

SPRING 2017



# HEALTHMATTERS

Health Plan of Nevada | Sierra Health and Life

**Watch the Screen Time p. 3**

Every minute of screen time takes away from something else.

**Rebounding From Loss p. 4**

No one gets a smooth ride in the journey of life.

**Virtually Yours p. 8**

Visit with a doctor from the comfort of your home or office.

# SPICE IT UP

## Try this delicious za'atar-spiced cauliflower pasta

Za'atar is an aromatic, ancient spice blend that comes from the Middle East. The mixture of dried herbs has many uses, from grilled meats to freshly baked bread. Enjoy this light and delicious recipe developments by Kristen Race, M.S., R.D., L.D..

### Ingredients

- 1 small head cauliflower
- Olive oil
- 2 teaspoons za'atar seasoning (found at most supermarkets or specialty stores)
- 1/2 teaspoon sea salt
- 16 ounces rotini pasta
- 1 cup arugula
- 1 garlic clove
- 1/4 cup fresh lemon juice
- 2 tablespoons nutritional yeast
- 1/2 teaspoon sea salt
- 2 tablespoons plain tahini
- 2 tablespoons olive oil
- 1 tablespoon water
- 1/2 cup small, pitted black olives (similar to Kalamata, not canned)



### Preparation

Preheat oven to 400° F. Chop cauliflower and place on a parchment paper-lined baking sheet. Drizzle the cauliflower with olive oil and sprinkle za'atar seasoning and sea salt. Toss to coat. Bake for approximately 20 to 25 minutes until tender and golden.

While the cauliflower is baking, cook pasta according to package instructions. It should be almost al dente. Drain the pasta and place into a large bowl. Toss the arugula with the warm pasta to wilt it slightly.

For the lemon-tahini sauce, pulse the garlic clove in a food processor until finely chopped. Add in the lemon juice, nutritional yeast, sea salt, tahini, olive oil and water to the food processor. Process until smooth. Pour the tahini sauce mixture over the pasta and arugula.

Once the cauliflower is cooled, add it to the pasta, arugula, and tahini sauce mixture. Toss in the olives and mix everything together. Serve immediately. This mixture is best served slightly warm or at room temperature to maintain the creaminess of the tahini sauce. **Enjoy!**

Yield: 6 servings; approximately 1 cup of pasta per serving size.

### Nutrition Information (per serving)

- Calories: 390
- Fat: 11 g
- Total Carbohydrate: 61 g
- Fiber: 4 g
- Sodium: 450 mg
- Protein: 12 g
- Vitamin C: 50%
- Iron: 20%



Children and teens spend more than seven hours a day looking at entertainment media on electronic devices, according to the American Academy of Pediatrics. And every minute takes away from something else the child might be doing:

- Playing outdoors
- Doing creative activities, arts and crafts
- Reading or writing stories
- Learning a musical instrument
- Discovering a new hobby, interest or talent
- Socializing with family and friends

Excessive screen time has been linked with attention problems, school difficulties, sleep problems, eating disorders and obesity. The American Academy of Pediatrics recommends limiting electronic entertainment to no more than two hours maximum for children and teens. Turn off the screen completely for infants and toddlers under age 2.

### **Be The Parent**

What you decide to allow in your own home is completely up to you. If you choose to allow your child to watch television or play video games, we recommend setting clear limits. Monitor what your child watches. Avoid adult-oriented programs and games that glorify violence, inappropriate sexual content, race and gender stereotypes, and drug or alcohol abuse. Young children are highly impressionable.

According to the American Academy of Child & Adolescent Psychiatry, children may assume that what is onscreen is “typical, safe and acceptable.” Screen violence may cause some children to become numb to violence. Others may imitate what they see or become aggressive. Younger children and those with emotional, behavioral or learning problems are especially vulnerable.

To effectively manage screen time:

- **Set and enforce clearly defined ground rules:**
  - No electronic entertainment in the morning before school.
  - No afternoon screen time until after homework, practice and chores are completed.
  - Turn off all screens during dinner.
  - Shut off all screens within two hours of bedtime.
- **Select age-appropriate programs and video games.** Store-bought video games are rated by the Electronic Software Rating Board. However, the board does not rate online games. If you decide to allow participation in online games, monitor your children’s interactions at all times and warn them about internet dangers.
- **Watch programs and play video games with your children to be sure you are comfortable with what is on the screen.** If you don’t like something, speak up and make it a “teachable moment.” Or simply turn it off.
- **Remove televisions, computers and video games from bedrooms.** Insist that all electronics be used in a common area of your home, such as the family room, and remove the controllers at night.
- **Encourage other activities that do not involve electronics.** And set a good example by limiting your own amount of screen time. Maybe there’s something better you might be doing, too.



# REBOUNDED FROM LOSS

**No one gets a smooth ride  
in the journey of life**

Loss is inevitable. And whether it is private grief or a tragedy splashed across the headlines, resiliency is essential to getting through it.

And you must go through it. During this process, you may experience uncomfortable symptoms, including:

- Physical — chest pain, rapid heart rate, difficulty breathing, dizziness, fatigue, headache or nausea and vomiting.
- Mental — poor concentration and decision-making, and memory problems.
- Emotional — stress, anxiety, guilt, denial, fear and depression or emotional numbness.

“Don’t be scared by these reactions,” said Stephanie Glover, director of Employee Assistance and Work/Life Services at Behavioral Healthcare Options. “This is your body’s natural response to an unnatural situation. It may take a long time before you start feeling like yourself again.”

Some survivors of tragedy may experience flashbacks, post-traumatic stress disorder, nightmares, sleep difficulties or intrusive thoughts. If those symptoms last longer than a week, seek help from a mental health professional.

“A lot of people need help getting through the grief, loss and anger of tragedy,” Glover said. “I recommend seeking professional counseling after a traumatic event, especially if you were directly involved.”

## 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.

## Cultivate Resiliency

Resiliency is the ability to maintain a positive view of the future and bounce back. You may not have control over certain events, but you may control your attitudes and actions.

Glover said resiliency has three essential elements:



**Challenge** - Look at the situation as a growth opportunity instead of a negative reflection on your ability or self-worth.



**Commitment** - Recommit to the relationships and causes you care about.



**Control** - Focus only on the aspects over which you may have some control and make the most impact.

Looking at a situation this way may help you feel more comfortable, confident and empowered when faced with devastating loss.

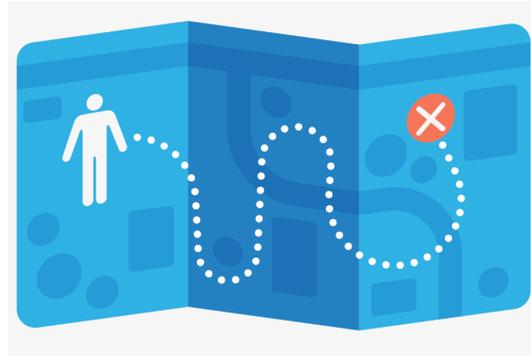
"Resilient people go through the grieving process and come out the other side with more compassion and empathy," Glover said. "They realize life goes on."

**NEED SUPPORT?** Contact Behavioral Healthcare Options toll-free at **1-800-873-2246**, TTY **711**.

# WELCOME, NEW MEMBERS

It's a brand-new year! If you're looking to make healthy changes during 2017, we're here to help. Each issue of HealthMatters features timely articles to enhance your well-being. Plus, find tips to help you get the most value from your health plan. We look forward to working with you.

# LOCATION, LOCATION, LOCATION



Getting help close to home for alcohol or drug dependency may improve the chances for success. According to the American Society of Addiction Medicine, patients who receive care locally tend to experience better long-term recovery compared to those who seek treatment farther away.

Local programs may include more family involvement and social support. Staying within the community may provide patients with more opportunities to practice new recovery skills within a real-world setting.

## Better Care, Closer to Home

When it comes to addiction, there are many paths to recovery. Patients are entitled to know all their options, advised Joanne Libertelli, RN, Clinical Director, Behavioral Healthcare Options.

"The 30-day residential treatment programs advertised on television often take a 'one-size-fits-all' approach," she said. "Patients who are also struggling with mental health or medical issues may not receive all the care they need." Additionally, she cautioned that seeking treatment outside the health plan's provider network might result in an unexpected bill.

*"Addiction is a life-long condition that requires management, just like cancer or diabetes. Patients do better in local programs that provide individualized treatment, family support and access to community resources."*

## Know Your Options

"Not every person struggling with addiction needs a 30-day residential treatment program," Libertelli said. "Some patients are able to attend a detox program with outpatient treatment afterwards or a partial hospitalization program while the kids are at school. And there are many recovering individuals who have done it all through a 12-step program like Alcoholics Anonymous."

Behavioral Healthcare Options works with a network of credentialed treatment professionals and accredited facilities that have met national standards for safe, effective care:

- Inpatient and outpatient detox programs
- Residential treatment centers
- Partial hospitalization programs
- Intensive outpatient programs
- Individual, family and group counseling

"Our staff is familiar with all of the programs in the community," Libertelli said. "They provide individualized treatment planning, and connect patients and families to the right place."

**Help is Available 24/7.** Concerned about a loved one? A Behavioral Healthcare Options licensed therapist is available to help. Call toll-free **1-800-873-2246**. All calls confidential.



# BE SMART ABOUT ANTIBIOTICS

It started with a scratchy throat, and now you've been sneezing and coughing for the last couple of days. Should you be taking an antibiotic?

Not necessarily. Antibiotics are prescribed for bacterial infections. They do not work on viruses, such as those that cause colds and flu. The symptoms described above might be signs of either.

Whenever you have concerns about symptoms, contact your primary care provider. If you're diagnosed with a virus, bed rest, plenty of fluids and over-the-counter remedies may be recommended. Please resist the urge to ask for something stronger, "just in case."

## "Bugs" Getting Stronger

Taking an antibiotic for a viral illness is not effective. You may not feel better any sooner, and the medication may actually cause unnecessary, harmful side effects.

More importantly, misusing antibiotics this way contributes to antibiotic resistance. Quite simply: The bugs out there are getting stronger. Some types of bacteria have become resistant to the antibiotics that used to work.

If your primary care physician diagnoses a bacterial infection and prescribes an antibiotic, be sure to take it exactly as directed:

- Do not skip doses. It is best to take the medication regularly spaced.
- Take all the medication, even if you start feeling better. There still may be some remaining bacteria. If you quit too soon, you may become sick again. And the bacteria may have become resistant to the antibiotic.
- Do not save some of the medication for later. If you become sick again, you may need a different medication.
- Do not take someone else's medication. Only take medication that has been prescribed to you for your particular needs.

Learn more at [NevadaPublicHealthFoundation.org](https://www.nevadapublichealthfoundation.org).



# VIRTUALLY YOURS

## Feel better faster.

Visit with a doctor from the comfort of your home or office. Why take time out from your busy schedule to sit in a waiting room?

Virtual visits are available around the clock, 365 days of the year. No appointment is necessary, and copays are usually \$10 or less!

Try this time-saving option for allergies, bladder infections, bronchitis, pinkeye, sinus and viral infections. Virtual visits are not recommended for chronic conditions, or those requiring a physical exam or tests.

### Get Started Now

Follow these steps:

1. Go to [NowClinic.com](https://www.nowclinic.com) or download the free NowClinic app in the iTunes or Google Play stores.
2. Log in or sign up.
3. Choose your provider — and get your care!

**NowClinic is not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances.**

NowClinic providers do not replace your primary care physician. The services are not covered by Medicare and may not be covered by your private health plan or Medicaid, so check with them prior to using the services. If not covered, the consumer is responsible for paying the fees at the time of service. If covered, copays and deductibles may apply. NowClinic providers do not prescribe controlled substances and reserve the right to refuse to prescribe other drugs that are restricted by state law or may be harmful or non-therapeutic. Providers may also decline an individual as a patient if the medical problem presented is not appropriate for NowClinic care or for misuse of services.



# 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](http://myHPNOnline.com) or [mySHLOnline.com](http://mySHLOnline.com).

## MEMBER UPDATES

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

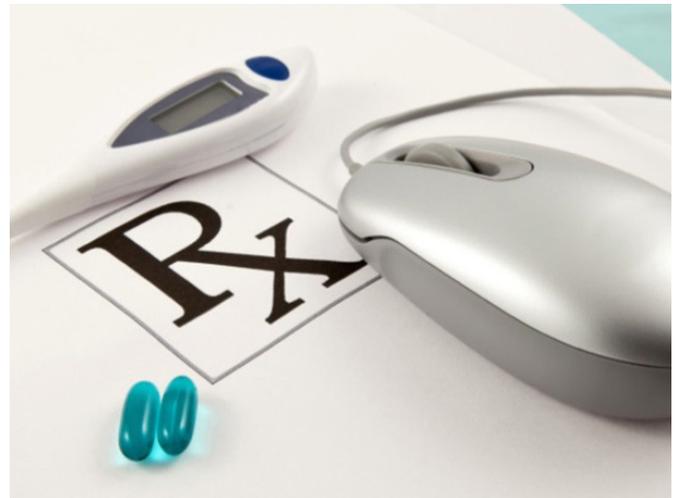
### **Ask your provider about e-prescribing**

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](http://myHPNOnline.com) or [mySHLOnline.com](http://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](mailto: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 ሰነድ ላይ የተዘረዘረውን የማያስከፍል ቴሌፎን ይደውሉ። ጥያቄዎች ካሉዎት፣ አባክዎ ያስታውቁኝ። አመሰግናለሁ! አናሂ

**ภาษาไทย (Thai):**

คุณมีสิทธิขอความช่วยเหลือหรือขอข้อมูลในภาษาของคุณโดยไม่เสียค่าใช้จ่ายใด ๆ เมื่อต้องการล่าม กรุณาโทรฟรีมาที่หมายเลขโทรศัพท์สำหรับสมาชิก ที่อยู่บนบัตรแผนสุขภาพหรือเอกสารแผนสุขภาพของคุณ

**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):**

بکنید دریافت رایگان صورت به خودتان زبان به را اطلاعات و راهنمایی تا هسنتید برخوردار حق این از شما مربوط اسناد یا سلامت طرح شناسایی کارت در موجود رایگان تلفن شماره با، شفاهی مترجم درخواست برای بگیرد تماس طرحتان به.

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

