

health mattersSM



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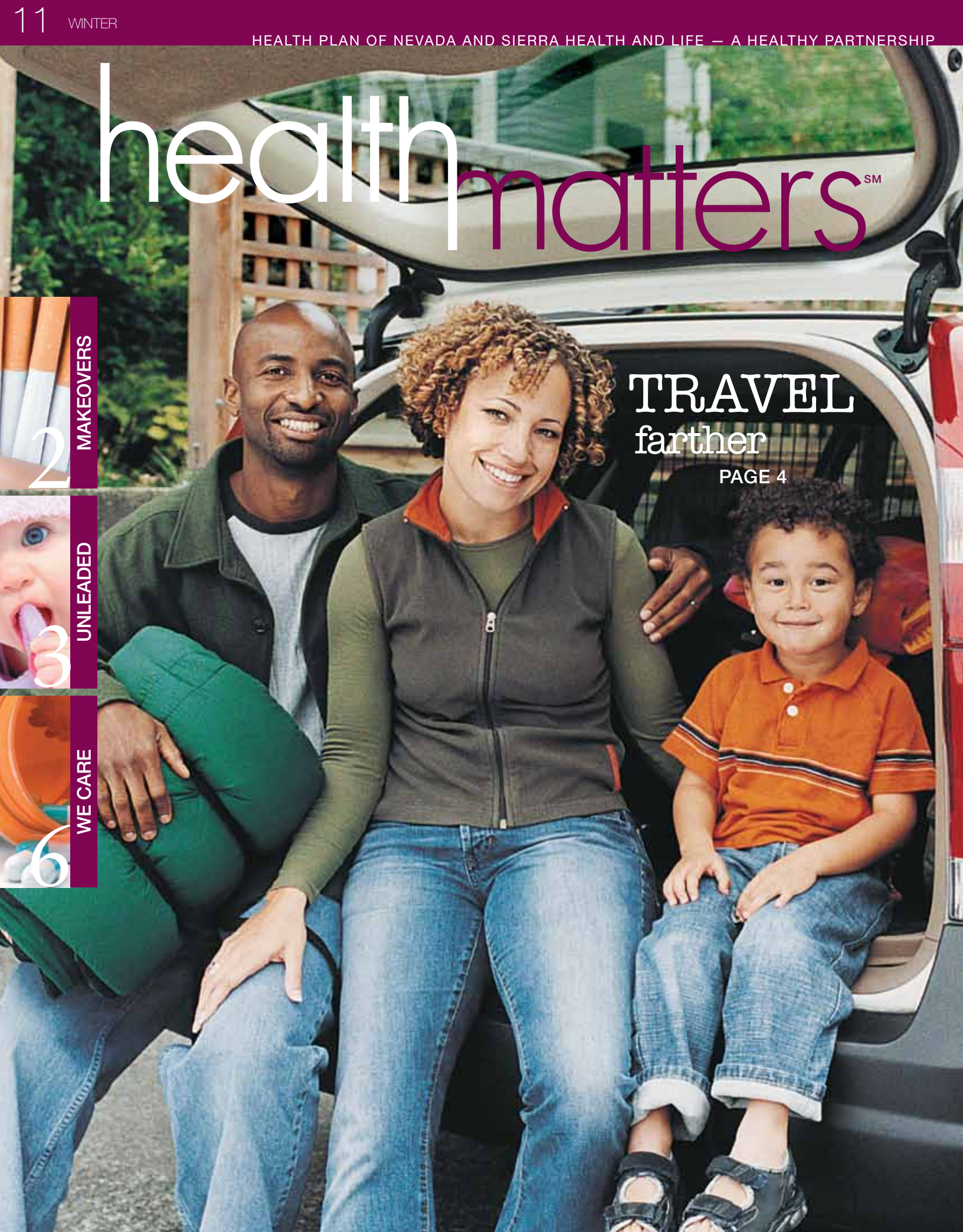


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extreme MAKEOVERS

Quitting smoking inspires lifestyle changes

“Tackle one thing at a time.” That’s been the conventional wisdom for making major lifestyle changes. But that idea is changing. According to our health educators, many members find that making one healthy decision, such as quitting smoking, quickly leads to another.

“After quitting smoking, members will often say, ‘Well, as long as I’ve quit smoking, I may as well get some exercise because now I can breathe better,’” said Terry Nico, who teaches the Health Education and Wellness Division tobacco cessation program. “Then they start exercising and think, ‘I should have a better diet.’”

She often refers members from her smoking cessation program to fellow health educator Jennifer Smith, who teaches weight management. Like the tobacco cessation class, the weight management program includes a weekly support group that members may attend for as long as they wish.

That strategy has worked well for the following three members. For them, quitting smoking led to a complete lifestyle makeover.

Bruce R.

Bruce, 63, was motivated to quit because of his diabetes, and he was successful on his first attempt. After meeting health educator Terry Nico, he threw his cigarettes away. A few days later, he started taking Chantix® medication. After three weeks, he realized he didn’t need it. It’s been well over a year since his last cigarette.



Bruce, Jane and Ron (shown from left) kick-started lifestyle makeovers after they quit smoking with help from the Health Education and Wellness Division.



Next, Bruce looked into weight loss. He'd already lost about 30 pounds on his own, but his primary care provider advised him to try the weight management program.

"I am glad I went," Bruce said. "I have lost about 48 pounds, and I am sticking to it."

Bruce walks about 15 to 20 miles each week. He's also joined the UnitedHealthcare walking group that hikes around local attractions, including Mt. Charleston and Hoover Dam.

Bruce feels better than he has in years and no longer needs medication to control his diabetes. He still attends the smoking support group and the weight management group.

"I want to encourage others," Bruce said. "Maybe I could be a 'lighthouse' for someone."

Ron G.

Ron, 49, knows the power of group support. The first time he joined our tobacco cessation program, he stopped smoking for eight months. But when he stopped attending meetings, he started smoking again.

Ron came right back, and this time he's quit for good. He hasn't had a cigarette in over a year.

"It feels so good to feel good," Ron said. "I have chronic obstructive pulmonary disease (COPD) and sleep apnea, and both have improved since I quit."

Next, Ron looked into the weight management program.

"The two programs go hand in hand," Ron said. "If I wanted to smoke, I would go work out. And if I was working out, I wasn't thinking about smoking."

Ron has lost 60 pounds and plans to lose more. Ron also no longer needs to take medication to control cholesterol and high blood pressure.

He still attends both the tobacco cessation and weight management meetings so he can help others.

"The meetings are really great," he said. "We have a really good group of people here, and Terry and Jennifer are wonderful."

Jane V.

Jane didn't plan to quit smoking until a special opportunity presented itself. Jane's workplace — UnitedHealthcare Nevada — went smoke-free. Employees were offered a free smoking cessation program, and Jane decided to give it a try.

Jane took Chantix[®] medication for three weeks. Her last cigarette was May 5, 2009. Jane's success has inspired co-workers to quit, too.

Jane also decided to try our weight management program. So far, she has lost 20 pounds.

"I really enjoy going to the weekly meetings," she said. "It is so much easier when you have someone to talk to and walk you through it."

Jane also takes advantage of exercise opportunities wherever she finds them. At work, she climbs the stairs of the five-story parking garage.

"Before I quit smoking, I couldn't go any further than the second floor because I couldn't breathe," she said. "Now I can go all the way to the top three or four times."



NO BUTTS ABOUT IT

For more information about smoking cessation and weight management, contact the Health Education and Wellness Division. For additional smoking cessation resources, contact the American Lung Association at **800.548.8252** or visit their website at www.lungusa.org.



Unleaded

Protect your children from lead

Lead poisoning is very dangerous for young children because it can cause permanent damage. Children who ingest lead may suffer from learning and behavior problems, as well as delayed growth and development.

But most children with lead poisoning do not look or act sick. The only way to know for sure is through a blood test. That's why all children should be tested for lead poisoning at 12 and 24 months or before age 6.

WHERE LEAD IS FOUND

- Lead-based paint (often found in homes built before 1978)
- Some ceramic or clay pottery
- Some costume jewelry or glass beads
- Old plumbing fixtures
- Lead-contaminated dust or dirt
- Soil
- Certain home remedies
- Imported candies or toys

GET THE LEAD OUT

For more information and tips to avoid lead poisoning, visit the Centers for Disease Control and Prevention website at www.cdc.gov/nceh/lead.

TRAVEL farther

Last year, we introduced “Passport to Living Healthy,” a wellness program designed to make it easier for Senior Dimensions members to receive recommended preventive care, tests and screenings. It was an instant success — thousands of Senior Dimensions members signed up.

As a result, we’ve expanded the “Passport to Living Healthy” concept to help members better manage certain chronic conditions. Specialized passports are now available for:

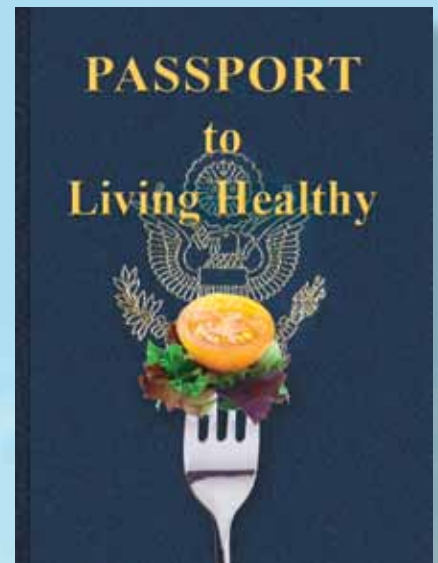
- Adult and childhood asthma
- Chronic obstructive pulmonary disease (COPD)
- Diabetes
- Heart failure
- Well child and adolescent health (coming soon)

Just like the original, these specialized passports contain a comprehensive listing of the important preventive care, tests and screenings necessary to best manage these chronic conditions. There is also a list of important questions to ask your provider.



GET ON BOARD

Let one of our passports guide your journey to better health. If you haven't received one yet, call our Passport to Living Healthy program at **877.369.2199**.



Our “Passport to Living Healthy” makes it easier to follow up on recommended checkups, screenings and immunizations. Collect stamps and receive free gifts.





MEDICARE MEMBERS: BE ALERT

If you're a Medicare member, you should be careful when giving out your personal information, like your Medicare number, over the web or over the telephone. Call **1.800.MEDICARE** and Member Services if you suspect identity theft.

point TAKEN

Have you had your shingles vaccine?

You're at risk for shingles if you've ever had chicken pox, because the same virus causes shingles. The varicella-zoster virus, which lies dormant in the nerve tissue near your spinal cord and brain, may reactivate years later as shingles.

Older adults and people who have weak immune systems are particularly at risk. And if you've had shingles before, you certainly don't want to experience this painful skin and nerve condition ever again.

Fortunately, there is a vaccine that

can help. Zostavax[®], or the "shingles vaccine," can help you avoid getting it. This vaccine is recommended for all individuals age 60 and older, and it only needs to be given once.

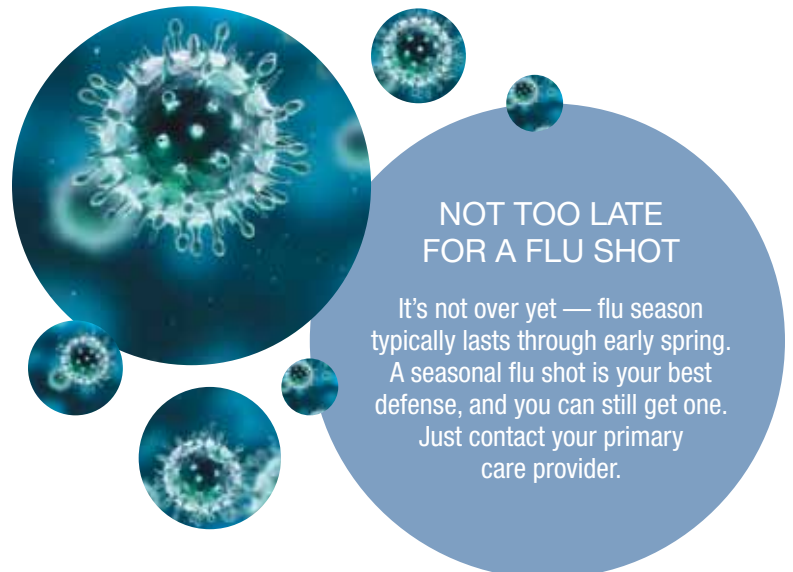
While the shingles vaccine may not completely eliminate the risk, it will help lessen the severity.

"Shingles is a painful and potentially debilitating condition," said Steve Evans, M.D., chief medical officer and pharmacy director for UnitedHealthcare Nevada. "If you can reduce it by 50 percent, that is a good thing."

SPECIAL INSTRUCTIONS

The shingles vaccine is a covered benefit for members age 60 and older. But unlike other vaccines, it is not available at your primary care provider's office. That is because the shingles vaccine requires special storage.

To obtain the vaccine, simply ask your primary care provider for a prescription and then take it to one of our participating pharmacies. For more information, please call Member Services.



**NOT TOO LATE
FOR A FLU SHOT**

It's not over yet — flu season typically lasts through early spring. A seasonal flu shot is your best defense, and you can still get one. Just contact your primary care provider.

redefining CARE

The Senior Experience by SMA_{SM}



“We are reaching out to all seniors. We wanted something that would meet the needs of healthy seniors, as well as the chronically ill. We have really enjoyed receiving feedback from our patients and designing The Senior Experience by SMA to meet their needs.”

— Linda L. Johnson, M.D.
President, Southwest Medical Associates

For more than 30 years, Southwest Medical Associates has provided comprehensive medical care for Nevadans. Recently, Southwest Medical Associates re-examined the way care is provided for senior patients.

It all started with a question: “What do you need to stay healthy?”

“We conducted focus groups and asked our volunteers what they needed. They told us, and we listened,” said Linda L. Johnson, M.D., president of Southwest Medical Associates. “Our seniors have complex medical needs, and we realized that we could be doing things better for them.”

The result is The Senior Experience by SMA, a comprehensive wellness program that encompasses medical care, social activities, education and community resources.

You talked, we listened

In response to the focus group interviews, several new services have been implemented to make it easier for seniors to access care:

- **SPECIAL PHONE NUMBER WITH NO BUTTONS TO PRESS** — connect directly to the Senior Care Unit.
- **PRIORITY ACCESS PROGRAM** — appointments scheduled within one or two days, if needed.
- **SENIOR APPOINTMENTS** — longer appointments with providers who specialize in caring for seniors.

A place to laugh, learn and stay healthy

It’s all about a healthy balance at the recently opened SMA Lifestyle Centers, where services are designed to meet social as well as medical needs. It’s a great place to play, learn or just “hang out.”

- **SENIOR MEDICAL CARE** — extended first-time visits for new patients in order to develop a comprehensive care plan.
- **SOCIAL CLUB** — a variety of activities, from Wii™ tournaments to dance classes (available at the Eastern Avenue location).
- **PERSONAL GROWTH** — classes and support groups on helpful topics such as healthy cooking and computer skills.
- **COMMUNITY RESOURCES** — with knowledgeable staff who can assist in finding helpful services.

PLEASE STOP BY

The SMA Lifestyle Centers are located at 5820 S. Eastern Avenue and at 8680 W. Cheyenne Avenue (coming soon). For more information, please call **866.249.7674**.

YOUR PLAN

¡Salud!

Bilingual health education in Reno

Knowledge is the key to preventing illness and managing chronic health conditions. Our Health Education and Wellness Division offers classes, one-on-one consultations and phone consultations on weekdays for members in Northern Nevada.

Choose from more than 18 health education topics designed to improve overall wellness and enhance quality of life. The most popular programs are diabetes, heart health, tobacco cessation, weight management, preventive health care, and nutrition and fitness. Additional programs include asthma, COPD, pregnancy and women's health. Our instructor is bilingual, speaking English and Spanish.



WHEN IN RENO

The Health Education and Wellness Division is located at 5370 Kietzke Lane, Suite 100, in Reno. For more information, please call **775.824.9704**.

YOUR PLAN



After hours

Use the ER for life-threatening emergencies

It pays to know where to go for after-hours care. A hospital emergency room is for potentially life-threatening conditions, such as serious burns, major trauma, poisoning, serious breathing difficulties, heavy bleeding, severe chest pain and sudden paralysis. In these situations, call 911 or go to your nearest hospital emergency room.

Otherwise, consider an urgent care center when you need after-hours care. You'll be home sooner and you'll save money. Remember, you could be financially responsible for all non-emergent services received at a hospital emergency room.

Our Telephone Advice Nurse, available 24 hours a day, can quickly point you in the right direction. Just call **800.288.2264**, toll-free. For more information about urgent and emergency care, visit your plan's website.



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



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SIE-029

take charge

pack rat or HOARDER?

Cable television has raised public awareness about compulsive hoarding syndrome. These programs typically show homes filled to the brim with clutter, useless items, trash and even worse. But what about less-extreme examples?

“There is a difference between a ‘collector’ and a true ‘hoarder.’ With the hoarder, the person simply cannot discard items,” said Stephanie Glover, who directs employee assistance and work-life balance at Behavioral Healthcare Options. “They cannot throw things away because they feel better and safer when surrounded by the things they’ve collected.”

Hoarding typically runs in families and usually starts in early adolescence.

One theory is that hoarding is linked to emotional deprivation, especially a lack of family warmth. Collecting starts as a way to cope because being surrounded by things makes the person feel better.

Perfectionism also plays a role.

“Hoarders often worry about making the right decision,” Glover said. “Should they keep something or throw it away? Sometimes they get so distressed thinking about it, they end up keeping everything.”

Medication and psychotherapy can help. But if you are worried about someone, Glover advises speaking with a mental health professional before trying to intervene.

● WARNING SIGNS

- Saving items that are seen by most as unnecessary, even worthless, such as newspapers, magazines, old mail and trash.
- Compulsively buying or saving excessive quantities of any kind of item.
- Treating all saved items with equal value, whether it is an expensive necklace or an old shopping list.
- Experiencing intense anxiety or distress when attempting to discard, or even thinking of discarding, something that everyone else considers worthless.
- Saving things as a way to combat anxiety-provoking thoughts.
- Having furniture, kitchen equipment or rooms that cannot be used for the intended purpose.

