



www.chnct.org  
1.888.786.2345



minuteclinic.com  
866.389.ASAP (2727)

September 2009

Dear Member,

Community Health Network of Connecticut, Inc. (CHNCT) has contracted with MinuteClinic. MinuteClinic is a health care center. They can be found in select CVS/pharmacy sites across the state.

MinuteClinic sites are staffed by board-certified nurse practitioners. They focus on family health care. They are trained to diagnose, treat and write prescriptions when needed.

MinuteClinic can treat you for minor injuries, skin problems and common illnesses. That includes strep throat, and ear, eye, sinus and other infections.

Members cannot use MinuteClinic for preventative care. This includes physicals or vaccinations. You cannot get a flu shot at these sites either.

MinuteClinic is easy to use. It is also affordable. It can be used as an alternative to an emergency room or urgent care.

MinuteClinic is open seven days a week. It also has weekday evening hours. No appointment is necessary. Most visits take roughly 15 minutes.

MinuteClinic sites are listed on the back of this sheet. You could also find them in our Provider Directory, which is located on our website at [www.chnct.org](http://www.chnct.org). They can be found under Retail Health Clinics.

Please note that you can fill a prescription at any drug store listed in the state Department of Social Services Pharmacy Network. Prescriptions do not need to be filled at CVS/pharmacy.

MinuteClinic will share any treatment information with your primary care physician (PCP). They will send your PCP a complete visit record within 24 hours.

- A \$5 or \$25 copay will apply depending on your health plan.

Diabetes – Mind your eyes and blood!



**D**iabetes that is not controlled can have bad effects on many parts of the body like your kidneys, feet, heart and eyes. In this issue we would like to pay some attention to two things — one you see with and one you cannot see at all.

The one you see with is your eyes. If your diabetes is not well controlled, you can end up with an eye condition that can cause blindness. This complication of diabetes is the leading cause of blindness in the United States. It happens when damage from high blood sugar causes the blood vessels in the back of the eye to grow abnormally. You can watch the condition of your eyes by getting a yearly eye test. This is not the normal test you get to see if you need glasses. In this test, the eye doctor will put medicine in your eyes to open up (dilate) your pupils. Then the doctor will look at the back of your eye to see how blood vessels are growing. If caught early, damage may be able to be decreased using laser therapy. It is best to catch it before a lot of damage is done so that vision loss can be minimized.

The one you cannot see at all is a blood test that can be done every three months. It is called the HbA1c test. What this test measures is how well your blood sugar is controlled but not every day like when you check your sugar. This test can measure how good your blood sugar control was over the past three months. This is an important test for your doctor to get because while daily blood sugar testing helps you know how to eat properly, the HbA1c helps the doctor take care of all parts of diabetes. The goal for HbA1c in adults is less than 7 percent. You can keep your test at this number by doing what your doctor tells you to take care of yourself.

**If you take care of the thing you can't see—then what you see with (along with other parts of you) will stay healthy!**



Nurse Advice Line 1.866.803.7496

Did you know that we have a Nurse Advice Line? It is available seven days a week, 24 hours a day. With this Nurse Advice Line, members can talk to our nurses about any health-related topic. Health coaching is also available with this service. Members can even receive printed educational materials. All you have to do is ask. And the best part is that it's free.

Members should call their primary care physician first during regular office hours. But if something comes up after hours, on the weekend or when your primary care provider is not available, please call the Nurse Advice Line. The number is 1.866.803.7496.



# community Sunrise

A NEWSLETTER FOR SUN FAMILY MEMBERS / UNA HOJA INFORMATIVA PARA MIEMBROS DE LA FAMILIA DEL SOL  
Si le gustaria recibir este envio en Español, por favor llame at 1.800.859.9889



For more information on our events, please visit our website at [www.chnct.org](http://www.chnct.org).

### IMPORTANT PHONE NUMBERS

DEPARTMENT	NUMBERS	FAX
Member Services	800.859.9889	203.265.3197
Fraud Reporting	866.700.6109	

Community Health Network of Connecticut, Inc. "The One With the Sun"



11 Fairfield Blvd., Suite 1  
Wallingford, CT 06492



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# Back to .....

# SCHOOL Safety



### Breakfast:

- Eating breakfast will give you energy to keep your mind and body strong and healthy.
- Breakfast is very important while you're at school. Eating breakfast will help you to focus on your school work without being distracted by your stomach growling or headaches from being hungry.
- Eating breakfast lowers fat intake and limits snacking over the rest of the day.
- Eating breakfast is a habit of kids who have a healthy weight—but it's not a habit among overweight kids.

### Bullying:

- Bullying is fighting, threatening, name-calling, teasing, or excluding someone repeatedly and over time; an imbalance of power, such as size or popularity; physical, social, and emotional harm; or hurting another person to get something.
- Kids who are bullied are more likely to do poorly in school; have low self-esteem; be depressed; or turn to violent behavior to protect themselves or get revenge on their bullies.

Parents can play a central role to preventing bullying and stopping it when it happens.

Here are a few things you can do.

- Teach kids to solve problems without using violence and praise them when they do.
- Give children positive feedback when they behave well to help their build self-esteem.
- Take bullying seriously. Many kids are embarrassed to say they have been bullied. You may only have one chance to step in and help.
- If you see any bullying, stop it right away, even if your child is the one doing the bullying.

### Flu Shot:

- Flu-like symptoms include fever (usually high), headache, extreme tiredness, dry cough, sore throat, runny or stuffy nose, and muscle aches. If you start to feel these symptoms, call your doctor.
- Get a flu shot. Getting the shot is very important for people who are at risk for becoming seriously ill. Remember that flu shots do not give you the flu. That is a myth. The flu shot will protect you against the flu for the season.
- Stop Germs. Take these precautions:
  - Cover your mouth and nose with a tissue when sneezing or coughing.
  - Wash your hands with soap and water.
  - If you get the flu, stay home from work or school and avoid contact with other people.

### School Bus:

- When waiting for the bus, stay away from traffic and avoid roughhousing or other carelessness behavior.
- When on the bus, find a seat and sit down. Loud talking or other noise can distract the bus driver and is not allowed.
- Never put head, arms or hands out of the window.
- If you have to cross the street in front of the bus, walk at least ten feet ahead of the bus along the side of the road, until you can turn around and see the driver.

### Strangers:

- Always take a friend when walking or riding your bike to and from school.
- If someone you do not know or feel comfortable with offers you a ride, say no.
- If someone follows you on foot, get away from him or her as quickly as you can.
- If someone tries to take you somewhere, quickly get away and yell for help.

As of **Sept. 1, 2009**, Community Health Network of Connecticut, Inc. has contracted with MinuteClinic. MinuteClinics are health clinics found inside of select CVS/pharmacy. There are sites across the state. The purpose of these clinics is to treat minor illnesses or injuries. They should not be used for emergencies.

A \$5 or \$25 copay will apply depending on your health plan.

Please see the MinuteClinic attachment inside of this newsletter for more information. You may also visit our website at [www.chnct.org](http://www.chnct.org).

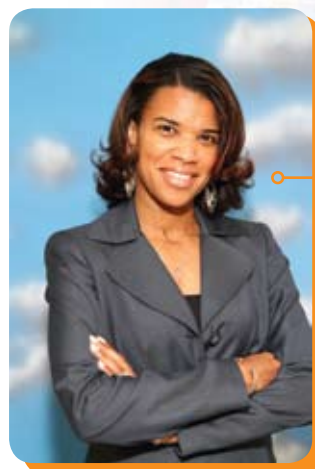
## Community Corner

Members of Community Health Network of Connecticut, Inc.'s Corporate Communications and Community Relations team were extremely busy during the summer months. During June, July and August, the team attended nearly 40 events across the state. Team members were present at events ranging from Back to School expos in Meriden, Waterbury and New Haven and National Night Out celebrations in Hamden and Meriden to health centers across the state during National Health Center Week, which ran from August 10 through August 14. They also attended numerous other health fairs and community events.

Here are photos of some of the events we attended:



Ashli Lowe gets ready to string a beaded necklace at the Bridgeport Youth Summit on August 20. The Summit honored Bridgeport public school students with perfect attendance and students from The WorkPlace, Inc. summer youth employment program.



Kemba Smith, who received a presidential pardon in 2000, shared her story with the young women who attended the Bridgeport Youth Summit.

## Out-of-Network Providers: Things to Know



There may be times when you need to see a doctor who is not in our Provider Network. These types of doctors are called out-of-network providers. If you need to see an out-of-network provider, the doctor must call CHNCT before you can see him or her.

### You may see an out-of-network provider only when:

- A certain type of doctor is not in CHNCT's Provider Network.
- A doctor is in CHNCT's Provider Network, but is located more than 25 miles from your home.

### Important things to know about out-of-network providers:

- The doctor must be willing to see you. He or she must also say yes to the request from CHNCT.
- The doctor must talk with CHNCT and get an approval before seeing you. This will enable him or her to get paid for the visit.
- CHNCT must approve every visit to any doctor who has not joined CHNCT.
- If CHNCT tells you it is ok to go to a doctor who has not joined CHNCT, you and that doctor will be told how many times you may see him or her.
- If you see a doctor who has not joined CHNCT and the doctor did not talk to CHNCT before your visit, the doctor can send you a bill for the visit, if it is not an emergency.

If you have any questions about which doctors you can and cannot see, please call Member Services at 1.800.859.9889.



Tel 866.389.2727  
Fax 612.225.1590

Monday - Friday  
8:30 a.m. - 7:30 p.m.

Saturday  
9 a.m. - 5:30 p.m.

Sunday  
10 a.m. - 5:30 p.m.

### STREET ADDRESS

### CITY

### ZIP CODE

24-36 Pershing Drive	Ansonia	06401 - 2214
358 West Main Street	Avon	06001 - 3643
581 Highland Ave.	Cheshire	06410 - 2205
2045 Dixwell Ave.	Hamden	06514 - 2405
1239 East Putnam Avenue	Riverside	06878 - 1522
323 Cromwell Avenue	Rocky Hill	06067 - 1801
22 Depot Hill Road	Southbury	06488 - 2258
3514 Main Street	Coventry	06238 - 1551
525 Buckland Rd, Town Center S/c	South Windsor	06074 - 3746
6 Williard Avenue	Norwalk	06851 - 4414
Enfield Plaza Shoppes 875 Enfield St	Enfield	06082 - 3617