

Five Tips for Keeping Your BlueCHiP for RIte Care Health Insurance

1. Remember to recertify (renew) your RIte Care coverage every year.

- Every year, you'll receive a recertification (renewal) form about 10 or 11 months after the date you last applied. Complete the renewal form and return it to the Department of Human Services (DHS) right away. If you don't receive a renewal form, call the DHS Info Line and ask for the form.

2. Call your local DHS office if your address, income, or family size changes, especially if you pay a monthly payment.

- Need help contacting your local DHS office? Call the DHS Info Line.

3. If you have a monthly payment, pay it on time every month.

- Be sure to mail the full payment before the due date to the address on the bill.
- You can also pay with cash at certain places in the community until the end of the day it is due, or you can pay with a debit or credit card. To find a cash payment site in your area or to pay by debit or credit card, visit the DHS Web site at http://www.dhs.ri.gov/dhs/pcs_options.htm. You may also call 1-800-746-6001.

4. Make sure your name is on your mailbox.

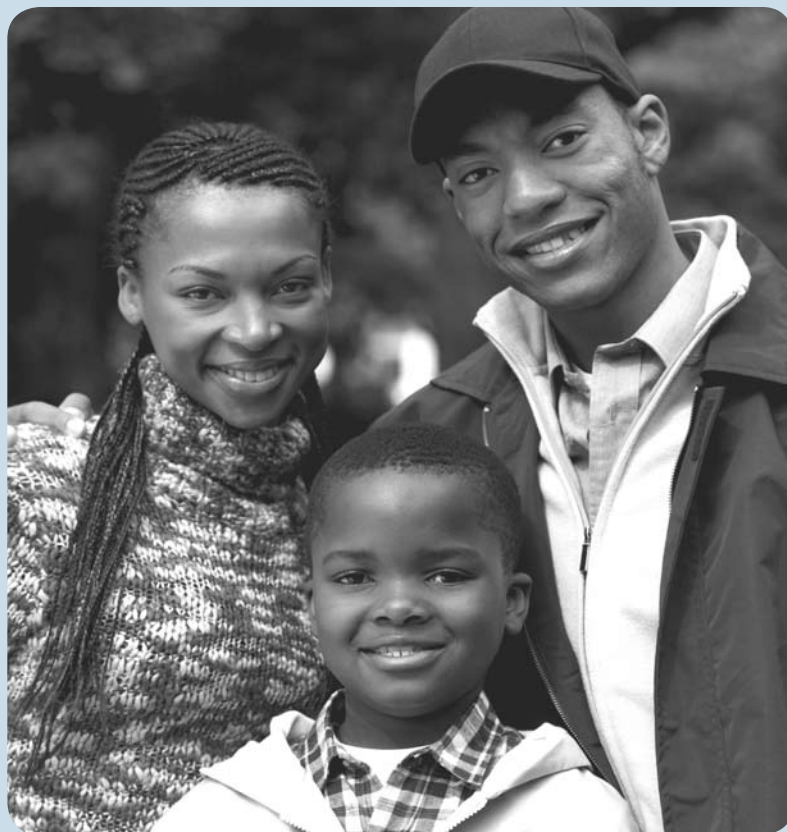
- Mail from DHS will not be delivered if your name is not on the mailbox.

5. Respond right away to every request from DHS.

- Need help understanding a letter or notice? Call the DHS Info Line.

If you need help filling out a RIte Care application, call the DHS Info Line. Ask for the telephone number of a family resource counselor in your community.

DHS Info Line: (401) 462-5300 (English or Spanish)



Español: Si usted necesita más información en español sobre los beneficios o programas de Salud y Bienestar que BCBSRI ofrece a través de BlueCHiP for RIte Care, o si usted no habla bien el idioma inglés y necesita un intérprete durante sus consultas al médico, por favor comuníquese con el departamento de Servicio al Cliente al (401) 274-3500 o si tiene alguna incapacidad auditiva llame al 1-888-252-5051 [TDD]. Usted puede llamar de lunes a viernes, de 8:00 a.m. a 8:00 p.m., y los sábados de 8:00 a.m. a 2:00 p.m.

Português: Se você precisar de mais informações em português sobre os benefícios ou os programas Health and Wellness (Saúde e Bem Estar) que o BCBSRI oferece através do BlueCHiP para RIte Care, ou se o seu inglês não for muito bom e precisar de um intérprete durante as suas consultas médicas, favor de contactar o departamento de Serviços ao Cliente através do (401) 274-3500 ou, para deficientes auditivos, (1-888-252-5051 [TDD]). Você poderá ligar de segunda a sexta-feira, das 08:00 às 20:00 horas, e sábados, das 08:00 às 14:00 horas.



Three Reasons to Call Us

1. If Your Information Has Changed

Have you moved or changed your phone number? Have you recently married or had a baby? If your personal information changes, please call Customer Service. Please also call the Department of Human Services at (401) 462-5300 (English or Spanish). We want to have your current address and telephone number on file, so we can contact you and send you important information about your health plan coverage.

2. If You Have an Idea for Us

We're interested in your comments and suggestions. If you have recommendations about how we can improve our policies or services, please let us know.

3. If You Have Questions or Concerns

Do you have questions about your health plan? Are you experiencing problems with your benefits or service? Help is just a phone call away. Please call Customer Service to get the answers you need and to learn about your coverage.

You can reach our Customer Service Department at the numbers listed on the back of this newsletter, Monday through Friday, 8:00 a.m. to 8:00 p.m., and Saturday, 8:00 a.m. to 2:00 p.m. We're here to help you get the most out of your health plan.

Asthma Control in Winter

If you have asthma, winter is a time to be particularly aware of conditions that could trigger its symptoms. Here are a few tips to help you manage your asthma in cold weather:

- **Wear hats, gloves, and (especially) scarves.** Keep yourself warm. Covering your nose and mouth with a scarf will keep the air you breathe warm and moist, which can help prevent an attack.

- **Maintain air quality indoors.**

Try to avoid:

- Smoke from wood stoves or fireplaces, which is a major trigger for asthma attacks

- Humidifiers, which promote mold growth

- Cigarette smoke, which is a serious health risk to the lungs

- **Talk to your doctor.** Develop your personal Asthma Action Plan, and follow your doctor's plan for ongoing asthma care and management. Tell your doctor immediately if you become sick.

- **Be prepared.** Always keep an adequate supply of your asthma medicine, especially since bad weather may prevent you from going out. Continue to take your controller medicine daily. Be ready to handle an asthma episode before it occurs by having your rescue medicine with you at all times.

Also, since colds and the flu can trigger and complicate asthma symptoms, get your flu shot, and wash your hands frequently. These are two of the most effective ways to reduce your risk for getting the flu.

Consider taking advantage of the programs and services we offer to help you manage your asthma including free adult classes, tool kits, and information. Members are also welcome to call Customer Service to learn how our case managers can help you coordinate your asthma treatment. (See the back of this newsletter for phone numbers.)

Want to Quit Smoking?

Here are three resources to help you quit smoking:

- **BCBSRI Telephonic Tobacco Treatment Program.**

If you have a chronic (constant) condition, you may be able to use our free tobacco treatment program. (Examples of chronic conditions are asthma, diabetes, heart disease, and high blood pressure.) To find out if you're eligible, call Sharon Forsstrom, our Certified Tobacco Treatment Specialist, at (401) 459-5787.

- **Rhode Island Department of Health.** A free program is available that can help you quit smoking. Call the Smokers' Information Resource Center at **1-800-Try-To-Stop (1-800-879-8678)**. For help in Spanish, call 1-800-8-DEJALO (1-800-833-5256). Services are available in English, Spanish, and Portuguese.

- **American Lung Association.** You can also call the American Lung Association at **1-800-548-8252** or visit LungUSA.org for help quitting smoking.

What to Do if Your Doctor's Office Is Closed

If you have a medical emergency, you need to get care immediately. You do not have to contact your doctor or get permission in an emergency. You can dial 911 for immediate help by phone. You can also go directly to the nearest emergency room or hospital.

If you do not have an emergency, but you need to speak with your doctor right away when your doctor's office is closed, call the office and leave a message. All doctors' offices have an answering service or voice mail system with information on how to contact a doctor when the office is closed. Your doctor (or another health professional acting on his or her behalf) is available 24 hours a day, seven days a week. You can ask the answering service to have a doctor call you back.



Health Clinics in Your Neighborhood

A community health center, hospital-based clinic, or school-based clinic is a place where you can get routine primary care for your family. The community centers and clinics listed below have people on call 24 hours a day, seven days a week. Many of these centers have bilingual staff members. They can also put you in touch with social service agencies in your community. When you choose your PCP, please ask if he or she works with the center or clinic you'll be going to.

Please note:

- Your BlueCHiP for RIte Care ID card will not have the name of the community health center, hospital-based clinic, or school-based clinic.
- You might not recognize the name of the doctor listed on your BlueCHiP for RIte Care ID card. The name listed is one of the doctors at the center or clinic, but it might not be your doctor.
- Once you get your BlueCHiP for RIte Care ID card, you can call Customer Service to change the doctor's name listed on your ID card to the name of your PCP. You can go to your new PCP the day after you call Customer Service.
- You can see any of the doctors at the center or clinic.

You can go to any of these community health centers, hospital-based clinics, and school-based clinics:

Community Health Centers

- Bayside Family Healthcare, North Kingstown
- Blackstone Valley Community Health Care, Central Falls
- Blackstone Valley Community Health Care, Pawtucket
- Block Island Health Services, Block Island
- Chad Brown Health Center, Providence
- Crossroads Rhode Island (formerly Traveler's Aid), Providence
- East Bay Community Action Program, Newport

- East Bay Community Action Program, Riverside
- East Bay Community Action Program, Tiverton
- Family Health Services, Coventry
- Family Health Services, Cranston
- Family Health Services, Warwick
- New Visions for Newport County, Newport
- New Visions for Newport County, Tiverton
- Northwest Health Center, Pascoag
- Providence Community Health Centers, Providence
- Thundermist Health Center, West Warwick
- Thundermist Health Center, Woonsocket
- Thundermist Health Center of South County, Wakefield
- Tri-Town Health Center, Johnston
- Wood River Health Services, Hope Valley

Hospital-Based Clinics

- Memorial Family Care Center, Pawtucket
- St. Joseph's Center for Health and Human Services, Providence
- Women's Primary Care Center, Providence

School-Based Clinics

If your children go to any of the schools listed below, they can get regular primary care at a clinic in their school. Just choose a doctor from our directory who works with the clinic at your child's school.

- Central Falls Junior/Senior High School
- Central High School, Providence
- Samuel Slater Junior High School, Pawtucket
- Shea High School, Pawtucket
- Woonsocket High School
- Woonsocket Middle School

Your child's ID card will have the name of the doctor you choose, not the name of the clinic.

Are You Online? Register at BCBSRI.com and Take Charge of Your Health

Take advantage of our online tools to improve your health. To gain full access to the services listed below, you will need to register online at BCBSRI.com. Registration only takes a few minutes, and you will need your member ID number, which is located on your member card.

After registering, members can sign in to BCBSRI.com and use free tools and programs to:

- Learn more about their personal health,
- Track healthcare activities, and
- Set wellness goals and plans to reach them.

All members can use any of the following features:

- **Personal health assessment** – This tool helps you learn more about your health risks. Find out if you're eating right, exercising enough, and driving safely. Your personalized report will suggest ways you can improve your health.
- **Healthy lifestyle programs** – These programs will give you personalized information to help you:
 - Quit smoking,
 - Manage your weight
 - Reduce your stress
 - Care for your back
 - Improve your nutrition.
- **Personal health record** – This confidential tool can help you keep all of your health information in one secure location. You can manage your health history, including lab tests, medication names and dosages, immunizations, and more.
- **Trackers** – Health trackers can help you monitor your health in the areas of fitness, pregnancy, diabetes, asthma, and cardiac care. For example, in the fitness tracker, you can log your physical activity and food intake. You can also view sample exercises and read frequently asked questions.

Looking for more information on prenatal care, nutrition, or tips on self-care? Our Health & Wellness Center has an entire library of health information to help you take charge of your health. Register today, and let us be your health and wellness partner!



New Technologies and Treatments

BCBSRI does not cover every new medical technology or treatment, even if it is approved by the U.S. Food and Drug Administration (FDA). We use review committees to decide when to cover new technologies, treatments, and medicines. These committees review information from many sources before making their decisions. This information includes published scientific literature, FDA approvals, and reviews by national technology assessment groups. It also includes medical society guidelines or statements and comments from community doctors.

We also consider information provided by the person who is requesting coverage. This helps us decide if the treatment is medically necessary (and covered), or experimental or investigational (and not covered). Please call Customer Service if you have any questions about coverage for new treatments. (See the back of this newsletter for phone numbers.)

Keeping Your Prescriptions Current

If you're taking prescription drugs, it's important to visit the prescribing doctor every year. During these visits, the doctor will check for any side effects and how well the drug and dosage are working. The right dosage is important for the drug to work properly.

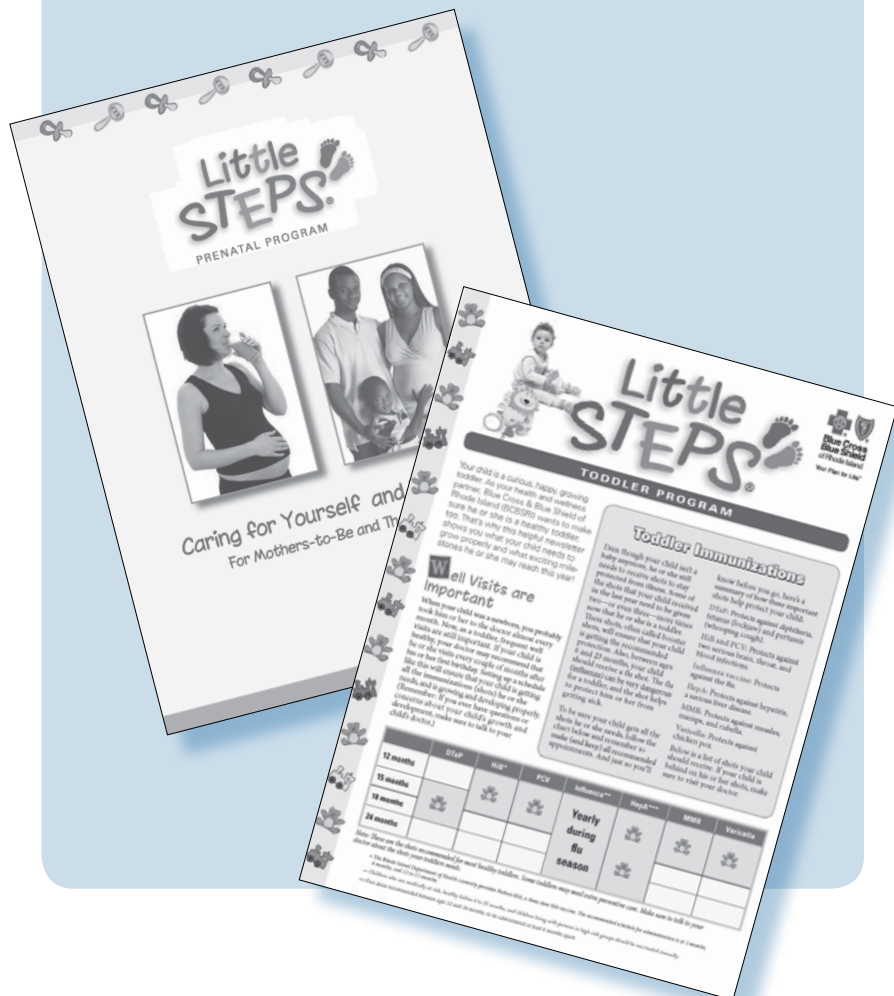


Pregnant? Sign Up for Our Free Little Steps® Prenatal Program

If you're pregnant, it's important to see your doctor during the first trimester (three months). He or she will assess your health and help make sure that you are eating properly. Your doctor will also help make sure you are getting the nutrients your body needs, including folic acid. Your body needs this important vitamin before and during pregnancy. Also, be sure to keep all other medical appointments while you are pregnant.

The BCBSRI Little Steps Prenatal Program offers support for pregnant mothers, even if they've been pregnant before. When you sign up, you'll receive information on care you need while you are pregnant. You'll learn about places in the community where you can get help. And, you'll receive discounts on child safety products. To sign up for Little Steps, please contact Customer Service. (See the back of this newsletter for phone numbers.)

Please contact Customer Service if you have complications while you are pregnant. Our case management program may be able to help you. Case management nurses can help you get the best care during this important time in your life.



When Domestic Violence Strikes

Help is available if you or someone you know is a victim of domestic violence. Call any of the numbers listed below. Your call will be private.

Blackstone Valley Advocacy Center
(401) 723-3057

Domestic Violence Resource Center of South County
(401) 782-3990

Elizabeth Buffum Chace Center
(401) 738-1700

Rhode Island Coalition Against Domestic Violence
(401) 467-9940

Sojourner House
(401) 658-4334, (401) 765-3232, or (401) 861-6191

Women's Center of Rhode Island
(401) 861-2760

Women's Resource Center of Newport and Bristol Counties
(401) 847-2533, (401) 247-2070, or (401) 625-1144

Tell Us If You Have Other Coverage

You must tell us if you are enrolled in another health plan. You must also let us know if someone other than BlueCHiP for RIte Care may be responsible for paying for your medical care. You should also give this information to your doctor, hospital, or other provider. That way, we can decide who should pay your claim first. RIte Care is always the last payer. If you or your family members have other coverage, the doctor, hospital, or other participating provider must file a claim with the other insurance company first. This needs to happen before BlueCHiP for RIte Care can process your claim. If you have other insurance, call Customer Service. (See the back of this newsletter for phone numbers.)

Protect Your Children From Lead Poisoning

Lead poisoning is a serious disease that can make your child very sick. Call the Rhode Island Childhood Lead Poisoning Prevention Program (at the Family Health Information Line) at **1-800-942-7434** to find out where your child can have a lead test.



Fitness Counts

Improving your fitness level at any age has many proven health benefits. Regular physical activity can help you achieve or maintain a healthy weight, reduce stress, and lower cholesterol. It can also help increase flexibility, bone density, and muscle mass. It can help you manage (or reduce your risk for) conditions such as heart disease, diabetes, and osteoporosis. Talk to your doctor about how to start or change your exercise program.

Walking, sledding, building a snowman—everything you do counts. But if you have asthma, Chronic Obstructive Pulmonary Disease (COPD), diabetes, or heart disease, there are a few things you should consider before you start.

- Be safe. Exercise with someone else in case you need help.
- Drink plenty of water. Even in cold weather, your body loses fluid through sweat.
- Wear lotion to protect your skin. Cold weather outside and dry heat inside can chap your skin.
- Be sure you've had your flu shot, so you stay healthy and can keep exercising.
- Dress in layers if it's cold out. That way you can adjust them and stay comfortable as your body warms up and cools down. Keep in mind that on a windy day, it will feel colder than the reading on the thermometer.
- Wear a hat. Most of the body's warmth is lost through the head.
- If the weather is bad, choose indoor activities, such as walking in the mall, going to the gym, or taking dance

lessons. Exercise indoors at the same intensity level as you do outdoors in nice weather.

If you have asthma or COPD:

- Cover your mouth and nose with a scarf to prevent cold air from entering your lungs.
- Choose indoor activities when the air quality is bad or it is too cold outside.
- Talk to your doctor. He or she may suggest you take your quick-relief medicine before you exercise.

If you have diabetes:

- Keep your feet warm and dry. It's best to wear several layers of loose socks. Remember to check your feet after any outside activity.
- Keep an eye on your blood sugar. Exercise and changing seasons can affect blood sugar levels.
- Carry a snack with you in case your blood sugar gets low.
- Protect your diabetes monitoring equipment from cold weather.

If you have heart disease:

- Plan ahead to avoid being outdoors in cold, windy weather.
- Avoid shoveling heavy snow and other strenuous activities, such as walking through heavy, wet snow or snowdrifts.

Guidelines When Getting Care

When you are receiving medical care, please remember to:

- Get all care (including lab work, prescriptions, and behavioral health services) from participating doctors and providers.
- Show your member ID card. **Important note:** Make sure that other people do not use your card.
- Give your doctor complete and accurate information about your past and present medical condition. Tell him or her if you notice any changes in your condition.

Also, try to keep all your appointments. If you cannot keep an appointment, call your doctor right away to reschedule.

RItE Care Recertification Reminder

The Department of Human Services (DHS) looks at your case every year to see if you are still eligible for RItE Care. Please fill out the recertification (renewal) application that DHS sends you, and return it immediately.

If you do not return the application by your recertification date, you will lose your RItE Care benefits. If you do not know your recertification date, you can call your local DHS office.



Changes in the BlueCHiP for RItE Care Provider Network

The BlueCHiP for RItE Care provider network is always growing and changing. Please keep this in mind if you are choosing a new primary care physician (PCP). He or she must participate in our network. If you are referred to a specialist, the specialist must also participate in our network. Always ask at the time of referral if the specialist participates in our network. You may also call Customer Service to find out. (See the back of this newsletter for Customer Service phone numbers.)

Customer Service can tell you if a provider participates in our network, what languages are spoken at the provider's office, and where the provider went to school. Customer Service can also send you a provider directory. You can also visit BCBSRI.com and use the *Provider Finder* tool to find providers (including behavioral health providers). Updates to the provider network will be posted quarterly on the BlueCHiP for RItE Care section of our Web site in *Plans and Services*.

Outreach Workers Can Help You

Outreach workers are social workers and nurses who are available to help improve your quality of life. Outreach workers can explain your benefits and provide you with helpful information, including:

- How to choose or change your primary care physician (PCP)
- How to get urgent and emergency care services
- When to get a referral
- How to get interpreter services
- Transportation services
- How to learn more about a disease or condition such as diabetes, asthma or pregnancy
- How to get referrals for community services and needs

You can contact an outreach worker by calling Outreach Services at (401) 459-5550 or (401) 459-5973. Please leave a message when you call. Someone will call you back as soon as possible. Outreach workers are available Monday through Friday, from 8:15 a.m. to 4:30 p.m.

Behavioral Health

If you need counseling for alcohol, cigarette use, drug abuse, or depression, or if you just don't feel like yourself, talk with your doctor. He or she can help connect you with someone who can help. You can also call Customer Service, and we can help you find the care you need. As always, your call will be kept confidential.

Generic vs. Brand Name Drugs

You've probably heard the terms "generic drugs" and "brand name drugs" before. But what is a generic drug, and how is it different from a brand name drug? A generic drug usually costs less than its brand name drug equivalent. It has the same active ingredients, and it works just as well. Generic drugs are approved by the U.S. Food and Drug Administration (FDA). All drugs approved by the FDA have passed thorough tests. They are also proven to be safe and effective.

What Is an Over-the-Counter Drug?

Over-the-counter (OTC) drugs are drugs that do not require a physician's prescription to purchase. They include but are not limited to cold medicines, vitamins, and laxatives. BlueCHiP for RItE Care will pay for some of these drugs as long as your doctor writes you a prescription and you receive the drug from a participating pharmacy.

Don't Forget to Pay Your Premiums

If you are a RItE Care member who pays premiums (monthly payments) to the Department of Human Services (DHS), please keep up with payments. If you don't pay your premiums, DHS can cancel your RItE Care health coverage.



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Important Phone Numbers

Keep these important numbers close to your telephone. Help is just a phone call away.

BCBSRI Programs and Telephone Numbers

Customer Service	(401) 274-3500 or 1-800-564-0888
TDD	(401) 831-2202 or 1-888-252-5051
Asthma Management Program	(401) 459-5683 or 1-888-725-8500
Heart Failure Program	(401) 459-5683 or 1-888-725-8500
Coronary Artery Disease Program	(401) 459-5683 or 1-888-725-8500
Diabetes Management Program	(401) 459-5683 or 1-888-725-8500
Little Steps® Prenatal (Pregnancy) Program	(401) 274-3500 or 1-800-564-0888
Behavioral Health Services Line	1-800-274-2958
Case Management	(401) 459-2273 (CARE) or 1-800-637-3718, ext. 2273
Outreach Services	(401) 459-5973, (401) 459-5550,or 1-800-637-3718, ext. 5973 or ext. 5550

Customer Service Hours

Monday through Friday, from 8:00 a.m. to 8:00 p.m., and Saturday, from 8:00 a.m. to 2:00 p.m.

State Programs and Other Resources

Family Health Information Line (English and Spanish) (Information about WIC, lead screening, immunizations, and more)	1-800-942-7434
Department of Human Services Information Line (English and Spanish)	(401) 462-5300
TDD	(401) 462-3363
Rhode Island Poison Control Center	(401) 444-5727 or 1-800-222-1222
National Domestic Violence Hotline	1-800-799-SAFE (7233)
Ocean State Adult Immunization Coalition Immunization Hotline	1-800-555-7858