

For **YOUR** Health

{ SUMMER 2015 | FOR MEMBERS OF GUNDERSEN HEALTH PLAN }

Mental health: It's time to *'change direction'*



Did you know 1 in 5 Americans has a diagnosable mental health condition, and more Americans are expected to die this year by suicide than in car accidents? While most of us are comfortable acknowledging and seeking help for a physical condition, such as a heart attack or stroke, many more of us aren't so quick to recognize

or seek help for emotional suffering and pain.

The campaign to "Change Direction" encourages Americans to care for their mental well-being just as they do their physical well-being. The first step is to learn the signs of mental suffering so you can identify them and help yourself or a loved one who may be in emotional pain. The five signs are:

Facts about mental illness

- Half of all lifetime cases of mental disorders begin by age 14.
- 18 percent of Americans have a mental health condition.
- 90 percent of people who die by suicide have a mental disorder.
- Often our friends, neighbors, co-workers and even family members are suffering emotionally and don't recognize the symptoms or ask for help.

1. Having **personality** changes
2. Feeling uncharacteristic anger, anxiety or **agitation**
3. **Withdrawing** or isolating yourself from other people
4. Showing a decline in **personal care** or engaging in risky behavior

5. Feeling overcome with **hopelessness** and overwhelmed by circumstances
- Locally, organizations like Gundersen Health System; Logistics Health, Inc.; Great Rivers 2-1-1; NAMI (National Alliance on Mental Illness); La Crosse Area Suicide Initiative; and the La Crosse Mental Health Coalition are working together to bring attention to mental health and the five signs of suffering. For more information or to seek help, contact Great Rivers 2-1-1 by simply dialing **2-1-1**. For more information on the national campaign, go to changedirection.org.



Personality changes

Agitation

Withdrawal

Poor self-care

Hopelessness



To find a behavioral health provider, please call Customer Service at (608) 775-0150 or (866) 537-1477 or go to gundersenhealthplan.org/providerdirectory.

Your child's checkups

MAKE THE MOST OF WELL-CHILD VISITS

Checkups are a chance for you and your child to ask a healthcare expert all kinds of questions. Your child's provider can give good advice about healthy eating and fitness, behavior, emotional health, and more.

During these visits, the provider will often do a physical exam and:

- Check height and weight
- Track development and growth
- Offer advice on eating,



- sleep and exercise habits
- Help make sure your child gets his or her shots and boosters on time
- Screen for hearing, vision and other health problems
- Address safety at home and at school

How often should my child have a well-child visit?

Guidelines recommend kids be seen:

- By one month of age
- At 2, 4, 6, 9 and 12 months of age
- At 15, 18 and 24 months of age
- Each year at 3, 4, and 5 years of age
- Every one to two years from age 6 to 21

Remember, it's a good chance to talk about what's on your mind. Encourage your child to ask questions too.

Source: American Academy of Pediatrics

HPV: Protect your tween or teen

A vaccine that could protect your child from cancer later in life? It's the HPV vaccine. And it can do just that.

HPV is a virus that's spread through sexual activity. Nearly everyone is exposed to HPV at some point in their lives.

HPV can cause several types of cancer. One of the most common is cervical cancer. But the HPV vaccine can help prevent these cancers.

The vaccine is proven safe and effective. It is given in a series of three shots over six months.

Who needs it?

Boys and girls should get the shots around age 11 or 12. That's the age when the body responds best to the vaccine.

But older kids who missed having the shots still need them. The vaccine is good for boys up to age 21 and for girls up to age 26.

If your child is 11 or older, call his or her provider's office to set up a visit. Let them know you want your child to have the HPV shots.

Source: Centers for Disease Control and Prevention

Fact or fiction? Be smart about sunscreen

Your skin is important—and sunscreen plays a big part in protecting it. But do you have the right information? Or do you believe these five common myths?

Fiction: Any sunscreen will do.

Fact: Not so. Be sure to read labels, and choose a sunscreen with these features:

- A sun protection factor (SPF) of at least 30. Higher is better.
- Broad-spectrum coverage.

This filters both types of harmful rays.

- A water-resistant formula.

Fiction: I need it only on my face.

Fact: Any exposed skin is at risk for sun damage. Some not-to-miss spots: nose, hands, ears, neck and tops of feet.

Fiction: One application is enough.

Fact: Sunscreen should be reapplied every two hours, even when it's cloudy. Slather it on soon after swimming too—

or if you have been sweating.

Fiction: You only need a little bit.

Fact: It takes at least an ounce of sunscreen, the size of a golf ball, to cover your whole body.

Fiction: Sunscreen is safe for even the youngest kids.

Fact: Sunscreen is fine for most kids. But ask your doctor before using it on babies younger than 6 months.

Sources: American Academy of Dermatology; U.S. Food and Drug Administration

BREAST CANCER

When to start *screening*

You know that mammograms can spot breast cancer in its early stages. But when should you start having them?

Some health experts advise beginning at age 40—others, at age 50. The controversy is a clue to the truth: Every woman needs to work with her doctor to decide. Starting earlier may not be your best option.

When you talk with your doctor, here are a few questions to ask:

- Do I have any risk factors for breast cancer?
- Based on these risk factors, what are my chances of getting breast cancer?
- What are the pros and cons of getting mammograms before age 50?
- Do you recommend that I start having mammograms? If so, how often? Once you're 50, mammograms are a



must. Schedule them regularly—at least every two years.

Sources: American Cancer Society; U.S. Preventive Services Task Force

How we evaluate new technology

Gundersen Health Plan frequently evaluates new technology for inclusion as a covered service. In order to cover services that use new technology:

- The technology must be non-experimental/noninvestigational.
- The new technology must be approved by the appropriate regulatory body.
- Research must demonstrate that the new technology has a positive effect on health and is safe.
- The new technology is more beneficial or less expensive than current alternative treatments.

If an evaluation is performed due to a request for coverage from your provider, a decision will be made within five working days after all the necessary information needed to make the decision is received. If coverage is denied, the criteria for the denial will be communicated to the party requesting the evaluation. An explanation of the grievance process will also be issued.

Notice of Women's Health and Cancer Rights Act of 1998

The Women's Health and Cancer Rights Act ("Women's Health Act") was signed into law in October 1998. It amended the Employee Retirement Income Security Act of 1974 (ERISA) and the Public Health Service Act (PHS Act). This federal law requires group health plans to provide certain coverage for breast reconstruction following mastectomies. This coverage took effect Jan. 1, 1999.

Your group health plan provides coverage for mastectomies. As part of this coverage, your plan also covers the procedures necessary to effect reconstruction of the breast on which

the mastectomy was performed, as well as the cost of prostheses (implants, special bras, etc.) and physical complications of all stages of mastectomy, including lymphedemas.

This mandate also requires your plan to provide the following coverage to a member who elects breast reconstruction in connection with such mastectomy:

- Reconstruction of the breast on which the mastectomy has been performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Coverage for prostheses and treatment

of physical complications of all stages of mastectomy, including lymphedemas, in a manner determined in consultation with the attending physician and the patient. Under the Women's Health Act, coverage of breast reconstruction benefits is subject to the same deductibles, coinsurance and copayments consistent with those established for other benefits under your plan.



Please speak to a customer service representative by calling **(608) 775-0150** or **(866) 537-1477** if you have any questions regarding this notice.

Toss meds *safely*



GUNDERSEN MEDICATION DISPOSAL SITES ARE OPEN

It is important to get rid of leftover medication safely. Gundersen Health System provides three medication drop boxes available during Pharmacy business hours:

Gundersen – La Crosse Clinic Pharmacy

Monday through Friday, 8 a.m. to 8 p.m.; Saturday, 8 a.m. to 12:30 p.m.

Gundersen East Building Pharmacy

Monday through Friday, 9 a.m. to 5:30 p.m.

Gundersen – Onalaska Clinic Pharmacy retail area

Monday through Friday, 8 a.m. to 5:30 p.m.

You can get rid of these types of medication in the drop boxes:

- Prescription
 - Over-the-counter (like Tylenol)
 - Pet medications
 - Medicated creams and lotions
 - Inhalers
 - Liquid medications in leak-proof containers
- Please follow these instructions:
- Leave liquid medications in their original containers.

- Block out personal information with a black marker.
 - Place medications, including tablets, capsules and bottles containing liquid, in a sealed zip-top plastic bag and place it in the drop box.
- Do not** use the drop boxes for:
- Unused or used needles. Needles and sharps can be exchanged at the Gundersen Clinic Pharmacy.
 - Chemicals and cosmetics. They should be taken to the La Crosse County Hazardous Materials facility.



If you don't live near La Crosse or Onalaska, talk to your pharmacist to find out the closest place you can take your medications to get rid of them safely.

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.