

PUP MEMBER connection

Newsletter for Members | October 2010

WHAT YOU'LL FIND INSIDE:

Health Reminders
Diabetes Survival Skills
New Changes to Medicare
Your New Silver Sneakers Program
And Much More



PUP 
Physicians United Plan™

KEEPING UP with PUP

5 STAR TELEPHONE CUSTOMER SERVICE

PUP is proud to announce that our telephone customer service has been rated **5 STARS** by the Centers for Medicare and Medicaid Services (CMS). So the next time you call Member Services, you'll have five more reasons to know you're in good hands.

NAVIGATE YOUR MEDICARE

PUP is also proud to introduce our new fleet of PUP-mobiles to Central Florida. Whether on your street, in your city, or even on TV, you'll be seeing more and more of the PUP-mobiles.

It's just another speedy way PUP helps you Navigate Your Medicare.



YOUR MEDICAL HOME

BY DR. ROBERT SUTTON
SENIOR MEDICAL
DIRECTOR, PUP

SO MANY CHOICES

In 1980, did you own a Betamax or a VHS video cassette recorder? What seemed like a hard choice then seems like a small one today. The advances in technology come so fast that it can be a challenge to keep up and make the right decisions. The changes during your lifetime are nothing short of incredible; the first color television became available in 1953, the first wireless remote control in 1956 and the first portable cell phone in 1973 (though it must have weighed a couple of pounds).

The same is true of modern medicine. There are so many choices with unbelievable technology. The first antihistamine was introduced in 1947 and was a miracle drug if you suffered from "hay fever". The common surgeries of a Total Hip Replacement and a Coronary Artery Bypass Graft did not become available until the 1960s. And the CAT scan and MRI were first installed for public use in a few selected institutions in the 1970s. The commonly used over-the-counter (OTC) drug, Motrin, first became available by prescription only in 1974.

In the middle of all the changes and new technologies, there is one thing that has not changed – the desire for a **Primary Care Physician (PCP)** who is knowledgeable and skilled, who is committed to your care and who is available in time of need. That's what our parents wanted and that is still the most important need today. The PCPs of Physicians United Plan promote those same ideals in the concept of the **Medical Home**: Accessible Care, Comprehensive Care and Compassionate Care.

DON'T FORGET

Please visit your PCP at least twice each year and more frequently at his or her recommendation. Talk to your PCP about preventive care, your medications and any changes in your personal life - so that together you can make the best choices for your health.



THE HEALTH CARE REFORM AND CHANGES TO YOUR MEDICARE

This year, the Annual Enrollment Period for Medicare is November 15th - December 31st, 2010.

There is no longer a “switch period” between January 1st – March 31st like there was in years past.

Instead of the "switch period," there is now an annual disenrollment period between January 1st and February 14th, 2011. During this time, if you disenroll from PUP, you can only go back to Original Medicare. After this, you will generally not be able to enroll in another Medicare Advantage Plan (some exceptions apply).

Your 2011 PUP Annual Notice of Change (ANOC) and Evidence of Coverage (EOC) also describe how your PUP plan benefits and co-pays have changed for the upcoming year.

REMEMBERING YOUR RIGHTS AND RESPONSIBILITIES TO ENSURE THAT YOU GET TIMELY ACCESS TO YOUR COVERED SERVICES AND DRUGS

As a PUP member, you have the right to your choice of Primary Care Physician (PCP) from our network of contracted doctors.

You also have the right to go to a women's health specialist (such as a gynecologist) or chiropractor without a referral. As a plan member, you have the right to get appointments and covered services from the plan's network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when you need that care.

You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays. If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, the chapter entitled “What to do if you have a problem or complaint (coverage decisions, appeals, complaints)” in your Evidence of Coverage explains what you can do.

For more of your Member Rights and Responsibilities, visit the PUP website at www.UaskPUP.com.

CALLING ALL MEMBERS WITH PUP PRIDE

The PUP Ambassador program is a fun way to meet new people and stay involved with PUP. You'll be able to help PUP make important decisions by giving your input, all while staying active and involved in your community.

You'll also enjoy monthly luncheons and special Ambassador Only Events throughout the year.

For more information about becoming a PUP Ambassador, please contact Moriah Giguere at 407-209-1010, ext. 2404.

A SPECIAL THANKS TO OUR 2010 PUP AMBASSADORS



PUP HELPS YOU SAVE EVEN MORE

PUP is joining forces with Social Service Coordinators (SSC) to help reduce your out-of-pocket expenses for things like Medicare premiums, coinsurance and deductibles.

HOW DOES IT WORK?

It's simple. During a brief phone screening, SSC will find out if you're eligible for State Medicare Savings Programs (MSPs) that can help pay your Medicare Parts A and B premiums. You can even qualify for added plan benefits.

Many people qualify but don't even know it. Once SSC determines your eligibility, their skilled team will help you step by step through the entire application process.

HOW YOU CAN GET STARTED:

To see if you qualify for any of these programs, you can call SSC at their toll free number for PUP Members at 1-877-357-2543 or visit www.sscincorporated.com

MAKING THE MOST OF YOUR BENEFITS

As a PUP member, you have access to Medicare-covered preventive screenings at no cost. Have you been keeping up with your preventive screenings? Below is a list of many of the screenings available to you:

- Abdominal Aortic Aneurysm Screening
- Bone Mass Measurement
- Colorectal Screening
- HIV Screening
- Flu, Pneumonia and Hepatitis B Vaccinations
- Mammography Screening
- Pap Test, Pelvic Exams, and Clinical Breast Exams
- Prostate Cancer Screening Exams
- Cardiovascular Disease Testing
- Smoking Cessation Counseling

For more information about how to access these screenings, please contact Member Services or your PCP. Some of these screenings may only be for people at high risk.

IT'S OFFICIAL: PUP INTRODUCES THE SILVER SNEAKERS FITNESS PROGRAM

The SilverSneakers® Fitness Program is offered by Healthways, a leading provider of specialized, comprehensive solutions to help millions of people maintain or improve their health and well-being and, as a result, reduce overall costs.

SilverSneakers was founded in 1992 and is the nation's leading exercise program designed exclusively for older adults; offering an innovative blend of physical activity, healthy lifestyle and socially-oriented programming proven to reduce the health care costs of participants. The unique program is offered at approximately 10,000 participating fitness and wellness locations in all 50 states, Puerto Rico and Washington D.C., at no additional cost. For participating locations and more information visit www.silversneakers.com or call 1-888-423-4632, Monday through Friday, 8am to 8pm Eastern Time (TTY: 711).





OCTOBER IS BREAST CANCER AWARENESS MONTH

THE MAMMOGRAM *A GIRL'S BEST FRIEND*

The chance of a woman getting breast cancer during their lifetime is a little less than 1 in 8. It's also the second leading cause of cancer deaths among women in the U.S. That's the bad news. The good news is that deaths from breast cancer have been decreasing each year since 1990, thanks to more women getting mammogram screenings and improved treatment options. But some reports still show fewer women are getting their mammograms on schedule.

Mammograms do not prevent breast cancer or catch 100% of cancers but regular mammograms can help with earlier identification and treatment and reducing the risk of dying from the disease. They save lives because they can detect breast cancer in women who are not experiencing any symptoms.

So if you haven't had a mammogram within the past 12 months, take the time to schedule an appointment with your PCP. Mammograms are recommended and covered by PUP. If you have questions about your coverage or scheduling an appointment call Member Services today at 1-866-571-0693 (TTY/TDD: 1-800-955-8771).

WORLD COPD DAY: NOVEMBER 17, 2010

WHAT IS COPD?

COPD, or Chronic Obstructive Pulmonary Disease, is the fourth leading cause of death in the United States. There is no cure for COPD, but the most common risk factor happens to be preventable: smoking.

Most people affected by COPD smoke or used to smoke. Because of this, they experience side effects that make it hard to breathe - like shortness of breath, wheezing and "smoker's cough." Other causes of COPD include breathing in things like pollution, dust or chemical fumes over a long period of time.

COPD doesn't happen overnight. It could take years before you notice any symptoms. There are lifestyle changes you can make to help fight the disease.

So if you do smoke, the best thing to do is stop smoking, and try to avoid places where you'll be exposed to secondhand smoke.

WHAT IS A SPIROMETRY?

A spirometry is a painless function test used to see if you have COPD. It measures the amount of air you can breathe out, and how long it takes you to do so.

HOW IS IT TREATED?

Treatment for COPD can change depending on the symptoms. If you are experiencing any symptoms of COPD, your Primary Care Physician (PCP) can recommend treatments. Remember, PUP offers smoking cessation counseling sessions as part of your plan benefits.

For additional information regarding Physicians United Plan's Disease Management Programs, please contact Member Services.

The American Lung Association had developed an educational program called the Better Breathers Club. Here, you'll have the chance to learn more about lung disease from health care professionals in a supportive environment. To find the closest Better Breathers Club to you, please visit their website at www.lungusa.org



IS YOUR DIABETES UNDER CONTROL?

Keeping your diabetes under control can reduce the chance of complications like heart disease, kidney failure and even blindness. But how do you know if your diabetes is staying under “good control”?

Coping with diabetes means constant self-management and medical care in order to avoid the many serious complications linked with the disease. It's up to you to schedule your appointments, monitor your blood glucose, your diet and exercise.

It also takes a team effort to take control of your diabetes. You should think of yourself and your Primary Care Physician (PCP) as the leaders of your team, which may sometimes include other members of the health care community like a dietician, diabetic educator or a specialist physician.

You and your PCP will create your treatment goals and work together to achieve and maintain them. People who maintain good control of their diabetes usually see their PCP every 6 months while those who have not yet reached their treatment goals should visit their PCP at least every 3 months.

If you don't have your next diabetes management appointment scheduled with your PCP, take the time to call and make that appointment now.



Diabetes Management

Discuss Goals and Screening Frequency with your PCP

Self-monitoring of blood glucose	At least 3 times a day if you use insulin (discuss the frequency and timing with your PCP)
Doctor (PCP) visit for a diabetes check-up	2 times a year if you're well controlled but every 3 months if you're not meeting your glycemic goals or if your treatment goals change
Blood pressure check <i>Goal: Less than 130 over 80</i>	At each diabetes check-up appointment
A1C testing <i>A goal of less than 7% is good for most people</i>	2 times a year if you're well controlled but every 3 months if you're not meeting your glycemic goals or if your treatment goals change
Cholesterol testing	Once a year
Kidney function test <i>Ask your PCP about a test for microalbuminuria</i>	Once a year
Eye exam <i>Be sure to tell the eye doctor you have diabetes – tell your eye doctor to send the report to your PCP</i>	Once a year, every year
Flu shot	Once a year (at the beginning of flu season)
Pneumonia shot	Once at age 65 or older
Aspirin therapy (low dose) <i>Talk to your PCP about your risk factors for cardiovascular disease (heart attack or stroke) and see if low-dose aspirin therapy is appropriate for you</i>	The next time you visit your PCP
Foot exam <i>Keep your feet clean and dry and make a habit of checking them regularly (avoid going barefoot, and make sure your shoes fit well)</i>	Take your shoes and socks off at each of your diabetes check-up appointments and ask your PCP to check your feet
Weight management <i>Maintain a healthy weight and exercise schedule</i>	Talk with your PCP about your healthy weight and exercise tolerance and program
If you smoke – stop smoking, talk with your PCP if you need help	Now!

DIABETES SURVIVAL SKILLS

FREE EDUCATIONAL CLASSES
IN POLK COUNTY

The Polk County Health Department is offering a free class for adults. If you'd like to attend, be sure to register at the phone number listed below.

To register, call 863-519-7900, ext. 11097.

Seating is limited.



ELOISE RESOURCE CENTER

710 Snively Avenue
Winter Haven, FL 33880

MONDAY, NOVEMBER 15TH (Spanish)

1 pm - 4 pm

TUESDAY, NOVEMBER 16TH (English)

1 pm - 4 pm

LAKELAND VOLUNTEERS IN MEDICINE (LVIM)

1021 Lakeland Hills Boulevard
Lakeland, FL 33805

WEDNESDAY, NOVEMBER 17TH (English)

1 pm - 4 pm

PUTTING THE DIABETES RUMORS TO REST

MYTH: Diabetes is not that serious of a disease.

FACT: Diabetes causes more deaths a year than breast cancer and AIDS combined. Two out of three people with diabetes die from heart disease or stroke.

MYTH: Eating too much sugar causes diabetes.

FACT: No, it does not. Type 1 diabetes is caused by genetics and unknown factors that trigger the onset of the disease; type 2 diabetes is caused by genetics and lifestyle factors. Being overweight does increase your risk for developing type 2 diabetes, and a diet high in calories, whether from sugar or from fat, can contribute to weight gain. If you have a history of diabetes in your family, eating a healthy meal plan and regular exercise are recommended to manage your weight.

MYTH: People with diabetes can't eat sweets or chocolate.

FACT: If eaten as part of a healthy meal plan, or combined with exercise, sweets and desserts can be eaten by people with diabetes. They are no more "off limits" to people with diabetes than they are to people without diabetes.

MYTH: People with diabetes are more likely to get colds and other illnesses.

FACT: You are no more likely to get a cold or another illness if you have diabetes. However, people with diabetes are advised to get flu shots. This is because any illness can make diabetes more difficult to control, and people with diabetes who do get the flu are more likely than others to go on to develop serious complications.

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For full article, visit www.diabetes.org

HEALTH REMINDERS

COLORECTAL CANCER SCREENINGS: HAVE YOU HAD YOURS YET?

Chances are you've already heard about the dangers of colorectal cancer - it's not a subject to be taking lightly. As you age, your risk of developing colorectal cancer increases.

The good news is, today there are more ways than ever to detect and treat this deadly cancer. In fact, the earlier the detection, the more likely it can be treated. Needless to say, it's important to have regular check-ups and screenings. Check with your provider to schedule your next screening.

You can also watch for common signs and symptoms, such as:

- A change in the frequency of bowel movements
- Bright red or very dark blood in stool
- Stools that are narrower than usual
- Discomfort such as frequent gas pains, bloating, fullness and/or cramps

If you have one or more of these risk factors, it doesn't mean you will get colorectal cancer. You can talk more about these risk factors with your PCP during your screening.



HOW TO FIGHT THE FLU

All PUP Members can get their seasonal flu vaccine each year for \$0 co-pay. What are you waiting for? Call your PCP to see if the vaccine is available.

And remember your Flu To-Do's:

- Cover your mouth and nose when you cough or sneeze
- Wash your hands with soap often
- Eat right and drink plenty of fluids