FALL/WINTER 2016

HEALTHMATTERS

Health Plan of Nevada | Sierra Health and Life

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PUMPKIN PIE PUDDING

A creamy, comforting dessert in minutes.

A creamy, comforting dessert in minutes.

Impress your guests this holiday season. Whip up this delicious pumpkin pie pudding recipe developed by Lacy Puttuck, M.S., L.D., R.D.

Ingredients

- 6 tbsp. sugar
- 2 tbsp. cornstarch
- 1 3/4 nonfat milk
- 2 egg whites
- 1/2 cup unsweetened canned pumpkin
- 1 tsp. vanilla
- 1/2 tsp. ground cinnamon
- 1/8 tsp. salt
- 1/8 tsp. ground nutmeg
- Fat free whipped topping
- 1/2 Graham cracker per serving (optional)

Preparation

Combine sugar and cornstarch in a sauce pan over medium heat.

Then combine milk and egg in a bowl, whisk. Gradually add milk mixture to sugar mixture, stirring constantly. Bring to a boil for about 1 minute stirring constantly. Remove from heat.

Now combine pumpkin, vanilla, salt, cinnamon and nutmeg in a bowl.

Slowly add pumpkin mixture to milk mixture, whisking constantly. Place pan over low heat and cook for 3 minutes, stirring constantly. Divide mixture evenly into four dessert bowls. Cover and chill for at least one hour.

Top each with 2 tbsp. of whipped topping and 1/2 crumbled Graham cracker right before serving. ***Enjoy***!

Yield: 4 servings

Nutrition Information (for 4 servings)

- Calories: 159
- Fat: 0 g
- Total Carbohydrate: 14 g
- Fiber: 2 g
- Sodium: 145 mg
- Protein: 6 g
- Vitamin A: 20%
- Calcium: 15%

Over the summer, Pokémon™ Go became a sensation all over the world. This location-based "augmented reality" app was literally a game-changer. Players not only got up off the couch, but they went outside and socialized with others as they captured characters.

The physical health benefits were undeniable. One Science Daily source estimated players needed to walk anywhere between one to six miles to catch a Pokémon and hatch a Poké egg. Gamers of all ages, including nostalgic Millennials, collected virtual game items at various Pokéstops throughout the community.

But there were also problems. Many players were so caught up in the game they became distracted from their immediate surroundings. There were reports of players falling off curbs, walking into the middle of the street and crossing against traffic signals. Some even chased Pokémon in their cars and became distracted while driving.

There were also reports of crime as players ventured into questionable areas at night.

Play Safely

Have fun, but be smart. Playing electronic games while walking or driving is just too distracting. For your safety:

- Pay attention to your surroundings at all times while playing.
- Don't play alone, especially at night.
- Avoid dark, isolated areas and unfamiliar neighborhoods.
- Use sunscreen and drink plenty of water.

Now — go catch 'em all!

WE'RE LISTENING

We want to hear from you.

If there is any way we may improve our service to you, we'd like to know.

You may find a patient satisfaction survey in the mail after visiting a provider or using one of our programs and services. Or, you may get a phone call asking if there is anything else we may do to help you.

Thank you for taking the time to complete these surveys. Your answers are very important to us.

BE A PICKY EATER

Healthier options for common cravings.

"Hold out for what you really want," advises registered dietitian Angie Forbes, M.S., R.D., L.D., C.L.C. "If you are looking forward to your aunt's pecan pie, have a slice and enjoy it without feeling guilty. But be selective about the other things you eat that day and balance it with some extra exercise."

Watch portion sizes and listen to your body. Recognize the difference between feeling satisfied versus stuffed.

On a daily basis, consider eating less sugar, salt and unhealthy fats and making more smart carb choices.

Smart Carb Swaps		
Appetizers	**Try instead**	**Other ideas**
Holiday punch	Add peaches, melon, berries, cucumber, or mint to your water	
Crackers & cheese	Replace crackers with sliced cucumber rounds	
Chips & dip	Replace chips with sliced vegetables	Pickled vegetables like olives, okra or beets, roasted nuts or chickpeas
Side Dishes	**Try instead**	**Other ideas**
Mashed sweet potatoes with marshmallows	Skip the marshmallows	
Mashed potatoes	Seasoned mashed cauliflower	
Green bean casserole	Sauteed or roasted green beans	Non-starchy or fall vegetables like acorn squash or brussels sprouts
Dessert	**Try instead**	**Other ideas**
French apple pie	Cheesecake	Low-carb ice cream or puddings; dark-chocolate dipped fruits or nuts

Newly Diagnosed?

Learning how to change your diet and lifestyle is a big transition. The holidays may be particularly challenging for those newly diagnosed with type 2 diabetes.

Just do your best, Forbes advises. If you are going to a holiday gathering, be mindful of what you are eating throughout the day. Do some physical activity the day of or even the day before the event to help maintain a healthy blood sugar.

"If you overindulge, do some more physical activity," Forbes said. "This may help counterbalance your blood sugar."

And what about well-meaning family or friends who insist you try their special holiday treats?

"Just say, 'I really want to be healthy this year. I do not want my blood sugar to go up because of holiday foods'." Forbes advised. "Let people know you are making choices about food."

Or simply change the subject if you don't want to go into the details. Another option: Bring along a to-go container.

"That way you may say, 'I would love to try it, but I am feeling quite full right now,'" Forbes said. "Then take it home for later."

Check out the American Diabetes Association website at **diabetes.org** for recipes and carb-smart tips to make over high-calorie family favorites.

YOUR BEST SHOT

Who wants to be sick over the holidays?

Seasonal flu typically peaks between December and March. Your best bet for avoiding it: Get a seasonal flu shot.

The Centers for Disease Control recommends the annual flu vaccine for everyone 6 months of age and older. However, some people are simply unable to have the vaccine, including those with certain medical conditions or allergies.

They are depending on you to get one. Your flu shot helps reduce the chances of you getting— and spreading — seasonal flu.

And sooner is better. It may take up to two weeks after getting vaccinated to get the full benefit. Flu season may begin as early as October and last into May.

Don't you have better holiday plans than the flu? Visit your health plan's website for a list of flu shot locations and clinics nearest you.

Why You Need a Flu Shot Every Year

The flu virus is constantly changing. The vaccine is reviewed and often updated to keep up with those changes. Also, your body's immune response from the vaccine declines over time. That's why getting one every year offers you the best protection.

OPIOIDS NOT AS EFFECTIVE FOR CHRONIC PAIN

Long-term use may cause health issues.

Opioid pain medications are generally safe when taken for a short time as directed by a provider. They are often prescribed for dental procedures, injuries or surgery.

According to the 2016 CDC Guideline for Prescribing Opioids for Chronic Pain, medical professionals are finding that long-term use is not as effective as thought. For this reason, these medications are less likely to be prescribed for pain lasting more than six weeks.

"More is not necessarily better for managing chronic pain," said Dr. Ross Seibel, division chief of pain management at Southwest Medical. "In some cases opioids are making pain even worse."

Opiate-induced hyperalgesia, a condition that may result after long-term use of opioid medications, actually has a boomerang effect. The body may become more sensitive to pain. Areas may start hurting that were never painful before.

"When your body becomes so sensitized to the medication, you lose some of the natural ability to fight off pain you would normally have," Dr. Seibel said. "Alternative non-opioid medications, physical therapy or cognitive behavioral therapy may work better."

Use with Care

Long-term use of opioids increases the risk of addiction and accidental overdose. Potentially deadly interactions may occur when mixed with alcohol or other medications, especially those like Valium or Xanax. Always tell your provider all the medications you take and bring a current medication list with you to each visit.

Earlier this summer, Dr. Seibel attended the two-day Governor's Summit on Prescription Drug Abuse in Las Vegas. This event brought several agencies and the medical community together to review best practices and discuss improvement strategies.

"Our goal is to provide the most effective, evidenced-based medicine possible for each individual patient," Dr. Seibel said. "If you have concerns about pain control, ask your provider about other options."

12 TIPS

Make the most of your health plan.

1. Know your rights and learn about the health plan's quality program. To review your rights and responsibilities as a health plan member and to learn about the health plan's quality program and goals, please visit your health plan's website. If you would like a written copy of our quality program or a copy of your rights and responsibilities, please call Member Services. You may also find a written copy of the Rights and Responsibilities document on the Quality section of your health plan's website.

2. Read your benefit information. Your benefit documents and Summary of Benefits and Coverage are a good source of information. The documents help you understand:

- the benefits and services you have
- the benefits and services you don't have (exclusions)
- how to get your prescription drugs and what drugs are covered
- your share of cost or ways you can pay for health care
- what to do if and when you need to submit a claim
- how to find out about participating providers
- what to do if you need care when you are out of town
- how and when to get routine, after-hours, specialty and emergency care
- how to voice a complaint or appeal a coverage decision
- how to get care from specialists, hospitals and mental health providers

If you need another copy of this information, please call the Member Services phone number on the back of your health plan ID card. You may also find a written copy of general benefit information on your health plan's website.

3. Know what to do if you have an issue. We'll definitely want to know if you have an issue. We strive to meet your needs. If you are unhappy with services or care, or with the health plan in general, please call Member Services or write a letter to Health Plan of Nevada or Sierra Health and Life. Either way, we will respond to your issue.

4. Know how to get information at your fingertips. Did you know your health plan has online tools to help you? You can search our electronic provider directory, search for covered drugs in the preferred drug list and get personal benefit information in the online member center. The online member center can help you day or night and even on holidays. Take advantage of these convenient service features to:

- change your address
- request replacement health plan ID cards
- verify your coverage for pharmacy, dental or vision services
- check your copayment amounts for medical services
- review the status of a claim
- find out who is on record as your primary care physician
- check the status of a prior authorization request
- find out how much has been applied toward your calendar-year deductible, if applicable

5. Know that we research new medical technology. For safety reasons, we formally evaluate new and emerging medical discoveries before including them in our member benefit package. Conducted by a highly-skilled technical staff that includes physicians, our review process evaluates new technology against medical standards and clinical research to assess the effectiveness and safety of new medical procedures, drugs and devices. We also research new applications of existing technologies. If you, your providers or other interested parties would like to submit a request for the review of new medical technology, please contact Member Services.

6. Ask for help if you speak another language. If you need help with communication, such as the services of a language interpreter, please call Member Services.

7. Know that the health plan does not offer incentives for prior authorization denials. Health Plan of Nevada, Sierra Health and Life, and Southwest Medical prohibit the compensation of physicians, other health care professionals or staff to be based upon or used as an incentive for the denial of benefits. All decisions regarding your benefits are given special consideration based on your medical needs and the appropriateness of the care and service. Health Plan of Nevada, Sierra Health and Life, and Southwest Medical employees who perform utilization review duties do not receive any incentives, financial or otherwise, to encourage denial of benefits. That is, we provide no incentive for anyone on our team to restrict benefits for our members. For more information, please call Member Services.

8. Learn about internal and external review for denial of benefits. If a benefit is denied, we provide internal review to help ensure member satisfaction in the medical decision-making process. Additionally, external independent review is provided by a panel of impartial medical professionals for eligible denials that have already undergone internal review. Expedited appeals are available when decisions are needed quickly. For additional information, please refer to your plan documents or call Member Services.

9. Know that we have special programs available for members. Are you looking for extra help? You may be eligible for additional benefits from one of the programs below.

- **Disease Management:** If you have diabetes or asthma, you may be eligible to receive educational materials and calls from a registered nurse or health coach. For more information, call the Disease Management Program toll-free at **1-877-692-2059**, TTY **711**, on weekdays between 8 a.m. and 5 p.m. PST.
- **Complex Case Management:** This program provides additional assistance for members with extra special needs. For more information, contact Member Services.

10. Know that we evaluate the care you receive. If you are admitted to a non-contracted facility or receive care or services outside of the Health Plan of Nevada or Sierra Health and Life service area, we may perform a retrospective review (after care was received) to evaluate the appropriateness of the medical care, services, treatments and procedures you received. As part of this process, we will review your medical records, admitting diagnosis and presenting symptoms. Keep in mind, access to non-emergency care outside of the contracted provider network or service area may not be covered and may incur additional expense for you or your family.

11. We want to hear from you. You may get a survey in the mail about your health plan. We need your help so we can monitor our plan and make improvements for our members. Surveys you may get include the:

- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- Health Outcomes Survey (HOS) for Medicare members
- Patient Satisfaction Survey
- Disease Management Program Satisfaction Survey
- Complex Case Management Program Satisfaction Survey
- Telephone Advice Nurse Program Satisfaction Survey

Members are randomly selected for these surveys. If you get one, please fill it out. Your input is valuable to us.

12. Make an investment in your future. It's one that pays solid dividends, too. Keeping up with recommended health screenings may help your primary care physician take care of the little things — before they become more serious. At your next appointment, please talk to your primary care physician about screenings and recommendations. Depending on your medical history, your provider may have additional medical advice. You can find the preventive guidelines on your plan's website.

Questions about your plan? Call Member Services at the toll-free number listed on the back of your health plan ID card. Or visit **myHPNonline.com** or **mySHLonline.com** and sign in to the online member center. First-time users will need to create an account. Member medical information is confidential and is only available to you and your provider.

TOP DOCS

Local providers making a healthy difference.

Regular health exams, vaccines and screening tests help detect or prevent certain types of medical conditions. We applaud the efforts of the following Southern Nevada providers for their role in keeping our community healthy. These outstanding medical professionals were selected from among their peers based on 2015 data.

Best Diabetic Control Based on A1c Scores of Less than 8%

1. Ryan Tran, M.D., Southwest Medical Associates
2. Girish Daulat, D.O., Healthcare Partners
3. Carl R. Leviseur, M.D., Southwest Medical Associates

Lowest Rate of First-Time C-Sections

1. Kord T. Strebel, M.D., Women's Health Associates of Southern Nevada
2. Edmond E. Pack, M.D., Women's Health Associates of Southern Nevada
3. Annette F. Mayes, M.D., OBGYN

Highest Rate of Pediatric Immunizations

1. Rosemary Y. Huyn, M.D., St. Rose Pediatrics
2. David Blank, M.D., Desert Valley Pediatrics
3. Ruben Reyes, M.D., Southwest Medical Associates

TIME FOR A MAMMOGRAM?

Preventive screenings may save lives.

The American Cancer Society recommends screening mammograms to help detect breast cancer in its earliest stages. Exactly when screening should begin depends on each woman's personal risk factors.

Generally, most women may choose to begin annual mammograms between the ages of 40 and 44. After that, the American Cancer Society recommends screening mammograms:

- Every year for women ages 45 to 54.
- Every other year, for women ages 55 to 74.

To schedule one, talk to your primary care provider.

You're Covered

Under the Women's Health and Cancer Rights Act, also known as "Janet's Law," health plan members are entitled to benefits for medically necessary mastectomy and elective breast reconstruction surgeries. This includes prostheses and treatment for any related conditions, such as lymphedema. For more information, call Member Services at the number on the back of your health plan ID card.

WE VALUE YOUR PRIVACY

How to get a copy of our Notice of Privacy Practices

Your privacy is very important to us. Health Plan of Nevada and Sierra Health and Life have a Notice of Privacy Practices, and you may ask for a copy of this notice at any time by contacting Member Services at the number on your health plan ID card.

You may also obtain a copy of the Notice of Privacy Practices at **myHPNonline.com** or **mySHLonline.com**.

MEMBER UPDATES

Here are a couple short takes covering important information for members from the current issue of *Health Matters*.

Ask your provider about e-prescribing

Electronic prescribing and medical records have resulted in greater accuracy, better patient service and improved operational efficiency. Providers and members alike enjoy the convenience of such technology. Talk with your provider about e-prescribing your next prescription.

You'll find the answers to your questions in our Member Guide

Our Member Guide provides a comprehensive overview about your health plan, tools and resources to help you feel your best, plus tips to help you get the most value from your benefits.

Download your copy by visiting **myHPNonline.com** or **mySHLonline.com**.

We do not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.
Online: UHC_Civil_Rights@uhc.com
Mail: Civil Rights Coordinator. UnitedHealthcare Civil Rights Grievance. P.O. Box 30608 Salt Lake City, UTAH 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.
If you need help with your complaint, please call the toll-free member phone number listed on your health plan ID card or plan documents.

You can also file a complaint with the U.S. Dept. of Health and Human Services.
Online: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.
Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)
Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card or plan documents.

English: You have the right to get help and information in your language at no cost. To request an interpreter, call the toll-free member phone number listed on your health plan ID card or plan documents.

This letter is also available in other formats like large print. To request the document in another format, please call the toll-free member phone number listed on your health plan ID card or plan documents.

Español (Spanish): Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan o los documentos de su plan.

Tagalog (Tagalog): May karapatan kang makakuha ng tulong at impormasyon sa sinasalita mong wika nang libre. Upang humiling ng interpreter, tawagan ang toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card sa planong pangkalusugan o sa mga dokumento ng plano.

繁體中文 (Chinese):
您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥打您健保計劃會員卡或計劃文件上的免付費會員電話號碼。

한국어(Korean): 귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 귀하의 플랜 ID카드 혹은 플랜 문서에 기재된 무료 회원 전화번호로 전화하십시오.

Tiếng Việt (Vietnamese): Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi số điện thoại miễn phí dành cho hội viên được nêu trên thẻ ID hoặc trên các tài liệu chương trình bảo hiểm y tế của quý vị.

አማርኛ (Amharic): በምትፈልጉት ቋንቋ እርዳታና መረጃ የማግኘት መብት አለዎት። አስተርጓሚ ለመጠየቅ፣ በጤና ካርድዎ ወይም የጤና ሰነዶች የተዘረዘረውን የማያስከፍል ቴሌፎን ይደውሉ። ጥያቄዎች ካሉዎት፣ አባክዎ ያስታውቁኝ። አመሰግናለሁ! አናሂ

ภาษาไทย **(Thai):**

คุณมีสิทธิ์ขอความช่วยเหลือหรือขอข้อมูลในภาษาของคุณโดยไม่เสียค่าใช้จ่ายใด ๆ เมื่อต้องการล่าม กรุณาโทรฟรีมาที่หมายเลขโทรศัพท์สำหรับสมาชิกที่อยู่บนบัตรแผนสุขภาพหรือเอกสารแผนสุขภาพของคุณ

日本語 (Japanese):
ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳をご希望の場合は、医療プランのID
カードまたはプランの資料に記載されているメンバー用のフリーダイヤルまでお電話ください。

العربية (**Arabic**):
لديك الحق في الحصول على المساعدة والمعلومات بلغتك وبدون تكلفة. لطلب مترجم، اتصل بالرقم المجاني المدرج على بطاقة عضويتك في البرنامج الصحي أو وثائق البرنامج.

Русский (Russian): Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по бесплатному номеру телефона, указанному на обратной стороне вашей идентификационной карты или документах о вашем плане.

Français (French): Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le numéro de téléphone sans frais figurant sur votre carte d'affilié du régime de soins de santé ou dans la documentation relative à votre régime.

فارسی (**Persian**):
.کنیـــد دریافـــت رایگـــان صـورت بـه خودتـــان زبـــان بـــه را اطلاعات و راهنمـــایی تـــا هســـتید بـــرخوردار حق ایـــن از شما
مـــربوط اســـناد یـــا ســـلامت طرح شناســـــایی کـــارت در موجود رایگـــان تلفـــن شماره بـــا ،شـــفاهی مـــترجم درخواســـت بـــرای بگیریـــــد تمـــاس طرحتـــان بـــه.

Gagana fa'a Sāmoa (Samoan): E iai lau aia tatau e maua ai faamatalaga i lau gagana e aunoa ma se totogi. Ina ia talosaga mo se tasi e faaliliu, telefoni mai le numera o le telefoni e le totogia o lisi atu i lau pepa ID o le peleni tausoifua maloloina poo pepa mo le peleni.

Deutsch (German): Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um einen Dolmetscher anzufordern, rufen Sie die gebührenfreie Nummer auf Ihrer Krankenversicherungskarte oder in den Versicherungspapieren.

Ilokano (Ilocano): Addaan ka ti karbengan a maala iti daytoy nga tulong ken impormasion para ti lenguahem nga awan ti bayadna. Tapno agkiddaw iti maysa nga tagapataros, awagan iti toll-free nga numero ti telepono para kadagiti kameng nga nakalista ayan iti ID card mo para ti plano iti salun-at mo wenno ayan dagiti dokumento ti planom.

HealthMatters is published as a community service for members of Health Plan of Nevada and Sierra Health and Life. Benefits discussed in this newsletter may vary by plan and geographic region. If you have specific questions regarding your coverage, please refer to your plan documents or call Member Services at the telephone number listed on your health plan ID card.

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A UnitedHealthcare Company

SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Health plan coverage provided by Health Plan of Nevada.
Insurance coverage provided by Sierra Health and Life.

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