

For **YOUR** Health

{ SPRING 2017 | FOR MEMBERS OF GUNDERSEN HEALTH PLAN }



We're in this together

A FAMILY PLAN FOR BETTER HEALTH

Board games, movie nights and vacations—lots of things are better as a family. And that includes getting and staying healthy.

So, moms and dads, get the whole family involved in moving more and eating right. If that sounds great in theory, but you're not sure how to make better health a family affair, here's a five-step plan:

- 1. Make family time active time.** Bike to the library together or explore a nearby park. Encourage everybody to train for a charity walk or run. Is somebody's birthday coming up? Celebrate with something active—a pool party, volleyball game or hike. And ask your kids for ideas on ways to be active as a family. Then follow through with some of their favorite picks.
- 2. Stay away from screens.** Every moment sitting is a moment nobody's moving. Limit kids' TV, computer, and video game

time to one or two hours each day. And remember, kids imitate their parents. So set a good example and minimize your screen time too.

- 3. Keep a family activity log.** Track everyone's progress and post the results on your fridge. For a sample log, go to morehealth.org/parenttips.
- 4. Provide healthy food choices.** Put a bowl of washed fruit on the table where it's easy to see and grab. Shop smart at the grocery store. Choosing good-for-you foods is easier when foods like chips and candy aren't in your pantry.
- 5. Gather in the kitchen and around the table.** Let your kids help you plan and prepare healthy foods. Eat together as a family too, as much as you can. Table time helps kids and parents stay close—a real win-win.

Sources: American Academy of Family Physicians; National Institutes of Health

Simply dial 2-1-1 to get help with life

Sometimes, we can all use a little help. Whether it's with:

- Parenting
 - Having enough money for food
 - Dealing with abuse
 - Just making ends meet
- But we don't always know when or where to ask for help.

Great Rivers 2-1-1 can help you find answers and prevent problems from getting worse. Using a resource listing, 2-1-1 specialists will listen to your needs and concerns. They will help you make decisions and link you to resources in your area.

Just dial **2-1-1**. You will receive free, confidential help 24 hours a day, 7 days a week.





Keep in touch with your doctor

Risks for a number of health problems increase as people age. These include arthritis, cataracts and certain cancers. Sometimes, a combination of genetics and environmental factors—including your lifestyle—puts you at risk as well.

By working with your doctor, you can better understand your specific risks. Just as important, you can learn how to head off those things that pose some of the greatest risks. For example, your doctor might recommend that you stop smoking, improve your diet, get moving and have recommended screening tests. In some cases, you might need medication.

If you already have a health problem, it's important to work closely with your doctor. Doing so can help you manage your condition. And that can help you live as healthfully as possible.

Sources: AGS Foundation for Health in Aging; National Institutes of Health



7 ways to manage stress *when you're kicking the habit*

Quitting tobacco is one of the best things you can do for your health. Tobacco use accounts for 6 million deaths around the world every year.

Tobacco use is responsible for nearly 1 in 3 cancer deaths. But kicking the habit can add stress to your life. And if you tend to smoke when you're anxious or worried, you'll need some new ways to handle those feelings.

Before your quit date, test out a few stress-relief strategies. One or more of these may work for you:

1. Call a timeout. When stress builds up, find a quiet place to close your eyes and breathe slowly and deeply.
2. Take a hike. Walking is a free and easy way to get the stress-relief benefits of exercise. Try to walk outdoors when possible.

Nature and fresh air can be calming.

3. Distract yourself. Send your mind to a less stressful place, like the pages of a book or the squares of a crossword puzzle.
4. Give yourself a pep talk, and avoid negative self-talk like "I can't do this; it's too hard." Instead, tell yourself, "I've overcome other challenges—I've got this." Also, think about what makes you feel grateful or a few things you're especially good at.
5. Read a self-help book or find a spiritual practice that gives you peace of mind.
6. Talk about it. Share your worries with a friend. Join a support group.
7. Address other health concerns. See your doctor so that concerns about your health—like weight gain, for example—won't hurt your plans for a smoke-free future.

Sources: American Cancer Society; American Heart Association; smokefree.gov

2017 GUNDERSEN BADGERCARE PLUS NEWSLETTER

Help with chronic conditions

Gundersen Health Plan offers disease management programs for diabetes, heart failure and asthma to help and support you. There are no classes or cost to participate. We offer educational materials by mail and support by phone.

You know your health needs better than anyone else, and we understand that fact. By keeping track of your health conditions, learning how to take your medicines and getting regular checkups, you will help yourself stay as healthy as possible. 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 that a member has asthma, diabetes or heart failure
- 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 disease management programs are voluntary and no cost. You are able to opt out at any time. If you would like more information, please call Customer

Service and ask to speak to a disease management nurse. We look forward to serving you and helping you stay as healthy as possible.

Telephone Nurse Advisor

Do you have a sick child at home but don't know if he or she needs medical attention? Are you feeling under the weather but want to know if your symptoms can be treated at home? Have you been diagnosed with a disease, and are you looking for more information?

You can get answers to many of your

healthcare questions with a phone call to the Gundersen Telephone Nurse Advisors. Because you can't predict when a health-related question will come up, our nurse advisors are here 24 hours a day, 7 days a week to answer your call. Call **(608) 775-4454** or **(800) 858-1050**.

A nurse advisor can:

- Help you determine where or if you need to be seen
- Give you advice on treating your symptoms at home
- Supply health and wellness information
- Provide education

This free, confidential service is available to you no matter where you receive your healthcare.



WOULD YOU LIKE INFORMATION ON ADVANCE CARE PLANNING? If so, you can find information at gundersenhealth.org/advance-care. For more information, please talk to your healthcare provider or call Gundersen Health System advance care planning at **(800) 362-9567, ext. 56000**.

Translation *information*

SPANISH: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **(800) 394-5566 (TTY: 711)**.

HMONG: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **(800) 394-5566 (TTY: 711)**.

Nondiscrimination notice

Gundersen Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation or health status. Gundersen Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other

formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Gundersen Health Plan Customer Service at **(800) 897-1923**.

If you believe that Gundersen Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- Kelly Skifton, Compliance Officer
1900 South Ave., Mailstop NCA2-01,
La Crosse, Wisconsin 54601
- Phone: **(800) 897-1923, ext. 308151**;
TTY: **711**; or toll-free **(800) 877-8973**
- Fax: **(608) 775-8060**

- Email: **hpmemberadvocates@gundersenhealth.org**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Kelly Skifton, Compliance Officer, is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **ocrportal.hhs.gov/ocr/portal/lobby.jsf** or by mail or phone at:

- U.S. Department of Health and Human Services
200 Independence Ave. SW
Washington, DC 20201
HHH Building, SW Room 509F
- **(800) 368-1019**; TDD: **(800) 537-7697**
Complaint forms are available at **hhs.gov/ocr/office/file/index.html**.

Contact us

If you have questions, please call Customer Service at **(608) 881-8273** or **(866) 537-1477**. People who are deaf, hard-of-hearing or speech-impaired: Please call TTY **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@quartzbenefits.com**.

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) 881-8273** or **(866) 537-1477**.