

SOONERCARE

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COMPANION

SoonerCare saves lives



Piper, 7, hugs OHCA employee Latrita McFadden.

Barbara Johnson knows life is full of uncertainties, but she's certain about one thing: a determined Oklahoma Health Care Authority employee saved her 7-year-old daughter's life.

"Latrita's call saved my little girl. It saved her life," said Johnson, referring to Latrita McFadden, an OHCA employee who contacts parents in an effort to make sure their children are re-enrolled when their SoonerCare (Oklahoma Medicaid) coverage lapses.

McFadden said she makes hundreds of calls every week. She had made several attempts to reach Barbara Johnson and her husband, Tim, who live in Wilburton, when Johnson returned her call.

After confirming Piper was qualified for the program, McFadden encouraged Johnson to make a well-child appointment for her daughter with her medical home doctor. "She said 'call right now, today,'" Johnson remembered. So, Johnson made an appointment for July 5 at a Latimer County clinic.

Over the July 4 weekend, Piper

didn't feel well. Monday night she complained of being thirsty and was nauseous and vomiting.

When Piper saw her medical home doctor on July 5, he immediately told the Johnsons she had "textbook symptoms" of diabetes. Piper's blood sugar reading was more than 1,000 – a normal blood sugar reading should be about 90.

The doctor made immediate arrangements to life flight Piper to a Tulsa hospital for treatment in the intensive care unit.

Piper was diagnosed with juvenile diabetes and her doctor arranged further training so the family could take care of Piper when she returned home.

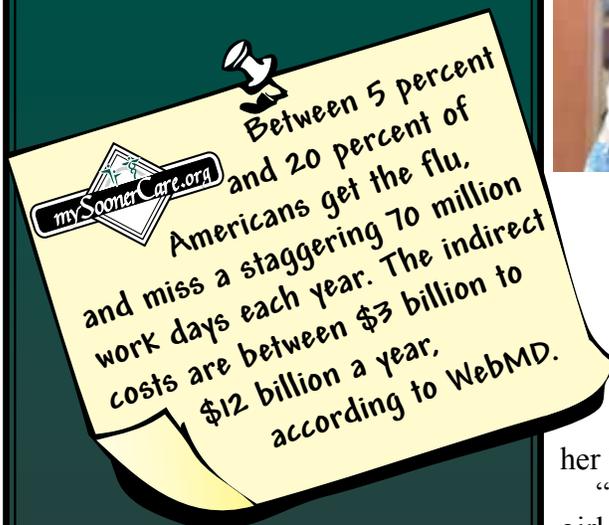
Piper is an inquisitive child with lots of energy. Symptoms and treatments that might have slowed down most children showed few outward signs with Piper.

The Johnsons know they have a difficult task in front of them, but with the help of SoonerCare and employees like McFadden, they are looking forward to spending more time with their daughter.

"We are her pancreas now," Barbara Johnson said. "We are a team – Tim, Piper and I – and we make sure we do the math, give her the shots and see that she is eating what she needs."

More than 472,000 Oklahoma children are currently enrolled in SoonerCare. According to U.S. Census Bureau estimates, another 60,000 children who qualify for SoonerCare are not enrolled. SoonerCare provides children with health and dental benefits.

For more information about SoonerEnroll, call the SoonerCare Helpline at 1-800-987-7767 or visit www.okhca.org.



Between 5 percent and 20 percent of Americans get the flu, and miss a staggering 70 million work days each year. The indirect costs are between \$3 billion to \$12 billion a year, according to WebMD.

This newsletter is just for SoonerCare members. It will tell you about any changes or updates to your SoonerCare benefits. It will also give you other useful news to help keep you healthy. However, if you have specific questions about your health, please talk to your doctor.

Your SoonerCare Companion will arrive in your mailbox about every four months from the Oklahoma Health Care Authority. If you have questions about SoonerCare, please call the SoonerCare Helpline at 1-800-987-7767.

Fall 2011

Oklahoma Health Care Authority
2401 NW 23rd St.
Suite 1-A
Oklahoma City, OK 73107



www.okhca.org

Get the most from your doctor's visit

Some very easy steps can help make the most of your time with the doctor during your appointment. Here are some tips:

1. List your questions so you won't forget something important.
2. Make a list of your symptoms, such as vision or hearing problems, stomach aches, headaches, etc.
3. List what you have been eating so that you can discuss whether food may be causing a problem.
4. List all medications you take before you go so you don't forget any. Be sure to include vitamins or herbs.
5. If you had a medical test before your visit, make sure the test has been sent to your doctor.
6. Bring paper and a pencil to take notes about what the doctor tells you. A doctor's instructions can be confusing, so make sure the doctor reviews your list with you before you leave.

Taking a spouse, a family member or a friend to sit in your doctor's visit may help. This person can help explain fully what is going on.

Your doctor is there to help you, so never feel like you are imposing on his or her time. Ask all your questions while you are there. If the doctor can't answer all of your concerns during your appointment, ask the receptionist or the nurse to write down your concerns and then call back or have the doctor call you with the answers. You should leave the doctor's office satisfied with the care you received.

SoonerCare offers more SoonerPlan options

SoonerPlan can help you prevent pregnancy until you are ready to start or add to your family. The SoonerPlan program is a limited benefit package of family planning services and supplies for men and women. Since Aug. 31, 2011, OHCA has offered the SoonerPlan program through its general State Plan, and members receive more birth control choices, such as Essure and Implanon. If you are a SoonerPlan member, some of the services you may receive include the following:

- Birth control information and supplies;
- Laboratory tests related to family planning services, including pregnancy tests, pap smears and screening for some sexually transmitted infections;
- Gardasil for men and women through age 26;
- Tubal ligations and vasectomies for those ages 21 and older.

Apply for the SoonerPlan program online at mysooner.org, at your local county OKDHS office or at your local county health department. Applicants with other insurance may apply and enroll in the program.

If you have any questions about SoonerPlan, please call the SoonerCare Helpline at 1-800-987-7767. The Helpline is open Monday through Friday 8 a.m. to 5 p.m.



Fluoride varnish for your child

What is fluoride varnish? Fluoride makes your child's teeth stronger and prevents and reduces cavities. Fluoride varnish is painted on your child's teeth with a small brush. It is quick, easy and does not hurt your child.

Did you know fluoride varnish is now covered for SoonerCare children under the age of 42 months? Fluoride varnish may be provided by your child's medical home provider during a well-baby checkup.

Ask your doctor about it at your next well-child checkup!

The 4-1-1 on dental X-rays

Dental X-rays are useful and emit very small doses of radiation, but radiation does build up in a child's body. Newer "digital" X-rays, emit smaller amounts of radiation.

Taking X-rays should be based on your child's dental needs after he or she has been evaluated, and not taken routinely. If your child changes dentists and had X-rays taken within the past 12 months, have your new dentist request those X-rays from your previous dentist. No child needs X-rays taken every visit and they should only be necessary after he or she has been evaluated by the dentist. Always ask questions if you have them!

SoonerCare members participate in Board Retreat in Tulsa

Representatives of the Member Advisory Task Force (MATF) attended and spoke on behalf of SoonerCare members at the 2011 Oklahoma Health



OHCA's Chief Medical Officer J. Paul Keenan, MD, addresses the board during the retreat.

Care Authority Board Retreat in August in Tulsa. The OHCA holds an annual planning meeting for members, providers and staff to present and have conversations with the OHCA Board. The board uses information from this meeting as direction and guidance to OHCA about improving programs and services.



Representatives of the Member Advisory Task Force interact with the board during the August retreat.

For more information about the OHCA Board Retreat, including audio from the meeting and presentation slides, visit www.okhca.org/presentations.

Contact Joni Bruce at 405-271-5072 for more information about the MATF or if you are interested in joining.



I need an appointment - wait, never mind.

I wake up this morning and become aware of a new health issue, so I call the doctor's office for an appointment. They can't see me until the end of the week. I really hope I can wait that long. As the week goes by, things are not getting better, but thankfully they are not worse. It's the day before my appointment and what do I do now?

Should I:

- Keep my appointment? I am still feeling kind of bad;
- Call and cancel? Things haven't gotten worse; or
- Skip my appointment? They probably won't notice me not being there anyway.

Many of us would never make an appointment and knowingly miss the appointment if, for example, it were for a job interview. The same thought is not always given to appointments we make for our well-being. When appointments are missed, several things happen:

- We are not being respectful of ourselves; after all we were feeling bad and needed someone to help us, right?
- We are not being respectful of other patients; someone could have used that appointment time.
- We also are not being respectful of the doctor's office; we agreed to be in their office for the appointment.

So what do you do if you can't make it?

- Call ahead of time if you know you are not going to the appointment;
- If you have a last minute emergency, call when you find out about the emergency (and cancel or reschedule).

This courtesy really helps everyone. Our relationships with those who care for us is a give and take. It requires cooperation from everyone. *To cooperate or not cooperate, that is the question.*

MyPlate helps consumers make healthier food choices and prompts consumers to think about building a healthy plate at meal times.

The MyPlate icon replaces the MyPyramid image and emphasizes filling half your plate with fruits and vegetables, paired with lean proteins, whole grains and low-fat dairy. For more information go to MyPlate.com.



10 tips

Nutrition
Education Series

choose MyPlate

10 tips to a great plate

Making food choices for a healthy lifestyle can be as simple as using these 10 Tips.

Use the ideas in this list to *balance your calories*, to choose foods to *eat more often*, and to cut back on foods to *eat less often*.

1 balance calories

Find out how many calories YOU need for a day as a first step in managing your weight. Go to www.ChooseMyPlate.gov to find your calorie level. Being physically active also helps you balance calories.

2 enjoy your food, but eat less

Take the time to fully enjoy your food as you eat it. Eating too fast or when your attention is elsewhere may lead to eating too many calories. Pay attention to hunger and fullness cues before, during, and after meals. Use them to recognize when to eat and when you've had enough.



3 avoid oversized portions

Use a smaller plate, bowl, and glass. Portion out foods before you eat. When eating out, choose a smaller size option, share a dish, or take home part of your meal.

4 foods to eat more often

Eat more vegetables, fruits, whole grains, and fat-free or 1% milk and dairy products. These foods have the nutrients you need for health—including potassium, calcium, vitamin D, and fiber. Make them the basis for meals and snacks.



5 make half your plate fruits and vegetables

Choose red, orange, and dark-green vegetables like tomatoes, sweet potatoes, and broccoli, along with other vegetables for your meals. Add fruit to meals as part of main or side dishes or as dessert.

6 switch to fat-free or low-fat (1%) milk

They have the same amount of calcium and other essential nutrients as whole milk, but fewer calories and less saturated fat.



7 make half your grains whole grains

To eat more whole grains, substitute a whole-grain product for a refined product—such as eating whole-wheat bread instead of white bread or brown rice instead of white rice.

8 foods to eat less often

Cut back on foods high in solid fats, added sugars, and salt. They include cakes, cookies, ice cream, candies, sweetened drinks, pizza, and fatty meats like ribs, sausages, bacon, and hot dogs. Use these foods as occasional treats, not everyday foods.

9 compare sodium in foods

Use the Nutrition Facts label to choose lower sodium versions of foods like soup, bread, and frozen meals. Select canned foods labeled "low sodium," "reduced sodium," or "no salt added."



10 drink water instead of sugary drinks

Cut calories by drinking water or unsweetened beverages. Soda, energy drinks, and sports drinks are a major source of added sugar, and calories, in American diets.

10 tips

Nutrition
Education Series

kid-friendly veggies and fruits



10 tips for making healthy foods more fun for children

Encourage children to eat vegetables and fruits by making it fun. Provide healthy ingredients and let kids help with preparation, based on their age and skills. Kids may try foods they avoided in the past if they helped make them.

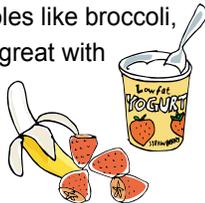
1 smoothie creations

Blend fat-free or low-fat yogurt or milk with fruit pieces and crushed ice. Use fresh, frozen, canned, and even overripe fruits. Try bananas, berries, peaches, and/or pineapple. If you freeze the fruit first, you can even skip the ice!



2 delicious dippers

Kids love to dip their foods. Whip up a quick dip for veggies with yogurt and seasonings such as herbs or garlic. Serve with raw vegetables like broccoli, carrots, or cauliflower. Fruit chunks go great with a yogurt and cinnamon or vanilla dip.



3 caterpillar kabobs

Assemble chunks of melon, apple, orange, and pear on skewers for a fruity kabob. For a raw veggie version, use vegetables like zucchini, cucumber, squash, sweet peppers, or tomatoes.

4 personalized pizzas

Set up a pizza-making station in the kitchen. Use whole-wheat English muffins, bagels, or pita bread as the crust. Have tomato sauce, low-fat cheese, and cut-up vegetables or fruits for toppings. Let kids choose their own favorites. Then pop the pizzas into the oven to warm.

5 fruity peanut butterfly

Start with carrot sticks or celery for the body. Attach wings made of thinly sliced apples with peanut butter and decorate with halved grapes or dried fruit.

6 frosty fruits

Frozen treats are bound to be popular in the warm months. Just put fresh fruits such as melon chunks in the freezer (rinse first). Make "popsicles" by inserting sticks into peeled bananas and freezing.

7 bugs on a log

Use celery, cucumber, or carrot sticks as the log and add peanut butter. Top with dried fruit such as raisins, cranberries, or cherries, depending on what bugs you want!

8 homemade trail mix

Skip the pre-made trail mix and make your own. Use your favorite nuts and dried fruits, such as unsalted peanuts, cashews, walnuts, or sunflower seeds mixed with dried apples, pineapple, cherries, apricots, or raisins. Add whole-grain cereals to the mix, too.



9 potato person

Decorate half a baked potato. Use sliced cherry tomatoes, peas, and low-fat cheese on the potato to make a funny face.

10 put kids in charge

Ask your child to name new veggie or fruit creations. Let them arrange raw veggies or fruits into a fun shape or design.



USDA
Center for Nutrition
Policy and Promotion

Go to www.ChooseMyPlate.gov for more information.

DG TipSheet No. 11
June 2011
USDA is an equal opportunity
provider and employer.

Eye problems and diabetes



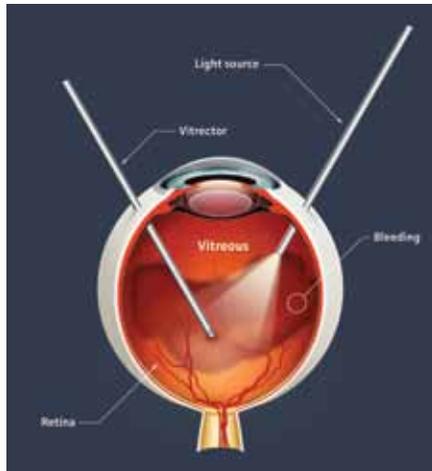
Many people with diabetes develop diabetic eye disease, a serious problem that damages small blood vessels in the eye. Diabetic eye disease can lead to poor vision – and sometimes leads to blindness. You may have diabetic eye disease even if your vision is good. It is important if you have diabetes to have regular eye exams. Finding and treating problems early can save your eyesight.

Signs of diabetic eye disease:

- trouble reading
- blurred vision
- seeing dark spots
- seeing rings around lights
- seeing flashing lights

I have diabetes. How can I protect my vision?

- Even if you can see well, get regular eye exams. Find an eye doctor who cares for people with diabetes.
- You should have your eyes checked every year if:
 - ✓ You have had type 1 diabetes for five years or longer
 - ✓ You have type 2 diabetes
 - ✓ You have diabetes and are pregnant or planning to become pregnant.



Keep your blood sugar under control

- Blood sugar that is too high can damage your vision over time. Work with your doctor to keep your blood sugar as close to normal as possible. If you do not have a diabetes meal plan, talk to your doctor. Also, ask your doctor what kind of exercise is right for you.

Keep your blood pressure under control

High blood pressure can also damage your eyes. Have your blood pressure checked every time you see your doctor. Always take blood pressure medicine prescribed by a doctor according to the directions.

What you need to know about flu shots

Flu is a serious disease and one of the best ways to protect your family from getting the flu is to get a flu shot annually.

Who Should Get a Flu Shot?

The U.S. Centers for Disease Control and Prevention recommends that everyone older than 6 months old should get a flu shot. If you're sick and running a fever, wait until you feel better before getting a flu shot.

It's especially important for the following groups of people to get flu shots:

- Pregnant women
- Children younger than 5, especially children younger than 2
- People older than 50
- People with chronic medical conditions
- People living in nursing homes
- Health care workers
- People who take care of children younger than 6 months

Who Should Not Get a Flu Shot?

- children younger than 6 months
- people severely allergic to chicken eggs
- people with a severe reaction to flu shots in the past

When Should My Family Get Our Flu Shots?

People should get their yearly flu shots as soon as they become available in the community. Getting the flu shot before December is best, since that gives you protection before the flu season is at its peak.

Can Getting a Flu Shot Cause Me to Catch the Flu?

No. Some people may have heard stories about people catching the flu from getting a flu shot. This is not true. Flu shots do not cause people to catch the flu.

Does SoonerCare Cover Flu Shots?

Yes. Adults age 19 and older can get flu shots in the doctor's office or at many pharmacies. Children aged 18 and younger need to get flu shots in the doctor's office.



Mary Trail, 28

Smoked 9 years

Smokefree 2 years

" When I said no to the urge to smoke, I was proud.
It was like giving myself a pat on the back."

Talk to your doctor about quitting.

Oklahoma Tobacco Helpline
1-800-QUIT NOW
1-800-784-8669

Quitting smoking isn't easy. Studies show it takes an average of eight to 10 tries before a smoker quits.

The Oklahoma Tobacco Helpline provides help you may need to commit to a healthier life and reduce the risk of cancer for you and your loved ones.

The helpline is a free service to all Oklahomans who want to stop smoking or using other tobacco products. Through the helpline, SoonerCare members receive one-on-one quit coaching, specialized materials, and referrals to community resources.

Callers may qualify to receive a series of telephone based coaching sessions with the same quit coach throughout their quitting process.

SoonerCare members may qualify for free nicotine patches or gum, or they may be referred to their PCP

for a prescription. SoonerCare covers the seven FDA approved over-the-counter and prescription cessation medications: patches, gum, lozenges, Zyban, Chantix, inhaler and nasal spray.

If you'd like to quit tobacco, begin your journey with this quality, professional service, and give yourself every chance to make this quit attempt a successful one!

NEW Online Enrollment
www.quitnow.net/oklahoma

Register and receive services for the telephone-based program through the website, or receive services online, without any phone calls.

Get ready, get set, quit! Thursday, Nov. 17th marks the annual Great American Smokeout, sponsored by the American Cancer Society, and urges all smokers to lay off the habit for at least 24 hours. Join thousands of others in making the pledge!



SoonerRide transportation



SoonerRide is transportation designed for SoonerCare members who don't have adequate transportation to medically necessary appointments.

If you live in Oklahoma and have a valid SoonerCare ID number, you qualify for SoonerRide, including SoonerCare members who are residents of a nursing facility.

SoonerRide does not handle emergency transportation. In case of an emergency, call 911.

Arranging SoonerRide transportation or mileage reimbursement is easy.

You must call 1-877-404-4500 at least three business days before your appointment to make a reservation, but urgent trips may be accepted with less notice. Urgent

trips are hospital discharges, Patient Advice Line referrals, doctor appointments when deemed necessary by a doctor or a facility transfer.

For a trip number for mileage reimbursement, you must call 1-877-404-4500 at least two business days before your appointment

Call between 8 a.m. to 6 p.m., Monday through Saturday.

A customer service representative will ask for the following information:

- your current SoonerCare ID number
- the time and day of your medical appointment
- the name, address and phone number of the health care facility you will be visiting
- the reason for your medical appointment
- whether you will require an escort

This information is needed to establish whether you qualify for SoonerRide and to determine the type of transportation to best meet your needs.

Oklahoma Health Care Authority
2401 NW 23rd St.
Suite 1-A
Oklahoma City, OK 73107
www.okhca.org

SoonerCare Helpline

1-800-987-7767

1-800-757-5979 (TDD)

Monday through Friday, 8 a.m. until 5 p.m.

Visually impaired and translation services available

Patient Advice Line

1-800-530-3002

Relay Service 711 or 1-800-722-0353 (TDD)

After 5 p.m. and on weekends and holidays

Translation services available

SoonerCare Provider List

(updated weekly)

www.okhca.org/provider-finder

or call 1-800-987-7767



Follow us on

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Like us on

Facebook

www.okhca.org/facebook



www.okhca.org/kids-corner

Be sure to check it out at www.okhca.org/kids-corner. Soozie SoonerCare and Rascal will be waiting with fun activities and a new calendar each month!

Si usted quiere leer este artículo en español, visite la pagina web del OHCA al <http://www.okhca.org/sooner-care-companion>.

Disclaimer: Clinical, legal and other comments are offered for general information only. Please talk to your doctor about specific health concerns.

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