

CONSUMER DIRECT
PERSONAL CARE

Rocky Mountain Chronicle

Hello from Consumer Direct in Missoula,

We are excited to announce we are in the process of opening a 2nd Consumer Direct office in Billings! The office will support all Consumers, Personal Representatives (PRs), and Caregivers in and around the Billings area that we are so fortunate to work with. Billings Consumers, PRs, and Caregivers will be able to get more immediate face-to-face help with whatever you need. It could be a change to your profile, help with timesheets, dropping off timesheets, help with the caregiver application packet, or anything else you may need.

“I live in the Billings area. Does this mean I don’t get to see Twyla Kannegeisser or Anita Wallace anymore on my home visits?”

Not at all! We love Twyla and Anita and want to keep them. **Twyla** was offered a position to run the new Billings office. She accepted and will begin working full-time for Consumer Direct as a Program Coordinator. She will be there to support you in the new office as well as continue to make home visits. **Anita** has also graciously accepted to keep working with Consumer Direct as a Field Coordinator. She will continue doing home visits.

We are working hard to have the office up and operational sometime in the first part of September. Billings area Consumer, PRs, and Caregivers will be the first to know when the exact grand opening date and location of the office is finalized.

We hope you are as excited as we are about this great news!

The entire Consumer Direct staff hopes you have a wonderful month of August!

Katie Spaid
Program Manager

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“The important thing is not being afraid to take a chance. Remember, the greatest failure is to not try. Once you find something you love to do, be the best at doing it.”

Debbi Fields



What's new @ CDPC?



DIRECT SOLICITATION OF CLIENTS

It is our policy to never directly solicit clients. We consider this a violation of Medicaid standards and in some states it is a violation of state law.

Direct Solicitation includes:

- Cold calling to potential clients (versus them calling or contacting us).
- Stopping people on the street and giving them brochures or business cards.
- Putting fliers on windshields.
- Unrequested direct mailings.



Actions that do not constitute Direct Solicitation include:

- Calling or corresponding with potential clients who have contacted us, stopped by our booth at a health fair, or initiated the contact by asking us what we do. In these situations, it is permissible to ask for their name, phone number & address (if possible).
- Placing appropriate advertisements in newspapers as a form of outreach or employee hiring.
- Responding to inquiries/questions made to us.
- Putting brochures at doctor's offices, etc. describing our services.
- Meeting with potential referral sources to describe services.

Nevada regulations sum up this policy very well:

“Providers shall not engage in any unsolicited direct marketing practices with any...program recipient or any potential program recipient.”

“The agency may not, directly or indirectly, engage in door-to-door, telephone, or other cold-call marketing activities.”

Please consider the above statement when making decisions about outreach.

Specific state standards do apply regarding outreach activities; please check with your manager for your state's standards.

Thank you for your attention to this important topic. Please let me know if you have any questions or comments.

Bill Woody

President

Consumer Direct Management Solutions

As of 7/1/08 mileage reimbursement has gone from **\$0.22 per mile to \$0.25 per mile!** Because of the increase each medical escort trip you can **only claim 20 miles round-trip**. If the trip is longer than 20 miles roundtrip, please call Medicaid Transportation 24 hours in advance for reimbursement @ 1-800-292-7114.

Remember: Shopping mileage %^ is to the **NEAREST** store to your home



As of 7/1/08 mileage



reimbursement is \$0.25 per mile!

We Need YOU!!!

Caregivers of the Quarter

Do you have an exceptional caregiver? Do you know a great caregiver? If so, we'd like to reward such excellence. Let us know about these generous people by nominating them for the Consumer Direct Personal Care (CDPC) "Caregiver of the Quarter." Each quarter CDPC will honor two special caregivers with this award and a \$25 gift certificate. Fax, mail, or phone in nominations to the CDPC office.

Fax: 1-866-541-8704

Phone: 1-866-438-8591

Address: 1903 S. Russell, Missoula, MT 59801



How the process works...

1. Write a paragraph or so, on "why this certain caregiver deserves to be the caregiver of the quarter"
2. Mail, Fax or Call in the nomination. Please include name and current phone number for PCA.
3. Katie, Joe, Noel and Laura will be the nominations committee at this point...until CDPC has an Advisory Council (see below)
4. We are currently in the middle of the 3rd quarter which will end on September 30th, at that time 2 caregivers will be chosen for the award.
5. Chosen caregivers will be notified of their award the first week of October with a certificate and \$25.
6. Awarded caregivers will be published in the next quarterly newsletter with a picture and article on their nomination.
7. All other caregivers nominated will be listed in the newsletter by first and last name.
8. You can nominate the same caregiver or new caregiver every quarter...as each quarter will be judged separate from the one prior.

"Kind words can be short and easy to speak, but their echoes are truly endless."
Mother Teresa

Want to Make a Difference? Get Involved:

We want to hear and learn from you.

Consumer Direct Personal Care (CDPC) is looking for vocal Consumers and Personal Representatives to share their opinions and knowledge about in-home care. The Advisory Council is extremely important to us because it serves as a window into the needs and desires of our consumers. The council advocates for policies and procedures that benefit those with disabilities, the elderly, and their families. This could be influence in the day to day operations at CDPC or extend to the larger, statewide care community. So, if you are interested in improving home-based, community, or self-directed services on any level, please call CDPC and **speak to Laura Glueckert** about serving on our quarterly Advisory Council. **1-866-438-8591** We are working on COMPENSATION to aid in your time, travel and knowledge. Please call with questions or to sign up for the Advisory.



Safety Topics



Protect yourself in the Summer Heat

Summertime and the livin' is usually hot so if you work outdoors, remember to take the typical precautions against overheating. Though heat-related deaths and illnesses are preventable, there were 2,600 heat-related work injuries in one recent year, according to the Bureau of Labor Statistics. Muggy or humid conditions add to discomfort. Excessively hot and dry conditions can create a more dangerous situation.

Recommended:

- Drink plenty of fluids regardless of your activity level. During heavy work in a hot environment or strenuous activity of any kind, drink two to four glasses of cool fluids each hour. Don't drink alcohol, beverages with a high sugar content or very cold drinks.
- Replace salt and minerals lost through sweating by drinking a sports beverage. Discuss beverages with your doctor if you are on a low-salt diet.
- Wear appropriate clothing. At home, wear little as possible. When going out, choose light-colored, loose-fitting clothing. Wear a wide-brimmed hat and sunglasses with UVA and UVB protection.
- Use sunscreen. Sunburn affects the body's ability to cool itself. It causes a loss of body fluids, skin damage and pain. Apply a product rated SPF 15 or higher 30 minutes before going out.
- Pace yourself. When working or playing sports in a hot environment, begin slowly and pick up the pace gradually. If your heart begins to pound and you begin gasping for breath, STOP all activity. Move to a cool area or at least into shade to rest, especially if you feel lightheaded or weak.
- Watch each other. When working in the heat, monitor the condition of co-workers and have them do the same for you. Be wary of confusion.
- Stay cool indoors. If you don't have air conditioning, go to a place that does. Even a few hours in air conditioning can help you stay cooler when you go back into the heat.
- Don't depend on a fan to cool yourself. When the temperature is in the high 90s, fans will not prevent heat-related illness. Cool showers could help you cool off.



In the years 1979 through 2003, excessive heat exposure caused 8,015 deaths in the United States. During that period, more people died from extreme heat than from hurricanes, lightning, tornadoes, floods and earthquakes combined.



Speaking of Safety: Get Better Locks, Use Them

OK, so you're in a hurry to go on a short errand and you rush out the door without thinking. Mistake. Even the best locks can't protect you from burglaries if you don't use them. If you do remember to lock the door, doing it won't help much if you don't have a good lock. The National Crime Prevention Council estimates that only half of us have dead-bolt locks on all of our entry doors. That means ALL doors, not just the front door. Windows should be locked as well. Many a thief or home invader is willing to climb through a window to gain access.

The National Crime Prevention Council has other advice on prevention:

- ¥ Trim bushes close to the house so a burglar can't hide there.
- ¥ Never hide a key on the premises. Crooks are experts at finding them. Instead, leave a spare key with a trusted friend or neighbor.
- ¥ Make friends with your neighbors. They will keep an eye on your place and call the police when suspicious activities occur.
- ¥ Light the entrances to your home, including the front door, the back door, the sliding door and any others.
- ¥ Stop mail and newspaper deliveries when you leave for a vacation or a business trip. Piled up newspapers are an obvious tip off that the house will be empty and a burglar can take his sweet time deciding what to steal or whether to call a moving van and clean the place out.

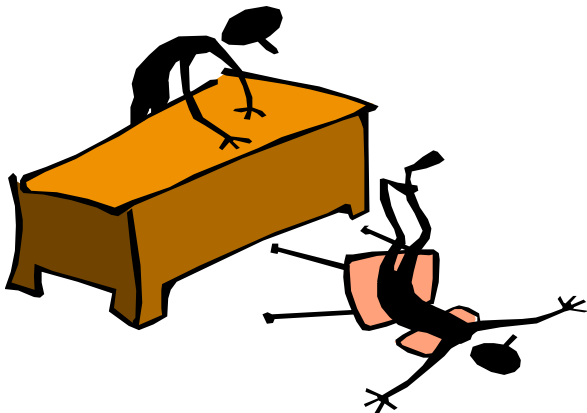


How to Stay on your Feet, Prevent Falls

Slipping, tripping, and just plain losing your balance can lead you to the emergency room. To avoid being one of the 14,000 who die each year in a fall, consider these tips on how to avoid falls at home.

- ¥ Pick up. Check your normal path through various rooms. Move or get rid of anything that you could trip over or bump into so you lose your balance. Make it a habit to pick up anything not designed to be left on the floor, like magazines and newspapers. But most trips in the home are because of throw rugs. Ask yourself if preventing carpet wear is a good tradeoff for a visit to the emergency room.
- ¥ Light up. Keep low-voltage night lights burning so you don't trip over your shoes or your cat on your way to the bathroom. Always turn the lights on when going down stairs at night so you don't misjudge your footing or trip on something left on a step.
- ¥ Mop up. The age-old advice about immediately cleaning up spills or water tracked into the entry way is still good.
- ¥ Gear up. Even the young and healthy appreciate a grab bar in the shower. Others appreciate one by the toilet. Put hand rails on both sides of stairs.
- ¥ Fix up. Repair anything that could lead to a fall, like a loose step.

Your general physical condition counts in fall prevention. Keeping strong with regular exercise will help you stay up if you begin to fall. Ask your doctor to change a medication if it makes you feel weak or dizzy.



Protect your Teeth from Acid in Food and Drinks

The acid in food and beverages can cause tooth enamel to erode. Saliva helps to restore it, but it goes only so far. To minimize the damage, dental authorities at the Mayo Clinic recommend:

- * Consume fewer acidic products between meals, including citrus fruits, regular sodas, fruit juices, wine, tart candies and anything containing vinegar.
- * Eat or drink these products with a meal. Food neutralizes acids and helps to eliminate them from your mouth.
- * Avoid consuming acidic foods and drinks before going to bed. Saliva production decreases when you sleep.
- * If you must have a regular soda during the day, drink it through a straw to minimize contact with your teeth. Never hold the liquid in your mouth.
- * Neutralize acid with a bit of cheese, water or fluoride mouthwash.
- * Wait to brush your teeth. After an acidic item, wait 30 minutes to brush. Brush with a fluoride tooth paste 30 minutes before or after consuming acidic items.
- * Sugarless gum stimulates saliva.



Wit and Wisdom



Renters, Have a Lease; Know your Rights if the Property Owner Sells

When you're renting a house or apartment and discover that the property owner is selling, you might wonder, "What happens now?"

If you have a current lease, you have some protection. Though property laws vary somewhat from state to state, most honor the agreement, its term and its specified rent.

Some landlords allow a tenant to rent month-to-month after the original lease expires. While this generally allows you to move after giving a 30-day notice instead of staying for another full year or more, it offers no protection. The new owner could immediately raise the rent or require a long-term lease. The tenant is always better off with a lease agreement.

In most cases, a new owner can't evict a tenant for late payment of rents if the late payments have been consistently accepted in the past. That is, if rent is due on the first and you usually pay on the sixth or tenth, the new owner must go along with the arrangement.

When the property is for sale and buyers want to see your place, you should be given adequate notice that someone is coming by. You should cooperate by having the house or apartment in a neat condition.

It's easier for all concerned if a real estate agent handles the process. The landlord doesn't have to be there every time a prospective buyer inspects the place, and a neutral party can be more comfortable to deal with.

Your damage deposit is passed on to the buyer when the property is sold. Ask the current property owner if that is being done so you know who will be refunding your deposit.

"The important thing is not being afraid to take a chance. Remember, the greatest failure is to not try. Once you find something you love to do, be the best at doing it."

Debbi Fields



'White Lies' not so Harmless when Told to your Doctor

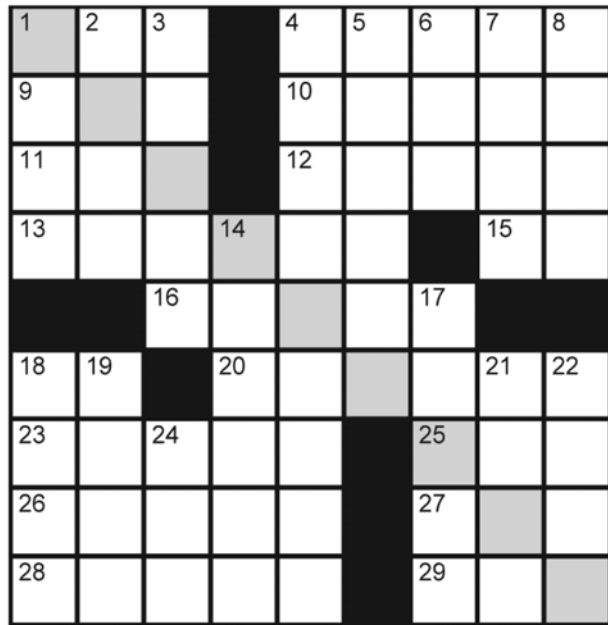
If you have ever seen television's Dr. House in action, you know one of his favorite sayings is, "everybody lies." Well, not everybody does, but a survey by WebMD shows that at least half of those responding admit that they fib to the doctors. They may say they take their medications every day when they miss once or twice a week. They don't report all the vitamins and medications they take. And they don't tell the whole truth about their drinking, eating and exercise habits. Doctors at the University of Washington say people don't intend to lie. Because they want to be respected, they say what the doctor wants to hear, which can keep the doctor from making an effective treatment plan. In the case of missed medications, the doctor may prescribe a stronger dose, which can cause problems if the patient begins taking it regularly. Not reporting all medicines and supplements could lead to a dangerous drug interaction. People tend to omit facts and actually lie when they feel judged or ashamed. Doctors quoted in Arthritis Today say mental illness, sexual dysfunction and domestic abuse are some of the subjects patients don't want to talk about. In the case of diet and exercise, it could be a matter of selective memory. Or people just don't realize how much they eat and how little they exercise. Some people will deny having the symptoms of a condition that is diagnosed because they don't want to have it. That's dangerous. Doctors should let people know it's OK not to be perfect. Patients should find a doctor they are comfortable with so they can tell the truth.



"There's nothing wrong with me. I just want to ask the doctor if any of these drugs I saw advertised on TV are right for me."

Olympic Event

- Across
- Genetic material
 - Overhead
 - Above: Poet.
 - Flock of partridge
 - Mythical bird
 - Extremely angry
 - Prepares dough
 - Section of a hospital
 - Treat or cocoa
 - That thing
 - On ___ of
 - Anklebone
 - Pasture
 - Put out
 - Swear
 - Manners
 - Abby's twin



- Down
- Jerk
 - Bright light
 - Curved
 - Crucial assessments
 - Beet soup
 - Egg cell
 - Blackball
 - Watchful one
14. Reddish-brown
17. SW Asian confection
18. Part of a list
19. Cab
21. Ponce de ___
22. Young deer
24. Grant's foe

The headline is a clue to the answer in the diagonal.



Chinese Cities

G U A N G Z H O U H B H N
C H E N G D U Q N U E O A
E T F F F U H U O F I N U
T A I Y U A N K E O J G H
W U H A N Z I I T A I K C
C U C D N A H A Z D N O N
E G A K H J I O F G G N I
H N N G U P I U U N A G Y
H I T N E N O N S I W N U
A J O I Z H M Z X Q N U R
R N N Q Z Q T I U E A I U
B A H G U I Y A N G I S M
I N N N N A N I J G L H Q
N A H O H H O T E M A O I
H U O H Z G N E H Z D A B
L X E C H A N G S H A K D

- | | |
|-----------|-----------|
| Beijing | Hong Kong |
| Canton | Jinan |
| Changsha | Kaohsiung |
| Chengdu | Kunming |
| Chongqing | Nanjing |
| Dalian | Qingdao |
| Fuzhou | Taipei |
| Guangzhou | Taiyuan |
| Guiyang | Tianjin |
| Haikou | Urumqi |
| Handan | Wuhan |
| Hangzhou | Xian |
| Harbin | Yinchuan |
| Hefei | Zhengzhou |
| Hohhot | |

Ha Ha Ha Ha



"No, it's not water. You seem to be retaining food."

The frog and the engineer

An engineer was crossing a road when a frog called out to him, "If you kiss me, I'll turn into a beautiful princess." He put the frog in his pocket.

The frog said, "If you kiss me and turn me back into a beautiful princess, I will stay with you for one week." Then the frog asked, "What is the matter? I've told you I'm a beautiful princess. Why won't you kiss me?"

He said, "Look I'm an engineer. I don't have time for a girlfriend, but a talking frog, now that's cool."



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www.consumerdirectonline.net

%^ This symbol is hidden somewhere in our
 newsletter. Find it and we'll enter your name in a
 drawing for this quarter's prize! %^

Don't Forget Your Benefits

We have had great participation in our new benefits, but we want to encourage those of you who have not yet taken advantage of the CDPC benefit packages to sign up today. Here's what you may be missing:

- ▶ Life Insurance
- ▶ Voluntary Vision
- ▶ Overtime Holiday Pay
- ▶ 401(k) Retirement
- ▶ Flexible Child / Medical Spending

If you have questions...please contact our Human Resources, Steve Richards @ 406-541-1700

JULY 2008						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
July Holidays Independence Day - 4						

AUGUST 2008						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEPTEMBER 2008						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				
September Holidays Labor Day - 1 First Day of Autumn - 22						