

# PUP MEMBER connection

Newsletter for Members | January 2010

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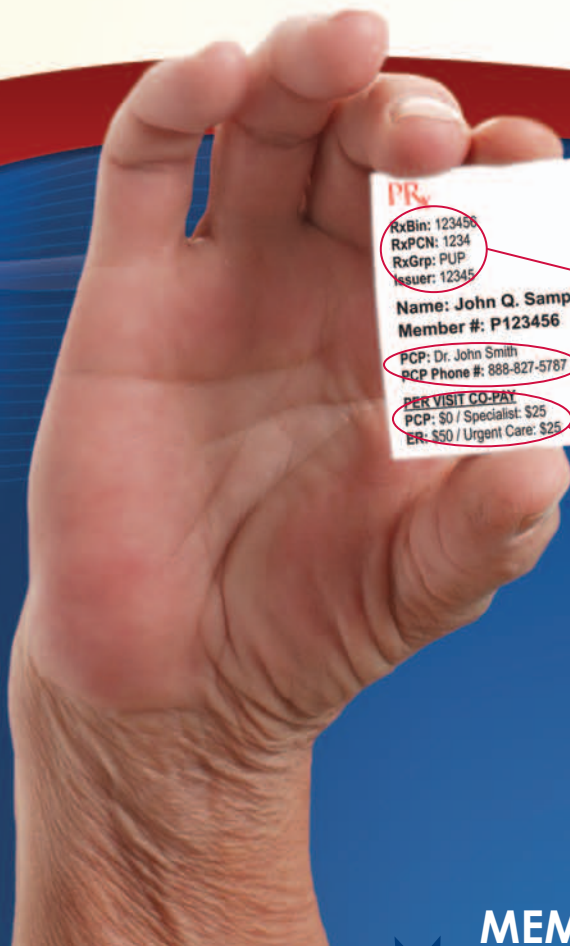
# KEEPING UP with PUP

## You're Part of the PUP Family!

As a PUP member you have already received (or will be receiving shortly) the following items:

- Member Welcome Packet (for our new members)
- Annual Notice of Change (for our existing members)
- Evidence of Coverage
- Your new PUP ID card

If you have not received one or more of these documents, please contact Member Services at the number below.



## GETTING TO KNOW your new ID card

Information used  
by your pharmacy

Your Primary Care  
Physician (PCP) name  
and phone number

Copayment amount  
for doctor, ER and  
urgent care visits

## MEMBER SERVICES LOCATIONS



### ORLANDO OFFICE

9102 SouthPark Center Loop  
Suite 200  
Orlando, FL 32819

### WINTER HAVEN OFFICE

1124 1st Street South  
Winter Haven, FL 33880

**Toll-Free: 1-866-571-0693**

**TTY/TDD: 1-866-671-0693**

Monday - Sunday, 8am - 8pm

**And coming soon, PUP will have walk-in service at our new Marion County office.**

## Flu Shots and Prevention

*How you can take action during the flu season*

PUP pays for one seasonal flu vaccine per year with \$0 co-pay at participating PUP providers. It's best to call your PCP beforehand to confirm the vaccination is currently available.

If your PCP does not have the vaccine available or has run out, you may visit another provider (i.e. pharmacy) where seasonal flu vaccines are being administered and PUP will reimburse you for the cost of your vaccination up to \$30. If you choose this option, you may have to pay for the vaccine yourself and submit a claim to PUP for reimbursement. If you have any questions, please contact Member Services.

In addition to a timely vaccination, these are things you can do to stay healthy during the flu season:

- **Cover your mouth and nose.** Use a tissue when you cough or sneeze and place it in the garbage. If a tissue is not available, cough into your sleeve. Avoid coughing or sneezing into your hand.
- **Wash your hands often.** Especially after you sneeze or cough. Hand washing stops germs. Alcohol-based gels and wipes also work well.
- **Keep a healthy diet.** There's no better time to boost your immune system. Eat right and drink plenty of fluids.
- **Get plenty of rest.** If you're feeling under the weather, consider staying at home until you're back to your normal self.



## Have You Had Your Eyes Checked?

According to The American Optometric Association (AOA), annual eye exams are strongly recommended for adults over the age of 60, regardless of vision type.

This is when the risk of age-related eye problems such as cataracts and macular degeneration becomes more prominent.

***The earlier any eye conditions are discovered, the earlier they can be effectively treated.***

PUP plans include a \$0 or low co-pay for up to one routine eye exam.

For routine eye exams, you'll want to schedule an appointment with an Optometrist in the PUP network. Check the PUP Provider Directory, visit [www.pupcorp.com](http://www.pupcorp.com) or call Member Services to find a provider near you.

# IMPORTANT REMINDERS FOR 2010



## *Scheduling Your Annual Physical Exam*

There is no co-pay on your annual physical exam for 2010. Be sure to schedule your exam with your PCP.



## *Argus Offers PUP Members Discount Dental Memberships*

Your dental coverage is changing for 2010, as described in the Annual Notice of Change. If you'd like to continue the preventive dental portion of your dental benefit, please contact Argus Dental at 1-877-864-0625.



## *PUP Ambassador Program*

The PUP Ambassador Program is designed to recognize and encourage volunteerism within the PUP community. Joining the PUP Ambassador program allows you to:

- Help your neighbors through what can sometimes be a confusing decision-making process
- Stay active and involved in your community
- Help PUP make important decisions by giving your input
- Have fun at our Ambassador Only events throughout the year
- Monthly luncheons
- End-of-enrollment season Thank You event

For more information on how you can join this program, please contact Moriah Giguere at 407-209-1010 ext. 2404.



## *Are You in the PUP Extra HMO Plan?*

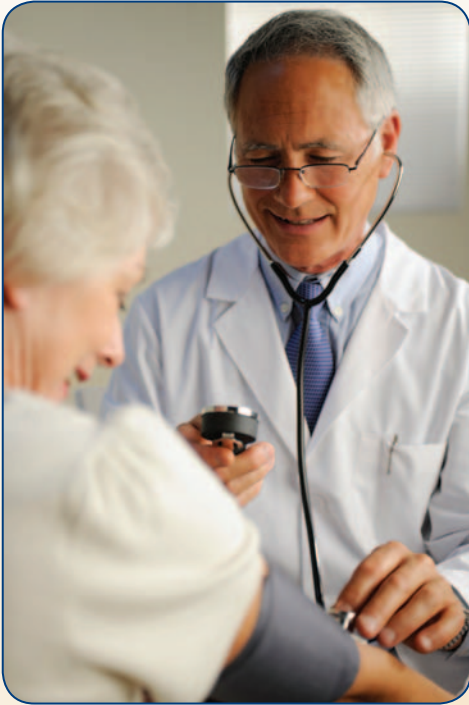
To ensure your continued enrollment in PUP's dual eligible plan, PUP Extra HMO (021), please remember to recertify your eligibility for Medicaid benefits.



## *Tell Your Friends*

Making a decision about your health care coverage can be a confusing process. If you're happy with PUP, don't forget to tell your friends. Letting them know about your experiences can go a long way toward helping them determine if PUP is also the right plan for them.

## Weighing Your Health Risks



*Obesity affects every ethnic group, socioeconomic class, and geographic region in the country.*

Obesity is the second leading cause of preventable death in the United States. Approximately 127 million adults (58% of American adults) are overweight.

Obesity is associated with many chronic diseases including diabetes and coronary artery disease. However, obesity and its effects are preventable.

Guidelines from several professional organizations, such as the U.S. Preventive Services Task Force, recommend that health care providers measure patients' height and weight and calculate their patients' body mass index (BMI). BMI is a reliable indicator of total body fat.

Make one more resolution for 2010 – eat healthy meals, engage in physical activity appropriate for your age and physical condition, and remind your doctor to measure your BMI during your physical this year. If you're overweight, discuss a weight loss plan with your doctor. After all, a healthy diet and regular exercise are the keys to a healthy heart, healthy bones, healthy weight, and a healthy you.



## Colorectal Cancer Screenings Save Lives

The Center for Disease Control (CDC) sponsors an annual Screen for Life: National Colorectal Cancer Action Campaign to increase awareness of the importance of regular colorectal cancer screening tests for men and women 50 years or older.

There's a good reason for this; colorectal cancer, often referred to as colon cancer, is the second leading cancer killer in the United States. But it doesn't need to be. The CDC estimates that if everybody age 50 or older had regular screening tests, as many as 50-60% of deaths from colorectal cancer would be prevented.

*The message the  
CDC sends is simple:  
Screening saves lives.*

Polyps and colorectal cancer may not cause symptoms at first, so screening is key. Regular screenings can find precancerous polyps that can be removed before turning into cancer. The fact is, the earlier colorectal cancer is found, the more successful treatment can be.

Colorectal cancer affects men and women almost equally, and no race or ethnicity is immune. Check with your primary care provider to schedule a screening if you are 50 or older, or if you think you may be at higher than average risk for colorectal cancer.

Together you and your health care provider will select the test that is best for you and how often to screen.

### *The three most common screening tests are:*

- **Fecal occult blood test:** This involves checking stool samples for hidden blood and should be done every year.
- **Flexible sigmoidoscopy:** For this test, a doctor uses a lighted, flexible tube to inspect the rectum and lower part of the colon. This test should be repeated every 5 years with some checks for fecal occult test in the years between tests.
- **Colonoscopy:** Similar to the flexible sigmoidoscopy, this test inspects the entire length of the colon and should be done every 10 years if results are normal.

### *THE BOTTOM LINE*

If you're 50 or older, start getting screened for colorectal cancer; earlier if you have a family history of the disease. Remember, 60% of colorectal cancer deaths can be prevented if everyone 50 or older has regular screening tests.



## Adverse Drug Effects in Older Adults

Did you know there are some drugs that should be avoided because of our age? Due to the effects of aging, older adults face unique challenges in prescription use. A list of drugs considered potentially inappropriate for use in older adults has been established. This list is known as the Beers list.

While we expect greater use of prescription drugs in the older population, Americans 65 and older are twice as likely to experience adverse drug events as younger adults, and they are almost seven times as likely to be hospitalized as a result.

Not all adverse drug events are preventable but many can be avoided. It's important to take an active role in the management of your health and help your doctor develop the best treatment plans for you.

### **Know what medications you take.**

This includes prescription and over-the-counter drugs and supplements. You should share this information with your doctor at each visit. You can either bring a current list of all your medications and dosages or bring your actual medications in their bottles with you to the appointment.

### **Take your medications as they're prescribed.**

If you have questions about your medications, ask your doctor or pharmacist. And remember, ask your doctor about the list of medications to be avoided in older adults, also known as the Beers list.

### **Ask if any of your medications are on the Beers list.**

If so, you should initiate a discussion about the possibility of trying something different or why it is important for you to continue with your current treatment plan.



## Advance Directives

### *An Important Decision*

Giving thought to end-of-life decisions becomes more important as medical advances provide greater means to extend life. Making these decisions now and communicating your wishes are important and can provide a sense of security. Should you become unable to make such decisions on your own, your desires would be known and acted upon.

There are important choices to be made and, while it may not be easy, it is important to understand them and talk them over with your family and your doctor. Communicating your health care preferences in writing for the type of end-of-life medical care and life support you choose can be done with legal documents known as advance directives.

Advance directives are written instructions regarding your medical care preferences. They address the provision or withholding of life-sustaining medical interventions. There are many types of interventions you may want or some that you may wish to avoid. Some examples include cardiopulmonary resuscitation (CPR), the use of machines to help you breathe, surgery, and assisted nutrition and hydration.

There are different types of advance directives and you may or may not choose to have an attorney assist you; forms are available through a variety of sources, including the Florida Agency for Health Care Administration (AHCA) website ([www.fdhc.state.fl.us](http://www.fdhc.state.fl.us)).

***An advance directive allows you to express your wishes and to name someone to make treatment choices on your behalf.***

### *Living Will*

A living will is a document in which you identify the kind of life-sustaining medical care you do or do not want if you are unable to make the decisions when they are required.

### *Durable Power of Attorney*

A durable power of attorney for health care is a signed, witnessed document naming the person authorized to make medical decisions for you if you are unable to do so; this is your health care proxy.

You may have both a living will and durable power of attorney and sometimes they are combined into a single document.

Advance directives go into effect only if you become unable to make medical decisions for yourself; they can be changed or cancelled by you at any time. They should be reviewed periodically and any changes should be discussed with those closest to you. Remember, your family and your doctor should have a copy of your advance directives.

