

For Better Health

SUMMER 2008

Summer Safety at the Pool

When it's hot outside, there's nothing like a refreshing swim to cool you down. But before you head to your local pool this summer, be sure to learn the basics of pool safety.

- Watch all children closely in the water, even if they know how to swim.
- Keep younger children within an arm's length at all times.
- Don't rely on a life vest or an inflatable toy to keep a child safe in the water.
- Swim only in areas that have a lifeguard on duty.
- Read and obey all pool rules. Make sure kids obey rules as well.
- Never dive from the side of a pool. Dive only off the end of a diving board.



ALL MODELS ARE USED FOR ILLUSTRATIVE PURPOSES ONLY.



Tell Us What You Think!

Check your mailbox. The 2008 Consumer Assessment of Healthcare Providers and Systems (CAHPS[®])* survey has begun.

Every year, the Ohio Department of Job and Family Services (ODJFS) hires a company to conduct the survey. The ODJFS wants to see what members think about their managed care plans.

You may have gotten a survey for CAHPS[®] before. If you get one again this year, it is OK to fill it out and send it back. The ODJFS wants to know about your recent care and services. If your household gets more than 1 survey, it is OK to fill them all out.

You can see the results of last year's survey in the Winter 2008 issue of *For Better Health*. You can also go online for the results. Go to

www.paramounthealthcare.com and click on "Member Services," "Quality Improvement," "Quality Report," then "*Advantage*[™] Quality Report."

* CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality.

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Diabetes During Pregnancy

Gestational diabetes is a type of diabetes that you can get when you are pregnant. Having diabetes means that your blood sugar level is too high.

If you have gestational diabetes, you can still have a healthy pregnancy and baby. Your doctor can help you stay healthy. Here are some tips:

- **Check your blood sugar often.** Your doctor will tell you how to check it and how often. He or she can help you keep it under control.
- **Eat healthy foods.** A dietitian can help you come up with a meal plan.
- **Exercise.** Getting regular exercise can help control your blood sugar level. Ask your doctor how much exercise you should get.
- **Watch your weight gain.** Keep track of your weight gain each week. Your doctor will help you decide how much weight gain is healthy for you.



Oh, Baby! Get \$100 in Gift Cards for Seeing Your Doctor

Are you a Paramount Advantage™ member and pregnant? If you are, you can earn up to \$100 in gift cards for baby care items.

You just have to see your doctor/midwife or provider. **Here is how often you need to see him or her:**

- 1 time in your 1st, 2nd, or 3rd month of pregnancy = \$25 gift card
- 1 time in your 4th month, 1 time in your 5th month, and 1 time in your 6th month = \$25 gift card
- 8 times during your 7th, 8th, and 9th months of pregnancy = \$25 gift card
- 1 time within 21 to 56 days after delivery = \$25 gift card

You must enroll first. Fill out and mail the Prenatal to Cradle registration card in your prenatal packet. You can also call **1-888-296-0220** to get a brochure sent to you.



Enroll now and you may get a bonus! If you enroll now, you will be entered into a drawing to win a 4-week supply of Pampers®. There will be 1 winner each month. She will get a phone call telling her that she won.

- breathe easy -



Quit Smoking for Free!

Paramount has partnered with the Ohio Tobacco Use and Prevention Control Foundation to offer free quit-smoking help. If you are pregnant or planning to become pregnant, the sooner you quit smoking, the healthier you and your baby will be. You can talk with a person who is trained to help you quit.

- **In Ohio:** Call **1-800-QUIT-NOW (1-800-784-8669)**.

- baby care -

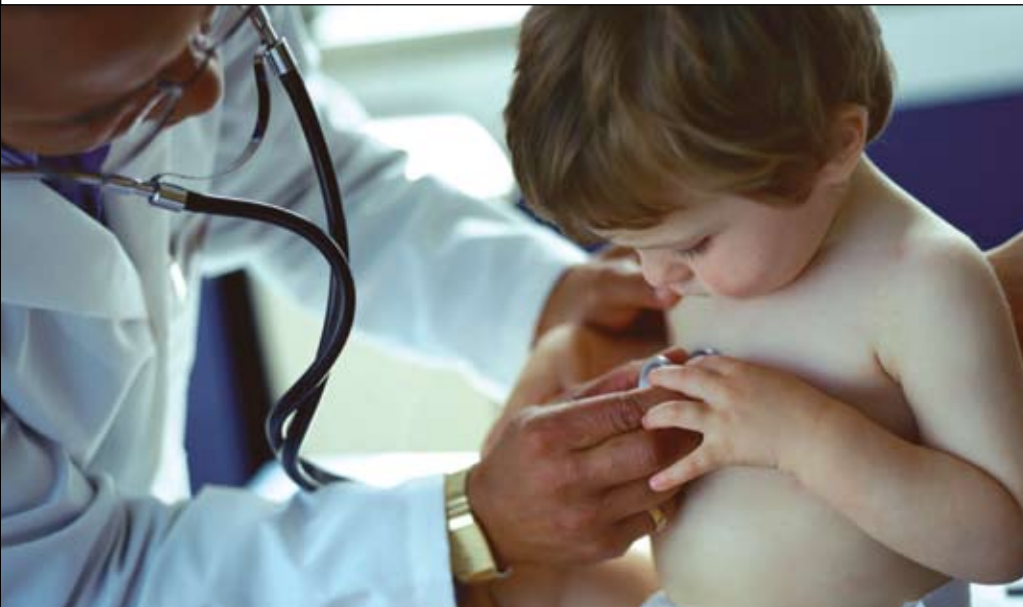


Home Visits for You and Your Baby

If you have had a baby, you can get 2 home nursing visits. The nurses will check on you and your baby. They will help you with baby care and teach you how to tell whether your baby is sick. They will also help you make follow-up doctor visits for you and your baby.

Someone from Paramount Advantage™ will talk with you before you go home from the hospital to set up the home visits.

Remember: You need to pick out a doctor for your baby before he or she is born.



Is It an Emergency?

If you go to the emergency room (ER), you may have to wait a long time to get help. So you should go only in an emergency.

Watch out for these symptoms:

- Shortness of breath or difficulty breathing
- Fainting, sudden dizziness, or weakness
- Pain or pressure in the chest or upper abdomen
- Confusion or difficulty speaking
- Vision changes
- Sudden or severe pain
- Uncontrolled bleeding
- Severe vomiting or diarrhea

- Vomiting blood
- Feeling suicidal
- Unusual pain in the abdomen

If you or someone you know has any of these symptoms, don't delay. Go to the nearest ER or call **911** for help. For less severe symptoms that you think do not need emergency care, call your doctor or the ProMedica Call Center at **1-800-234-8773** (TTY: **1-800-750-0750**).

- new moms -



More than the Baby Blues

After you have a baby, you may have the baby blues. These are normal mood swings due to hormone changes. They should not last more than 7 to 10 days. But if you have mood swings or feel sad or overwhelmed for longer than that time, you could have postpartum depression.

We will send you a survey to see whether you are at risk for postpartum depression. You should get it by the time your baby is 1 week old. Please answer the survey when your baby is about 2 weeks old. If you do not get a survey in the mail, call **1-419-887-2537**. Leave your name and address, and we will send you a survey.

Getting help for postpartum depression can make you feel better.

Need a Ride?

We can help you and your baby visit the doctor. Each member can get up to 30 one-way trips in 12 months. Call **1-866-837-9817** to schedule transportation. Be sure to call 48 hours (2 business days) before the doctor's visit.



- your health -



¿Habla Español?

Es la ley para que los doctores, los hospitales y los planes de salud proporcionen un intérprete, gratis, cuando una persona no puede hablar o entender inglés bien.

It is the law for doctors, hospitals, and health plans to provide an interpreter for free when a person is not able to speak English well.

• **To get the best care**, you have to be able to tell your doctor what is wrong with you. And then the doctor has to be able to tell you about the care you will get. This can be hard if you and your doctor do not speak the same language.

• **Let Member Services know** you need an interpreter so that we can put a note in your file. The next time you call, we can get an interpreter on the phone right away.

• **You can also carry the wallet card below.** It lets people know that you need a Spanish interpreter. Cut it out and bring it when you see your doctor or go to the hospital.

• **To ask for a card in another language**, call Member Services at **1-419-887-2525** or toll-free **1-800-462-3589** (TTY: **1-419-887-2526** or **1-888-740-5670**).



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**Paramount
Advantage™**

Member Services Is Here to Help

Member Services can answer your questions about your health care benefits. We have a team of people ready to take your phone call.

How to Reach Us

The Member Services number is **1-419-887-2525** (TTY: **1-419-887-2526**). The toll-free number is **1-800-462-3589** (TTY: **1-888-740-5670**). You can call Monday through Friday, from 7 a.m. to 7 p.m.

How We Can Help

Call Member Services:

- When you want to change your doctor
- When you need a new ID card
- When you get a medical bill by mistake
- When you want to know how to get care
- Si usted necesita a un intérprete (if you need an interpreter)

Member Service Numbers:

1-800-462-3589
1-419-887-2525

TTY:

1-888-740-5670
1-419-887-2526

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