

For **YOUR** Health

{ SPRING 2015 | FOR MEMBERS OF GUNDERSEN HEALTH PLAN }

Your guide to daily *heart* care

The heart is complex. But keeping it healthy doesn't have to be. Experts like Carly Laufenberg, a physician assistant in Cardiology at Gundersen Health System, say making even one simple change each day can help keep your heart healthy.

Where should you start? Try focusing on small, everyday choices that can help you improve your diet, pump up your exercise routine, manage your weight or relieve stress.

Still stuck for ideas? Carly suggests you try this day-by-day plan for a heart-healthy week:

Monday: Make it meatless. You'll reduce your overall saturated fat and cholesterol intake, which can help prevent heart attacks and other problems.

Instead, try beans, whole-wheat pasta or brown rice.

Tuesday: Avoid sugar-sweetened beverages. They're high in calories and low in nutrients. Quench your thirst with water instead.

Wednesday: Take 10—a 10-minute walk, that is. Experts say even this small burst of activity can help your heart. Be sure to walk briskly enough to increase your breathing and heart rate.

Then build on your success until you're hitting the pavement 30 minutes a day (in three short bursts or all at once)



at least five days a week.

Thursday: Eat more fruits and vegetables. Try to have at least one serving of fruits and/or vegetables at every meal.

Friday: Try something fishy. Fish is rich in omega-3 fatty acids, which help lower the risk of death from coronary artery disease. Salmon, trout and her- ring are great choices.

Saturday: Relax. Set aside 15 minutes to just sit quietly and breathe deeply. Imagine your stress melting away. Finding healthy ways to manage stress

can help keep your blood pressure in check.

Sunday: Draw up next week's plan. What new heart-healthy habits can you work into your life? Drop by the American Heart Association's website, heart.org, for inspiration.



Carly Laufenberg, PA-C
Physician assistant,
Cardiology
Department,
Gundersen Health
System

Regular cholesterol checks can promote *heart health*

Knowing your cholesterol levels is a good first step toward a healthier heart.

All adults age 20 or older should have a cholesterol test every five years, according to the National Institutes of Health. Some people, depending on individual risk factors, may need to be tested earlier or more often.

The test, called a fasting lipoprotein profile, yields four measurements:

Total cholesterol. A desirable reading is less than 200 milligrams per deciliter (mg/dL) of blood, according to the American Heart Association. Levels at 240 mg/dL or higher indicate high risk for heart disease.

High-density lipoprotein (HDL), the good cholesterol. The higher the

better. An HDL level of 60 mg/dL or higher may offer some protection against heart disease.

Low-density lipoprotein (LDL), the bad cholesterol.

The lower, the better. Less than 100 mg/dL is good. Readings at or above 160 mg/dL are considered high.

Triglycerides. A type of fat in the blood, triglycerides should be less than 150 mg/dL.

To get an accurate reading, it's important not to eat or drink anything except water or sugar-free drinks for 9 to 12 hours before the blood is drawn.

Depending on your results, your doctor will discuss how often to have follow-up tests. People in the healthy range usually can wait five years between tests. Those with readings outside the norm or who

have other risk factors for heart disease will likely need to be tested more often.

If tests show that your cholesterol levels are unhealthy, there are a number of things you can do to

bring them back in line.

Eating a diet low in cholesterol, saturated fat and trans fat and getting at least 30 minutes of exercise most days of the week are commonly recommended lifestyle changes. If your cholesterol is still too high, your doctor may also prescribe medication.



Each minute your heart pumps 1.5 gallons of blood.



We help you stay in charge of chronic conditions

Gundersen Health Plan offers disease management programs to provide support and education to members who have ongoing health conditions such as diabetes, heart failure and asthma. There are no classes to attend. We offer information in the mail and are available to members by phone.

Better than anyone else does, you know how you feel, and we understand that fact. Keeping track of your health condition by learning how to take your medicines and getting regular care, you'll know when you may need to contact your healthcare provider.

Members are identified to be included in the diabetes,

heart failure and asthma programs when a:

- Medical or pharmacy claim (bill received by the health plan) indicates a member has one of these conditions
- Healthcare provider asks us to include a member
- Member asks to be included by calling Customer Service or submitting a request through our website member login at gundersenhealthplan.org

The programs are voluntary and offered at no cost. If you do not want to receive the educational mailings, please call us. For more information, call Customer Service and ask to speak to a disease management nurse.

Have a question? Keep these *numbers* handy

GREAT RIVERS 2-1-1

Dial 2-1-1

Great Rivers 2-1-1 plays a unique role throughout the Tri-state Region by providing a central and easy-to-remember access point for people to obtain complete and current information on over 4,200 community and human service programs. By calling Great Rivers 2-1-1, you will receive free, confidential assistance 24 hours a day, 7 days a week.

What is Great Rivers 2-1-1?

Great Rivers 2-1-1 is an information, referral and crisis line. Information and referral specialists can connect you with:

- Support groups
 - In-home services
 - Community and cultural events
- It can also help with:
- Alcohol and drug abuse
 - Suicidal thoughts and feelings
 - Landlord-tenant issues

- Relationship or family problems
- Stress
- Parenting concerns
- Depression
- Unplanned pregnancy
- Adult and child abuse
- Sexual abuse
- Temporary shelter or housing
- Transportation
- Food resources

GUNDERSEN TELEPHONE NURSE ADVISOR

The Telephone Nurse Advisor is staffed by registered nurses 24 hours a day. The nurses provide health education and referrals and can direct you to the right kind of care based on your health needs. This service is free and confidential, and you don't have to be a Gundersen patient to use this service. Call **(608) 775-4454** or **(800) 858-1050**.

Your vote counts!

GUNDERSEN HEALTH PLAN, INC., BOARD ELECTIONS

All adult enrollees that have insurance coverage provided by Gundersen Health Plan ("the Plan") are given the opportunity to nominate an enrollee member to serve on the Health Plan Board of Directors. Any adult enrollee may nominate another adult enrollee for a Director position on the Gundersen Health Plan Board of Directors by completing a nomination form that is available from the Plan.

On Jan. 21, 2015, at the annual

meeting of Gundersen Health Plan and Gundersen Health System (the sole corporate member of Gundersen Health Plan), the following Directors were selected to serve three-year terms on the Gundersen Health Plan Board of Directors: Bob Borchardt (community representative); Robyn Borge, MD (Gundersen representative); Scott Kniprath (Gundersen representative); Greg Thompson, MD (Gundersen representative); and Linda Zoerb (community representative). Those Directors will have terms that expire in February 2018. All of the Directors selected are current Board members who have agreed to serve an additional term.

Give us a call

The Health Plan Medical Management Department provides the following communication services for members:

- Staff is available at least eight hours a day during normal business hours for inbound and outbound calls regarding utilization management (UM).
- A toll-free number is available for all inbound calls at **(608) 775-8007** or **(800) 897-1923**.
- TTY services for deaf, hard-of-hearing or speech-impaired members are available by calling **711** or **(800) 877-8973**.
- Language assistance for members to discuss UM issues is available free of charge through our Language Line and in person through an interpreter with the Gundersen Interpreter Department.
- Staff is accessible to answer questions regarding UM issues.
- After hours a voice recording provides instructions on how to leave a message, and all calls are responded to on the next business day.

 Your heart emits electromagnetic fields that change according to your mood. Source: Institute of HeartMath

How we make decisions

Gundersen Health Plan, Inc., does not allow financial incentives to staff or healthcare practitioners/providers at any time. All Utilization Management decision making is based only on the appropriateness of care and services, and the existence of coverage. Practitioners/providers or other individuals are not specifically rewarded for issuing denials of coverage, service or care.

Concerned about your child's weight? Don't mention it

If your child seems to be overweight, you might be tempted to try to talk with him or her about weight or body size.

Resist that urge, medical experts say—it won't help. In fact, talking to adolescents about body size or weight can make them more likely to try dieting or other unhealthy ways of managing weight. Some may even gain more weight as a result.

That doesn't mean you can't help your child, though. In fact, there's much you can do, such as:

- Encourage the whole family to eat healthy foods and be active. This will help the child feel supported.
- Set a good example of positive body image and self-esteem. Show that you value yourself and others based on character, not appearance. At the same



time, appreciate all body types—most of all your own.

- Help your child develop his or her talents and abilities to help build a healthy sense of self-worth.

Talk with your doctor. Finally, be sure your child goes to yearly well-child checkups. If the doctor is concerned about the child's weight, ask how you can help your child.

Sources: American Academy of Pediatrics; American Medical Association; National Eating Disorders Association

Your personal track record

If your activity level decreased this past winter, now is the time to get moving!

Minutes in Motion is a six-week community physical activity challenge sponsored by Gundersen Health System. This program will get you up, get you moving and send you on the way to better health.

Join family, friends and colleagues—and take part. Anyone, any age and any ability, can participate. To register, go to gundersenhealth.org/wellness/minutes-in-motion.

Track and record your minutes of physical activity, at least 30 minutes every day for six weeks for a total of 1,260 minutes, and you will be eligible for great prizes, including the grand prize—a \$500 gift card.

Registration is open. The challenge begins Monday, March 23.

Contact us

If you have questions, please call Customer Service at (608) 775-0150 or (866) 537-1477. People who are deaf, hard-of-hearing or speech-impaired: Please call 711 or (800) 877-8973. Or you may call through a video relay service of your choice. Interpreter

services are provided free of charge to you. Our office hours are 8 a.m. to 5 p.m., Monday through Friday.

You can also find information on our website at gundersenhealthplan.org or send us an email at hpcustomerservice@gundersenhealth.org.

Need a nurse?

Do you have a health question

or concern? Do you think you may need to go to the doctor, but you aren't sure? You have free access to a Nurse Advisor, 24 hours per day, 7 days a week. Call (800) 858-1050 or (608) 775-4454.

Our network of providers

Do you have a question about whether or not a healthcare

provider is in the Gundersen Health Plan network? If so, there are two ways you can find out:

- Check our Provider Directory online at gundersenhealthplan.org/providerdirectory.
- Call Customer Service at (608) 775-0150 or (866) 537-1477.