



- Health & Wellness Update -

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ambassadors rock!!!

HEALTHCARE PARTNERS DEVELOPED A PROGRAM THAT ALLOWS OUR SENIOR MEMBERS TO GET PAID AS *CASUAL EMPLOYEES*, CALLED **AMBASSADORS**. A CASUAL EMPLOYEE IS SOMEONE WHO WORKS WHEN IT IS CONVENIENT FOR THEM.

- Act as a goodwill representative at community events.
- Be enthusiastic about your health plan.
- Able and willing to meet and greet individuals and groups.
- Work in the office preparing large mail projects.
- Make telephone calls on behalf of HealthCare Partners, IPA.

SOUND INTERESTING?

No minimum number of hours required.
Minimum wage of \$7.15/hour.

For more information on the Ambassador Program please contact us at: **1-800-501-1799** or **seniorlifestyles@hcpipa.com**



JANICE MCGILL
SENIOR DIRECTOR
SALES & MARKETING

Welcome to the HealthCare Partners new and improved quarterly newsletter. This newsletter was created to provide our members with useful information. You may find information about the HCP network or services; your health plan benefits or health related topics. Suggestions can always be sent to us either by mail or e-mail. Please enjoy the information and share with your friends and family. You may receive additional copies by calling our toll free number listed in the newsletter.

“Our mission is to provide quality care and service to our members.”

Understanding the relationship between your health plan and HealthCare Partners is very important and will assist with the delivery of your care. HealthCare Partners, IPA is one of the largest physician owned Independent Physician Associations (IPA) in the northeast region. An IPA is a network of primary care physicians and specialists who contract with Medicare Advantage plans, such as **HIP** and **Liberty Health Advantage** to administer the benefits outlined by *your* plan. We are recognized as leaders in this industry.

We provide our services and physician network across the five city boroughs and throughout Long Island. Our mission is to provide quality care and service to our members. We are committed along with our network of physicians to be **“Your Link to Quality Care.”**

How did you become an HCP member? When you select a Medicare HMO as your insurer you also select a primary care physician (PCP). If the PCP you select is a participating physician in our IPA, you automatically become a member of HealthCare Partners.

As a HealthCare Partners member you are eligible to participate in our *Senior Class* and *Ambassador Programs*. For more information on either of these programs please call us at **1-800-501-1799**.

“Your Link to Quality Care”





allergy alert!

THE ARRIVAL OF SPRING ALSO MEANS THE ARRIVAL OF ALLERGIES.



— Signs & Symptoms —

People who have hay fever will experience an allergic reaction to specific outdoor allergens like pollen from trees, grasses, and weeds). Pollen is produced by trees in the spring, grasses in summer, and weeds in the fall, marking the onset of seasonal allergies. For most allergy sufferers, hot, windy, and dry days result in the most severe allergic symptoms, as more allergens are carried through the air.

Hay fever (allergic rhinitis) allergy symptoms are characterized by inflammation of the mucous membranes lining the nasal passages. Common allergy symptoms include sneezing, itchy eyes, ear congestion, rash, itching, and nasal symptoms that include postnasal drip; clear, thin nasal discharge; and nasal congestion.

There are many many prescription and over the counter products on the market that address these symptoms. How do you know which works best for you? There are many considerations, in particular, your medical history and interaction with other medications.

FIRST — See your primary care physician. He or she acts as the coordinator of all of your care and will decide if you need further testing or the most appropriate next step in your care. You may be referred to a specialist or given a prescription. You may also be given medical advice that involves an over the counter medication. Many of the drugs used in the treatment of allergies are now offered over the counter.

SECOND — Follow the physician's advice. Even if you begin to feel better, don't stop. Follow the recommended dosages and treatment time frames.

TIP

Check with your health plan to see what drugs are covered on your plan and the copayment for the medications. Many health plans offer a tiered coverage program for drugs. Your copayment will be determined by the tier level of the medication.

questions & answers

Q I have been seeing the same specialist for several years. Now that I am enrolled in a Medicare Advantage plan, why is it necessary for me to have my primary care physician refer me?

A Your primary care physician serves as the guardian of your care. Our role is to coordinate the care between your primary care physician and the specialty services requested. In addition, we make certain that your primary care physician receives reports and updates regarding visits to other providers as well as hospitalizations an emergency room visits. The referral process is the most efficient way to maintain a comprehensive record of your care.

Q How do I change my Primary Care Physician?

A Simply contact your health plan directly to make a change. The toll free telephone number for your plan is listed on the back of your health plan ID card.

Q Who should I talk with about an unpaid claim?

A As a HealthCare Partners member, all of your claims should be directed to HealthCare Partners and NOT your health plan. The instructions and address for claim submission are listed on the back of your health plan ID card. *Note* – When a referral authorization has been generated for your visit, instructions for claims submission are also listed on the authorization that the physician office receives.

did you know about...?

Our Personal Care Coordinator Program provides our members assistance in a variety of areas. You may have already spoken to your Personal Care Coordinator over the last few months. An effort is made to contact each Senior Health Plan member to introduce you to your Personal Care Coordinator.

You are able to call your Personal Care Coordinator directly with any questions, problems or concerns. The role of the Personal Care Coordinator is to assist you by answering your questions or putting you in touch with the person who can address your concerns, including other HealthCare Partners staff or a community resource person.



IF YOU LIVE IN:

Bronx516-515-8878 or 516-515-8836
Brooklyn516-515-8878 or 516-515-8836
Manhattan ...516-515-8878 or 516-515-8836

Nassau County516-214-8916
Queens516-214-8916
Staten Island516-515-8878 or 516-515-8836
Suffolk County516-214-8958

HEALTHCARE PARTNERS SENIOR CLASS IS

on the move...

HeartSmart Afternoon York College, Queens, 2/11/09



ENTERTAINMENT BY THE ROCKAWAY REVUE

HEALTH SCREENINGS PROVIDED

Borough President's Sweetheart Afternoon Brooklyn Marriott, 2/13/08



upcoming events

April 29th • 11am
 Job Recruitment Fair
 Become An Ambassador
 Cambria Heights Library

June 3rd • 1-2pm
 Spring Fling Health Fair
 Aging In America Senior Center
 Bronx

June 11th • 10am-2pm
 Lido Beach Health Fair

July 20-24th
 Lido Beach Summer at the Beach