



Sponsored by the Pennsylvania Department of Public Welfare

A Consumer's Guide to the HealthChoices Health Plans

Office of Medical Assistance Programs
Commonwealth of Pennsylvania
Department of Public Welfare

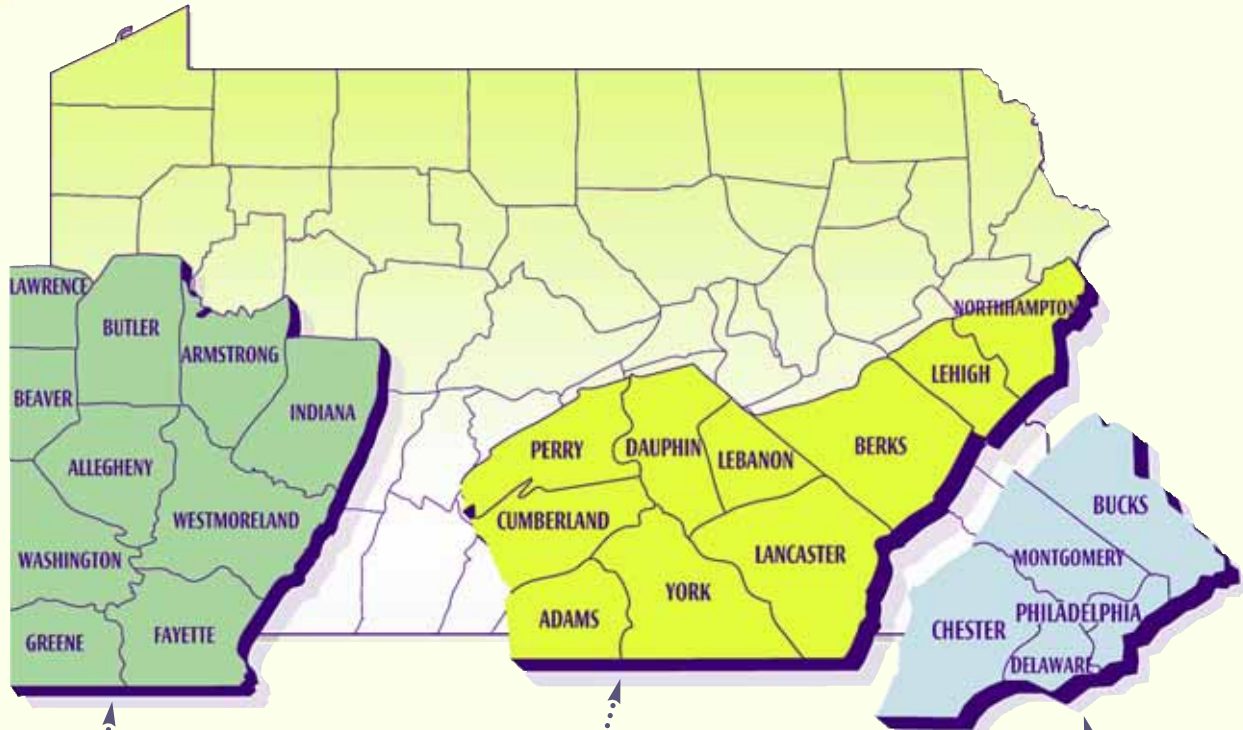
COMPARE YOUR CHOICES

2 0 0 9

Southeast, Southwest, and Lehigh/Capital Zones

HealthChoices is all about choice.

This guide will help you choose the best health plan for you and your family. If you are already in a health plan, this guide will show how your plan compares to other health plans. The dotted line in each graph is the HealthChoices average. The bars show if the plans are above or below the program average.



If you live in these counties, you are in **HealthChoices Southwest.**

The plans you can choose from are:

- Gateway
- Unison
- UPMC for YOU

If you live in these counties, you are in **HealthChoices Lehigh/Capital.**

The plans you can choose from are:

- AmeriHealth Mercy
- Gateway
- Unison

If you live in these counties, you are in **HealthChoices Southeast.**

The plans you can choose from are:

- AmeriChoice
- Health Partners
- Keystone Mercy

To enroll in a health plan or change your health plan, call:

HealthChoices Hotline

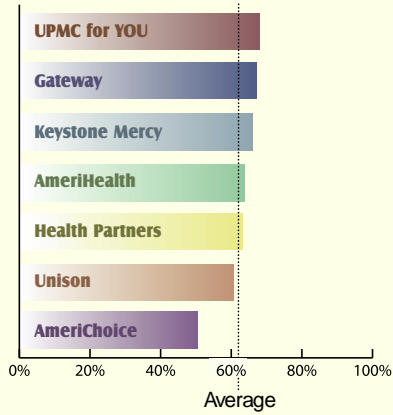
1-800-440-3989

TTY 1-800-618-4225

If you are already a HealthChoices member, you do not have to change your plan or doctor. This guide is for your information only.

Note: The information for this guide is from 2008 and comes from HealthChoices Southeast, Southwest, and Lehigh/Capital consumers and plans. Both the plans and the Pennsylvania Department of Public Welfare collected this guide's information. The information comes from the Consumer Assessment of Healthcare

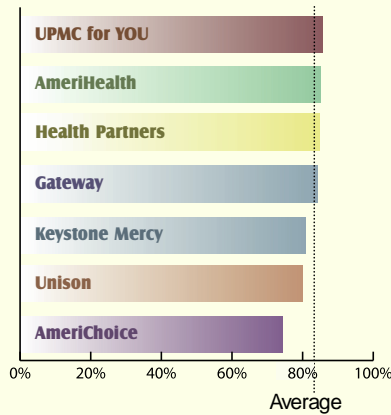
Providers and Systems (CAHPS®), the Medicaid Health Care Effectiveness Data and Information Set (HEDIS®) and Pennsylvania Performance Measures. AmeriHealth Mercy, Gateway, and Unison data includes data from their voluntary plans.



Controlling High Blood Pressure

High blood pressure can cause strokes and other health problems. It is important to keep your blood pressure under control.

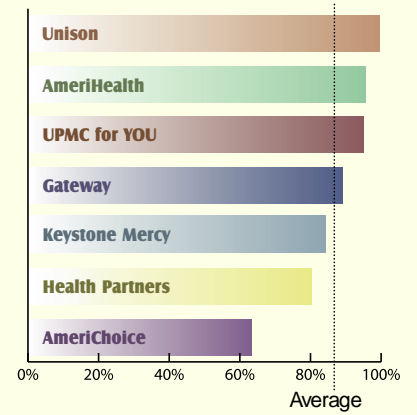
Members with high blood pressure who had their blood pressure controlled below a rate of 140/90.



Watching Your Cholesterol

High cholesterol can cause heart attacks and other health problems. If you have heart problems, you should have regular cholesterol checks.

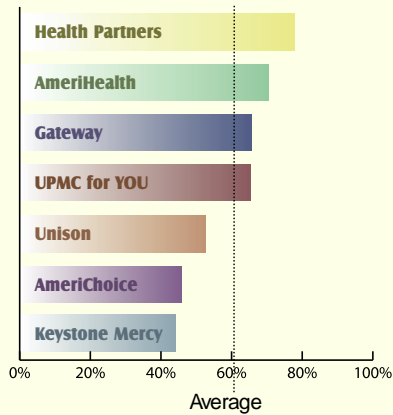
Members with heart problems who had their cholesterol checked.



Testing for Smoking During a Prenatal Visit

Smoking can make you and your baby sick. If you smoke, your doctor should talk to you about ways to stop smoking while you are pregnant.

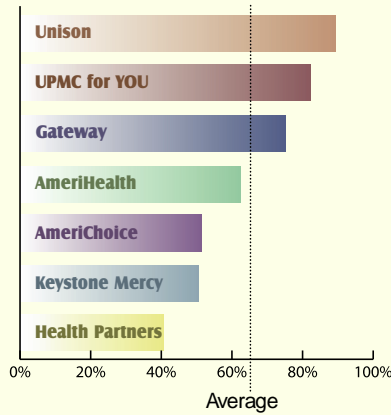
Pregnant women who were asked if they smoked during a prenatal care visit.



Talking About Ways to Stop Smoking During a Prenatal Visit

If you smoke, your doctor should talk to you about quitting. Not smoking will give you and your baby a better chance to be healthy.

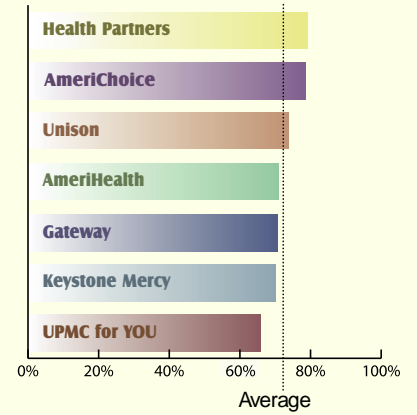
Pregnant smokers who talked to their doctors about not smoking during a prenatal care visit.



BMI Screening at a Regular Check-up

Body Mass Index (BMI) Screening can tell if children and adolescents are overweight. Being overweight can lead to health problems.

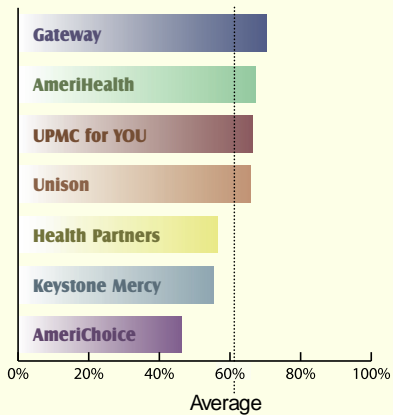
Children and adolescents 2 to 20 years old who had a BMI screening at a regular checkup.
 Height and weight is used to determine BMI.



Checking Blood Lead Level for Children 2 Years Old

Your child's doctor should check the level of lead in your child's blood. Too much lead can hurt your child and cause trouble learning, reading, or behaving.

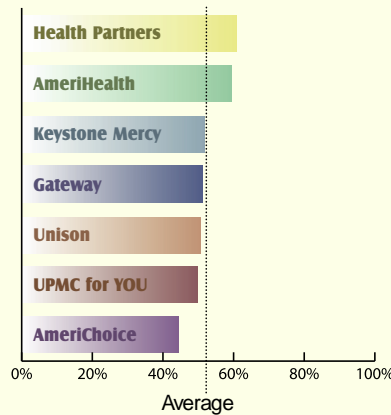
Children 2 years old who were checked for lead in their blood.



Care After Having a Baby

Seeing your doctor after having a baby helps you and your baby stay healthy.

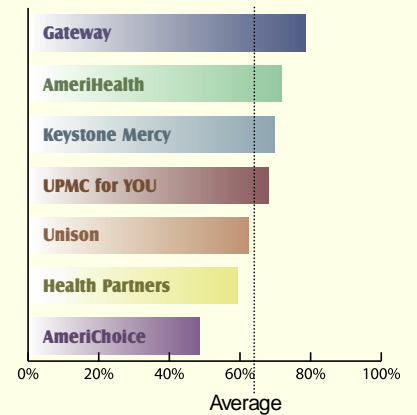
Women who saw their doctor after having a baby.



Finding Breast Cancer

A breast exam can find cancer early so doctors can treat it, and you can live longer.

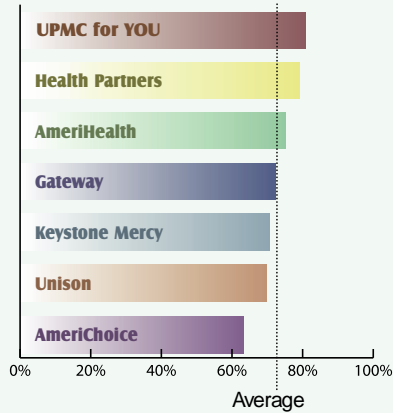
Women 42 to 69 years old who got a breast exam sometime in the last two years.



Finding Cervical Cancer

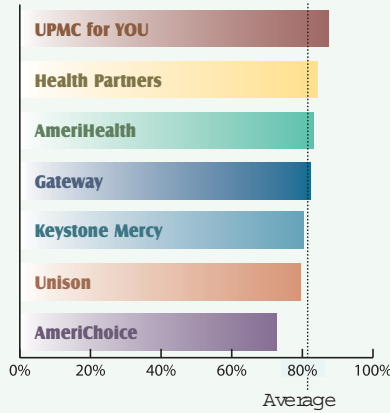
A Pap test can find cancer early so doctors can treat it, and women can live longer.

Women 24 to 64 years old who had a Pap test sometime in the last three years.



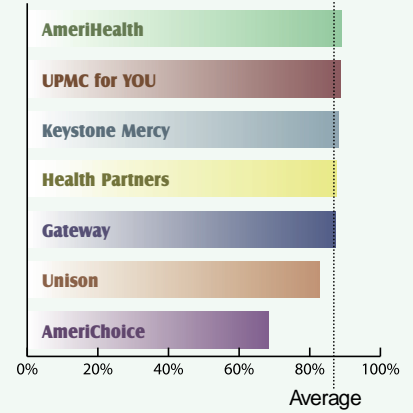
Satisfaction with Plan

You want a plan that works well for you.
Members said how happy they were with their plan.
Members who gave their plan an "8" or above on a scale of 0 to 10.



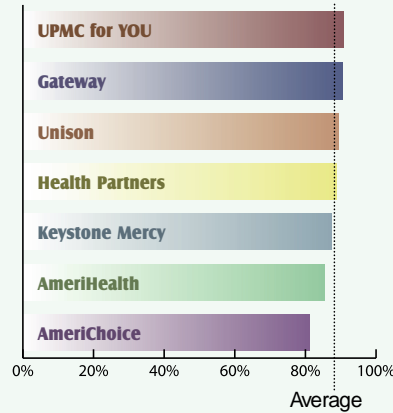
Satisfaction with Child's Plan

You want a plan that works well for your child.
Members said how happy they were with their child's plan.
Members who gave their child's plan an "8" or above on a scale of 0 to 10.



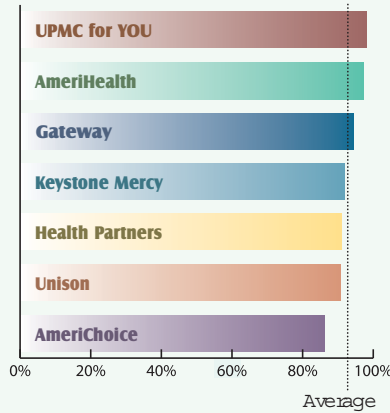
Doctor Visits for People 45 to 64 Years Old

You should see your doctor at least once a year to stay healthy.
Members 45 to 64 years old who saw a doctor or nurse in the past year.



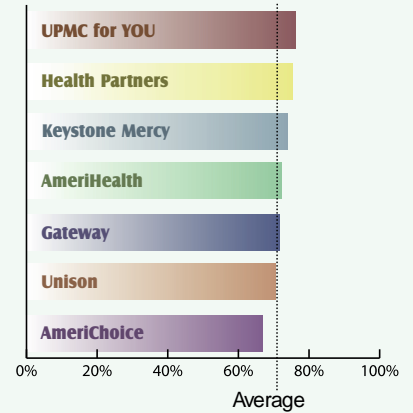
Doctor Visits for Children 7 to 11 Years Old

Children who are not sick should see their doctors at least once a year to stay healthy.
Children 7 to 11 years old who saw a doctor or nurse in the past year.



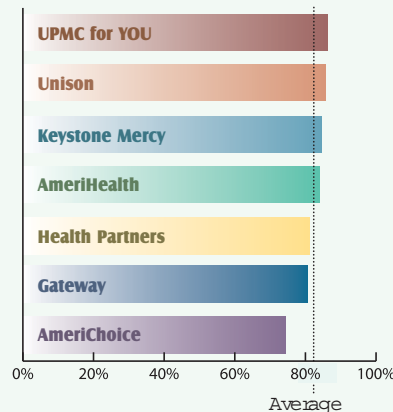
Regular Checkups for Children in the First 15 Months

Children under 15 months old should see their doctors often to stay healthy.
Children who saw their doctors three or more times before turning 15 months old.



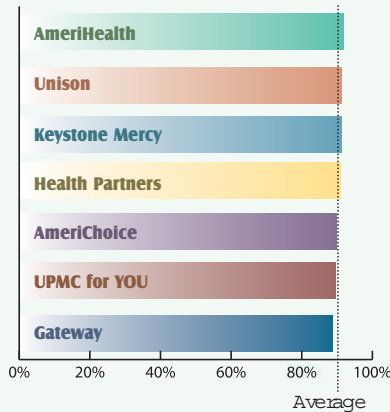
Regular Checkups for Children 3 to 6 Years Old

Children who are not sick should see their doctors at least once a year to stay healthy.
Children 3 to 6 years old who saw a doctor or nurse in the past year.



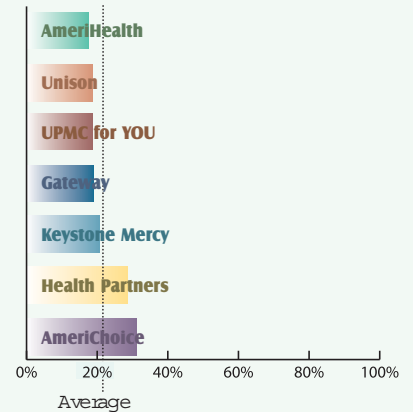
Needed Care Right Away

You should receive care right away if you or your doctor thinks you need it.
Members who said they could find needed care right away "usually" or "always."



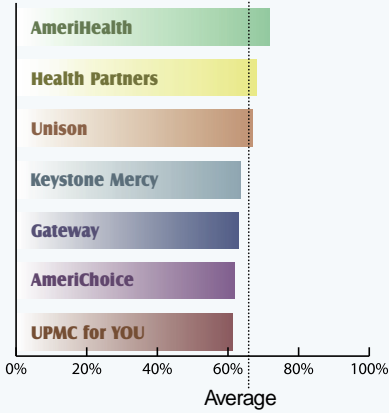
Respect from Providers

Doctors should respect you and what you have to say.
Members who said doctors showed them respect "usually" or "always."



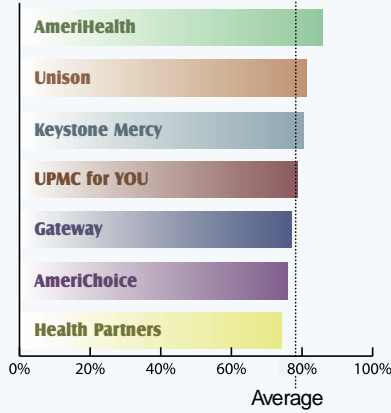
Emergency Room Visits for Asthma

Treating asthma in your doctor's office may reduce your visits to the emergency room.
Members 5 to 20 years old who visited the emergency room in the past year.
For this measure, lower rates are better.



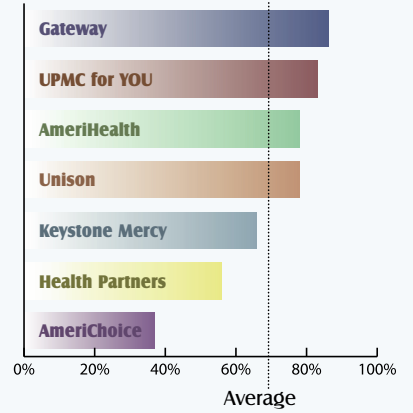
Satisfaction with Dental Care

You should be happy with the dental care you get. Members who gave their dental care an "8" or above on a scale of 0 to 10.



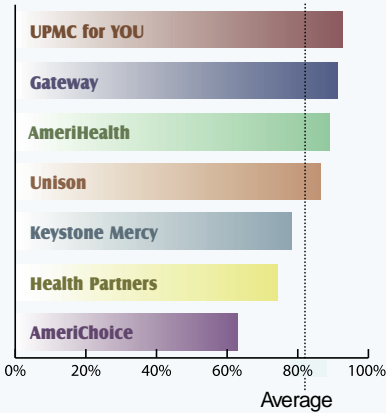
Satisfaction with Your Specialist

If your doctor needs to send you to a special doctor (specialist), you should be happy with your care. Members gave their specialists an "8" or above on a scale of 0 to 10.



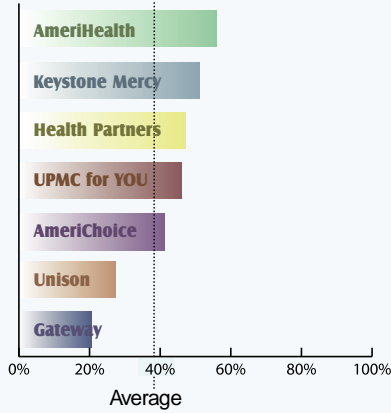
Regular Prenatal Care

Regular prenatal care means going to all checkups before your baby is born. This care will help you have a healthy baby at the right time. Pregnant women who got over 80 percent of the recommended prenatal care visits.



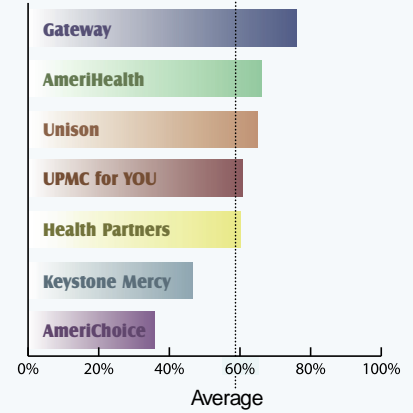
Early Care for Pregnant Women

You should see your doctor as soon as you know you are pregnant. Early care helps you have a healthy baby. Women who got early prenatal care.



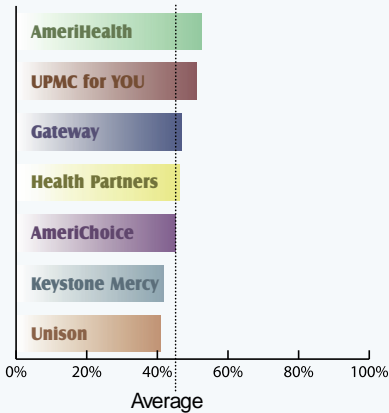
Dental Sealants for Children

Dental sealants are coverings that help protect children's teeth from cavities. It is important that dentists apply sealants at the right time. Children 8 years old who saw a dentist and had dental sealants applied within the past 3 years.



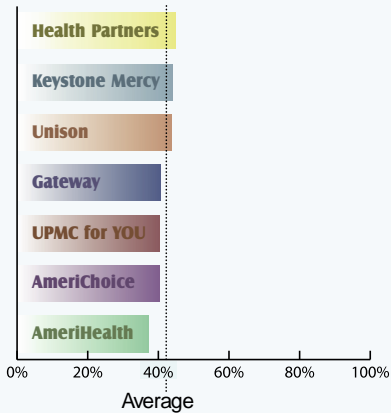
Eye Checkups for People with Diabetes

Diabetes is an illness that can make you lose your sight. Some people with diabetes need to have their eyes checked every year. Members with diabetes who had their eyes checked either one or two years ago, depending on how serious their diabetes is.



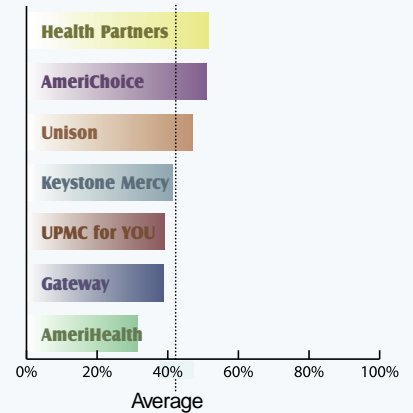
Finding Cervical Cancer in Women with HIV

Cervical cancer is more likely for women with HIV. A Pap test may find cervical cancer early. Women with HIV who had a Pap test in the past year.



Regular Dental Care

Dental care is important for healthy teeth. Your child should see his/her dentist regularly. Children, teenagers and young adults 3 to 20 years old who saw a dentist in the past year.



Annual Dental Visits for Members with Developmental Disabilities

You should visit a dentist regularly. This includes disabled people. Yearly visits help keep teeth healthy. Developmentally disabled members 2 to 21 years old who saw a dentist last year.

Important Numbers

If you have a question about your health plan, you can call one of these numbers:

HealthChoices Southeast (Bucks, Chester, Delaware, Montgomery, and Philadelphia Counties)

AmeriChoice	1-800-321-4462	TTY 1-800-654-5984 (PA Relay TTY-TDD Only)
Health Partners	1-800-553-0784	TTY 1-877-454-8477
Keystone Mercy	1-800-521-6860	TTY 1-800-684-5505

HealthChoices Southwest (Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland Counties)

Gateway	1-800-392-1147	TTY 1-800-654-5988 (PA Relay Voice Only)
Unison	1-800-414-9025	TTY 1-888-616-0021
UPMC for YOU	1-800-286-4242	TTY 1-800-361-2629

HealthChoices Lehigh/Capital (Adams, Berks, Cumberland, Dauphin, Lancaster, Lebanon, Lehigh, Northampton, Perry, and York Counties)

AmeriHealth Mercy	1-888-991-7200	TTY 1-888-987-5704
Gateway	1-800-392-1147	TTY 1-800-654-5988 (PA Relay Voice Only)
Unison	1-800-414-9025	TTY 1-800-616-0021

How do you choose your Health Plan?
LOOK INSIDE TO COMPARE YOUR CHOICES

Commonwealth of Pennsylvania
Department of Public Welfare
Office of Medical Assistance Programs
Post Office Box 2675
Harrisburg, Pennsylvania 17105



pennsylvania
DEPARTMENT OF PUBLIC WELFARE
www.dpw.state.pa.us

Prepared by the Division of Quality
and Special Needs Coordination



For copies of this guide, or to request this information in another
form, such as Braille, large print, or audio tape, call: **1-800-440-3989**

This guide is also available on the web:

www.dpw.state.pa.us/partnersproviders/medicalassistance/managedcare/003674902.htm