

If you are thinking about quitting tobacco, there is free help available. The Arizona Department of Health Services' Tobacco Education and Prevention Program offers over-the-phone counseling to help you quit smoking or chewing tobacco. If you join one of these programs, you may also be able to receive medical help called Nicotine Replacement Therapy (NRT). NRT includes the patch, gum, lozenge, and some other products that require a prescription from your

doctor. If you are interested in more information or are ready to take the first step toward quitting, please call the Arizona Smokers' Helpline at 1-800-55-66-222. You can also visit their website at www.ashline.org, or talk to your doctor.



P/GLTC wants to help you with translation and interpretation services. We will make sure that you receive information in writing and in a way you can easily understand. If you have trouble seeing print or are hearing impaired, we can help. We want to help! Call us!



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PINAL/GILA LONG TERM CARE “LET’S TALK CARE” MEMBER NEWSLETTER

Fall 2010

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Ask Me 3

Every time you talk with a doctor, nurse or pharmacist, use the ASK ME 3 questions to better understand your health. The three questions are:

- 1** What is my main problem?
- 2** What do I need to do?
- 3** Why is it important for me to do this?

Asking these questions can help you to take care of your health, prepare for medical tests, and to take your medicines the right way.

Health Care In Your Home

Excerpted from:
Medicare and Home Health Care
which is published by the Centers for Medicare & Medicaid Services.

Home health care includes skilled nursing care, as well as other skilled care services. These are done in your home by skilled health care workers.

The home health staff provide the care your doctor orders. Along with the doctor, home health staff create a plan of care, which is a written plan for your care. It tells you how to be in your best health. It may also talk about mental and social well-being. Home health staff tell your doctor how you are doing and update your plan of care when your doctor wants to.

With progress in the medical and science fields, many treatments that used to only be done in the hospital can now be done at home. Also, home health care is often less costly and can be just as good as care in a hospital or skilled nursing home.

While you get home health care, home health staff teach you (and your caregiver) how to do any care you may need such as; medicine, wound care, therapy, and how to deal with stress. Most home health care is part-time so you should learn how to pick up on and care for things that may become problems later on.



The goal of long-term home health care is to keep you at your best health level. It is intended for the extremely ill or disabled. Staff will help you learn to live with your illness or ailment.

Doctors will watch over your home health care by:

- saying when you need care at home,
- setting up your plan of care and,
- talking with the home health staff about your progress.

Only your doctor can change your plan of care. You must be told of any changes in your plan of care. Home health staff must tell your doctor right away if your health changes. If home health staff makes a change to your plan of care without your doctor's consent, you have the right to appeal.

If you feel your medical needs are not being met, please talk to your case manager.



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1990—2010

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Years of
Service

Pinal/Gila
Long Term Care

OUR MISSION

Pinal/Gila Long Term Care (P/GLTC) provides comprehensive healthcare in an efficient and innovative manner

by a skilled, motivated and trans-cultural workforce to enhance the quality of life for our consumers.

Caregivers and Ambulance Transportation

A person who takes care of someone who needs help with their day to day tasks is called a caregiver. A caregiver plays a vital role as part of the P/GLTC system. We praise their work and value what they provide to our members. That is why a caregiver needs to know how they are paid, or not paid, when you need to get to a hospital.

If you need to take an ambulance to the hospital, your caregiver will not be paid for following the ambulance. The paid caregiver's role ends once the ambulance takes over your care and begins the transport. This means your caregiver will not be paid. Claims turned in by caregivers for this service will not be paid.



Clearing Up Medical Bills and Claims

Any time you get medical aid or see a doctor, help you if your call to them does not work. You can please be sure to show your AHCCCS, Medicare, send in any bills you get to your case manager and and/or other insurance cards. This will help you to they will send them to the claims unit for further avoid any needless bills. follow up.

If you do receive a bill, you should call them and Please keep in mind that this takes time, as we give your AHCCCS data over the phone. We will have to send a letter asking for a bill.

Benefit Changes for Members

Due to Arizona's huge budget problems and more people being added to the Medicaid Program, after 10/1/2010, Pinal/Gila Long Term Care will no longer pay for certain medical care for anyone who is 21 years old or older. The medical services that we will no longer cover are:

- Most dental care
- Bone anchored hearing aids and cochlear implants
- Insulin pumps
- Percussive vests
- Orthotics
- Visits to a podiatrist
- Pancreas transplants (except when pancreas transplant and a kidney transplant are done at the same time)
- Lung transplants
- Allogeneic unrelated hematopoietic cell transplants

- Heart transplants for non-ischemic cardiomyopathy
- Liver transplants for persons with hepatitis C
- Visits to the doctor when you have no specific complaint and are not being treated for any symptoms (well exams)
- Microprocessor-controlled lower limbs and joints for lower limbs

The medical service that we will now limit is:

- Outpatient Physical Therapy Limit of 15 visits per contract year (10/1 through 9/30)

For more information, visit the AHCCCS website at: <http://www.azahcccs.gov/reporting/legislation/2010/BenefitChanges.aspx>. If you are a Qualified Medicare Beneficiary, we will continue to pay your Medicare deductible and coinsurance for these services.

If you have questions, please contact us at 1-800-831-4213 and ask for your case manager.

Fraud and Abuse

There are many ways to report fraud or abuse. If you think someone is committing fraud or abuse against you or someone else, you should report it to us. The Compliance Officer for Pinal/Gila Long Term Care is Andi Kennedy. If you want to report concerns about fraud of the system, you may call:

520 - 866 - 6718

If you want to report it without anyone knowing who you are you can write to us about your concerns and send your letter to the Corporate Compliance Officer at:

**P.O. Box 2140
Florence, AZ 85132**

No matter how you report it to us, P/GLTC will never reveal your name to anyone. Here are some other numbers you can use to report your concerns:

Adult Protective Services (APS)

1-877-767-2385

TDD 1-877-815-8390

AHCCCS Fraud and Abuse

1-800-654-8713

Child Protective Services (CPS)

1-888-767-2445

TTY 1-800-530-1831

Home Health Agencies

1-800-221-9968

Medicare Fraud

1-800-447-8477

National Center for Elder Abuse

1-877-767-2385

TDD 1-877-815-8390

Understanding Your Diabetes

Diabetes is a lifelong disease. It makes it harder for the body to turn food into energy. The body makes insulin to help turn food into energy. If there is not enough insulin, sugar can build in the blood. High levels of blood sugar can damage blood vessels in the heart, kidneys, and eyes. It can also damage nerves in the feet.

Type 2 diabetes is the most common type of diabetes. Type 2 diabetes happens when the body doesn't make enough insulin. It can also happen if the insulin does not work right. You are at greater risk of having diabetes if you are:

- 40 years of age or older,
 - overweight, and/or
 - have other people in your family with diabetes.
- You may have diabetes and not know it. You need to talk to your doctor about having a diabetes test if you notice that you are:
- tired all the time
 - often thirsty or hungry or have sudden loss of weight,
 - have blurry vision or wounds that won't heal, and/or

- having tingling or numbness in the hands or feet.

Many people with diabetes lead a healthy, active life. If you have diabetes, you will need to take special care of yourself. Tips to help you keep your diabetes under control include:

- do not eat too many sweets or starches and eat less if you are overweight,
- check your blood sugar and write it down to show your doctor,
- try to exercise and move around every day, and/or
- take your medicines every day or how your doctor tells you to take them.

Your doctor will help you make a plan to help you take care of your diabetes. Ask your doctor about the best way to eat, exercise, and lose weight.

If you need more help, call your Pinal/Gila Long Term Care Case Manager. If you do not know how to call your Case Manager, call (520) 866-6775 and we will help you.