



Simply, the right choice.

COMMUNITY HEALTH PLAN

My CHP Connection

A quarterly health publication for Community Health Plan members

Spring 2007

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FITNESS | for busy people

The benefits of a physically active body are almost too numerous to count. From weight control and disease prevention to a brighter mood and more brain power, we have every reason to get moving. Yet most of us feel like we don't have the recommended 30 minutes a day to spare.

And that may be true — that is, if you think only a long power workout at the gym counts as exercise. Fortunately, there are lots of other ways to get your body moving, many of which are either already a part of your daily life or can easily be added to it. Better yet, you don't have to get all your exercise at once. Breaking it up into 10- or 15-minute sessions can be nearly as effective.

Here are six creative ways to fit exercise into your busy life:

- Have some shopping to do? Put on your sneakers before you go. Park at the far end of the lot and walk the extra distance. If you can spare 10 minutes, do a lap inside the mall before you start browsing. At the grocery store, push the cart around at a faster clip. If you forget something, just go back: You'll get more steps in that way.
- Look at household chores as mini-fitness routines. Mopping, vacuuming, scrubbing the tub,

washing windows: Do these things with some extra effort and you've got a workout. In fair weather, gardening and yard-work are excellent ways to exercise too.

- Don't just let the dog out in the backyard: Take him for a quick walk in the morning and at night.
- Hide the TV remote control so you have to get up to change the channel. And don't sit still while you're watching. Do some stretches; grab hand-weights or heavy canned goods and do some curls; or jump rope. Put the phone in another room so you have to walk to answer it.
- Make family time active. Take hikes, ride bikes, or play ball with your kids. That goes for socializing with friends too. Instead of sitting in a coffee shop, grab a bottle of water and take a walk around town together. And don't forget dancing: All kinds — even the silly ones you do with your kids — are lots of fun and great exercise.
- At work, start a walking club with your coworkers during lunchtime and coffee breaks.

Remember, being active helps you to live a healthy, more productive life. You owe it to yourself to find the time for it.

www.mychp.com

PORTION PATROL | practical tips

Years ago, counting calories for weight loss was all the rage. Then dieters thought that simply avoiding fat was the best way to go. More recently sugar was the bad guy. The reality is that calories still matter, and always have, when it comes to maintaining and losing weight. And managing calories means controlling not just what you eat, but how much.

That's where the portion patrol comes in. Larger portions equal more calories. To lose weight, you need to take in fewer calories than you use, which means you'll want to scale back your usual platefuls. For help in figuring out just how much is in a reasonable portion, you might

start by looking to the Food Guide Pyramid. The serving sizes recommended by the pyramid are designed for adequate nutrition, not weight loss. But since they are generally much smaller than what we typically think of as a serving, they can be a helpful guide for portion control.

Keep in mind that different foods contain different amounts of calories: There are fewer (and healthier) calories in a cup of green beans than a cup of ice cream. But even nutritious (or "low-fat") foods can pile on the calories if your portions are out-of-scale to what you need.

Cut Down to Size

Here are some suggestions to help you get a handle on portions:

Aim for the lower number in the range of recommended daily servings for each food group. This will help keep the calorie count down, but the nutritional value up.

Measure out the foods you commonly eat into their serving sizes and put them in your usual bowl or plate. Next time, you won't need to measure because you'll know what a healthy portion looks like in your own tableware.

Imagine your dinner plate as a clock set at 3 o'clock (big hand on the 12, little hand on the 3). In between the two hands is roughly the size of your meat or dairy portion for the meal. The rest of the plate should contain your fruits, vegetables, and grains.

When eating out, ask for sauces, dressings, or syrup on the side.

Don't put more on the table than you want to eat. If a recipe makes more servings than you need, cut it in half. Or divide up the extra servings right away and keep them for another meal.

Use a small plate. It may help fool your brain into thinking you're eating a larger serving.

Measure a single serving of snack food (pretzels, popcorn) into a serving bowl so you're not dipping back into an open bag for more.

Smaller Than You Think

One serving = Looks like:

3 oz. meat or poultry = deck of cards

3 oz. fish single = checkbook

1 cup raw vegetables = large fist

1/2 cup cooked vegetables = tennis ball

1/2 cup rice or pasta = small fist or ice cream scoop

1 teaspoon butter or margarine = top half of thumb

1 medium apple = baseball

2 tablespoons peanut butter = golf ball

1 1/2 oz. Cheese = pair of dominos

BACK PAIN? | how to heal yourself

Lower back pain may be the most common health complaint among all Americans. When the back begins to ache, we all want relief from the discomfort and loss of mobility. Some look to traditional therapies: pain medication and physical approaches. Others turn to alternative therapies: massage, spinal manipulation, and acupuncture. Which is better?

According to *Annals of Internal Medicine*, neither. Looking over the evidence in 39 separate studies, researchers found that there were no significant differences between alternative and traditional treatment.

When your back acts up, try these traditional self-help

techniques first:

- Take a doctor-approved pain reliever.
- Apply a cold pack as soon as possible.
- Stay as active as you can to keep blood flowing to muscles and joints.

Once the pain has subsided, try to exercise. Weight-bearing exercises such as walking and low-impact activities such as swimming work well. Check with your doctor before beginning any new exercise program.

And as a long-term goal, lose weight if you need to. Excess pounds put you at risk for back pain.

TEENS | where can they turn

Teenagers are generally healthy, but that doesn't mean they don't need health information. If anything, the teen years bring a host of new health-related issues and questions, from the embarrassing (acne) to the deadly (testicular, breast, and cervical cancer). Sexual health, depression and suicide, drinking and drugs, driving safety, and other health issues are on teens' minds. Where can they turn for answers they can trust?

The best source should be the child's doctor. Ask your teen if he or she is comfortable talking about private health matters with the doctor. If not, it might be wise to find another provider.

Several Web sites also offer sound, medically based information for teens, written in their language:

- The Nemours Foundation's "TeensHealth" site: www.kidshealth.org/teen.
- The American Academy of Family Physicians' "For Teens" site: www.familydoctor.org/teens.xml.
- The National Institutes of Health's "Take Charge of Your Health: A Teenager's Guide to Better Health" site: www.win.niddk.nih.gov/publications/take_charge.htm.

COVERAGE | for proton pump inhibitors

The proton pump inhibitor medicines are commonly prescribed for a variety of stomach acid related conditions. This class of medicines includes the following medications: ACIPHEX®, NEXIUM®, OMEPRAZOLE (generic), PREVACID®, PRILOSEC®, PRILOSEC OTC®, and PROTONIX®.

All of these medications act in the same way to treat medical conditions. Additionally, no medication has proven treatment advantages when these medications are used at similar doses. However, the brand name prescription medications (ACIPHEX®, NEXIUM®, PREVACID®, PRILOSEC® and PROTONIX®) cost approximately \$5 per tablet or capsule, but OMEPRAZOLE (generic) and PRILOSEC OTC® cost \$1 or less.

As part of our efforts to build a cost-effective formulary or preferred drug list, Community Health Plan on April 1,

2007, placed all the brand name prescription medications (ACIPHEX®, NEXIUM®, PREVACID®, PRILOSEC® and PROTONIX®) non-preferred or third tier on the formulary (highest co-payment). The more cost-effective agents (OMEPRAZOLE (generic) and PRILOSEC OTC®) are available as the preferred agents at the lowest co-payment. If you take one of these medications, Community Health Plan recommends that you ask your physician if OMEPRAZOLE (generic) or PRILOSEC OTC® is right for you.

Tips to remember:

- You need a prescription for PRILOSEC OTC®
- Use your Community Health Plan card at the pharmacy to get the lowest co-payment

STUDENT STATUS VERIFICATION | for those with dependents in college

Once a year, in June, Community Health Plan mails letters and forms to members who have a dependent who is a current student according to our records. By completing and returning the mailed form or the online form by August 31, 2007, you have notified us of the status of your dependent for the entire year. If you have a student and do not receive a letter, please contact the Enrollment Department at (816) 271-1094 or (800) 990-9247.

When you receive the Student Status Verification form, you can either complete the mailed version or visit www.mychp.com and complete the online version. Just go to Members and select Student Status Verification. If you complete the mailed version, please return the form in the self-address stamped envelope. If you do not notify Community Health Plan of your student's verification, your dependent's insurance benefits will be termed effective August 31, 2007.

When you are covered by more than one health insurance company

We want to make your health insurance experience as simple as possible, so if you are covered by Community Health Plan and another health insurance company (or companies), please notify us. This will allow us to work with the other insurance company or companies to determine which plan will have primary responsibility for paying for your medical care. This helps ensure that you receive the maximum allowable coverage.

If you have primary health insurance other than Community Health Plan and are receiving health care services from a provider who is non-participating with Community Health Plan, please contact us to see if these services meet criteria for prior authorization. If approved, we will coordinate benefits with the primary insurance carrier to assist in reducing your out-of-pocket expense with the non-participating provider.

Heart Walk Saturday, June 2, 2007

Get some extra exercise and enjoy helping out a great cause! This year's Heart Walk, sponsored by Heartland Health, will be on Saturday, June 2, 2007.

Register for the Heart Walk!

Online: www.heartland-health.com/heartwalk

Call: 816-271-4098 or 1-800-447-2919

SEEING A SPECIALIST | coordinating your health care

With the HMO benefit plan, your primary care provider (PCP) works with you to receive care from a specialist. Your PCP is your first contact for health care services. Please discuss each referral with your PCP to understand the specialist services that are recommended and why. Your PCP will document the referral for medical necessity in your patient chart. Your PCP is familiar with your health status and will coordinate a plan for specialty care. Doing this helps avoid duplicate services and provides continuity and coordination of care.

Your PCP may ask that you come in for an examination before setting up a referral to see a specialist if you have not had a recent physical or office visit. Be sure to see your PCP for a follow-up visit after you see your specialist.

Helpful hints:

- Check your provider directory or contact Customer Service to verify that the referral from your PCP has been made to a participating provider.
- If a specialist recommends follow-up care with a different type of specialist, your PCP should be contacted to coordinate your plan for continued specialty care.
- Plan ahead for the health services that you need. Your PCP may need some time to find the most appropriate specialist to match your medical needs.
- Discuss the specialist referral with your PCP to understand why the specialist services are being recommended.
- Confirm that the specialist you plan to visit is a participating provider. Participating provider means they are contracted with Community Health Plan. HMO members choosing to visit a specialist, who is not a participating provider, may have to pay the full cost of the visit. PPO members will pay a higher deductible and a larger co-insurance amount when receiving specialist services from a provider who is not participating.

- Check with the specialist's office in advance to confirm your appointment date and time.
- If the specialist recommends any additional outpatient services, such as physical therapy or rental of durable medical equipment, contact Customer Service because these examples require a prior authorization.

Community Health Plan members in the PPO benefit plan do not have requirements for specialist referrals. However, some services do require a prior authorization.

When you believe an additional medical opinion is necessary to determine an accurate diagnosis or to make a decision about your treatment options, you have the right to have a second medical opinion. Simply contact your PCP to request an additional referral to be documented in your patient record.

Examples of services that do not require a referral:

- OB/GYN services (well woman exams)
- Annual mammogram
- Chiropractic Care/Manipulative Therapy services

Note: these services must be provided by gynecologists and chiropractors contracted with Community Health Plan.

WELLNESS RECIPE | brought to you by Wellness Connections

Carrot-Pineapple Slaw

- 1 cup diced fresh pineapple
- 1/2 cup raisins
- 1 (10-ounce) package matchstick-cut carrots
- 2 tablespoons canola oil
- 2 tablespoons fresh lemon juice
- 2 tablespoons maple syrup
- 1 tablespoon fresh pineapple juice
- 2 tablespoons chopped fresh flat-leaf parsley
- 1/4 teaspoon salt
- 1/8 teaspoon black pepper

Combine the first 3 ingredients in a large bowl. Combine oil and next 3 ingredients (through pineapple juice), stirring with a whisk. Add oil mixture to carrot mixture; toss well. Add parsley, salt, and pepper; toss well. Cover and chill.

Nutritional facts

Serves: 6
Calories: 130
Total fat: 4.9 g
Saturated fat: 0.4 g
Cholesterol: 0 mg
Sodium: 132 mg
Carbohydrates: 22.7 g
Fiber: 2.3 g
Protein: 1 g

NOW ONLINE!

Plan information now online!

You can now view plan information online. Just visit www.mychp.com, click on Member Newsletter on the left side of the home page and select Missouri DOI Plan Information to view the following topics:

Quality Improvement: focus on high quality services

If you do not have Internet access, please contact Customer Service at (800) 990-9247 to receive a copy of this information.

Coverage for Out-of-Area College Students

Out-of-area college students are covered for urgent/emergent care only at an in-network benefit. If they need additional services, they must be performed within Community Health Plan's service area. Any other medical treatment will be denied or processed at out-of-network benefit if available.

YOUR HELP | makes us better

If you received a Consumer Assessment of Health Plans Study (CAHPS) survey, please complete it and send it back in. This survey will help Community Health Plan improve the health care and services we provide. We ask that you take 10 – 20 minutes out of your day to enter your feedback.

Community Health Plan's quality improvement program places a strong emphasis on customer satisfaction. This ensures you receive the personalized service we are so proud to offer. Every response is vital to ensure we continue to provide you with the best health care and service possible.

EXERCISING | for relief from depression

A few years ago, some exciting research showed that regular exercise was just as effective as medication at relieving the symptoms of depression. That in itself was good news. But a new study gives exercise even higher marks. Exercise seems to work even better than drugs over the long term.

A follow-up to the original study was performed six months later. It found that depression had returned

in only 8 percent of the group that exercised, while 38 percent of the medicated group had a relapse of depression symptoms.

Depression is a serious illness, and the first step in fighting the disease is to see a doctor. But these studies make a strong case for beginning an exercise program for anyone at risk for depression. Talk with your doctor before starting any exercise routine.

Depression medications

Medicine is one way to treat depression. It works to balance brain chemicals.

How to tell that your medicine works

- Give your medicine time to work. Most people start to feel better after 4 to 6 weeks.
- You will feel better little by little. You should start to feel less tired or worried.

How to take your medicine

- Take your medicine every day.
- Do not run out of medicine.
- Ask the pharmacist or doctor to tell you:
 - the name of your medicine
 - how and when to take it
 - what time of day to take it
 - if you take it with food or not
- Take your medicine until the doctor says to stop. You may need medicine for a year or longer.

How to handle problems with your medicine

- If you notice your medicine is causing side effects, talk to your doctor about it.
- Ask the doctor or pharmacist what to do if your medicine makes you feel bad or sick.

Some depression medicines may play a role in making depression worse. Depression medicines raise the risk of suicidal thoughts in children and teens who take them for depression and other mental illnesses. The higher risk of suicidal thoughts may also occur in adults that take depression medicines. Be sure that you see your doctor regularly, especially when you first start taking depression medicines and when the dose is changed (up or down).

The fourth annual Women's Wellness Initiative

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Heartland Health

Wellness Connections



Featuring **Joan Lunden** the popular co-host of ABC's *Good Morning America* from 1980 through 1997 will speak about "life's balance." As the longest running morning news host, Lunden became one of the most visible women in the country. *Entertainment Weekly* magazine national viewer poll named her "television's favorite morning anchor," during her years at "Good Morning America."

Saturday, April 28, 2007

8 a.m. - 3 p.m. (light breakfast provided, lunch available for \$3)

St. Joseph Civic Arena

Register NOW!

online: www.heartland-health.com/wwi

call: (816) 271-4098 or (800) 447-2919



Physician breakout sessions featuring expert panelists in a discussion-style setting

20-30 years of age and thriving

50-60+ wise beyond words

Becoming an empowered patient

The importance of walking

40+ and fabulous

For every man who lives with a woman

The Pound Plunge - one year after



Nurture.Balance.Thrive.
yourself your life

This publication contains health information that is meant to complement your health care provider's advice, not to replace it. Before making changes in your medications, diet or exercise, talk to your doctor.

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