

Summer 2010

Lipa OHP News

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Kids Drinking, So What?

When your child was in first grade, she knew alcohol was for grown-ups. By the time she was in fourth grade, she may have already had her first drink—or knows someone who has.

Underage drinking is a serious problem in Lane County. According to the 2008 Oregon Healthy Teens Survey, almost one-third of Lane County eighth graders and nearly half of Lane County eleventh graders used alcohol in the past month.

Why is underage drinking a concern?

Research tells us youth do not outgrow using alcohol; forty-five percent of people who began drinking before age 14 later developed an alcohol problem, compared to only ten percent of those who waited until age 21. And, youth who drink are

more likely to be involved in other risky behaviors:

- 1) Eight times more likely to smoke cigarettes**
- 2) Ten times more likely to smoke marijuana**
- 3) About one-fourth of eighth grade girls who binge drink also report attempting suicide**
- 4) Two-thirds of eleventh grade boys who binge drink also gamble**

What can we do?

Remember your power of influence. Contrary to what many think, parents continue to be the most influential people in their child's life. Recent research confirms that teens positively respond when their parents talk to them about their own alcohol and substance use. Sixty-three percent of teens recently surveyed said that hearing about

their parents' past use would make them more responsible; half said they would be less likely to use.

Talk with your child. Set clear limits about alcohol use. Enforce the rules. Be a positive role model. And if you drink, drink responsibly. Have dinner with your child at least five days a week.

For more information or resources on underage drinking go to PreventionLane's website at www.preventionlane.org.

Article contributed by C.A. Baskerville, Certified Prevention Specialist at Lane County Health and Human Services. Email: cindy.baskerville@co.lane.or.us.

Community Resources

Disability Rights Oregon

1(800) 452-1694

Free legal help and advocacy services to people with physical or mental disabilities.

Food for Lane County Youth Farm

(541) 343-2822

A three-acre farm provides paying work, job training, and education to at-risk teens.

Job Corps Program

(541) 686-7514

Free program that provides housing, meals, clothing allowance, living allowance, basic medical and dental care to youth ages 16-24 while they learn hands-on trade skills.

Public Libraries

Summer reading, special events, and classes.

Eugene: (541) 682-5450

Junction City: (541) 998-8942

Springfield: (541) 726-3766

Florence: (541) 997-3132

Senior and Disabled Services

(541) 682-4038

Aging and disability resources including Meals on Wheels, Senior Meals, and support for non-paid family caregivers.

Summer Food Program

(541) 343-2822

Free breakfast and lunch for youth 2-18 served at schools, parks, and community centers throughout Lane County.

The WorkForce Network

(541) 682-7200

Emergency fund programs, local food banks, child care, training, and unemployment help for those who have lost their job.

For more information on community resources in Lane County, go to: www.211lane.org.

Putting the “HEAT” on Healthcare Fraud

HEAT is a task force created by the government in May 2009 to crack down on healthcare fraud.

HEAT stands for Healthcare fraud prevention and Enforcement Action Team. Healthcare fraud involves people getting services or supplies they are not entitled to; providers billing for services or supplies not provided; or billing for services or supplies which cost more than what is actually provided.

Medicare and Medicaid fraud costs about \$60 billion dollars a year. But there are things everyone can do to help stop this waste and make sure that healthcare dollars get spent on healthcare.

Learn more about HEAT and about what you can do to prevent fraud. Visit the website, www.stopmedicarefraud.gov. In the meantime, here are some suggestions found there:

- 1) Protect your Lipa insurance card the same way you would protect a credit card.**
- 2) If your card is lost or stolen, report it right away.**
- 3) Don't give your card to anyone besides your doctor or another provider of healthcare (such as a hospital).**

4) Don't let someone borrow your card; this is illegal and contributes to fraud.

5) Be on guard against identity theft. This can lead to healthcare fraud as well as financial fraud.

The website tells how people can report fraud to the task force. Or you can report suspected fraud to Lipa's Compliance Coordinator at (541) 762-9086. You can also leave a message on Lipa's toll-free Compliance Hotline at 1(877) 367-1332.

Getting Help from Your ENCC

What Is ENCC?

Exceptional Needs Care Coordination (ENCC) is a case management program for OHP members who need extra help to get medical care and services. An ENCC works with hospitals, doctors, home health agencies, and other agencies to bring you quality healthcare. The ENCCs at Lipa

care about improving the level of wellness for our members.

Some of the Things Lipa ENCCs Can Do

- 1) Help members get medical care and services.**
- 2) Help solve problems with provider offices.**
- 3) Help members locate community services.**

Some of the Most Common Questions Members Ask ENCCs

- 1) My doctor and I don't get along. Can I get another one?**
- 2) I need more pain medication than my doctor is giving me. Can you help?**
- 3) I missed some appointments and my doctor dismissed me. What do I do?**

4) I need something that Lipa will not pay for. Why is that?

Helpful Hints from Your ENCC

1) As a Lipa member, you will have certain responsibilities when you visit your new provider. If you need help understanding what they are, please ask for help while you are at the office.

2) Bring all of your medications or a list of all your medications to your first appointment.

3) Be early for your visit.

4) Show up for each appointment or call at least 24 hours ahead of time if you need to cancel your appointment. If you miss two appointments without calling at least 24 hours in advance, your doctor may dismiss you from their practice and you will have to find another doctor.

5) Remember, only your doctor can change your medication orders or increase your pain medications. An ENCC cannot help with this.

6) Lipa is an insurance plan and does not cover all conditions, just like many other insurance plans. Your ENCC can sometimes help you find a resource in the community that is free. Please call to see if we can help you with this.

7) If you have a complaint about any of the services you get, you can file a complaint with anyone at Lipa. We are glad to help.

Getting Help from a Lipa ENCC Is Easy

1) You or your representative can do it. Your provider or caseworker can also do it.

2) Call our Customer Service Center at (541) 485-2155 or TTY 1(877) 600-5473. They will be happy to connect you to an ENCC.

Helpful Member Resources

How to Contact Lipa

Visit Our Office

M-F: 8:00 a.m. to 5:00 p.m.

1800 Millrace Drive

Eugene, Oregon

Contact Us in Writing

Lipa

PO Box 11740

Eugene, Oregon 97440-1740

Call Us

Local (541) 485-2155

Toll-Free 1(877) 600-5472

TTY 1(877) 600-5473

Call Lipa if you need this letter in a larger print size, different format, or different language. You can reach us at:

Local (541) 485-2155

Toll-Free 1(877) 600-5472

TTY 1(877) 600-5473

Advance Directive

If you are an adult, you have the right to know about medical treatment your provider recommends for you. You also have the right to refuse treatment. If you have a serious injury or get too sick to make a medical decision for yourself, your family would have to decide what you would want.

Oregon has a law that allows you to say in writing, ahead of time, how you would want to be treated if you were seriously ill or injured. The document used to do this is called an Advance Directive.

The Advance Directive allows you to:

- 1) Name a person you trust to direct your medical care.**

- 2) Give instructions for healthcare providers to follow if you become unable to direct your own care.**

- 3) Change your mind at any time.**

You can get an Advance Directive form for free from Lipa. You can also get this form from a local hospital. If you have any questions about the Advance Directive, please call Lipa Customer Service.

What to Do If You Have a Concern or Complaint

Your healthcare is important to us. If you are not satisfied with the healthcare you receive through Lipa, we want to know about it. This includes

medical care, prescriptions, supplies, or equipment. Please call our Customer Service Department.

At any time, you may also call our Confidential Complaint Hotline at 1(877) 367-1332. When you call the hotline, you will be asked to leave a voice message and your call will be returned by the next business day. No other Lipa employee will hear your complaint.

Lipa's Notice of Privacy Practices

Lipa's *Notice of Privacy Practices* tells you how Lipa may use or disclose information about you. This notice is included in your member handbook.

A copy of the notice is also published on Lipa's website at www.lipa.net/OHP.html. It is also available to you at any time by request. Please call the Privacy Officer at (541) 485-2155, ext. 1266 for a copy.

Summer Safety

Summer is here. While we all enjoy being out in the sun, there are a few things that can make summer a bummer. Insect bites, heat-related illnesses, and sunburns are three very common problems that adults and children encounter during summertime. Here are some helpful tips to avoid these summer woes.

Preventing Insect Stings and Bites

- 1) Don't wear bright or floral prints, or strong perfumes. These attract insects.**
- 2) Wear shoes when walking through the grass.**
- 3) Insects love food and drinks, so cover everything well when eating outdoors.**
- 4) Use an insect repellent that has DEET. Be sure to follow the directions for use.**

Treating Stings and Bites

- 1) Check the skin for a stinger and gently scrape it off with a fingernail.**
- 2) Wash the area with soap and water.**
- 3) Apply an anti-itch cream. Some people can also take an antihistamine for itching but follow directions for use.**
- 4) If you have a severe reaction to an insect bite, such as breathing problems, swelling of the eyes, tongue, or throat, get medical care right away.**

Heat-Related Illnesses

When the body gets too warm it tries to cool itself down by sweating. Heat-related illnesses happen when a person loses too much water from sweating, or when their body can no longer cool itself down. Heat-related illnesses can be

dangerous if not treated properly. Some of the warning signs include:

1) High body temperature

2) Headache

3) Nausea, vomiting, muscle cramps

4) Tiredness

If you see these warning signs, get out of the heat, get rest, drink a cool nonalcoholic beverage, or take a cool shower. If these warning signs are extreme, get worse over time, or last longer than one hour, seek medical care.

Avoiding Heat-Related Illnesses

The best way to avoid getting a heat-related illness is to avoid exposure. The hottest part of

the day in our area is usually from 12:00 p.m. to 7:00 p.m. If you are outside when it is hot:

1) Drink plenty of water, and avoid alcohol and caffeine because these can make you more dehydrated.

2) Wear clothing that is light and airy.

3) Try to stay in the shade.

Avoiding Sunburns

Sunburns are very common in the summertime, especially for people with fair skin. Here are some easy ways to avoid sunburns:

1) Always wear sunscreen, even if it is cloudy outside. Reapply it every hour and after being in the water.

2) Wear sunscreen that is waterproof and contains avobenzone, titanium dioxide, zinc oxide, or Mexoryl SX.

3) Wear a hat or visor to protect your face and neck.

**Lipa
Lane Individual Practice Association
PO Box 11740
Eugene, OR 97440-1740**