



PERSONAL **CARE PLAN**

<<FIRST NAME/LAST NAME>>

<<Date>>

Dear <<First Name>> <<Last Name>>,

We are sorry we have not been able to contact you in the last few months. As the saying goes, "When you have your health, you have everything." That is why it's important to complete the Health Assessment Survey we recently mailed you.

The survey asks questions that help identify health risks so you get a personalized evaluation of your overall health and well-being. In the meantime, we have stored your Personalized Prevention Care Plan on our member portal. It is easy to access, all you have to do is follow the directions below:



Visit www.medicareassured.com and log in or register to reach the member website.

You can take your Health Assessment Survey at any time and a new Personalized Prevention Care Plan will be sent to you. You can complete the Health Assessment Survey in one of three ways:



Call **1-844-413-3893/TTY: 711**,
8 a.m. to 8 p.m., from
Monday through Friday and
9 a.m. to 3 p.m. on Saturday



Visit www.medicareassured.com
and log in or register to reach the
member website. From there, click
on **Health Risk Assessment**.



Mail the Health Assessment
Survey we recently sent you to:
Gateway Health
P.O. Box 82849
Portland, OR 97282-0849

If you have any questions about your care plan or would like to make any changes, please call <<**1-800-685-5209 (PA)>>** <<**1-888-447-4505 (OH)>>** <<**1-855-847-6430 (NC)>>** <<**1-855-847-6380 (KY)>>** and select the option for Medical Case Management. Case managers are available from 8:30 a.m. to 4:30 p.m., Monday through Friday. TTY users can call 711.

Thank you for being a Gateway Health Medicare AssuredSM member and for allowing us to be part of your healthcare team.

Sincerely,

Gateway Health Medicare Assured Clinical Services

NS_1486 (11/2017)


Gateway HealthSM
I'm good with Gateway.

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What keeps people from changing?

The answer for most of us is that we don't know how to change. Your **Personalized Prevention Care Plan** will give you the strategies that can help you get started. This plan will show you what you are doing well and how ready you are to change behaviors to improve your health and well-being. Your report does not diagnose illness or substitute for your healthcare provider's advice. Your doctor or nurse can help you develop a health and wellness plan that is right for you.

Your Personalized Prevention Care Plan will be developed and shared with you and your healthcare providers. It can help with early identification of needs, and allow coordinated care to improve your overall health.



Your Personal Care Team

If you have any questions about your Health Assessment Survey or your Personalized Prevention Care Plan, you can contact your **Personal Care Team**. Gateway Health provides you with a Personal Care Team; some members of your care team include your doctor and case manager that will work with you and your health needs. Your Care Team is available to discuss any new or reoccurring issues that you may be having. Together, they develop care and services tailored to your individual specific needs.

All Medicare Assured members have access to their Care Team to help with any concerns as needed. Just call <<**1-800-685-5209 (PA)>>** <<**1-888-447-4505 (OH)>>** <<**1-855-847-6430 (NC)>>** <<**1-855-847-6380 (KY)>>** and select the option for Medical Case Management. Case managers are available 8:30 a.m. to 4:30 p.m., Monday through Friday. TTY users can call 711.



Community
Resource
Connection

Community Resource Connection

Our **Community Resource Connection** is a resourceful tool that is full of support and guidance through a list of public agencies. The categories that define this tool focus on all aspects of life including health and dental, food support, utility assistance, maternal care, housing assistance, mental health and more. For more information, visit **www.gatewayhealthplan.com**.

NS_1485A (11/2017)



Eating Habits

<<Eating healthy and managing your weight in a way that works best for you can help you improve your overall health - physically and mentally. Contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information on how Gateway Health can help you reach your goals.>>



Exercise

<<Being active can help you stay healthy. It's always a good idea to talk to your doctor about your exercise routine. If you don't have one, they can help you determine the best and safest activity for you. If you already have an exercise routine you may want to ask if you should increase or maintain your level of exercise. You can also talk to a Gateway Health case manager at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** to learn more about what Gateway Health can do to help you stay active.>>



Emotional Health

<<If you are finding it hard to care for yourself or do daily activities because of how you are feeling emotionally, talk with your doctor or Case Management team. If you need additional help in managing your emotional health, please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** for how Gateway Health can help you.>>



Medications and Equipment

<<Taking your medications exactly as prescribed is an important part of caring for your overall health. It is recommended that you review your medication lists with your doctor at least once per year or anytime there is a change. This gives you and your doctor an opportunity to review your questions and concerns about your treatment plan.>>



Safety

<<It is easier to take care of your health when you feel safe. Being in an unsafe physical, emotional, sexual, or environmental situation can keep you from doing what is best for you and your health. If you have concerns about your safety, Gateway Health is here to help. Contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>.>>**



Healthcare

WELLNESS VISIT

<<Our records indicate that you may not have had a visit with your PCP recently. It is important for you to have a wellness visit with your doctor each year. This is an opportunity for you and your doctor to review your treatment plan, medication needs, address any needed tests or screenings, and answer any health questions you may have. If you need help scheduling an appointment, please call Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>.>>**

<<Our records indicate that you have recently completed a wellness visit with your PCP. Congratulations on taking an active role in your health! It is important for you to have a wellness visit with your doctor each year. This is an opportunity for you and your doctor to review your treatment plan, medication needs, address any needed tests or screenings, and answer any health questions you may have.>>

FLU

<<One way to prevent illness is by getting your yearly flu shot, which is the best way to prevent you from getting the flu. It also prevents you from spreading it to others. You can get the flu shot as early as September and throughout the winter months. Talk to your doctor if you would like more information on the flu shot.>>

PAIN MANAGEMENT

<<Being in pain can interfere with your ability to complete daily activities. If you experience pain three or more days per week, please speak with your doctor. That way, together, you can work out a plan to start feeling better as soon as possible.>>

COLORECTAL CANCER SCREENING

<<A colorectal cancer screening helps find precancerous growths (polyps) so they can be removed before they turn into cancer. Screening also finds cancer earlier when it's easiest to treat. It is recommended for most people 50-75 years old to be screened for colorectal cancer. There are multiple screening tests to choose from. Each test has a different screening schedule. Talk to your doctor about the test that is best for you.>>



Health and Well-Being

ISSUES THAT IMPACT YOUR OVERALL HEALTH

<<If you are concerned about tobacco, drug or alcohol use, please talk with your doctor or care manager, who can help you to find treatment. Gateway Health offers substance abuse treatment options and benefits for our members. Contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>** to learn more about your options for care.>>

CURRENT HEALTH CONDITIONS

<<Our records indicate you may be diabetic. It is recommended that people with diabetes receive regular screenings and exams to keep your diabetes well managed and to catch problems early when they are easiest to treat. Some common tests include an A1c blood test, a dilated retinal eye exam, and a urine protein (Microalbumin) test. The frequency for these tests are different for everyone. Please talk to your doctor about what is right for you. If you need assistance scheduling an appointment with your doctor, please contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>**.>>

<<Our records indicate you may have hypertension, commonly called high blood pressure, which is the force of blood against the wall of your blood vessels. If your blood pressure gets too high, it makes your heart work harder and can cause a heart attack, stroke and visual changes. Blood pressure screening is recommended annually and more frequently for those at increased risk. Your blood pressure goal should be below 140/90 unless your doctor sets a different goal. If you need assistance scheduling an appointment with your doctor, please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>.>>**

<<Our records indicate you may have asthma, a disease that affects the lungs. People with asthma may have repeated episodes of wheezing, breathlessness, chest tightness and coughing. The best line of defense is to always take an asthma controller medication as prescribed, even if you are symptom free. Contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about managing asthma and how Gateway Health can help you. >>

<<Some falls may not seem serious, but they can have serious results. If you have had a problem with balance or walking, please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** for more information on how to prevent falls and how Gateway Health can help you.>>



Women's Health

BREAST CANCER SCREENING

<<Our records indicate you have not had a breast cancer screening recently. A breast cancer screening is usually done by getting an x-ray of your breasts called a mammogram. It is recommended for most women 50-74 years old to have a mammogram every two years. Regular screening is the best way to find cancer early when it is easier to treat. Contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** or your PCP to schedule an appointment today.>>

<<Our records indicate you have recently had a mammogram to screen for breast cancer. Congratulations on taking an active role in your health. It is recommended for most women 50-74 years old to have a mammogram every two years. Regular screening is the best way to find cancer early when it is easier to treat. Every person is different so it is important to talk to your doctor about what the best schedule is for you. If you need assistance scheduling an appointment with your doctor, please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>>**
<<1-888-447-4505/TTY: 711 (OH)>> **<<1-855-847-6430/TTY: 711 (NC)>>**
<<1-855-847-6380/TTY: 711 (KY)>>.>>

CERVICAL CANCER SCREENING

<<Our records indicate you have not had a cervical cancer screening recently. A cervical cancer screening is typically done by a Pap test. This test allows a doctor to look at cells from the cervix to determine if there are signs of cancer. It is recommended that most women 21-64 years old get a Pap test every three years. Regular screening is the best way to find cancer early when it is easier to treat. Contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>** or call your doctor to schedule an appointment today.>>

<<Our records indicate you have had a cervical cancer screening recently. Congratulations on taking an active role in your health. A cervical cancer screening is typically done by a Pap test. It is recommended that most women 21-64 years old should get a Pap test every three years. Regular screening is the best way to find cancer early when it is easier to treat. Every person is different so it is important to talk to your doctor about what the best schedule is for you. If you need assistance scheduling an appointment with your doctor, please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>**
<<1-855-847-6430/TTY: 711 (NC)>> **<<1-855-847-6380/TTY: 711 (KY)>>.>>**

Gateway HealthSM complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Gateway HealthSM does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Gateway HealthSM:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o 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:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact Member Services at PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380, 8 AM to 8 PM, 7 days a week from October 1 through February 14. From February 15 through September 30, 8 AM - 8 PM, Monday through Friday. TTY users should call 711.

If you believe that Gateway HealthSM 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:

Gateway HealthSM Appeals and Grievances
PO Box 22278
Pittsburgh, PA 15222

Phone: 1-844-207-0336
Fax: 1-412-255-4503

You can file a grievance by mail, or by fax. If you need help filing a grievance, Gateway HealthSM Appeals and Grievances 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 <https://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, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

CHINESE

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711)。

VIETNAMESE

CHÚ Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711)로 연락주시기 바랍니다.

TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (телетайп: 711).

ARABIC

ملاحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجانًا من أجلك. اتصل بالرقم PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (الهاتف النصي: 711).

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

POLISH

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

ITALIAN

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

JAPANESE

お知らせ: 日本語での対応を望まれる方には、無料で通訳サービスをご利用になれます。電話番号PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711)までお問い合わせ下さい。

GERMAN

BITTE BEACHTEN: Wenn Sie Deutsch sprechen, stehen Ihnen unsere Dolmetscher unter der Nummer PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711) kostenlos zur Verfügung.

FARSI

توجه: چنانچه به زبان فارسی صحبت می کنید، خدمات کمک زبانی، به صورت رایگان، در اختیار شما قرار خواهد گرفت.
PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 با شماره تماس بگیرید.

SERBO-CROATIAN

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

PENNSYLVANIA DUTCH

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

NEPALI

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस्
PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (टिडिवाइ: 711) ।

OROMO

XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

BANTU

ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

CAMBODIAN

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។
ចូរ ទូរស័ព្ទ PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711) ។

HMONG

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

HINDI

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711) पर कॉल करें।

LAO

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

GUJARATI

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

DUTCH

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

UKRAINIAN

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (телетайп: 711).

ROMANIAN

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

Gateway HealthSM offers HMO plans with a Medicare contract. Some Gateway Health plans have a contract with Medicaid in the states where they are offered. Enrollment in these plans depends on contract renewal.

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Four Gateway Center
444 Liberty Avenue, Suite 2100
Pittsburgh, PA 15222-1222

<<First Name Last Name>>
<<address line 1>>
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NS_1487A (11/2017)
<<Member Code>>