



EN ESPAÑOL  
AL DORSO

## Get the Most from Your Provider Visit

When you see your provider you want to get the most out of your visit. It is good to prepare. This will help you get what you need.

### How to get ready:

- Make a list of questions and things you want to talk about
- Talk about what is most important at the start of the visit
- Bring a list of all your medications; include how much you take and when you take it
- Bring in the paperwork if you have been to the hospital or emergency room since your last visit

### Talk with your provider

- Ask questions when you do not understand something
- Tell your provider if you are worried about something
- Let your provider know if you will not be able to follow their instructions

Work with your provider to make the best choices for your health.



**Enter to win  
a cookbook with  
healthy recipes!  
See Page 5.**

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299 Promenade Street, Providence, RI 02908

# Important Health Tests for Women

Women need to have special tests and screenings to stay healthy. Regular health exams and tests can help find problems early.

Two very important tests are:

## Pap test

A pap test is also called a pap smear. This is done to make sure women do not have cancer of the cervix, or cervical cancer. This test can show any changes or problems before they become serious.

Females who have sex should be checked by their doctor every year. Not every female needs a pap test every year but should still have an exam. Ask your doctor at your appointment how often you need a pap test.

## Chlamydia test

Chlamydia is a common sexually transmitted infection (STI). It can be easily cured. Chlamydia has no symptoms, which means you can have it and not know. Chlamydia can lead to very serious problems if you do not get treated.

Any female who has ever had sex needs to be tested for this infection. A chlamydia test can be done with a urine (pee) test or swab test by your doctor.



Using condoms every time you have sex can help prevent chlamydia.

Talk with your provider about what kind of screenings and exams you need and when you need them. Both of these tests are covered by Neighborhood.

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# Head Lice: The Basics

Head lice are tiny insects that are found on the scalp. To find them you must look at the scalp very closely. They crawl but cannot jump or fly. Lice lay tiny eggs on the scalp that may look like dandruff and may not come off easily.



Lice spread by close head-to-head contact. Sharing hats, brushes, combs or pillows may also spread them to others. Lice often cause itching on the scalp. You will need a medicated treatment to get rid of lice that your doctor can prescribe. Neighborhood will pay for some common treatments but you will need a prescription from your doctor. The most important thing to remember is that you need to follow the directions on the product carefully.

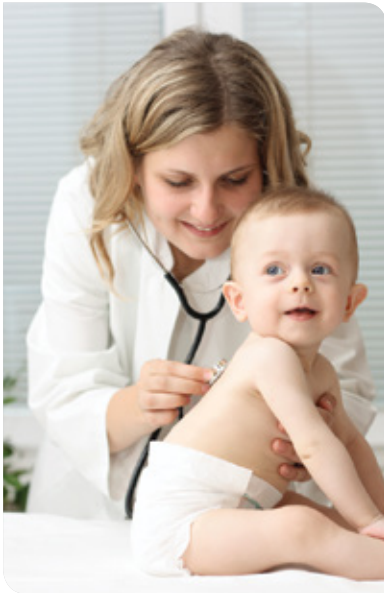
## Remember:

- You may need to use the treatment more than once.
- Massage treatment into hair starting at the roots and moving to the ends of the hair.
- Leave the lotion on for the amount of time listed in the directions.
- After using the lotion, comb your child's hair first with a wide tooth comb to remove tangles then a fine tooth comb to remove lice and eggs

Check everyone living in your home every day for two weeks and treat household items to make sure the lice do not return. Only those items that have been in contact with the person with lice in the last 2 days need to be cleaned.

- Machine wash and dry clothing, sheets and towels using hot water. Items that are not washable can be dry-cleaned or sealed in a plastic bag and stored for two weeks.
- Soak combs and brushes in hot water for 5 to 10 minutes.

# Tips to Keep Your Baby Healthy and Safe



## Keep your baby healthy:

- Take your baby to see their pediatrician (provider) as soon as possible after they are born.
- Keep all provider appointments, even when your baby is not sick. Their provider will make sure your baby does not have any problems.
- Get your baby all of their vaccinations (shots). They are safe and they work.
- Make sure anyone who holds your new baby washes their hands first.

- Keep sick friends or family from visiting.
- Have a thermometer at home to check for a fever. Babies who are sick will often have a very quick rise in their temperature.
- Never give any medications to your baby that the doctor did not tell you to.

## Keep your baby safe:

- Always put your baby on their back to sleep. This will help to keep them from suffocating (not being able to breathe).
- Make sure there is nothing in their sleep area like blankets, toys or bumpers that could prevent them from breathing.
- Never share your bed with your baby. This can raise their risk of suffocating.

Talk with your baby's provider about these tips to keep your baby healthy and safe.



## Family Visiting

love  
that  
baby



**Our Family Visitors offer support to moms-to-be, parents, and babies. We'll visit you anywhere.**

Our Family Visitors will give

- **TIPS** to help your baby develop and grow up healthy
- **PRENATAL SUPPORT** and help with infants and toddlers
- **HELP** with managing your busy life
- **EASY** ways to share with other moms

**Text baby to 444999**

**FamilyVisitingRI.org | f**

**401.222.5960**

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under the Maternal Infant and Early Childhood Program: GRANT NO: D89MC26364

If you need help understanding this information in your language, please call us at **1-401-459-6009** and ask for Member Services.

Si necesita ayuda para comprender esta información en su idioma, llámenos al **1-401-459-6009** y solicite contactar con el servicio de atención al cliente.

Si vous avez besoin d'aide pour comprendre ces informations dans votre langue, appelez-nous au **1-401-459-6009** et demandez le Service aux membres.

Se necessita de ajuda para compreender esta informação no seu idioma, por favor telefone para **1-401-459-6009** e solicite o Serviço de Apoio ao Cliente.

Чтобы получить информацию на родном языке, обратитесь в отдел по работе с клиентами (Member Services) по телефону **1-401-459-6009**.

បើលោកអ្នកត្រូវការជំនួយយល់អ្វីមួយក្នុងភាសាខ្មែរ ឬភាសាដទៃទៀត សូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខ **1-401-459-6009** ហើយសាកសួរផ្នែកសេវាកម្មសមាជិក (Member Services)។

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເພື່ອໃຫ້ເຂົ້າໃຈຂໍ້ມູນນີ້ ເປັນພາສາຂອງທ່ານ, ກະລຸນາໃຫ້ທ່ານພວກເຮົາທີ່ໝາຍເລກ **1-401-459-6009** ແລະໃຫ້ຖ້າມີການຮ່ວມມືກັນສະມາຊິກ.

Nếu cần được giúp đỡ để hiểu thông tin này bằng ngôn ngữ của quý vị, xin gọi cho chúng tôi theo số **1-401-459-6009** và yêu cầu được nói chuyện với Dịch Vụ Hội Viên.



## Getting Help: Hooked on Pain Meds

Beacon Health Strategies (Beacon) is Neighborhood's partner for behavioral health. We work together to help you.

### Pain killers

Opioids are medicines also known as pain killers. They are prescribed by doctors. When taken correctly they can be helpful to many. Examples are Vicodin®, OxyContin®, Percocet®, and Tramadol®. Other types can also be used to get rid of coughs and diarrhea.

### Pain killer abuse

These pain killers are very addictive, which means they make you want them more and more. When not taken properly they can lead to addiction and even death. Each year about 17,000 Americans die from overdosing on these, according to the National Institutes of Health. That number is rising.

### What to look for if you think someone is overdosing ("O.D.ing"):

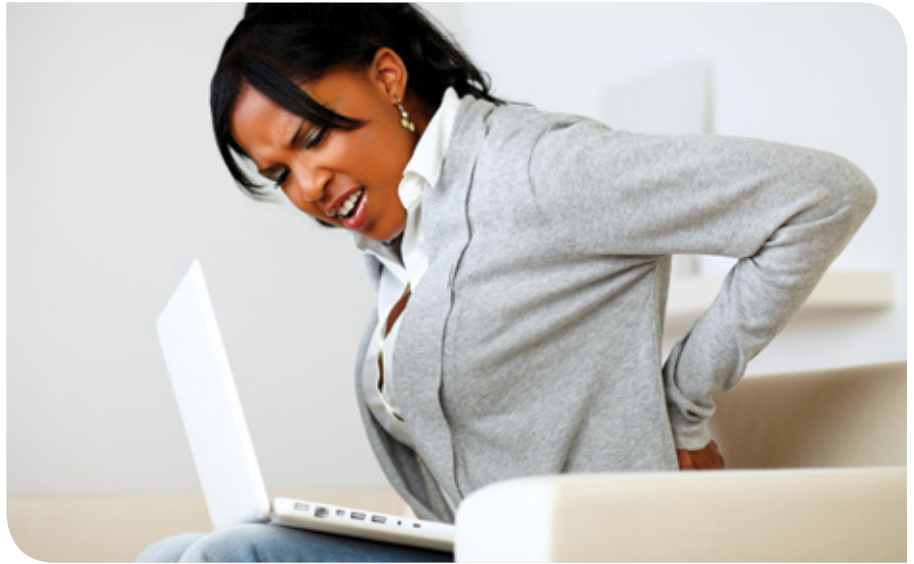
- Awake but unable to talk
- Body is very limp
- Breathing is very slow and shallow or has stopped
- No response to noises or touch

### If you fear someone might be overdosing, call 911.

Beacon is here to help with questions about addiction. We can also help you find a therapist, counselor or place to get help if you need one. Call Beacon at **1-800-215-0058 (TTY 1-781-994-7660)**, Monday through Friday, from 7AM to 7PM.

## Help Prevent Back Pain

Back pain can be caused by problems with any part of your back. You cannot always avoid back pain, but there are some things you can do that may help.



### Tips to help to prevent back problems:

- Do not lie in bed or in the same position too long. Change your position often.
- Bend at your hips and knees. Do not bend at your waist or twist around.
- When you lift an object keep it close to your body.
- Do not try to lift more than you can handle.
- Sit correctly. Keep your lower back supported when you sit.
- Stand straight and walk with your head up. Let your arms swing while you walk.
- Wear shoes that fit and support your feet.
- Keep a healthy weight. When you weigh too much, your back is under extra strain.
- Take your medication exactly the way your provider told you.

Call your provider if your pain continues or gets worse over time.

## Keep Records Together with CurrentCare

CurrentCare® is Rhode Island's electronic health network. It is a file that holds all of your health information. With CurrentCare all of your providers can see your health information. This helps them take better care of you.

To be part of CurrentCare you must sign up. For more information, visit [currentcareri.org](http://currentcareri.org). Call **1-888-858-4815 (TTY 711)** to sign-up.

# Things You Should Know About the Flu

The flu is also called influenza. It is an infection of the nose, throat and lungs. The Centers for Disease Control and Prevention (CDC) advises getting a flu vaccine (shot) every year. You can go to the pharmacy or your provider's office to get a flu shot. They are covered by Neighborhood.

**The flu shot will not cause you to get the flu.**

## The flu is:

- More serious than a cold and can make people very sick. More dangerous for people with chronic conditions like asthma, diabetes, heart failure or chronic obstructive pulmonary disease (COPD).



- More likely to cause pneumonia if you have a chronic condition.

There is also a shot to help lower your chance of getting pneumonia. The shot is called a pneumococcal (pneumonia) vaccine. Ask your provider about when and how often you should have this shot.

Ask your provider when you should get your flu and pneumonia shots.

## How to lower your chances of getting sick:

- Wash your hands often with soap and water.
- If there is no soap, use an alcohol hand rub.
- Avoid touching your eyes, nose, or mouth. Germs spread this way.
- Try to stay away from people who are sick.



## Healthy Tips for Hands!

### How to wash your hands:

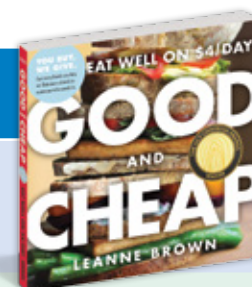
- Use warm water and plenty of soap
- Scrub at least 15 to 20 seconds before rinsing well
- Dry your hands well
- Use a paper towel to turn off the water and open the door

### When to wash your hands:

- After using the bathroom
- Before cooking
- Before and after eating
- After coughing or sneezing
- After using a tissue
- When you are around a sick person
- After touching a bandage or dressing

## Win a Copy of Good and Cheap

Good and Cheap is a cookbook by Leanne Brown. It is based on a \$4 a day SNAP budget. Neighborhood members call **1-401-427-6706 (TTY 711)** by November 13 and leave your name, address and Neighborhood member ID number to be entered to win a copy.



# Health Care Near You: Community Health Centers



Rhode Island's community health centers (CHCs) provide medical care, dental care, behavioral health care, social services, medicines and more. A list of the state's CHCs is listed below or you can call the Rhode Island Health Center Association at **1-401-274-1771 (TTY 711)** for more information.

## Blackstone Valley Community Health Care

Pawtucket, 1-401-722-0081  
Central Falls, 1-401-722-0081

## Block Island Health Services

Block Island, 1-401-466-2974

## East Bay Community Action Program

East Providence, 1-401-437-1008  
Newport, 1-401-848-2160

## Family Health Services

Coventry, 1-401-828-5335  
Cranston, 1-401-943-1981  
Warwick, 1-401-732-9090

## Providence Community Health Centers

Capitol Hill, 1-401-444-0550  
Central Health, 1-401-444-0580  
Chad Brown, 1-401-274-6339  
Chafee, 1-401-444-0530  
North Main, 1-401-415-9500  
Olneyville, 1-401-444-0540  
Prairie Avenue, 1-401-444-0570

## Thundermist Health Center

South County, 1-401-783-0523  
West Warwick, 1-401-615-2800  
Woonsocket, 1-401-767-4100

## Tri-Town Health Center

Johnston, 1-401-519-1940

## WellOne Primary Medical and Dental Care

Foster, 1-401-647-3702  
North Kingstown, 1-401-295-9706  
Pascoag, 1-401-567-0800

## Wood River Health Services

Hope Valley 1-401-539-2461

## How To Find an In-Network Doctor

Call Neighborhood Member Services at **1-800-459-6019 (TTY 711)** for up-to-date information on our network of doctors and practitioners.

## Transportation Troubles?

Rhode Island Medicaid covers non-emergency transportation services. Their vendor is LogistiCare. If you have problems with rides to medical visits through LogistiCare, call them to let them know.

### Problems can be:

- The driver is late
- The driver is a no-show
- The driver cancels
- The driver is rude

### If you miss a visit because of a ride issue:

1. Call LogistiCare at **1-855-330-9131 (TTY 1-866-288-3133)** to log a complaint
2. Tell them what happened
3. Tell them to let your provider know it was their fault you missed your visit

If you are not comfortable or need help filing a complaint, call your Neighborhood Care Manager or Jackie Dowdy, our Member Advocate, at **1-401-459-6172 (TTY 711)** for assistance.

