



THE RIGHT CARE

We want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is covered. We do not reward anyone for saying no to needed care. We are here for you.

HEALTH CONSUMER

PLANS FOR THE future



ADVANCE DIRECTIVES FOR PHYSICAL AND MENTAL HEALTH

What would happen if you were unable to make your own healthcare decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

It's a good idea for anyone to have an advance directive for medical care. If you have a mental illness, you may want an advance directive for mental healthcare, too.

There are several ways to make your wishes known in advance. You can give your doctor the name of someone you trust. This is called a durable power of attorney. You can also write your wishes down. This is called a living will. There are forms you can use to make this easy and official.

i WRITE IT DOWN Ask your doctor, clinic or hospital for an advance directive form.



on target

STICK WITH THE PLAN FOR ADHD TREATMENT

Does your child have attention deficit/hyperactivity disorder (ADHD)? If so, it's important to follow his or her treatment plan closely. Make sure your child is taking his or her medication correctly. Make and keep appointments with his or her doctor. Pay attention to how he or she is behaving at home and at school.

Here are some other things you can do to help your child:

- Make a schedule. Set specific times for waking up, eating, playing, doing homework, etc.
- Make simple house rules.
- Make sure your directions are understood.
- Reward good behavior.
- Make sure your child is supervised all the time.
- Watch your child around his or her friends.
- Set a homework routine.
- Focus on effort, not grades.
- Talk with your child's teachers.



GET MORE Visit the National Resource Center on ADHD Web site at www.help4adhd.org. Or, speak to a health information specialist at the center at 1-800-233-4050.

allergies AND asthma

4 STEPS TO FEELING BETTER

If you have allergies or asthma, join the club.

About 20 million people in the U.S. have asthma. Allergies affect more than 50 million people.

Allergies happen when your body overreacts to something. It thinks something you eat, breathe or get on your skin is dangerous. Common causes are pollen, molds, animal dander and certain foods. In some people, allergies lead to asthma attacks.

Many allergies can be treated at home. You can avoid some triggers. Over-the-counter medicines can help. See your doctor if your allergies are bad, last a long time or cause asthma symptoms.

ALLERGY SYMPTOMS

- itchy, watery eyes
- sneezing, or a stuffy or runny nose
- coughing or wheezing
- rash, hives or inflamed skin

ASTHMA SYMPTOMS

- wheezing or coughing
- difficulty breathing
- tightness in the chest

4 TIPS

Steps toward controlling your allergies and asthma

- 1 Find out what your triggers are.
- 2 Avoid known allergens (things that cause allergies).
- 3 Pay attention to how you feel.
- 4 Take your medicine.



1 OUT OF 4 PEOPLE HAVE ALLERGIES OR ASTHMA.

▼ ABOUT YOUR PLAN



hold harmless

There has been a change to New York Public Health Law about external appeals. Providers can now ask for external appeals themselves in certain circumstances. They can also still ask for external appeals for members.

If a provider's external appeal is denied because the external appeal agent says the care is not medically necessary, the provider may not ask the member to pay for the care. The member is only responsible for any applicable co-pays. This is called being "held harmless."

BILLED? If you get a bill from your provider after an external appeal decision, call Member Services at 1-800-493-4647.

▼ CHRONIC CONDITIONS

under control

WHY TEST FOR A1C?

If you're diabetic, you know how important it is to check your blood sugar often. That little finger prick gives you a good idea about how well you are controlling your diabetes. But it only tells you about your blood sugar at that moment.

There is a test that your doctor does that gives a more complete picture. It's called A1c and it provides an average of your glucose over a six- to 12-week period. It's important to keep your blood sugar controlled over the long term to prevent serious complications.

For people without diabetes, normal A1c results are between 4 percent and 6 percent. For people with diabetes, a good A1c result is under 7 percent. If your diabetes is not well-controlled, you should have an A1c test every three months. If you have good control, two tests a year are recommended.



DIABETIC? AmeriChoice has programs to help people with diabetes and other chronic conditions. Call the toll-free number on your health plan ID card to learn about these programs.

▼ BABY BASICS

baby^{BE} well

Your child should have at least 10 well-baby visits in the first two years. These checkups make sure your baby is growing and developing well. If your baby has any problems, they can be caught early. Your baby can get the shots and tests he or she needs on time. These visits let you get to know the doctor well. You can get help with your questions and concerns.

KIDS HEALTH A good place for health information about kids of any age is www.kidshealth.org. This site also has a section written for kids and teens.



WHEN TO TAKE YOUR BABY TO THE DOCTOR

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 3 years
- After that, take your child to the doctor for a checkup every year.

▶▶ 2 OUT OF 3 TEENS WHO ARE IN AN ABUSIVE RELATIONSHIP DON'T TELL ANYONE.

first love

WHEN TEEN DATING TURNS TO DANGER

Teenagers are new to dating. They don't know what to expect. They sometimes let their feelings get in the way of making good decisions. Teens may confuse abuse for love.

Abuse can be physical, sexual or emotional. Both boys and girls can be abusers. Abuse can also happen in same-sex relationships.

10 WARNING SIGNS OF DATING ABUSE

- 1 He puts her down in front of other people.
- 2 He acts jealous when she talks with other boys.
- 3 She makes excuses for him.
- 4 She often cancels plans at the last minute without a good reason.
- 5 He is always calling or texting her. He wants to know where she is and who she's with at all times.
- 6 He loses his temper, sometimes hitting or breaking things.
- 7 She's afraid to make him angry.
- 8 She is giving up friends and activities that were important to her.
- 9 She's not who she used to be. Her looks or grades are changing.
- 10 She has injuries she can't explain or her reasons don't make sense.



HELP IS HERE If your friend or child has any of these signs, listen to him or her. Help is available from The National Teen Dating Abuse Helpline. Get information or chat online with a counselor at www.loveisrespect.org. Call 1-866-331-9474 (TTY 1-866-331-8453) to speak to someone.

check-out

CHLAMYDIA IS EASY TO GET, EASY TO DETECT, EASY TO TREAT

Chlamydia is very common. You get it by having sex with a person who has it. It can cause serious problems, such as:

- pelvic inflammatory disease (PID), an infection that can cause permanent damage.
- chronic pelvic pain.
- infertility (inability to get pregnant).
- ectopic pregnancy (tubal pregnancy).
- increased risk of HIV infection.
- lung and eye infections in newborn babies of infected mothers.

Most people with chlamydia have no symptoms. The best way to see if you have it is to get tested. The test is done on urine and is fast, easy and painless. All sexually active women should get tested each year. It's even more important for women under 25.

Chlamydia is treated with antibiotics. It's important to take all the medicine. If you don't, the infection may come back. Your partner should also get tested, and treated if necessary. To prevent chlamydia, use a condom every time you have sex.



OK FOR OB Annual OB/GYN checkups are a covered benefit. Call AmeriChoice member services at 1-800-493-4647 (TTY 1-800-662-1220) or visit www.americhoice.com if you need to find a provider.

