Does your doctor help you stay healthy? Does he or she do more than treat you when you’re sick? When you need medical care right away, can you get it? How would you rate your care and health plan’s services, on a scale of 1 to 10?

As a member of Security Health Plan, you may receive a survey in the mail asking questions like the ones above. The survey, called Consumer Assessment of Healthcare Providers and Systems (CAHPS®), lets you tell us about your dealings with your care providers and your health plan.

Your honest answers will make a difference. We look very closely at what our members say to help us improve the services we offer. We urge you to complete the survey. Then we won’t have to rely on guesses about what matters most to you. Instead, we will use your answers to help us provide you with health care services that fully meet your needs.

Security Health Plan strives to improve the health, lifestyles and overall well-being of our members and the communities we serve. We can accomplish this only by listening to you, our valued members.

Thank you in advance for your feedback.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
A chronic illness—such as diabetes or high blood pressure—can have a major impact on your health. If your illness isn’t well controlled, you might need to see your doctor or a specialist more often. You might need more medications. Sometimes you might need to go to the emergency room or be put in the hospital.

But the opposite is true, too. If you learn about your condition and manage it well, you won’t need extra care. Even more important, you can lower your risk of serious complications. Among them:

- Heart, nerve, eye or kidney damage if you have diabetes
- Severe breathing problems if you have asthma or heart failure
- A stroke if you have high blood pressure

Extra support, extra services
Living with a lifelong illness can be hard. Our nurse coaches and social workers will give you the extra support you need. We want you to stay as healthy as possible. We are here to:

- Work with you one-on-one to better understand your disease and how to manage it
- Help you set and meet goals that will improve your health, such as losing weight to lower your blood pressure
- Help you find the right services if you have long-term health problems
- Refer you to our special programs if you have asthma, diabetes or health problems that affect the heart

To learn more about how we can help, call Customer Service at 1-800-791-3044.
You can also call our Care Management Hotline at 1-888-799-1599.
Build a bond with your provider for better health

In most relationships, communication is key. That’s also true to build a bond with your primary care provider.

We encourage you to have a good relationship with your primary care provider. If you do, you will likely be happier with your care. You may enjoy better health, too, by getting the right care at the right time.

Primary care providers can be doctors, physician assistants or nurse practitioners.

They are the starting point for your health care needs. Members often look for a primary care provider who:

- Has good communication skills
- Makes time during visits to listen and answer questions
- Seems organized and knowledgeable
- Has a friendly and helpful office staff

Of course, your needs might vary. It makes sense to work hard to find a primary care provider who fits your style. And when you do, you will get the most out of your visits if you:

- Keep your appointments
- Come prepared with a list of your symptoms and questions
- Bring a list of your current medications, vitamins and supplements
- Give accurate information about your lifestyle and family history

Do you need help finding a primary care provider? Do you want to learn more about a condition or your care? Our nurses can help. Call Security Health Plan Customer Service at 1-800-791-3044.
Most of us face a decision about health care at some time. These decisions aren’t always easy. The options can be hard to figure out.

When you need to make a choice about your treatment, you can count on a team of health care professionals to help you.

**Partner with your provider**

Doctors and nurses are specially trained in medicine. But you are the expert on you. Together you can make the medical decisions that are right for you. Here are a few tips:

- **Learn about your illness.** If you’re diagnosed with a disease or illness, learn all you can about it. Start with your health care team. Don’t be afraid to ask questions.
- **Explore your treatment options.** Carefully weigh the pros and cons of each.
- **Focus on prevention.** Ask your doctor about conditions for which you may be at risk. He or she may recommend screening tests, medications or lifestyle changes. These will help you stay as healthy as possible for as long as possible.

**Partner with Security Health Plan**

We are part of your health care team and offer support just for you. Connect with our team. Our staff includes doctors, nurses, social workers, pharmacists and other health professionals. We will offer one-on-one guidance for your health care issues. Just call Customer Service at 1-800-791-3044.

**Online information.** Visit [www.securityhealth.org/lifefocus](http://www.securityhealth.org/lifefocus). Browse our wellness library to learn more about diseases and medical conditions.
Need a ride to your appointment?

BADGERCARE PLUS MEMBERS REQUIRED TO USE LOGISTICARE

If you are a BadgerCare Plus Standard or Benchmark Plan member, the Wisconsin Department of Health Services now requires you to call LogistiCare when you need a ride to a medical appointment. The only exception is an emergency when you need an ambulance. In this case, call 911.

You can no longer call your current transportation company or your county office to schedule a ride. If you don’t have a neighbor, friend, relative or volunteer organization that can give you a ride, you must call LogistiCare. To schedule a ride:

- Call LogistiCare (toll-free) at 1-866-907-1493.
- Call between 7 a.m. and 6 p.m. Monday through Friday.

You must call at least two days before a routine medical visit to schedule a ride. Some visits can’t wait two days. These can be scheduled within three hours. If you have regular visits three or more times a week, ask your doctor to work with LogistiCare to schedule your rides.

Rides by specialized medical vehicles will cost you $1 unless you are exempt from copayments. Other rides are free of charge.
Someday you may need to see a specialist. These are doctors who focus on a specific area of the body, disease or age group. We want to help you find the right one. Here’s some information to get you started.

Why a specialist?
When your doctor suggests a specialist, it might be because you or your child needs additional testing for a specific condition. These doctors have had special training in your condition. Here are some common specialists:

- **Cardiologists** focus on diseases of the heart and blood vessels.
- **Allergists/immunologists** diagnose and treat asthma, allergy and immunology problems.
- **Rheumatologists** deal mainly with joint problems, autoimmune disorders and soft tissue problems.
- **Surgeons** perform general procedures; many specialize in specific areas of the body.

**When you need a specialist**
When you or your primary care provider think you need a specialist, here are three things you should know:

1. **You do not need a referral from Security Health Plan.** But you do need to be sure that the specialist is in your network. Call Customer Service if you need help finding a specialist in your network. You can find a list of network specialists on our Web site at [www.securityhealth.org](http://www.securityhealth.org). Our nurse navigators can also help you find the best specialist for your needs.

   Note: Some specialists require a referral from your primary care provider.

2. **Talk with your primary care provider.** He or she can help you be sure that you need a specialist’s care. Security Health Plan does not require a referral from your primary care provider to see a specialist. But your care will be better coordinated if your primary care provider and specialist talk to each other about your medical condition(s).

   And remember, your primary care provider may refer you to a specialist who is not in your network. It’s up to you to make sure the specialist is in your network. If not, you must call Customer Service to get prior approval or to help you find a specialist in your network.

3. **As much as possible, plan ahead.** The specialist may not know why you are there to see him or her. So be prepared by bringing a list of your symptoms and questions. Also, bring results from any tests you have had done.

We realize some specialists may be harder than others to get in to see.

If that’s the case, call Customer Service at 1-800-791-3044. We can help you through the process of getting the care you need.
Having diabetes often means changing the way you eat, exercise and take medication. That may seem like a lot to do all at once. But don’t worry. You can rely on a team of medical professionals to help you live well with diabetes.

Your medical team includes:

- Your primary care provider to explain how to reach your target level for blood sugar and cholesterol. He or she will also tell you what to do to keep your blood pressure low.
- A nurse to teach you how to check and manage your blood sugar level.
- A dietitian to help you create a meal plan that works for you.

In addition, a diabetes nurse coach at Security Health Plan is able to help you understand your treatment plan. This plan includes:

- Your blood glucose numbers
- Times and amounts of medicine you take
- When and what you eat
- How much you exercise

Call Customer Service at 1-800-791-3044 and ask to speak with a diabetes nurse coach.