provider Directory.
Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. According to state and federal laws, you have the right to decide how you are medically treated if you are in this situation. These laws ensure that your personal wishes will be respected even if you are too sick to make your wishes known. In order to prepare for these situations in advance, you can express your wishes in a legal document called an “advance directive.”

There are three common types of advance directives: a living will, a health care surrogate, and anatomical donation.

- A Living Will is your set of personal instructions about your medical care and treatment. A Living Will lets your doctor and family know what kind of medical care you want or do not want if you are very ill and cannot express your wishes.

- A Health Care Surrogate is someone who you choose to make medical decisions for you in case you are not able to communicate your own choices. A health care surrogate should be someone you trust to make choices on your behalf.

- An Anatomical Donation is a document that indicates your wish to donate all or part of your body at death. This can be an organ and tissue donation to persons in need. This can also be a donation of your body for education and research. You can indicate your choice to be an organ donor by designating it on your driver’s license or state identification card. You can also fill out a uniform donor form or express your wish in a living will.

Remember, it is your choice whether or not to file an advance directive. Your Health Plan does not discriminate against you based on whether or not you have signed an advance directive. If you do choose to have an advance directive, follow these simple steps:

1. Get the form.
   - There are many places to get advance directives forms. We have included many resources below where you can locate the appropriate forms.

2. Decide what your wishes are and discuss with appropriate people.
   - Be sure to ask your intended health care surrogate if they agree to take on this responsibility. Make sure to discuss with them how you would like matters handled.

3. Fill it out, sign it, and file it.
   - Remember this is a legal document. You may want to consult your attorney for assistance. Some states have a registry where you can file your advance directives. Consult the resources below for more information.

4. Give copies to the appropriate people.
   - Make sure that your health care provider, attorney, and the significant persons in your life know that you have an advance directive and where it is located. You may want to give them a copy as well.

5. Keep it safe.
   - Set up a file where you can keep a copy of your advance directive and other important paperwork. Some people keep original papers in a bank safety deposit box. You may also want to keep copies at your house or information concerning the location of your safety deposit box.

   - Keep a card or note in your purse or wallet that states that you have an advance directive and where it is located.

6. Keep it up-to-date.
   - If you change your advance directive, make sure your health care provider, attorney and the significant persons in your life have the latest copy

Resources
For more information about advance directives or to access Advance Directive forms, visit the following resources:

- **Aging with Dignity**
  - Website: [www.agingwithdignity.org](http://www.agingwithdignity.org)
  - Phone: (888) 594-7437
  This organization has a document called Five Wishes. This document allows you to express how you want to be treated if you are seriously ill and unable to speak for yourself. This document meets the legal requirements of an Advance Directive in both North and South Carolina and most other states.

- **Caring Connections**
  - Website: [www.caringinfo.org](http://www.caringinfo.org)
  - Phone: (800) 658-8898
  Caring Connections is a program of the National Hospice and Palliative Care Organization (NHPCO). This organization works to improve care at the end of life. Their website provides many resources for planning ahead. You can also download your state-specific Advance Directives.

- **American Association of Retired Persons (AARP)**
  - Website: [www.aarp.org](http://www.aarp.org) (type “advance directives” to search)
  This website offers several helpful articles about future planning.

- **North Carolina Division of Aging and Adult Services**
  - Website: [http://www.ncdhhs.gov/aging/direct.htm](http://www.ncdhhs.gov/aging/direct.htm)
  This state website provides helpful information on state-specific advance directives and the North Carolina state law on advance directives. It also offers links to the Advance Directives State Registry, helpful forms, and brochures.

- **North Carolina Advance Health Care Directive Registry**
  - Website: [http://www.secretary.state.nc.us/ahcdr](http://www.secretary.state.nc.us/ahcdr)
  The NC Department of the Secretary of State maintains this state registry of Healthcare Advance Directives forms. The website also offers Advance Directive forms, Organ Donor Card form, and Advance Directive FAQs.

- **South Carolina Lieutenant Governor’s Office on Aging**
  - Website: [http://aging.sc.gov/](http://aging.sc.gov/)
  - Phone: (800) 868-9095
  This website helps educate people about some common legal issues relevant to the aging population, such as living wills and power of attorney. They also provide legal forms in English and Spanish as well as informational brochures about Advance Directives.

- **Donate Life South Carolina**
  - Website: [http://www.donatelifesc.org/](http://www.donatelifesc.org/)
  This site offers information on organ and tissue donation as well as the option to register as a donor. You can also register to become a donor at any SC Department of Motor Vehicles office or at: [www.SCDMV.org](http://www.SCDMV.org).

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FEBRUARY 2013

America’s 1st Choice - Member Newsletter
Your doctors and other health care staff work hard to keep you safe from medication errors. In order to avoid a risky medication interaction, you must make sure your doctors and pharmacists know all of the medications you take. We recommend that you make a medication list. This list can make a big difference in how well your doctors and other providers can help you stay safe.

Making your own Medication List is easy!
Just follow these simple steps:

**STEP 1**
Make a list of all the medicines you take, including prescriptions and over the counter medications. You don’t need to have a special list — you could use a notebook, a journal, or create a special document.

**STEP 2**
For each medicine you take, you should note the following details:
- Name of medication
- How much do you take?
- How often do you take it?
- Should you take it at a specific time?
- Should you take it with food or not?
- What is it for?
- When did you start taking it?

**Medication Management Tip:**
Use a weekly pill organizer to keep track of your daily doses. Medicine organizers are a useful tool when taking multiple medications on a daily basis. Simply take time at the beginning of the week to stock the pillbox. Then all week long you won’t have to worry about trying to remember if you have taken a dose or not.

Let your doctors and other health care providers know about your medications. Bring your list with you when you see your doctor, go to the hospital, and when you pick up prescriptions at the pharmacy. It may also be wise to bring the actual medications to your check-ups with your doctor so they can alert you of any potential problems.

If you already have a medication list, make sure to spend some time updating it for the year.

**Understanding Blood Pressure**

Are you confused about what all those numbers mean when you get your blood pressure tested? Here is an easy guide to help you understand the meaning behind the readings.

Blood pressure is measured in two numbers. The numbers are described as a fraction (“X over Y”). The top number is your Systolic pressure. This number measures the pressure in the arteries when the heart muscle contracts, or beats. The bottom number is your Diastolic pressure. This measures the pressure in the arteries between the heartbeats, when the heart muscle is at rest. The top number should be higher than the bottom number. Normal blood pressure levels for adults are less than 120/80.

The following chart shows the different blood pressure categories.

<table>
<thead>
<tr>
<th>Blood Pressure Category</th>
<th>Systolic (Upper Number)</th>
<th>Diastolic (Lower Number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal</td>
<td>Less than 120</td>
<td>Less than 80</td>
</tr>
<tr>
<td>Prehypertension</td>
<td>120-139 or 80-89</td>
<td></td>
</tr>
<tr>
<td>High Blood Pressure</td>
<td>140-159 or 90-99</td>
<td></td>
</tr>
<tr>
<td>Stage 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High Blood Pressure</td>
<td>160 or Higher or 100 or Higher</td>
<td></td>
</tr>
<tr>
<td>Stage 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extremely High Blood</td>
<td>180 or Higher or 110 or Higher</td>
<td></td>
</tr>
<tr>
<td>Pressure (Emergency</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care Needed)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you have high blood pressure, there are many steps you can take to lower it. Eating a healthy, balanced diet and exercising regularly are key elements of keeping normal blood pressure levels. Smoking and drinking alcohol are not advisable if you have high blood pressure. Ask your doctor about a program that will help you to quit smoking. Tell your doctor about all medications and supplements you take because some over-the-counter medications and supplements can increase your blood pressure. There are medicines that can help if lifestyle changes alone do not lower your blood pressure. Your doctor can advise you of the best medication for you. And most importantly, you should schedule regular check-ups with your doctor, so s/he can help you keep your blood pressure in control.

Source: American Heart Association; www.heart.org
Learning how to manage your diabetes is the key to feeling better and staying healthy. Make it a priority this year to manage your diabetes properly throughout the year. There are things you can do on a daily, weekly, monthly, and annual basis to improve your diabetes.

**Every Day:**

- Check your blood sugar several times a day with a blood glucose meter. Make sure to record your numbers and bring them to your next checkup.

- Eat a healthy diet. It is not just about what you eat but also about how much you eat and when you eat it. To lessen the amount of change in your blood sugar levels, you should try to eat at the same time every day. You can also eat healthy snacks between meals so your blood sugar level remains consistent. Make every meal well balanced with whole grains, lean protein, and plenty of fruits and vegetables.

**Every 3 Months:**

- It is very important to see your doctor for checkups if you have diabetes. The American Diabetes Association says that diabetics should see their doctor four times a year, especially those on insulin or whose blood sugar is not well controlled. During these checkups your doctor may test your urine, HbA1c blood levels, cholesterol level, and blood pressure. You may also get a foot exam or a comprehensive dilated eye exam to check for nerve disorders and other problems related to diabetes.

There are many health problems related to diabetes, such as eye disease, heart disease, stroke, kidney disease, and nerve problems. You may be able to lower your risk or prevent these diseases by managing your diabetes with diet and exercise, and by getting regular checkups. Talk with your doctor about what care is right for you and how to prevent long-term problems. Your doctor can help you create a diabetes care plan. A care plan will help you know what tests you need and when.

**Every Week:**

- Exercise for 30 minutes at least 3 or 4 times a week. Regular physical activity can lower your blood sugar level. Exercise can also make you feel better, reduce your stress, and increase your energy level. It can be as easy as taking a walk, swimming, or riding a bike. You can also get exercise through daily activities, like yard-work or household chores. Pick activities that you like to do!

**Diabetic Supplies**

America’s 1st Choice Members can now order diabetic supplies online. If you monitor your diabetes with supplies, you now have more options to receive the supplies you need. Log on to our OTC Mail Program online at [www.americas1stchoice.com](http://www.americas1stchoice.com) and select Diabetic Orders. Place new orders, track shipping status, review order history, and repeat previous orders from one website. If you prefer to place orders by phone, you can still contact our Member Services Department at 1-866-321-3947.
### Service Tips & Reminders

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Tips &amp; Reminders AT-A-GLANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Services</td>
<td>Member Services is dedicated to attend to your individual needs. Please contact them for any questions you may have regarding your membership. They are available Monday - Friday from 8am - 8pm at 1-866-321-3947.</td>
</tr>
<tr>
<td>Member ID Card</td>
<td>View and print a copy of your Member ID Card from our website. Go to: “Tools &amp; Resources”, and click the “View 2013 ID Card”. You will need your Member ID and date of birth.</td>
</tr>
<tr>
<td>Lab Services</td>
<td>Members may use LabCorp, Quest Diagnostics, or Solstas for lab services. To find a location nearest you, contact Member Services or visit the vendor website at: <a href="http://www.LabCorp.com">www.LabCorp.com</a>; <a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a> or <a href="http://www.Solstas.com">www.Solstas.com</a>.</td>
</tr>
<tr>
<td>Optometry (Routine Vision-Exams, Glasses, Contacts)</td>
<td>Members can locate a provider for their routine exams, glasses and contacts at <a href="http://www.advanticaeyecare.com">www.advanticaeyecare.com</a> or contact Member Services for a referral.</td>
</tr>
<tr>
<td>Dental (Basic Service)</td>
<td>To select a provider, please contact Argus at 1-877-864-0625 or view locations at: <a href="http://www.argusdental.com">www.argusdental.com</a>.</td>
</tr>
<tr>
<td>Hearing</td>
<td>Call HearUSA at 1-800-333-3389 or go to <a href="http://www.hearusa.com">www.hearusa.com</a>.</td>
</tr>
<tr>
<td>Mail Order Pharmacy</td>
<td>Try our Mail Order Pharmacy for both savings and convenience! You must have a prescription from your provider. Call Assured Rx to enroll at 1-888-987-9977 or visit Assured Rx at <a href="http://www.assuredrx.com">www.assuredrx.com</a>.</td>
</tr>
<tr>
<td>Diabetic Supply</td>
<td>You don’t have to leave home to order. Just call Member Services and they will assist you in ordering directly through the mail.</td>
</tr>
<tr>
<td>Silver and Fit Membership</td>
<td>Network Members (Network PFFS and PPO) can go directly on the 1st day of your plan membership. Options available for home fitness programs. Visit <a href="http://www.silverandfit.com">www.silverandfit.com</a> or call 1-877-427-4788 Monday- Friday 8am-8pm.</td>
</tr>
<tr>
<td>Behavioral Health Services</td>
<td>Network Members (Network PFFS and PPO) can call Psychcare directly at 1-800-221-5487 to receive a referral.</td>
</tr>
<tr>
<td>Provider Directories</td>
<td>Please visit our website at <a href="http://www.americas1stchoice.com">www.americas1stchoice.com</a> or contact Member Services at 1-866-321-3947 on-going updates to our Provider Directory.</td>
</tr>
<tr>
<td>Claims Mailing Address</td>
<td>Our mailing address for claims is: South Carolina - P.O. Box 210769, Columbia SC 29221-0769. North Carolina - P.O. Box 210459, Columbia SC 29221-0459.</td>
</tr>
</tbody>
</table>
Quality Management Program

Our priority is to provide you with the best quality of health care. We are committed to improving members’ health and promoting healthy lifestyles. To support this commitment, we maintain a Quality Management (QM) Program. Through this program, we monitor and evaluate the quality of care provided to our members. We also create Performance Improvement Plans (PIPs) in order to target specific areas of care we want to improve. These projects help us improve our preventive health services, manage chronic diseases, reduce hospital readmission rate, and improve member satisfaction.

For more information on our QM program, please visit our website. To request a paper copy of our QM Program, you can call Member Services.

Tips to Help Prevent Fraud

There are things you can do to help fight fraud, waste and abuse:

- Look at your Health Plan Explanation of Payment carefully to make sure that the plan has been billed for medical services or goods that you really received. Check to see that the date of service is correct.
- DO NOT give your Health Plan ID card number to anyone except your doctor, clinic, hospital or other health care provider.
- DO NOT let anyone borrow your Health Plan ID card. Treat your card the way you treat your credit card.
- DO NOT ask your doctor or other health care provider for medical care that you do not need.
- DO NOT sign your name to a blank form.
- DO NOT share your medical information with anyone except your doctor, clinic, hospital or other health care provider.
- If you are offered free tests or screenings in exchange for your SS# or Health Plan ID card number, be suspicious. Be careful about accepting medical services when you are told they will be free of charge.
- DO NOT give your SS# or Health Plan ID card number to anyone or do business with door-to-door or telephone sales people who tell you that services of medical equipment are free.

You may request the assistance of your local Senior Medicare Patrol program in reviewing your Medicare claims statement. If you identify errors or suspect fraud, the Senior Medicare Patrol can also help you make a report to the Health Plan.

Consider becoming a member of the Senior Medicare Patrol (SMP) so that you may assist other beneficiaries and their caregivers to identify and report suspected fraud and abuse. To locate the SMP program in your state, call 1-877-808-2468 or go to the SMP locator at www.smpresource.org.

If you suspect fraud or any other potential acts of non-compliance, please contact us. There are several ways you can report:

- Compliance Hotline: 1-888-548-0095. This is a private line. You will be connected to a live person and can report your concerns anonymously without fear of retaliation. You will be given a case ID in order to track the progress of your case. Please be advised that all information reported will be confidential.
- Compliance Email: ComplianceReporting@americas1stchoice.com
- Compliance Fax: 1-888-548-0092
- Mail: America’s 1st Choice
  Attn: Compliance Reporting
  P.O. Box 152137
  Tampa, FL 33684