

THE KEY TO THE GOOD LIFE IS A GREAT PLAN

healthTALK

FALL 2009



IN TRANSLATION

Did you know we offer translation services to our members? If you need translation services, we can help. If you need any of our printed materials in a different language or format, we can help with that too. Just call Member Services at 1-800-348-4058. These services are provided at no cost to you.

A PUBLICATION JUST FOR YOU FROM

ARIZONA PHYSICIANS IPA
by UnitedHealthcare

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tapes), please call the Member Helpline at 1-800-348-4058.

¡VOLTEE PARA ESPAÑOL!

PREVENTION



BREAST friends

OCTOBER IS NATIONAL BREAST CANCER AWARENESS MONTH

APIPA is encouraging you to get a mammogram (an X-ray exam of the breast). Getting a mammogram can help your doctor find and treat breast cancer early. You need a mammogram once at age 35 and every year starting at age 40. Mammograms are even more important if you:

- have had breast cancer or an abnormal breast biopsy.
- have a family history of breast cancer (mother, sister or two or more close relatives who have had breast cancer).
- had your first baby after age 30.



GET YOURS If you need help scheduling your mammogram, APIPA is here to help. Please call us at 1-888-664-2777.

United Health Group
AmeriChoice
PAID
PRSR STD U.S. Postage

Arizona Physicians IPA, Inc.
3141 North Third Avenue
Phoenix, AZ 85013-4345



get tested

LIFE GOES ON WITH HIV

HIV is the virus that causes AIDS. It is spread through blood, semen and other body fluids.

HIV damages your immune system over time. It does this by killing the cells that help your body fight infection. People with HIV who no longer have enough of these disease-fighting cells get AIDS.

People with AIDS are at risk for getting certain diseases. Even everyday illnesses like the flu can be deadly. There is no cure for HIV, but drug therapy is helping infected people live longer, healthier lives.

This is why it is so important to get tested. People with HIV who take medicine for it can keep from getting AIDS for a long time. They can be careful about not spreading the virus.

NEED TO KNOW Send a text message with your zip code to “KNOWIT” (566948) to find out where you can get an HIV test. Or, see www.hivtest.org.

oh baby!

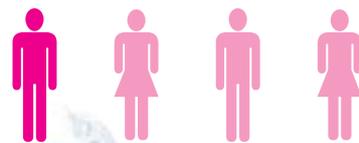
Most pregnancies go well. But serious complications can happen. That’s why it is so important to see a doctor or midwife for prenatal care.

THREE COMMON COMPLICATIONS

PREECLAMPSIA	GESTATIONAL DIABETES	PRETERM LABOR
High blood pressure caused by pregnancy	Diabetes caused by pregnancy	Contractions start, your cervix opens or your water breaks
Usually after 20 weeks	Begins in the fifth or sixth month	Before 37 weeks
It can keep the baby from getting enough blood. This deprives the baby of oxygen and nutrients.	It can cause a very large baby, or low blood sugar or jaundice in the baby. It can also increase the mother’s risk of diabetes later in life.	Premature babies can have health problems. Mothers can get an infection if water breaks early.
High blood pressure, swelling in the hands, legs and feet that doesn’t go away, headaches, changes in vision	High blood sugar on a routine test	Leaking fluid, regular contractions, pelvic pressure
Delivery if the baby is big enough. Otherwise, bed rest and medicine. Sometimes, you might need to be in the hospital.	Exercise, diet, regular blood testing and sometimes medication or insulin	If the baby is 34 weeks along, it is often safe to deliver. If earlier, your doctor or midwife may give you drugs to slow labor. You might need to be in the hospital or home on bed rest.

PREGNANT? Start seeing a doctor or midwife as soon as you are pregnant. You should go monthly for the first six months. Then, go every two weeks for months seven and eight. For the last month, see your provider every week.

HAPPY quit DAY



MAKE IT A SMOKE-FREE CELEBRATION

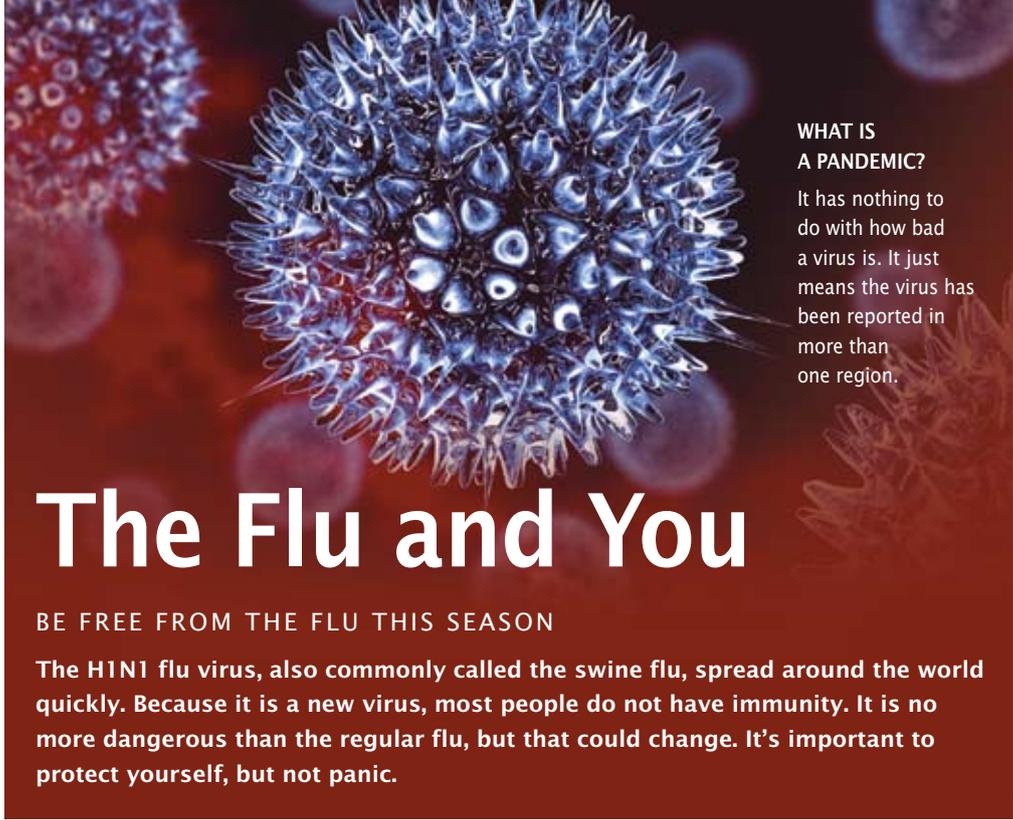
Are you one of the 43 million people in the U.S. who still smoke?

The Great American Smokeout takes place on November 19 this year. Why not choose this date to quit?

If you’re ready to quit, mark the date on your calendar. Tell your friends and family about it. Ask them to help hold you to your decision.

Before your quit day arrives, talk to your doctor. Decide what kind of support, nicotine replacement and/or medications you will use. Combining methods can raise your chances of success.

When your quit day comes, get rid of all your cigarettes, lighters and ashtrays. Have substitutes for cigarettes handy. Try gum, hard candy, carrot sticks or even drinking straws.



WHAT IS A PANDEMIC?

It has nothing to do with how bad a virus is. It just means the virus has been reported in more than one region.

The Flu and You

BE FREE FROM THE FLU THIS SEASON

The H1N1 flu virus, also commonly called the swine flu, spread around the world quickly. Because it is a new virus, most people do not have immunity. It is no more dangerous than the regular flu, but that could change. It's important to protect yourself, but not panic.

WHAT IT IS

WHEN IT HAPPENS

WHY IT'S DANGEROUS

SIGNS AND SYMPTOMS

TREATMENT



FLU SHOTS



It's always a good idea to get a regular (seasonal) flu shot each fall. The shot will protect you against common strains of the flu. Seasonal flu shots are even more important for young children, pregnant women, older people and people with certain health conditions. A vaccine for the H1N1 flu will also be available this fall. Pregnant women, youth aged 6 months to 24 years, adults under 64 at risk for complications, health care workers and those who care for babies under 6 months should get the H1N1 vaccine.

HAND WASHING

Washing your hands often is the best way to avoid the flu. Use regular bar or liquid soap and warm water. Wash the back of your hands, your fingers and your palms well. Lather up for 20 seconds. This is about the amount of time it takes to sing the ABCs. If you can't wash your hands, use an alcohol-based hand sanitizer.



COMMON SENSE



The flu comes on suddenly with a fever, sore throat and a cough. You may feel achy or have a sick stomach. If you get the flu, stay at home for seven days or until you are better, whichever is longer. Cough into a tissue or your elbow. If you have trouble breathing, see your doctor quickly.



▶▶ **SMOKING CAUSES 1 IN 5 DEATHS.**

Stick with your plan and keep busy. If you slip up, don't get discouraged. Just strengthen your resolve and go right back to your plan. You can do it.



NO BUTTS See www.cancer.org to find local resources to help you observe The Great American Smokeout. Or call **1-800-QUITNOW (1-800-784-8669)** to get help quitting.



YOUR BEST SHOT Flu shots are a covered benefit with your health plan. For reliable information about H1N1, see www.cdc.gov or call **1-800-CDC-INFO (TTY 888-232-6348)**.

▼ CHRONIC CONDITIONS ▼



the sweet life

YOU HAVE THE POWER TO MANAGE YOUR DIABETES

WHAT IS DIABETES? Diabetes is a condition where the body cannot turn the sugar from food into energy well. People with diabetes have too much sugar in their blood.

CAN YOU PREVENT DIABETES? There are two types of diabetes. Type 1 diabetes is also called juvenile diabetes. It cannot be prevented. Type 2 diabetes is also called adult onset diabetes. It is the kind you can prevent. Keeping an ideal weight is the best way to prevent Type 2 diabetes. Reducing the amount of fat in your diet, along with getting regular exercise, can also help reduce your chances.

WHAT IF YOU HAVE DIABETES? See your doctor often. Make sure to get the following tests as recommended by your doctor:

- HbA1C test: twice a year (unless otherwise recommended by your doctor)
- LDL screenings: annually (unless otherwise recommended by your doctor)
- Eye exams: annually



GET CHECKED If you have diabetes and have not completed the recommended tests, please call us at 1-888-664-2777. We can help schedule those appointments for you.

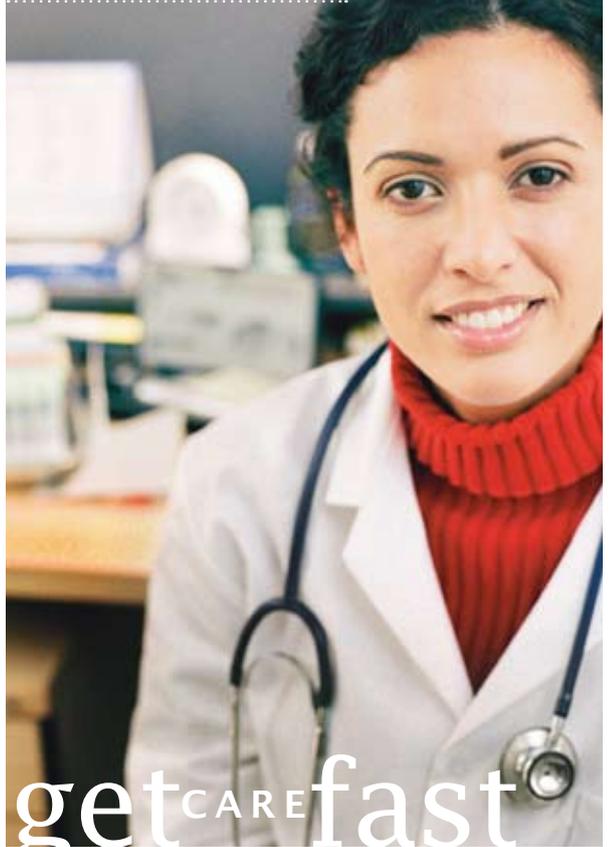


NEED MEMBER MATERIALS?

If you need an updated APIPA Member Handbook or an APIPA Provider Directory, you can request one at no cost to you.

These documents can help answer your questions about APIPA. Call APIPA Member Services at 1-800-348-4058 to request your copy.

▼ YOU AND YOUR DOCTOR ▼



getCAREfast

4 TIPS FOR TIMELY MEDICAL CARE

- 1 KNOW YOUR PCP.** All APIPA members have a doctor assigned to them. This doctor is called a Primary Care Provider (PCP). You should see your PCP first for most medical needs. If you don't know who your PCP is, call Member Services at 1-800-348-4058.
- 2 YOU CAN ASK FOR A SAME-DAY APPOINTMENT WITH YOUR PCP.** Call your PCP's office as soon as it opens. If you need to get in right away, ask for a same day appointment. If you cannot get in for a same-day appointment, and you cannot wait to get care, go to an urgent care center.
- 3 WE CAN HELP YOU FIND AN URGENT CARE CENTER NEAR YOU.**
 - Look in your Member Handbook.
 - Call Member Services at 1-800-348-4058.
 - Look online at www.myapipa.com.
- 4 WE CAN GIVE YOU A RIDE.** APIPA can help if you need a ride to a same-day appointment or urgent care center. You can call any time, any day of the week. All other appointments require 72 hours notice.
 - Call 1-888-700-6822 to request a ride to a same day appointment or urgent care center.
 - Tell the dispatcher where you need to go and when you need to get there.
 - Call for a ride home when you are done. Know where to wait for pick-up.



understanding YOUR prescription DRUG plan

It is very important for our APIPA Personal Care Plus members to understand how to access the APIPA Personal Care Plus Prescription Drug Plan. We have prepared a Frequently Asked Questions list to better assist you in accessing this benefit.



WHAT IS A FORMULARY?

A formulary is a list of the drugs that we cover. We will generally cover the drugs listed in our formulary as long as the drug is medically necessary, the prescription is filled at a network pharmacy and other coverage rules are followed. For certain prescription drugs, we have additional requirements for coverage or limits on our coverage.

The drugs on the formulary are selected by our plan with the help of a team of health care providers. Both brand-name drugs and generic drugs are included on the formulary. A generic drug is a prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand-name drug. Generally, generic drugs cost less than brand-name drugs.

Not all drugs are covered by our plan. In some cases, the law prohibits Medicare coverage of certain types of drugs. In other cases, we have decided not to include a particular drug on our formulary. In certain situations, prescriptions filled at an out-of-network pharmacy may also be covered.

Other coverage rules and other prescription drug information can be obtained by reviewing the Evidence of Coverage and the Summary of Benefits handbooks or by visiting our Web site. If you still have questions, please contact Member Services at **1-877-614-0623**.

HOW DO YOU FIND OUT WHAT DRUGS ARE ON THE FORMULARY?

Each year, we send you an updated formulary so you can find out what drugs are on our formulary. You can get updated information about the drugs our plan covers by visiting our Web site. You may also call Member Services to find out if your drug is on the formulary or to request an updated copy of our formulary.

WHAT IF YOUR DRUG ISN'T ON THE FORMULARY?

If your prescription isn't listed on your copy of our formulary, you should first check the formulary on our Web site, which we update at least monthly (if there is a change). In addition, you may contact Member Services to be sure it isn't covered.

If Member Services confirms

that we don't cover your drug, you have two options:

- 1 You may ask your doctor if you can switch to another drug that is covered by us. If you would like to give your doctor a list of covered drugs that are used to treat similar medical conditions, please contact Member Services or go to our formulary on our Web site.
- 2 You or your doctor may ask us to make an exception (a type of coverage determination) to cover your drug. If you pay out-of-pocket for the drug and request an exception that we approve, the plan will reimburse you. If the exception isn't approved, you may appeal the plan's denial.

In some cases, we will contact you if you are taking a drug that isn't on our formulary. We can give you the names of covered drugs that also are used to treat your condition so you can ask your doctor if any of these drugs are an option for your treatment. If you recently joined this plan, you may be able to get a temporary supply of a drug you were taking when you joined our plan if it isn't on our formulary.

 **QUESTIONS?** See www.myapipa.com or your member handbook for more information on your prescription drug benefit.

