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A healthy relationship is based on trust and respect. In a good relationship you have fun together; you feel like you can be yourself, you can have different opinions and interests, you listen to each other; you trust each other; you can both compromise. You can say you're sorry, talk arguments out and you can spend time on your own. Sometimes abusive relationships can start just like healthy ones—full of love, excitement and romance. Abusive relationships have good times and bad times. This can be very confusing and painful when there is love mixed with abuse.

Some signs of an abusive relationship are extreme jealousy, not wanting you to be with friends, threats, name-calling, possessiveness and shouting. It can escalate to hurting someone physically and forced sex. You may feel

nervous and scared, like you're not good enough. You may be confused and do things you don't want to do. Someone who abuses you may also make you feel like you are to blame for their behavior.

Remember, if you are in a relationship and when someone loves you, you must be treated with respect and feel valued and free to be yourself. You shouldn't be made to feel intimidated or controlled. Someone who loves you should help you feel good about yourself. No one has the right to abuse you and make you feel bad or confused. Your feelings and safety are important.

Get help if your love hurts.

If something about your relationship scares you or you are worried about a friend and you need to talk, call:


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For regular checkups or for care when you are sick, just call your primary care provider (PCP) to make an appointment. There is no charge for office visits.

If you need help making an appointment, please contact the Member Relations department at the numbers below.

When you call a PCP, OB/GYN or specialist to make an appointment, he or she must make an appointment to see you within a certain number of days, depending on your reason for making the

appointment. The number of days is called an appointment standard.

Listed in the chart below are the appointment standards for making an appointment with a PCP, OB/GYN or specialist.



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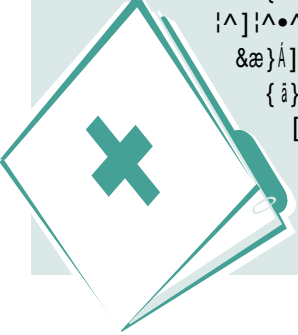
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As a Health Partners Member, we want to make sure you receive the best service possible. To help do that, we have a new Member Relations Call Center phone system called Genesys. With the Genesys phone system, you can now talk to a Member Relations representative who speaks one of five languages:

English, Spanish, Russian, Vietnamese or Cambodian. When you call our Member Relations department, the Genesys phone system will ask you to enter either your Health Partners identification number or your Social Security number. This helps your Member Relations representative to view your

information at the touch of a button, so you will spend less time waiting to be helped. We want you to receive quality service from us. If you have any questions about the Genesys phone system, please call our Member Relations department at **1-800-553-0784** or **(215) 849-9600** (TTY/TDD: **1-877-454-8477**).

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