Checkups for teens

Teens don’t need checkups as often as young kids do. But they should still see a primary care doctor at least once a year. Regular visits will keep teenagers up to date on vaccines. The doctor can also talk to teens about:
- Safe sex
- Drug and alcohol use
- Depression

As teens get older, they should stop seeing a pediatrician and start seeing an adult primary care provider. This is particularly important for teens with chronic health issues. If a teen has a condition such as diabetes, he or she should not miss any visits.

Growing up also means teens will need to start managing their own care. They will need to make their own appointments. They will need to talk to doctors about their care. If you need help changing your child’s doctor to an adult healthcare provider, please call Member Services at 1-877-647-4848.

What are your wishes?

It can be hard to talk about end-of-life care. But it’s important to talk about it now. That way, your loved ones will know what your wishes are if you become unable to speak for yourself.

An advance directive is a document that says what treatments you do and do not want. Once you have a directive, there’s still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy.

You can find more information on advance directives at caringinfo.org.
Choose your MHS doctor right away

MHS cares about you having a successful medical home. That begins with choosing MHS doctors for you and your family. As an MHS member, you get to choose the doctor you want. He or she will help manage your healthcare, and help you get the services your family needs.

It’s important that you choose the doctor you want within 30 days of becoming an MHS member. New members can earn a $15 CentAccount Reward for creating a member portal account and using your member portal account to select a doctor within 30 days of enrolling. If you don’t choose a doctor, MHS will choose a doctor for you.

How to choose your MHS doctor:
1. First, find a list of doctors in your area.
   - Go online at mhsindiana.com/find-a-provider.
   - Or call MHS Member Services at 1-877-647-4848 and ask for a list.
2. Next, pick your doctor from the list.
3. Last, tell us! You can tell us one of two ways:
   - Choose your doctor through the Secure Member Portal at mhsindiana.com/login. New members can earn a reward for doing this!
   - Call MHS Member Services at 1-877-647-4848.
4. Afterwards, MHS will send you a letter confirming the doctor(s) you chose.

You can choose from the following types of MHS doctors:
- Family Practice
- General Practice
- Internal Medicine
- OB/GYN
- Pediatrician
- Endocrinologist (HIP only)

CHECKING IN WITH DR. YANCY

If you have diabetes, the best thing you can do is work closely with your doctor. And schedule these tests at least once each year, or as recommended by your doctor:
- The A1c (HbA1c) blood test shows how well you have controlled your blood sugar over the past few months.
- A LDL-C cholesterol blood test measures the “bad” fats in your blood. The bad fats can cause heart disease.
- A urine screening test makes sure your kidneys are working well. Diabetes can lead to kidney failure.
- A vision test will check for signs of eye diseases that can occur with diabetes. This needs to be a retinal exam.
- People with diabetes should also have their feet checked at every exam.

Dr. Eric A. Yancy
MHS Chief Medical Officer
and practicing pediatrician
Watch out for high blood pressure

High blood pressure can cause serious problems in your heart, in your kidneys and in your eyes. A good level for blood pressure is less than 140/90 for most people, but ask your doctor what a good blood pressure level is for you. You can make a big difference by making little changes every day.

If you have high blood pressure, follow these tips:
- Take medicine just as your doctor tells you to.
- Make sure you see your doctor three to four times a year to have your blood pressure checked and talk about your diet, your medications and other things you can do to lower your blood pressure.
- Eat less fat and salt. Eat more fruits and vegetables.
- Ask your doctor what your weight should be.
- Get active every day.

VIRUSES OR BACTERIA:
What’s got you sick?

Antibiotics only treat bacterial infections. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

<table>
<thead>
<tr>
<th>COMMON CONDITION</th>
<th>COMMON CAUSE</th>
<th>ARE ANTIBIOTICS NEEDED?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strep throat</td>
<td>Bacteria</td>
<td>Yes</td>
</tr>
<tr>
<td>Whooping cough</td>
<td>Bacteria</td>
<td>Yes</td>
</tr>
<tr>
<td>Urinary tract infection</td>
<td>Bacteria</td>
<td>Yes</td>
</tr>
<tr>
<td>Sinus infection</td>
<td>Virus</td>
<td>Maybe</td>
</tr>
<tr>
<td>Middle ear infection</td>
<td>Bacteria</td>
<td>Maybe</td>
</tr>
<tr>
<td>Bronchitis/chest cold (in otherwise healthy children and adults)*</td>
<td>Bacteria</td>
<td>No</td>
</tr>
<tr>
<td>Common cold/runny nose</td>
<td>Bacteria</td>
<td>No</td>
</tr>
<tr>
<td>Sore throat (except strep)</td>
<td>Bacteria</td>
<td>No</td>
</tr>
<tr>
<td>Flu</td>
<td>Bacteria</td>
<td>No</td>
</tr>
</tbody>
</table>

Reprinted from the Be Antibiotics Aware program by the Centers for Disease Control and Prevention. Visit cdc.gov/antibiotic-use for more information and resources.

Call MHS Member Services at 1-877-647-4848 if you need a paper copy of your member handbook, anything in this newsletter, or anything available on the MHS website at mhsindiana.com.
MHS 24-hour nurse advice line is here to help

MHS wants all of its members to have a close working relationship with their primary care doctors. Your doctor is always the best source of advice on how to treat a problem. Your doctor can help you decide if you need to be seen urgently for treatment.

Sometimes you may have a question about a problem that has just come up. Or, you may be unsure if you need to go to the Emergency Room (ER) or if a problem can wait until your doctor’s office is open. Sometimes visiting an Urgent Care or Walk-In Clinic is a good option.

MHS has a 24-hour nurse advice line that can help you decide where to go. If you call, a trained nurse will speak with you immediately or call you back in a short time. The nurse can help you decide how serious your problem is and get you the care you need. If the nurse tells you to go to the ER, then co-pays for non-emergent care will not apply to you. When in doubt if you should go to the ER or an Urgent Care clinic, call the 24-hour nurse advice line at 1-877-647-4848.

We hope you enjoyed our latest issue of Healthy Moves! You can find this and past issues on our website at mhsindiana.com. Or, you can call Member Services and ask for a copy to be mailed to you.
Statement of Non-Discrimination
Managed Health Services (MHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MHS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MHS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact MHS at 1-877-647-4848 (TTY/TDD 1-800-743-3333).

If you believe that MHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Grievance and Appeals Coordinator, 550 N Meridian Street, Suite 101, Indianapolis, IN 46204, 1-877-647-4848 (TTY/TDD 1-800-743-3333), Fax 1-866-714-7993. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, MHS is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at hhs.gov/ocr/office/file/index.html.

Declaración de no discriminación
Managed Health Services (MHS) cumple con las leyes de derechos civiles federales aplicables y no discrimina basándose en la raza, color, origen nacional, edad, discapacidad, o sexo. MHS no excluye personas o las trata de manera diferente debido a su raza, color, origen nacional, edad, discapacidad, o sexo.

MHS:

- Proporciona ayuda y servicios gratuitos a las personas con discapacidad para que se comuniquen eficazmente con nosotros, tales como:
  - Intérpretes calificados de lenguaje por señas
  - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)
- Proporciona servicios de idiomas a las personas cuyo lenguaje primario no es el inglés, tales como:
  - Intérpretes calificados
  - Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con MHS a 1-877-647-4848 (TTY/TDD 1-800-743-3333).

Si considera que MHS no le ha proporcionado estos servicios, o en cierto modo le ha discriminado debido a su raza, color, origen nacional, edad, discapacidad o sexo, puede presentar una queja ante: Grievance and Appeals Coordinator, 550 N Meridian Street, Suite 101, Indianapolis, IN 46204, 1-877-647-4848 (TTY/TDD 1-800-743-3333), Fax 1-866-714-7993. Usted puede presentar una queja en persona, por correo, fax, o correo electrónico. Si necesita ayuda para presentar una queja, MHS está disponible para brindarle ayuda. También puede presentar una queja de violación a sus derechos civiles ante la Oficina de derechos civiles del Departamento de Salud y Servicios Humanos de Estados Unidos (U.S. Department of Health and Human Services), en forma electrónica a través del portal de quejas de la Oficina de derechos civiles, disponible en ocrportal.hhs.gov/ocr/portal/lobby.jsf, o por correo o vía telefónica llamando al: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Los formularios de queja están disponibles en hhs.gov/ocr/office/file/index.html.
Si usted, o alguien a quien está ayudando, tiene preguntas acerca de MHS, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-647-4848 (TTY/TDD 1-800-743-3333).