



# HealthyView

Spring 2013

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HEALTH INSURANCE



HEALTH INSURANCE CARRIER  
OF THE GREEN BAY PACKERS

frequently asked  
questions about  
getting care

healthy hearts start  
with breakfast

easier biking for  
those with arthritis



## easier biking for those with arthritis

Daily exercise can help those with arthritis manage weight, strengthen muscles around joints, and reduce swelling, stiffness, and pain. Biking is a great low impact exercise option. But if you have arthritis, you need to be sure to choose the right bike and accessories to make the ride more comfortable on your joints.

### Shop Around

Look for a bike that suits your needs.

■ A bike with high handlebars combined with a low seat will be easier on your back. Y-shaped handlebars, or riser bars, can reduce back strain, too.

■ Recumbent bikes—with semireclining, wide, high-backed seats—really take pressure off your back, as well as shoulders and arms.

■ To protect joints from road bumps, choose a mountain bike with fat tires and a suspension system. Upright, wide handlebars also provide additional stability.

### Accessorize

A padded, well-fitting seat adjusted to the right position is key to easy riding. Wear padded bike shorts for more cushion.

Hands hurt? A wide handlebar grip distributes pressure evenly across your hands. Padded gloves can help, too. For foot pain, add larger pedals that reduce pressure.



## depression may increase arthritis pain

A new study examined how depression affects arthritis knee pain. The researchers looked at knee X-rays of more than 650 arthritis patients older than age 65. They then compared each individual's joint damage with the levels of pain reported by the patient and signs of depression. Arthritis patients who were depressed reported greater arthritis pain in the knee than those who had similar level of joint damage and didn't struggle with depression.

### Milder Forms of Arthritis Most Affected by Depression

These findings were true when depressed individuals had only mild to moderate joint damage. Depression didn't seem to affect perception of pain in patients with severe arthritis. According to the authors, these results

indicate that depression can play a big role in how people with milder forms of arthritis experience pain.

### Take Steps to Recognize and Treat Depression

Taking steps to reduce depression may help minimize pain in cases of mild to moderate arthritis. It can also reduce other related health problems and improve quality of life. If you think you may suffer from depression, talk to your doctor. Symptoms include:

- Ongoing feelings of emptiness or hopelessness
- Loss of interest in pleasurable activities
- Difficulty concentrating or making decisions
- Restlessness or irritability
- Changes in eating or sleeping patterns
- Frequent thoughts of death or dying

## text4baby

Are you pregnant or a new mom? If so, there's a new FREE service to help you out! Text4baby provides totally free text messages three times a week with info to help you through your pregnancy and baby's first year.

Text BABY (BEBE para Español) to **511411** to sign up!

To learn more, visit [www.text4baby.org](http://www.text4baby.org).

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National Healthy Mothers, Healthy Babies Coalition

# nutrition: healthy hearts start with breakfast

**G**ot bran flakes? Starting your day off with a healthy breakfast has great benefits for your heart. Nutty-flavored whole grains are chock-full of natural fiber, vitamins, and minerals. And according to a study in *Clinical Nutrition*, men who ate whole-grain cereal for breakfast were less likely to have high blood pressure. High blood pressure is a major risk factor for heart disease.

If you're crunched for time in the morning, a whole-grain breakfast can be had in minutes. Try these lickety-split ideas:

- Spread a whole wheat tortilla with peanut butter, add a banana, and roll it up.
- Top a multigrain toaster waffle with low-fat or nonfat yogurt and sliced fruit.
- Make instant oatmeal with low-fat or nonfat milk. Add dried cranberries and chopped walnuts.
- Tuck slices of lean ham and tomato into a toasted whole wheat English muffin.
- Stuff a whole wheat pita with a sliced hard-cooked egg, low-fat Swiss cheese, and a spoonful of salsa.

Planning ahead ensures you don't skip breakfast, even when mornings are rushed. Set out your bowl, cereal, and fruit the night before. Or make up several single-serving bags of low-fat granola, nuts, and dried fruit you can grab as you run out the door. ☺

## Find Healthy Tools Online!

Arise Health Plan's website has tools to help you live a healthy lifestyle, such as a health encyclopedia and self-management tools. Visit [www.WeCareForWisconsin.com](http://www.WeCareForWisconsin.com).



## do-it-yourself trail mix

### Ingredients

- 1 cup wheat cereal
- ¼ cup dried fruit: raisins, blueberries, cranberries, chopped apricots, plums, peaches, or a mixture
- ¼ cup cashews (1 ounce)

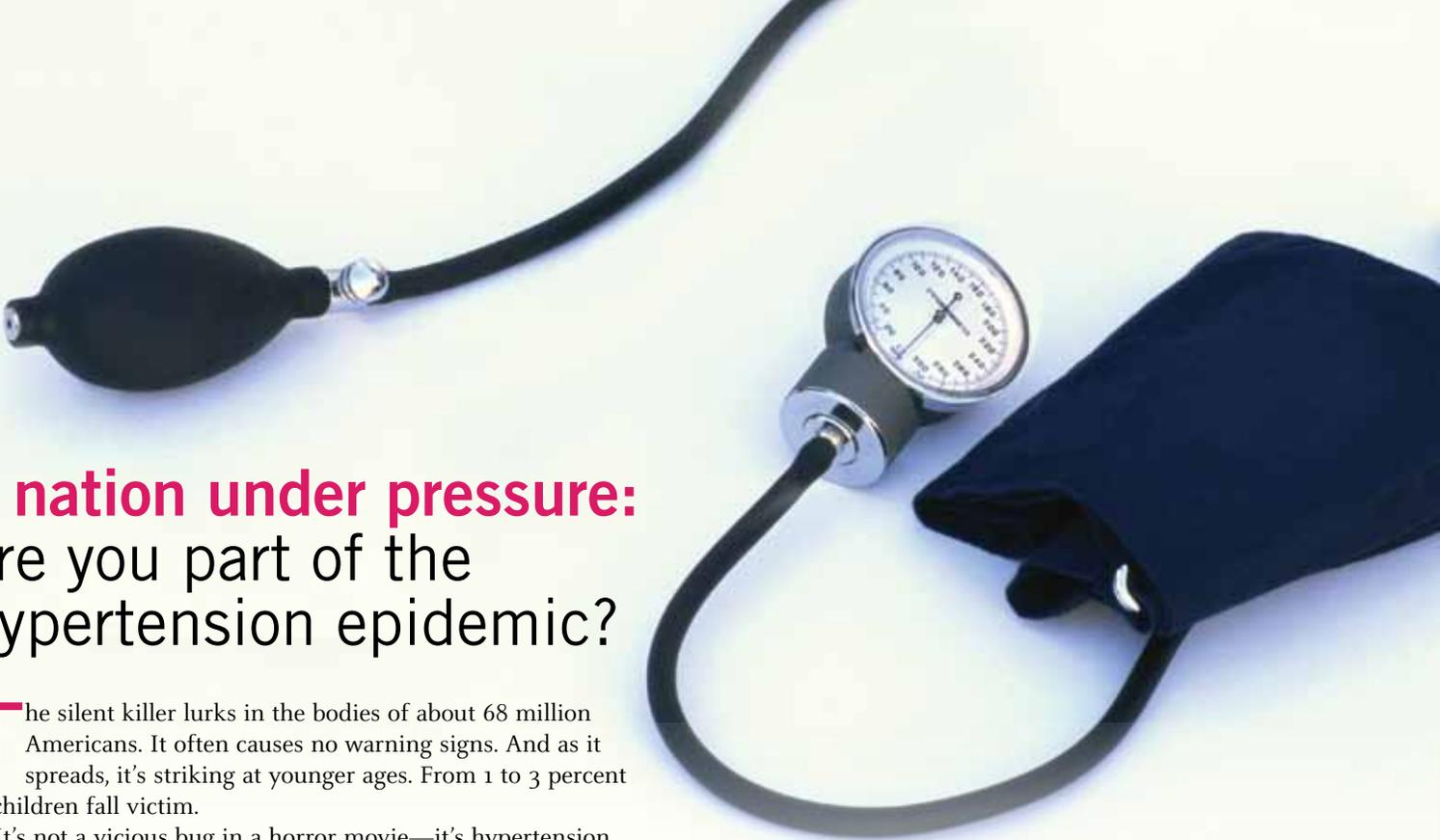
### Directions

Mix ingredients, split into two servings and store in sandwich-size plastic bags.

### Nutrition Facts

Each serving contains about 192 calories, 5 grams protein, 9 grams fat, 28 grams carbohydrate, 3 grams fiber, and 115 mg sodium.

**On the go?**  
Make this easy, nutritious snack to carry with you.



## a nation under pressure: are you part of the hypertension epidemic?

**T**he silent killer lurks in the bodies of about 68 million Americans. It often causes no warning signs. And as it spreads, it's striking at younger ages. From 1 to 3 percent of children fall victim.

It's not a vicious bug in a horror movie—it's hypertension, and it contributes to about 1,000 U.S. deaths each day. High blood pressure is a major risk factor for heart disease, stroke, kidney disease, and other life-threatening illnesses. Fortunately, treatment and lifestyle changes can help keep this emerging problem in check.

### Younger Generations at Risk

Blood pressure tends to rise with age. People age 55 and older are still at highest risk for hypertension. However, the childhood

obesity epidemic has increased the number of young patients. According to a new study in the journal *Hypertension*, the number of children hospitalized with high blood pressure nearly doubled over a 10-year period.

Other risk factors include:

- Family history
- Smoking
- Not exercising
- Poor diets with too much salt and unhealthy fats

Hypertension typically has no symptoms. But inside your body, your blood is pushing harder against your blood vessels. Over time, this pressure can weaken your vessel walls, damage organs such as your kidneys and eyes, and cause blood clots that lead to heart attacks and strokes.

### Turning the Numbers Around

No matter your age, a healthy lifestyle can reverse high blood pressure or prevent it from developing. Start by:

- Changing your diet. Add fruits, vegetables, and whole grains. Decrease saturated and trans fat, cholesterol, and salt.
- Maintaining a healthy weight.
- Coping with stress through exercise, music, or other relaxation techniques.
- Getting at least 30 minutes of physical activity most days of the week. This may be especially important for people with a family history of high blood pressure, according to a recent study.

Have your blood pressure checked regularly. The top number should be less than 120 mmHg, and the bottom number less than 80 mmHg. Work with your health care team—including your doctor and pharmacist—to bring high numbers down. If lifestyle changes aren't enough, they may recommend medications. ☺

we want to hear from you!



Visit the  
Arise  
Health Plan  
website  
today!

We value your feedback and suggestions. How can we improve Arise Health Plan's services, the *Healthy View* newsletter, or our website? If you have questions, comments, or suggestions, please e-mail Michelle Asplund, R.N., B.S.N., Quality Improvement Specialist: [michelle.asplund@arisehealthplan.com](mailto:michelle.asplund@arisehealthplan.com).

# have health issues? we have a health coach for you

Current information says that tracking your health is the best way to stay healthy. Now imagine that you could have your own personal health coach dedicated to helping you better manage your health, ensuring you were getting all the tests you needed on a regular basis, and was helping you do everything you could to improve your health? Wouldn't that be something you'd want to try?

Arise Health Plan is offering just that. It is a voluntary program through StayWell Health Management, a leading health management company. It is available to members with heart disease, heart failure, or diabetes. There is no cost to you since it is part of your existing benefits. It's completely confidential, voluntary, none of your benefits change, and you get to keep the same doctor you have now.

The StayWell Health Management program will help you monitor your vital signs and symptoms, and make sure you're up-to-date on the tests you need based on nationally accepted guidelines and your doctor's treatment plan. Program participants receive regularly scheduled phone calls, convenient to their schedule, from their own personal StayWell Health Management health coach, who answers any questions they may have about their condition and their doctor's treatment plan, helps them set realistic and achievable health goals, and helps them track their progress. You can learn how to make better food choices, get the right kind of exercise, avoid things that could make you feel worse, better understand your symptoms, and how to best take your medications.

StayWell Health Management will coach and support you to develop and stick with healthy habits that work. If you are eligible for the program, you may have received a welcome letter and/or a phone call from StayWell Health Management. If you don't recall receiving a letter or phone call, and you have one of the covered conditions, call to find out if you are eligible.



It's a great time to commit to your health. Why not give the program a try today and get the special attention you deserve? It could make a big difference in your health! ☺

To learn more about the program, please call StayWell Health Management toll-free at 888-801-8876.

**You're a  
winner**



*congratulations!*

## drawing winners have been notified

Part of Arise Health Plan's commitment to improving the health of our members involves tracking mammograms and cholesterol screenings. Arise Health Plan sent letters to members who were identified through claims as needing a mammogram or cholesterol screening in 2012. These members were encouraged to schedule an appointment with their physician for a mammogram or cholesterol screening. Members who obtained either of these services and returned a completed form to us were entered into a drawing for one of several gift cards. The winners have been selected and have already been notified. Arise Health Plan would like to thank everyone who participated!

## stepping on starts soon!

*Stepping On* is a falls prevention program for people ages 60 and up who have fallen or have a fear of falling. It offers:

- Mutual support
- Information about the many aspects of falls prevention
- An introduction to simple exercises designed to improve your balance
- Strategies you need to prevent falls

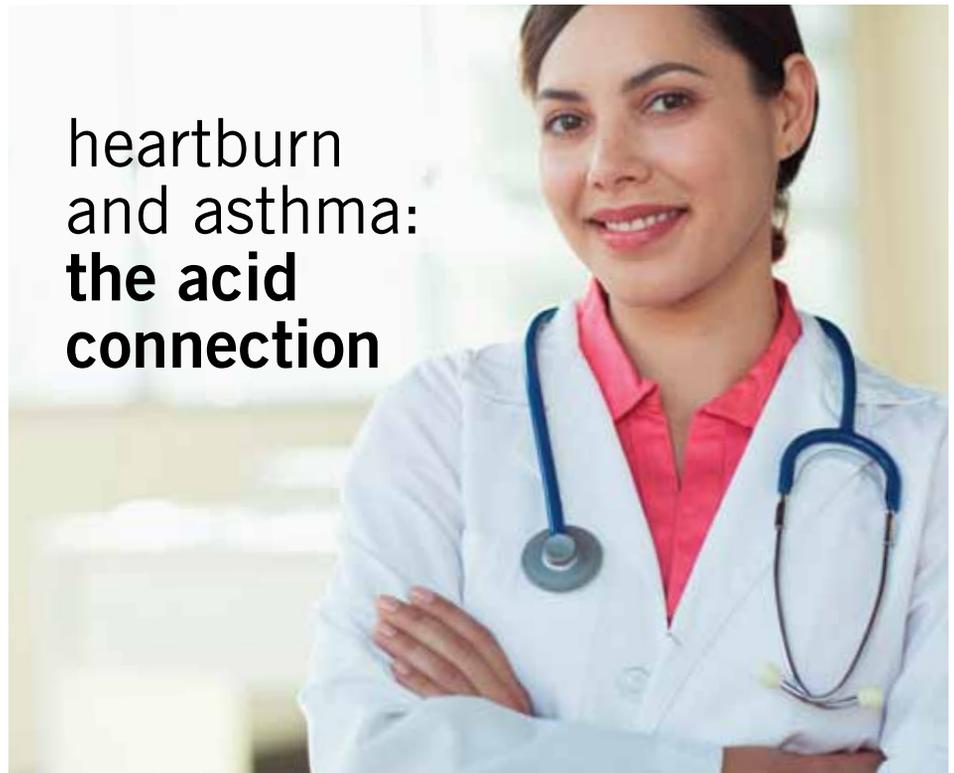
**Upcoming *Stepping On* workshops** will be held Thursdays, May 2, through June 13; or Wednesdays, May 15, through June 26. For locations, times, or to register, call **920-448-4300**.

## workshop: living well with chronic conditions

Are you an adult with an ongoing health condition? At a Living Well with Chronic Conditions Workshop, you'll get the support you need to:

- Find practical ways to deal with pain and fatigue
- Learn and practice techniques to break the symptom cycle
- Have better nutrition and exercise choices
- Understand how to evaluate new treatment choices
- Learn better ways to talk with your doctor and family about your health

Call **920-448-4300** to learn more or register for a workshop. Enrollment is limited to Brown County residents. Cost is \$20 and includes the book "Living a Healthy Life with Chronic Conditions." Next workshop will be Tuesdays, September 10, through October 15, 9 a.m. to 11:30 a.m., at the Aurora Health Center on 1881 Chicago Street in DePere.



## heartburn and asthma: the acid connection

**A**sthma affects one in every 10 Americans. As many as one-fifth of Americans have heartburn or similar symptoms each day. Since millions of people have each condition, it's no surprise some have both.

But the relationship between asthma and acid reflux goes beyond simple probability. A large number of people with asthma have gastroesophageal reflux disease, or GERD. Some have no signs. Still, GERD could be worsening their asthma.

### Acid Wrecks Havoc

GERD occurs when the band of muscle that separates your esophagus and stomach allows food and stomach acid to flow back up into your throat. The result is the fiery pain of heartburn, along with problems like a dry cough and trouble swallowing.

If you have GERD, stomach acid can also enter your airways and lungs, irritating them. This contributes to asthma attacks directly. It also makes your airways more sensitive to dust, pollen, and other allergens.

Heartburn is the most common sign of GERD. But asthma sufferers may have different GERD symptoms. For instance, you might feel like there's a lump in your throat, have a bloated stomach, or develop a hoarse voice. About 40 percent of people with both asthma and GERD have no reflux symptoms at all.

### Beat the Burn

If left untreated, GERD can cause long-term damage to your esophagus and, in rare cases, even esophageal cancer. Treatment can soothe symptoms and may prevent these complications. And studies suggest controlling GERD sometimes improves asthma symptoms as well.

Talk with your doctor about how GERD may be affecting your asthma and your life. Changes you can make to eliminate acid include:

- Cutting back on citrus foods, tomatoes, caffeine, alcohol, and chocolate
- Eating smaller meals, and not eating within three hours of bedtime
- Losing weight if needed
- Not smoking

In addition, over-the-counter or prescription medications can reduce the production or effects of stomach acid. ⚠️

### Asthma Camp for Children —Act Now!

Kids ages 12 to 18 can enjoy activities while learning more about asthma, including ways to manage their condition. Act now to register your child for this summer camp by visiting [www.asthmacamps.org/asthmacamps](http://www.asthmacamps.org/asthmacamps) and clicking on "Find a Camp Near You."

# obtaining medical care: frequently asked questions

## **Q: How do I get care from a primary care practitioner or a specialist?**

**A:** Arise Health Plan maintains a list of participating health care providers, including primary care practitioners (PCP), specialists, and behavioral health practitioners. For the most current list, go to [www.WeCareForWisconsin.com](http://www.WeCareForWisconsin.com) and click on "Find a Doctor." You also may call an Arise Health Plan Member Services representative at (toll-free) 888-711-1444 or (local) 490-6900.

If a provider participates in our network, you simply make an appointment with him or her. You do not need a Pre-Service Authorization. If the provider does not participate in our network, you may need an approved Pre-Service Authorization based on your plan type. Please call an Arise Health Plan Member Services representative at (toll-free) 888-711-1444 or (local) 490-6900 to determine whether or not a Pre-Service Authorization is required.

## **Q: Do I need a Pre-Service Authorization to see a specialist?**

**A:** You may seek care from a participating specialist without a Pre-Service Authorization as long as the services are a covered benefit.

If you need services from a specialist who is not in our plan or from a tertiary care specialist, a participating provider (PCP or specialist) must complete a Pre-Service Authorization requesting services from that non-participating specialist.

This request will be reviewed by Arise Health Plan's medical director or authorized designee. The patient should not make the appointment until the request has been approved. Notification of the decision will be sent to you, the requesting provider, and the specialist who wish to see.

## **Q: What if I want a second opinion?**

**A:** If the provider participates in our network, you can simply make an appointment with him or her.

If the provider does not participate in our network, you may need an approved Pre-Service Authorization based on your plan type. Please call an Arise Health Plan Member Services representative at (toll-free) 888-711-1444 or (local) 490-6900 to determine whether or not a Pre-Service Authorization is required.

## **Q: How will bills be paid if my PCP refers my specialty care to a nonparticipating specialist?**

**A:** In order to maximize your benefits, when the need for specialty care arises you should seek care from a participating specialist whenever possible.

If services from a non-participating specialist are necessary, you must have a Pre-Service Authorization approved prior to seeking services. Without prior authorization, coverage for the services will be reduced or denied, depending on your plan of benefits. Maximum Allowable Fee levels will apply to non-participating providers. This means that you will be responsible for any charges that exceed the Maximum Allowable Fee for authorized services from a non-participating provider.

## **Q: Who can request a Pre-Service Authorization?**

**A:** A Pre-Service Authorization is required for all non-participating providers, tertiary care specialists, and tertiary care facilities. A Pre-Service Authorization request form must be submitted

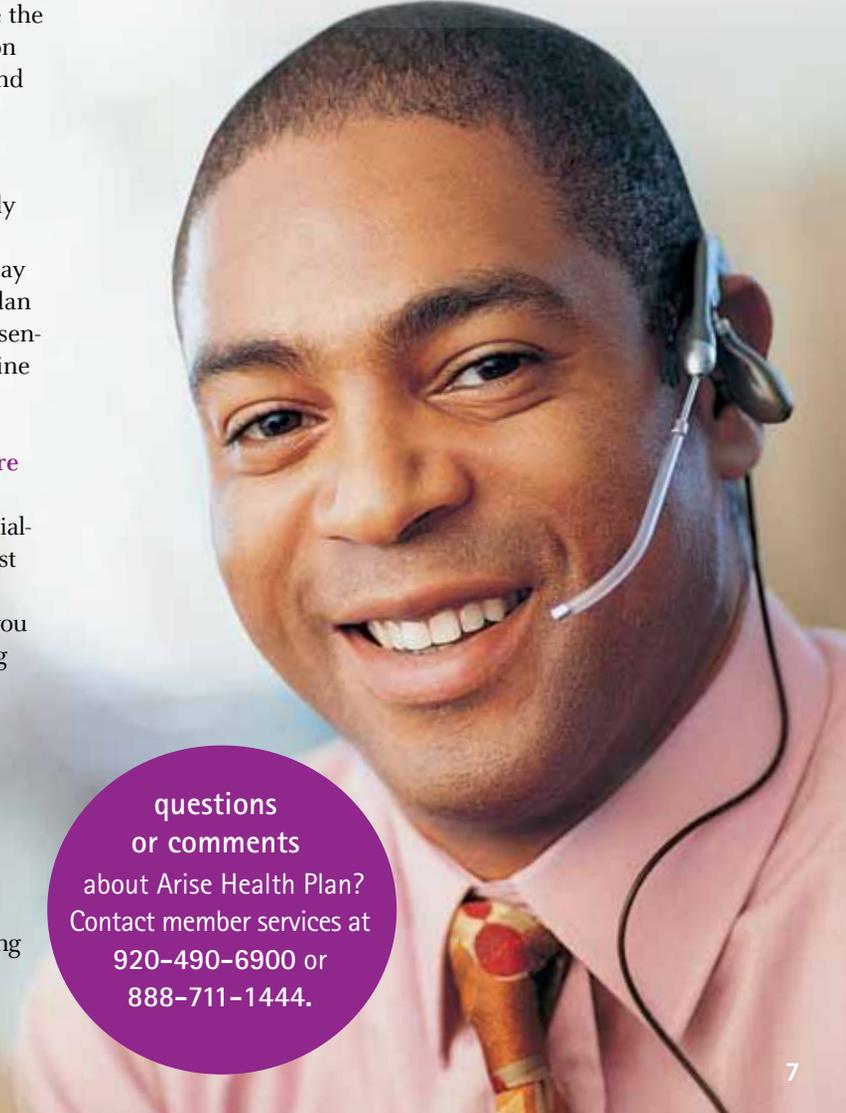
to Arise Health Plan via mail or fax by the member's PCP or participating specialist.

The request will be reviewed and a written response from Arise Health Plan will be sent to the member, the requesting provider, and the non-participating or tertiary care provider you wish to see.

## **Q: When do I need a Pre-Service Authorization?**

**A:** You will need a Pre-Service Authorization for the following:

- An inpatient stay in a hospital, skilled nursing facility (nursing home), or birthing center
- Transplants
- Home health care
- Hospice care
- Durable medical equipment costing more than \$500, or any rentals
- Home infusions
- Prosthetics costing more than \$1,000
- New medical or biomedical technology
- New surgical methods or techniques
- Non-emergency ambulance transportation
- Genetic counseling, studies and testing
- Non-participating providers
- Tertiary care (services provided by specialized hospital providers that are often linked to medical schools and teaching hospitals) 



questions  
or comments  
about Arise Health Plan?  
Contact member services at  
920-490-6900 or  
888-711-1444.

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ADV-OTH-0077 1303

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## check out our updated website!

Arise Health Plan recently updated its website so members now have access to even more tools and resources for better health, such as a health encyclopedia, interactive self-management tools, and quizzes.

Haven't been to our site recently? Now's a great time to check back in! By visiting the site at [www.WeCareForWisconsin.com](http://www.WeCareForWisconsin.com), Arise Health Plan members can:

- Save time with 24/7 access to your claims
- Access member and dependent eligibility information
- Easily find reliable health and medical information
- Send questions and forms securely to the Arise Health Plan Member Services team
- Find a participating health care provider
- Learn basic information about a variety of medical conditions
- Take interactive health quizzes to test your knowledge

Members can register and create an account by clicking on the "Create An Account" icon on the right side of our login page and filling in the necessary information. Have your Arise Health Plan ID card handy for the proper information.

Once registered you will have access to forms, and be able to view your claims and EOB's (explanation of benefits) securely. It also will include eligibility information, which includes effective date, group information, current member address, and member demographic information. ☺

### Do you have questions or do you need assistance?

Please call Arise Health Plan Member Services at 920-490-6900 or tollfree 888-711-1444. Member Services is available 8 a.m. to 4:30 p.m., Monday through Friday, Central Standard Time.