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Member Updates



Update the Plan

Call Member Services at **1-866-469-7774** if/when:

- You change your name, address or telephone number
- You wish to change your PCP site and/or Doctor
- You are pregnant or recently gave birth
- There is a change in insurance for you or your children.
- You enroll in a new case management program or receive services in another community based organization.
- You have questions or concerns regarding your Plan benefits

Access to care

As a SelectHealth member, you should continue to receive all your medical services, dental coverage and medications without any interruption in care. If you have any trouble receiving services, please call Member Services before you leave the doctor's office or pharmacy. We can help you. Member Services can be reached at **1-866-469-774**. Our telephone number is also on the back of your SelectHealth ID card.



Reaching Your Primary Care Provider After Hours



Day or night, your primary care provider is only a phone call away. You can call him or her whenever

you have a medical question or concern. If you need to reach your primary care provider in the evening or on the weekend, you may need to call a different telephone number. That number can be found in the Provider Directory. The Provider Directory is available on our website at: **www.nyp.org/selecthealth** or you can call Member Services at **1-866-469-7774** for a copy.

Member Satisfaction Survey Results

Comparison between 2007 & 2008

Questions Regarding the Plan:	2007	2008	%
Overall satisfaction with the Plan	90.3%	100.0%	9.7%
The Plan is responsive to member needs	79.0%	73.7%	-5.3%
The Plan coordinates health care services	83.6%	88.9%	5.3%
Difficulty obtaining referrals for specialists	28.9%	22.6%	-6.3%
No difficulty getting the HIV care I needed	51.6%	42.1%	-9.5%

On a yearly basis, SelectHealth conducts a Member Satisfaction Survey. Between 2007 and 2008, SelectHealth members have reported increased satisfaction in areas such as overall satisfaction and coordination of care. Members have also reported that it is easier to see a specialist.

We want to hear from you. In the next month, you will receive your 2009 Member Satisfaction Survey. This is your chance to tell us how we are doing!

Flu season is upon us

Flu season is here again.

Have you gotten your seasonal flu vaccine?

This year there is another kind of flu that you have probably heard about called H1N1 or “swine flu.” Seasonal flu and H1N1 flu symptoms are similar:

- fever
- cough
- sore throat
- runny or stuffy nose
- body aches
- headache
- chills
- and in some people- vomiting and diarrhea



If you have flu like symptoms, you should call your primary care doctor. Even if your doctor's office is not open, your doctor's phone service can contact an on-call doctor that will be able to advise you. But if it's an emergency, like you are having trouble breathing, dizziness or chest pain, go to your nearest emergency room or call 911.

Ask your doctor if you should get the seasonal flu vaccine. This vaccine does not work against H1N1 but there is an H1N1 vaccine coming soon that your doctor may recommend for you.

Staying Sexually Healthy

Sexually transmitted diseases (STDs) are diseases that are usually passed through sexual contact with an infected partner. It can affect both men and women. STDs include many diseases, such as AIDS, chlamydia, gonorrhea, genital herpes, genital warts, and syphilis. STDs are widespread; more than 12 million people in the US are infected each year.

The symptoms of STDs may include:

- sores or blisters on or around the sex organs or mouth
- pain or burning during urination
- discharge from the penis or vagina that smells or looks unusual
- itching, swelling, or pain in or around the sex organs

Male latex condoms or female condoms, when used the right way every time, are very effective in preventing STDs. You can get STDs by having sex without a condom with a person who is already

infected. A list of locations that give out free condoms can be found at <http://www.nyc.gov/html/doh/html/condoms/condoms-where.shtml> or by calling 311.

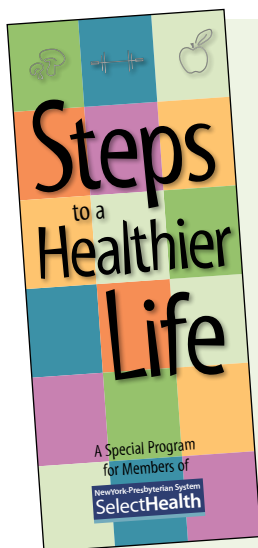
If you think you have any symptoms, or think you've been exposed to an STD, you should get tested. You can ask your doctor for help or you can go to a New York City Department of Health and Mental Hygiene Clinic. To locate a clinic, contact 311 or visit <http://www.nyc.gov/html/doh/html/std/std2.shtml>. All services are free and confidential. You do not need to be a SelectHealth member; the clinics are open to everyone including any sexual and needle sharing partners.

For more information on STDs you can talk to your primary care provider or call the STD Hotline at: **212-427-5120**

Monday through Friday from 9 AM to 4 PM

Chemical Dependency

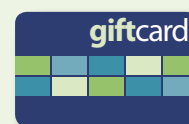
If you or someone you know is having problems with drugs or alcohol, there are resources that can help. You can talk to your doctor or counselor or you can contact LIFENET. LIFENET's staff of trained mental health professionals help callers find the most appropriate mental health and substance abuse services for their needs. LIFENET operates 24 hours a day, 7 days a week and can be reached at 1-800-LIFENET (1-800-543-3638). Spanish callers can call 1-877-ATUDESE (1-877-298-3373). For more information, please go to http://www.nyc.gov/html/doh/html/cis/cis_lifenet.shtml.



Update on Steps to a Healthier Life

Members of the *Steps to a Healthier Life* program should watch their mail for the latest incentive from SelectHealth. If you were a member of the *Steps to a Healthier Life* program in 2008 AND you saw your primary care provider twice in the last six months of 2008, you will receive a reward.

If you are not yet a member of the *Steps to a Healthier Life* program, contact Member Services at **1-866-469-7774** and join today!



Nutrition Corner

Baked Macaroni and Cheese



Prep Time: 20 min
Cook Time: 45 min
Level: Easy
Serves: 6 to 8 servings

INGREDIENTS

1/2 pound elbow macaroni
3 tablespoons butter
3 tablespoons flour
1 tablespoon powdered mustard
3 cups milk
1/2 cup yellow onion, finely diced
1 bay leaf
1/2 teaspoon paprika
1 large egg
12 ounces sharp cheddar, shredded
1 teaspoon kosher salt (or regular salt)
Fresh black pepper

TOPPING:

3 tablespoons butter
1 cup panko bread crumbs

DIRECTIONS

Preheat oven to 350 degrees F.

In a large pot of boiling, salted water cook the pasta to al dente.

While the pasta is cooking, in a separate pot, melt the butter. Mix in the flour and mustard and keep it moving for about five minutes. Make sure it's free of lumps. Stir in the milk, onion, bay leaf, and paprika. Cook slowly for ten minutes and remove the bay leaf. Gently mix a small bit of the cheese and beating well in the egg. Stir in 3/4 of the cheese. Season with salt and pepper. Fold the macaroni into the mix and pour into a 2-quart casserole dish. Top with remaining cheese.

Melt the butter in a skillet pan and toss the bread crumbs to coat. Top the macaroni with the bread crumbs. Bake for 30 minutes. Remove from oven and rest for five minutes before serving.

Remember to save leftovers for fried Macaroni and Cheese.

Recipe courtesy Alton Brown

You may also visit: www.foodnetwork.com for more fun, easy recipes.

Computer Training/Events

ASCNYC is hosting a Computer Class

Classes are held every 2nd and 4th Thursday
of the month from 3:00 - 4:00 pm

at ASCNYC:

41 East 11 Street, 5th Floor
(between University/Broadway)

Visit our “Cyber Lab” to access the Internet and
important resources and create and use free email

You Are All Invited to Attend!!

For any questions contact: Esmerlin Valdez @ 212-244-2295



ASC provides weekly support groups, recreational activities (such as *Movie of the Week* and bingo games) and educational workshops on a walk-in basis for any person living with or affected by HIV/AIDS. It also offers specialized women's support groups and groups for persons coping with the dual challenges of HIV disease and addiction. Meals, onsite child care and MetroCards are available.



NewYork-Presbyterian System SelectHealth Member Services Department
1-866-469-7774 • www.nyp.org/selecthealth

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