



HealthyView

Winter 2014

ahp member rights and responsibilities

how much do you know
about heart health?

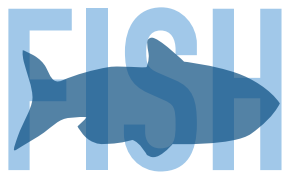
proper hand-washing
makes a difference

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Heart-Healthy Substitutions



INSTEAD OF MEAT



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how much do you know about heart health?

(answers to this quiz are on the back cover)

- 1 Which of the following is a risk factor for heart disease?
 - a. High cholesterol
 - b. High blood pressure
 - c. Diabetes
 - d. All the above
- 2 What age group has the highest risk for heart disease?
 - a. Men older than age 45 and women older than age 55
 - b. Men older than age 40 and women older than age 50
 - c. Men older than age 35 and women older than age 45
 - d. Men older than age 30 and women older than age 40
- 3 Which of the following foods can help reduce the risk for heart disease?
 - a. Fresh fruits and vegetables
 - b. Foods low in saturated fats
 - c. High-fiber foods
 - d. All the above
- 4 Which of the following is a sign of a heart attack in men?
 - a. Chest pain or discomfort
 - b. Shortness of breath
 - c. Nausea and vomiting
 - d. All the above
- 5 What is a sign of heart disease in women?
 - a. Fatigue
 - b. Feeling sick to the stomach
 - c. Feeling a tightness or heaviness in the chest
 - d. All the above
- 6 Which of the following conditions is linked to heart attacks?
 - a. Irregular heartbeats
 - b. Coronary artery disease
 - c. Heart failure
 - d. All the above
- 7 What can you do to lower your risk for heart disease?
 - a. Eat a lot of garlic
 - b. Tell your doctor if heart disease runs in your family
 - c. Manage stress, anger, and depression
 - d. B and C

have heart health questions?

To learn more, visit WeCareForWisconsin.com. Scroll down to "Quick Links" and click "Wellness Center."

February is American Heart Month!

good habits today can prevent heart disease tomorrow

Heat disease is the leading cause of death in the United States. However, a healthy lifestyle goes a long way in preventing it. And if you already have heart disease, you can slow its progression.

Don't put off making changes. The sooner you start taking healthy lifestyle steps, the better your chances of preventing this serious disease.

■ **Strive for a balanced diet.** Build your meals around vegetables, fruit, whole grains, and beans. Include lean meats, poultry, and fish, and fat-free or low-fat milk products.

■ **Be regular about exercise.** Ideally, aim for at least 30 minutes a day. But even 60 minutes a week of moderate-intensity activity has heart benefits. However, check with your doctor before starting an exercise program.

■ **Take control of health conditions.** Control your other risk factors for heart disease, such as blood cholesterol, blood pressure, and diabetes. Avoid saturated fat and high-sodium foods, and monitor your blood glucose.

■ **Keep your doctor in the loop.** Take any medicines your doctor prescribes and see your doctor regularly. ☺



cream of broccoli soup

Instead of hot chocolate, chase a winter chill with a steaming cup of cream of broccoli soup.

- 1 cup powdered nonfat milk
- 2 tablespoons cornstarch
- 4 cups cold water
- 2 tablespoons chicken bouillon powder
- 1 to 2 teaspoons dried basil
- 1 onion, chopped (about a cup)
- 3 cups chopped fresh broccoli or one 10-ounce package frozen chopped broccoli

Dissolve powdered milk and cornstarch in cold water. Add bouillon powder, basil, broccoli and onion. Bring to boil. Reduce heat and simmer till broccoli and onion are soft, about 5 to 7 minutes.

Makes approximately 6 one-cup servings. Each serving contains approximately 79 calories, 7 grams protein, less than a gram of fat, 7 grams carbohydrate.

Variations: Chop leftover baked potato into soup. Garnish with a light sprinkling of shredded cheddar cheese.



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 April Schmidt, Quality Manager: april.schmidt@arisehealthplan.com.

external review process in wisconsin

As with any product or service, members may have questions or complaints about their health insurance plan. Members should first attempt to resolve a complaint by contacting the health plan's Members Services department locally at **920-490-6900** or **888-711-1444** toll-free and press option 1. Members may also file a grievance with the insurer. All insurance companies offering health benefit plans in Wisconsin are required to have an internal grievance process to resolve complaints from the member or the member's authorized representative.

If members are not satisfied with the outcome of their grievance, a Wisconsin law provides the opportunity for all persons covered by health benefit plans an additional way to resolve disputes involving medical decisions.

Members may request an external review if coverage was denied because:

- Services were deemed not medically necessary;
- Services were considered experimental or investigational;
- Services were rendered by an out-of-network practitioner whose clinical expertise was felt to be medically necessary and the expertise is not available from an in-network practitioner;
- Services were for a pre-existing condition exclusion; or
- The policy or certificate was rescinded.

The external review process provides members with an opportunity to have medical professionals who have no connection to their health plan review their dispute. The decision of the Independent Review Organization (IRO) is binding on the health plan and the member.

When a coverage request is initially denied, information on how to request a review is provided with the denial. External review is available only after the grievance procedure has been completed. Members may be entitled to an expedited external review when certain situations apply.

A request for an external review must be made within four months of the date of the adverse determination or experimental treatment determination, or from the date of receipt of notice of the grievance panel decision, whichever is later. Ⓞ

If you have any questions or need additional information, please contact Arise Health Plan locally at **920-490-6900** or **888-711-1444** toll-free, the Wisconsin Office of the Commissioner of Insurance (OCI) at **800-236-8517**, or visit OCI's website at www.oci.wi.gov.

provider directory available online

For the most up-to-date provider information, please visit our website, www.WeCareForWisconsin.com. Click on "Find a Doctor" then enter your "Group Number" from your Arise Health Plan ID Card. You can also get current provider information or request a printed directory by calling Member Services at **920-490-6900** (local) or **888-711-1444** (toll-free).

your rights and responsibilities as a health plan member

To receive the best possible service, it's important to know your rights and responsibilities as a health plan member.


Member Rights

As a health plan member:

- You have the right to receive information about us, our services, our network of health care practitioners and providers, and your rights and responsibilities.
- You have the right to be treated with respect and recognition of your dignity and right to privacy.
- You have the right to participate with practitioners in making decisions about your health care.
- You have the right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- You have the right to voice complaints or appeals about us or the care we provide.
- You have the right to make recommendations regarding the members' rights and responsibilities policies.

Member Responsibilities

To help us provide the best service, as a health plan member:

- You have the responsibility to supply information (to the extent possible) that we and our practitioners and providers need in order to provide care.
- You have the responsibility to follow the treatment plan and instructions for care that have been agreed on with your practitioners.
- You have the responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible. 

affirmative statement regarding incentives

Utilization management decision making at Arise Health Plan is based only on appropriateness of care and service and existence of coverage. The organization does not specifically reward practitioners or other individuals for issuing denials of coverage or care. No financial incentive is given to encourage decisions that result in underutilization.

Do you still have questions about your rights and responsibilities? Call Member Services at 920-490-6900 or toll-free at 888-711-1444. You also can visit www.WeCareForWisconsin.com.

pharyngitis and tonsillitis in children

Pharyngitis and tonsillitis are infections in the throat that cause inflammation. If the tonsils are primarily affected, it is called tonsillitis. If the throat is primarily affected, it is called pharyngitis. These infections are spread by close contact with other individuals. The majority of pharyngitis cases occur during the winter or colder months.

There are many causes of throat infections. Viruses are the most common cause and do not require antibiotics. Treating viral pharyngitis is a common reason for the inappropriate use of antibiotics, which should be used only for bacterial infections. Causes of throat infections include:

- Viruses
- Bacteria
- Fungal infections
- Parasitic infections
- Cigarette smoke

What are the symptoms of pharyngitis and tonsillitis?

The symptoms of pharyngitis and tonsillitis depend greatly on the cause of the infection and the person affected. For some children, the onset of symptoms may be quick; for others, symptom onset is slow. The following are the most common symptoms of pharyngitis and tonsillitis. However, each child may experience symptoms differently. Symptoms may include:

- Sore throat
- Fever (either low- or high-grade)
- Headache
- Decrease in appetite
- Not feeling well
- Nausea
- Vomiting
- Stomach aches
- Painful swallowing
- Visual redness or drainage in the throat

The symptoms of pharyngitis and tonsillitis may resemble other medical conditions or problems. Always consult a doctor for a diagnosis. If your child's sore throat is severe and includes difficulty swallowing, drooling, or neck swelling, a doctor should be consulted immediately.

How are pharyngitis and tonsillitis diagnosed?


In most cases, it is hard to distinguish between a viral sore throat and a strep throat based on physical examination. It is important, though, to know if the sore throat is caused by GABHS, as this requires antibiotic treatment to help prevent the complications associated with these bacteria.

As a result, most children, when they have the above symptoms, will receive a strep test and possibly a throat culture to determine if it is an infection caused by GABHS. This usually involves a throat swab in the doctor's office.

Quick tests, called rapid strep tests, may be performed. This may immediately show as positive for GABHS and antibiotics will be started. If it is negative, part of the throat swab will usually be kept for a throat culture. This will further identify, in two to three days, if GABHS is present. Your child's doctor will decide on the treatment plan based on the findings. Ⓞ

[health tip]

If your doctor doesn't suggest an antibiotic for treatment, do not ask for one. An antibiotic will do nothing to help fight off a viral infection. In fact, taking antibiotics when they are not needed may make illness-causing bacteria resistant to the medicine. Once bacteria become resistant, antibiotics are no longer an effective treatment.



proper hand-washing makes a difference

The most important thing you can do to prevent the flu is to get your annual flu vaccine. If you haven't already done so this season, get your flu vaccine soon!

It can help prevent colds, food poisoning, and even the flu—all without a prescription. What is this medical wonder? Simple hand-washing. Washing your hands regularly is one of the best ways to protect yourself from harmful germs and prevent passing them on to others.

What is the best way to wash hands?

At home or work, properly wash your hands often:

- Use clean, running water; if available, use warm water.
- Wet your hands before applying soap.
- Rub your soapy hands together for at least 20 seconds. Make sure to wash all surfaces well, including your wrists, palms, backs of hands, and between fingers.
- Clean and remove the dirt from under your fingernails.
- Rinse your hands thoroughly to remove all soap.
- Dry your hands with an air dryer or a clean paper towel.
- Turn off the faucet with a paper towel.

If soap and water are not available, an alcohol-based hand sanitizer can be used to clean your hands. When using this type of product:

- Apply the gel to the palm of one hand.
- Rub your hands together.
- Rub the product over all surfaces of your hands and fingers until they are dry.

How often should I wash my hands?

Hands should be washed often—more frequently than most adults and children do. Because bacteria and other germs cannot be seen with the naked eye, they can be anywhere. According to the CDC, hand-washing is especially important:

- Before preparing food
- Before meals
- Before and after treating an open sore, cut, or wound
- After using the restroom
- After touching animals or animal waste
- After changing diapers or cleaning up a child who has gone to the restroom
- After blowing your nose, coughing, or sneezing
- After handling garbage
- When hands are dirty

By getting into a good routine of hand-washing, you'll do your part to lower the chance of getting or spreading an illness. ☺

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 start up in February and April in Green Bay. For specific locations, times, or to register, please 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 Wednesdays, February 19 through March 26, 9:30 a.m. to noon, at Streu's Pharmacy Bay Natural on 635 Main Street in Green Bay.

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how to set health goals that work

If you've ever resolved to live healthier and then failed to stick with it, you're in good company. You may have been unsuccessful because your health goals were too broad, you lacked a specific plan for execution, or you didn't believe you could actually reach your goals.

Keep the suggestions that follow in mind as you form new health goals. That can help you start small and build on your achievements step by step.

The key to health goals is to make them realistic and attainable. These tips can help:

■ **Begin by assessing your lifestyle.** Focus on areas you'd like to change. For example, if you want to improve your diet, keep a food diary for a week.

■ **Focus on small changes you can realistically make.** Don't resolve to exercise seven days a week, for example. Go for three or four times a week, which may be more pragmatic given your time constraints.

■ **Break major resolutions into small, specific steps.** For instance, if you want to improve your diet, begin by:

- Adding an additional serving of fruit or vegetables to every meal
- Eating a healthy breakfast every day

Have questions
about your health plan?
Call 888-711-1444 or visit
www.WeCareForWisconsin.com.
Member services is available
8 a.m. to 4:30 p.m. Monday
through Friday, Central
Standard Time.

- Drinking diet soda or sparkling water, not regular, high-calorie soda
- Choosing 100 percent whole-grain bread and pasta rather than white

Finally, remember to cut yourself some slack. Whether you're trying to lose weight, quit smoking, or exercise more, relapses are bound to occur. When they do, don't give up. Get back to your plan. ☺

answers for heart health quiz on page two

1. D—ALL THE ABOVE. Other risk factors include being overweight, eating a poor diet, not exercising, smoking cigarettes, and drinking in excess.
2. A—MEN OLDER THAN AGE 45 AND WOMEN OLDER THAN AGE 55. The risk for heart disease increases as we age.
3. D—ALL THE ABOVE. Limiting salty foods can also help because that can lower blood pressure.

4. D—ALL THE ABOVE. Upper body discomfort in one or both arms, neck, or jaw is also a sign.
5. D—ALL THE ABOVE. Trouble breathing or feeling scared or anxious are also possible signs.
6. D—ALL THE ABOVE.
7. D—B AND C.