

total FITNESS®

SELECTHEALTH®

WINTER 2016

Practicing
gratitude
for



Great news! Care to share?

Happiness shared is happiness multiplied. Studies show that telling a friend about a happy event in your life increases the amount of joy you feel about that event. That attitude of gratitude may just spread to those around you.

health and happiness

Talk about a positive perk: By cultivating gratitude, you actually end up with more to be thankful for.

When you make an effort to see the good in life, it feels good. You'll likely notice that you are happier, more content, and less stressed. You'll also enjoy some nice health benefits. Some studies show that practicing gratitude may help:

- Lower blood pressure
- Boost immune response
- Lower the risk for depression, anxiety, and substance abuse disorders

FOUR WAYS TO GROW IN GRATITUDE

A grateful spirit may seem like it comes naturally to some people. However, to nurture a habit of thankfulness, it helps to make a conscious choice, day by day. These practices can help you keep gratitude at the center of your day:

- 1. Savor your everyday life.** Slow down, and enjoy those things that bring you comfort and joy but are easy to take for granted. A loved one's smile. A crisp, cold apple. A bright blue sky. A warm cup of tea.
- 2. Write it down.** What makes you smile? Note it in a daily gratitude journal. It can truly make a difference in where your focus lies. It's hard to get stuck in the negative when you are busy counting and writing about your blessings.

Studies show that people who use a gratitude journal are more optimistic and enjoy better overall health. They tend to be more alert, determined, enthusiastic, and energetic. They also:

- Cope better with stressful life events
- Bounce back from illness faster
- Exercise more
- Sleep longer and enjoy better sleep quality

Big or small, find those moments from your day—or reflections on your life—to appreciate. It could be a kind word said, a helpful neighbor, or a hearty laugh.

Writing it down will help you focus on the positive, and any time you need a lift, you can turn back to your journal and read those memories and moments.

- 3. Say thanks.** Write a letter. Deliver it in person if you can. Let others know how much you appreciate them—their kindness, generosity, friendship, time, etc. You'll reap the benefits of a grateful deed and bring that person joy of their own.
- 4. Do for others.** Reaching out and assisting those in need often reminds us of the good in the world. Even better, make volunteering a family affair and teach your children the power of giving and gratitude.

References: See page 7

Healthy kids make better students

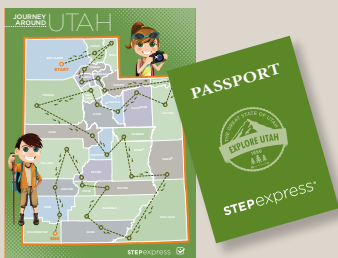
Kids who are active are more likely to have improved concentration, be more attentive, and earn higher grades. However, too many kids these days aren't getting the exercise and nutrition they need to stay fit.

We saw the need to do something about the alarming rates of childhood obesity, so we created STEP Express®, a free program for fourth-grade students to create healthier habits through classroom lesson plans, physical activities, and a fitness challenge.

LET'S GET MOVING

STEP Express follows fourth-grade core curriculum and comes with physical education equipment and prepared lesson plans. For the fitness challenge, students take a virtual trip through the counties of Utah while tracking their minutes of exercise using a passport. Grants are given to the three schools with the highest average minutes per student, which allows smaller schools to compete.

The STEP Express program will continue this school year and all fourth-grade teachers are encouraged to participate. For additional details and registration information, visit stepexpress.org.



Select 25 winner Common Ground in Logan provides adaptive physical education equipment for those with disabilities.

Help a nonprofit win \$2,500

Each year, we reward 25 individuals or organizations for making a healthy difference in Utah. Award recipients receive \$2,500 to help further their cause.

“It’s an honor to assist other organizations that share a similar goal of improving health throughout Utah,” said SelectHealth President and CEO Patricia R. Richards. “We’re excited

to help those who have found a way to make life better for those around them.”

This year, we’re asking you to help us choose a winner. Visit our Facebook page to vote for one of three organizations.

 To learn more about our past winners, visit select25.org.

Health perks


ENJOY MEMBER DISCOUNTS

We know that embracing a healthy lifestyle is easier when it costs less. As a SelectHealth member, you have access to discounts on everyday products and services, including:

- Acupuncture
- Health clubs

- Hearing aids
- LASIK vision surgery
- Massage therapy

The process is simple—no enrollment forms, fees, or payroll deductions—just great savings when you mention that you are a SelectHealth member and show your ID Card. To learn more,

 visit selecthealth.org/discounts.

Winter weather workouts

Summer is the time when many of us are especially active, but it's just as cool to keep moving when the weather's not so hot. In fact, it won't just help you get or stay fit. It may help you ward off the winter blues—a common condition that leads some people to feel depressed and fatigued when the seasons change and the days get colder and darker.

So what should you be doing? Whatever you and your family enjoy! There are lots of possibilities, and many don't cost a lot. Here are some ideas to get you thinking.

INDOOR OPTIONS:

- Meet a friend at the mall and walk as you talk.

- Make use of that treadmill or exercise bike that's been gathering dust, or look into joining a gym.
- Head to a community center and shoot some hoops.

OUTDOOR OPTIONS:

- Rake the yard, chop some wood, or shovel snow.
- Rent snowshoes or cross-country skis, and explore a nearby trail or park.
- Take the family sledding. Going down the hill is easy, but the hike back up can be a workout.

References: See page 7



The 4 types of exercise



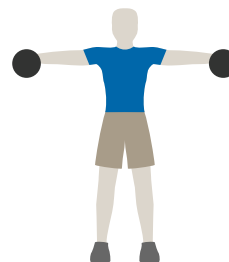
ENDURANCE

Keeps heart, lungs, and circulatory system healthy—improving overall fitness.



BALANCE

Improves posture and stability and helps prevent falls.



STRENGTH

Builds stronger muscles to support body movement.



FLEXIBILITY

Stretches muscles to help the body stay limber.

References: See page 7



*Contributor Kismet Rasmusson, DNP,
FNP-BC, FAHA, CHFNP
Heart Failure and Transplant program
Intermountain Heart Institute*

Heart disease is the leading cause of death in the United States (theheart.org). Therefore, preventing and treating all forms of heart disease remains a significant focus across healthcare communities.

Heart failure is a form of heart disease that occurs when the heart muscle is either weak (not squeezing normally), stiff (not relaxing normally), or both. Heart failure is a common condition—affecting nearly 6 million individuals in the U.S.—that can occur from a variety of causes. Heart failure leads to a syndrome of symptoms, including shortness of breath, fluid retention, and activity intolerance. Heart failure is a chronic condition that can usually be managed with lifestyle changes and medications in conjunction with close follow-up with your doctor.

What can you do to help prevent heart failure? The principles of preventing heart failure are generally the same as preventing other forms of cardiovascular disease: Identify risk factors and treat them early. The most common risk factors for developing heart failure include high blood pressure, high cholesterol, diabetes, obesity, use of toxic substances (excessive alcohol consumption, illicit drugs, and some chemotherapies), and a family history of cardiomyopathy—or heart muscle disease.

If you have any of these risk factors for developing heart disease, it is important to make a plan with your doctor to minimize your risk through diet, exercise, and medications when necessary. Controlling your blood pressure, your weight, and staying active will go a long way toward staying healthy.

—Continued on page 5



Women's health **rights**

At SelectHealth, we, in accordance with the Women's Health and Cancer Rights Act of 1998, provide coverage for cancer-related mastectomy services.

This required coverage includes all stages of reconstruction of the breast on which the mastectomy was performed, surgery and reconstruction of the other breast to produce a symmetrical appearance, prostheses, and treatment of any physical complications of the mastectomy, including lymphedema.



Privacy Notice

You can find the SelectHealth Notice of Privacy Practices at selecthealth.org. You can ask for a hard copy by calling the Intermountain Privacy Office at **800-442-4845**, e-mailing privacy@imail.org, or writing to this address:

**Attn: Privacy Office
SelectHealth
P.O. Box 30192
Salt Lake City, UT 84120-8212**

Breast cancer: Know your risk

Why one woman develops breast cancer and another does not is still something doctors often can't explain.

Indeed, most women diagnosed with cancerous tumors in their breasts have no clear risk factors for breast cancer other than growing older. Aging does make women more vulnerable to the disease—most cases of breast cancer occur in women ages 60 and older.

Still, studies show that certain factors in addition to age increase a woman's risk. Discuss these risk factors with your doctor:

Family history. Having a mother, sister, or daughter with breast cancer roughly doubles a woman's risk of getting breast cancer. Even so, as many as 85 percent of all women diagnosed with breast cancer do not have a family history of the disease.

Genetic risk factors. About 5 to 10 percent of breast cancers are thought to be tied to abnormal genes that women may inherit.

Breast changes. Certain abnormal changes in breast cells—ones that can be detected with a breast biopsy—increase breast cancer risk.

Early periods or late menopause.

Women who have their first period before age 12 or who go through menopause after age 55 have a slightly heightened risk of breast cancer.

Reproductive history. Not having children can slightly increase your risk, as can having your first child after age 30.

Hormone use. Hormone therapy after menopause—specifically long-term combination therapy in which the hormones estrogen and progesterone are prescribed together—adds to risk.

Extra pounds. Being overweight or obese may heighten risk.

Alcohol. Drinking alcohol increases breast cancer risk.

Preventive screenings, including mammograms, are the most effective way to detect breast cancer early. Unfortunately, Idaho and Utah have some of the lowest screening rates in the nation. Talk to your doctor about risk factors and your need for breast cancer screening.

Most SelectHealth plans cover mammograms at 100 percent when established guidelines are met. Call Member Services for your benefits.

Reference: "What Are the Risk Factors for Breast Cancer?" *Breast Cancer*. American Cancer Society. 2014. Web. 10 Nov. 2014.



Know your pharmacy benefits

The following section outlines information for members who have SelectHealth pharmacy benefits.

For more information or to request a hard copy of a prescription drug list, call Member Services at **800-538-5038** or visit **selecthealth.org**. You can also log in to *My Health* to access useful pharmacy tools.

PARTICIPATING PHARMACIES

To get the most from your pharmacy benefits, use a participating pharmacy and present your ID Card when you fill a prescription.

PRESCRIPTION DRUG LIST

SelectHealth plans that offer drug coverage use a tiered Prescription Drug List of brand-name and generic drugs. An expert panel of doctors and pharmacists (called the Pharmacy and Therapeutics Committee) selects drugs for this list based on safety, quality, and cost-effectiveness. The list may change periodically because of new drugs, new therapies, or other factors. The main difference between the tiers is the amount you pay. Using Tier 1 drugs, for example, will cost you less.

GENERIC DRUGS

You can save money by using generic drugs. Generic drugs contain the same active ingredients as their brand-name counterparts. The U.S. Food and Drug

Administration (FDA) regulates generic drugs just like brand-name drugs.

A generic drug will usually be substituted, unless a doctor states on the prescription that the brand-name drug must be used for medical reasons. Some plans require that generic drugs be used and do not cover brand-name drugs when generics are available. If you or your doctor requests a brand-name drug when a generic is available, you will often pay a higher copay/coinsurance plus the difference in cost between the generic drug and brand-name drug. In some cases, you will need to pay for the drug in full.

90-DAY PRESCRIPTION BENEFIT

Some plans offer a 90-day prescription benefit for those drugs you use regularly. These are referred to as maintenance drugs. This benefit allows you to get maintenance drugs conveniently and often at a lower cost through a participating neighborhood pharmacy or by mail delivery.

For mail order, use the Intermountain Home Delivery Pharmacy by enrolling at **intermountainrx.org**. For retail pick-up service, use a participating Retail90[®] pharmacy. You are eligible for Retail90 if you have already filled your prescription once at any retail pharmacy or through an eligible home delivery pharmacy in the past six months using your SelectHealth benefit.

Call Member Services or check the Prescription Drug List to find out if your medication is eligible for the 90-day prescription benefit. Member Services can also tell you what retail pharmacies are participating on your plan.

DRUGS WITH SPECIAL REQUIREMENTS (STEP THERAPY AND PREAUTHORIZATION)

Certain drugs must meet special requirements before they are covered. If a drug requires preauthorization, your provider must call us before you purchase your medication. Prescription drugs that require preauthorization are listed on our website and identified on your Prescription Drug List.

If a drug requires step therapy, your doctor must first prescribe an alternative drug. These are generally more cost-effective and do not compromise clinical quality. If your doctor feels that an alternative drug will not meet your needs, he or she can request an exception. These drugs are also listed on our website and identified on your Prescription Drug List.

SPECIALTY MEDICATIONS

Specialty medications are usually covered by your pharmacy benefits. In rare cases, some members may also have coverage for specialty medications through their medical benefits. These types of drugs may be administered orally, as a single injection, through an intravenous infusion, or through an inhaler or nebulizer. Generally used to treat an ongoing chronic illness, they can be given by a medical professional or through self-administration.

The Intermountain Specialty Pharmacy can deliver specialty medications to your home at no additional cost. Call **844-442-4600** to start service with the Intermountain Specialty Pharmacy.

EXCLUDED DRUGS

Not all prescription drugs are covered. Call us or visit **selecthealth.org** to learn more.

Note: Some employers may choose a company other than SelectHealth to administer pharmacy benefits. For more information, please refer to your member materials.



Patient-Centered Medical Home

As a SelectHealth member, you may be receiving care from a provider participating in the SelectHealth Patient Centered Medical Home program.

The Patient-Centered Medical Home program focuses on preventive care and disease management by coordinating your healthcare across settings and actively involving you in making decisions about your care. To make this program more effective, SelectHealth may need to share some of your personal health information with your primary care doctor. This health information might include medical claims, pharmacy claims, hospital admissions, and visits to other doctors.

For more information about privacy, please see the Notice of Privacy Practices at selecthealth.org. If you do not wish to have your data shared as part of this program, call **800-999-3360**. Please have your Subscriber ID available when you call.



Staying on the cutting edge

Evaluation of new technology

New technologies are developed to diagnose and treat medical conditions. Many of these improve current options to treat a specific condition. However, some new technologies may not be as effective and may expose patients to needless risks. Although new technologies may be approved by the U.S. Food and Drug Administration (FDA), their approval does not guarantee the technology is beneficial. Also, many surgical procedures do not require FDA approval.

To ensure that our members have the most appropriate treatment options, we evaluate new and existing medical technologies. The M-Tech Committee,

which is composed of doctors and other healthcare professionals, reviews devices, drugs, and procedures.

An M-Tech review includes studying all valid published studies, seeking feedback from local doctors, and an analysis of the cost-effectiveness of the new technology. This helps the Committee determine whether a new technology should be paid for by SelectHealth.

New technologies must meet the following requirements:

- They must be medically necessary to preserve, restore, or improve the health of the individual.
- They must provide a proven benefit.
- They need to be of equal or better cost-effectiveness compared to the technology they replace.



Peace of mind: Making an emergency supply kit


To prepare for disasters, the *pre* is important to stress—that is, gather emergency items in advance, putting them all in one place, and letting everyone in the family know where they are. If an emergency occurs, you'll be ready to provide for yourselves for a few days, if needed.

Making up a family emergency kit is a great family project. Pack items in containers that are easy to grab and carry, such as a duffel bag or one or two camping backpacks.

Begin with these basics:

- A three-day supply of water (about one gallon per person per day) and nonperishable food
- A can opener and utensils for cooking and eating
- Sanitation and hygiene items, such as toilet paper
- A flashlight and extra batteries
- A hand-crank or battery-powered radio
- Extra clothes and shoes
- Photocopies of important documents, such as emergency contacts, insurance policies, birth certificates, and a list of medications
- A first aid kit
- A multipurpose tool
- Blankets or sleeping bags
- Duct tape and plastic sheeting, in case you need to shelter-in-place
- Any special items, such as medications, baby formula and pacifiers, or food and water for pets

Keep the supplies in a cool, easy-access spot and replace the food and water every six months. The Federal Emergency Management Agency advises to rethink the kit once a year to keep up with your family's changing needs.

 For more ideas—including additional items to pack and what else to consider during emergencies and evacuations—visit the American Red Cross at redcross.org.

The **right care** when you need it

When a loved one suddenly becomes ill or is injured, you want to get care right away. However, it pays to stop for a second and ask yourself what type of care is best. Some problems should send you to the emergency room, but in many cases, an Intermountain InstaCare® or Intermountain KidsCare® facility might be better. For less serious illnesses and injuries, you can often save a great deal of time and money by choosing InstaCare.SM

This list can help you decide where to go. Use your best judgment, and if you are unsure, go to the emergency room.

URGENT CARE

Intermountain InstaCare clinics.

InstaCare clinics offer a professional staff of licensed doctors and registered nurses who can treat urgent conditions—those that are not life-threatening but require medical attention within 24 hours. No appointment is necessary. Most InstaCare

facilities are open seven days a week and offer expanded hours.

Intermountain KidsCare. KidsCareSM facilities offer after-hours urgent pediatric services for minor illnesses. Extended weekday and weekend hours provide convenient access to quality medical care. Call ahead to schedule an appointment.

Here are some conditions treated at a KidsCare facility:

- Minor burns or injuries
- Broken bones needing X-rays
- Sprains and strains
- Earaches
- Minor allergic reactions
- Fever
- Flu-like symptoms
- Rash or other skin irritations
- Mild asthma attacks
- Animal and insect bites
- Minor broken bones
- Minor cuts and lacerations

CONSIDER MEDICAL SELF-CARE

Sick child at 3:00 a.m.? We're still awake. Call Intermountain Health Answers to speak to a registered nurse who will listen to your concerns, answer any medical questions you may have, and help you decide what course of action to take. To reach Health Answers, call **844-501-6600**.

You can also call SelectHealth Member Advocates® at **800-515-2220**. They can help you schedule an appointment with a specialist, find a doctor who speaks a language other than English, or determine the best location and provider for urgent care when your doctor is unavailable.

 **Find an Intermountain InstaCare, KidsCare, or hospital near you by visiting selecthealth.org/facility.**



When to call **911**

As many as 75 percent of all calls to 911 aren't true emergencies. Sometimes it's hard to know if you should call. If you or someone close to you is hurt or sick, answer these questions from the American College of Emergency Physicians:

- Is the condition life- or limb-threatening?
- Could the condition get worse on the way to the hospital?
- If moved, will it hurt more?
- If you answered yes to any of these questions, would an ambulance get to the hospital sooner than you could?

If so, call 911 right away.

Your rights and responsibilities

As a SelectHealth member, you have the right to privacy and a high level of medical care and customer service. You are also responsible for following our guidelines and making informed decisions about your medical care. Suggestions regarding policies and services are always welcome. Call Member Services or submit your comments in writing.

YOUR RIGHTS

You have the right to do the following:

- Review and obtain a copy of your policy and member records, subject to state law, and our policies and procedures
- Receive information about our services, providers, and your member rights and responsibilities
- Receive considerate, courteous care and treatment with respect for personal privacy and dignity
- Receive accurate information regarding your rights and responsibilities and benefits in member materials and through phone calls
- Be informed by your provider about your health so you can make

thoughtful decisions before you receive treatment

- Candidly discuss with your healthcare provider appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage (we do not have policies that restrict dialogue between providers and patients, and we do not direct providers to restrict information regarding treatment options)
- Participate with providers in decisions involving your health and the medical care you receive
- Express concerns about SelectHealth and the care we provide and receive a response in a reasonable period of time
- Request a second opinion
- Refuse recommended medical treatment to the extent permitted by law
- Select or change your primary care provider
- Make recommendations regarding our Member Rights and Responsibilities policy
- Have reasonable access to

appropriate medical services—regardless of your race, religion, nationality, disability, sex, or sexual orientation—and 24-hour access to urgent and emergency care

- Receive care provided by or referred by your primary care provider
- Have all medical records and other information kept confidential
- Have all claims paid accurately and in a timely manner

YOUR RESPONSIBILITIES

You have the responsibility to do the following:

- Treat all providers and personnel at SelectHealth courteously
- Read all plan materials carefully as soon as you enroll, understand your plan benefits and limitations, and ask questions when necessary
- Understand that not all recommended medical treatment is eligible for coverage
- Follow plans and instructions for care that you have agreed upon with your provider
- Express constructively your opinions, concerns, and complaints to the appropriate SelectHealth staff
- Follow the policies and procedures of your plan, and when appropriate, seek a referral from your primary care provider to SelectHealth providers or call us for assistance
- Ask questions and understand the consequences of refusing medical treatment
- Communicate openly with your healthcare provider, develop a patient/provider relationship based on trust and cooperation, and participate in developing mutually agreed-upon treatment goals
- Keep scheduled appointments or give adequate notice of cancellation
- Obtain services consistently according to the policies and procedures of your plan
- Provide all information needed by your provider to assess your condition and recommend treatment
- Use our providers when applicable, carry your ID Card, and pay copay/coinsurance amounts at the time of service



The appeals process

What to do if you disagree with a SelectHealth decision

We are committed to making sure all concerns or problems are investigated and resolved as soon as possible. Most situations can be resolved by contacting Member Services.

FORMAL APPEALS PROCESS

If you disagree with a decision that adversely affects your coverage or benefits, you or an authorized representative has the right to appeal the decision in writing by faxing the information to **801-442-0762** or mailing it to the following address:

**Attn: Appeals
SelectHealth
P.O. Box 30192
Salt Lake City, UT 84120-8212**

If you wish for another individual, including an attorney, to represent you through any level of the formal appeals process, you must provide written authorization on an Authorization to Disclose Health Information Form to release information to the authorized representative. You can complete a copy of this form by visiting selecthealth.org.

All written appeals should be addressed to the SelectHealth Appeals department within 180 days from the date of notification of the denial to be eligible for review through the formal appeals process. Upon receipt, the appeal will be investigated by our Appeals department and reviewed by individuals who were not involved in the initial determination.

If the adverse benefit determination was based on medical judgment, the appeal will be reviewed by at least one healthcare provider working in the same or a similar specialty. This person typically treats the medical condition, performs the

procedure, or provides the treatment in question.

Written notification of the decision will be completed no later than 30 calendar days from the date we receive the appeal. If the appeal involves coverage of a service or treatment for an urgent condition, you or your provider may request an expedited review. If your condition meets the criteria for an expedited review, you will be notified of the decision within 72 hours of the request.

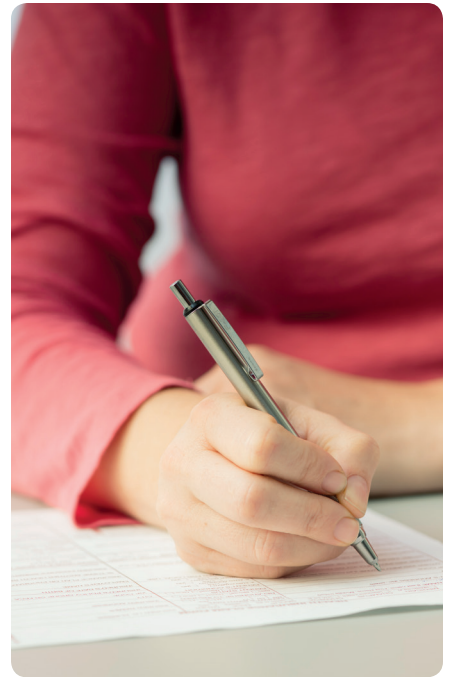
If you are appealing a final internal adverse benefit determination, you may request that an Independent Review Organization (IRO) perform an external review of your appeal. An IRO review applies only to the following considerations:

- Medical necessity
- Appropriateness
- Healthcare setting
- Level of care
- Effectiveness of a covered benefit
- Utilization review
- Experimental and/or investigational services
- Rescission of coverage

An IRO is a review organization that is not connected in any way to us. The IRO employs healthcare providers with the appropriate level and type of clinical knowledge to properly judge an appeal. It is our (not your) responsibility to pay for the costs of the external review process.

OTHER COMPLAINTS

If you have a complaint related to SelectHealth or one of our participating providers that does not involve coverage or payment of a claim, contact Member Services. These complaints might involve the quality of the care or customer service you received. You may file your complaint by phone, in writing, or in person. We will look into your complaint and provide you with an answer as soon as possible but typically no later



than 30 calendar days from the day SelectHealth receives the complaint. When filing a complaint, please provide a summary of the complaint with enough detail to allow SelectHealth to research the issue, and a description of the action you are requesting.

 **For more information, please call the Appeals department at 844-208-9012.**

Coverage decisions

Our Utilization Management department makes coverage decisions based only on appropriateness of care and service and existence of coverage. We do not reward providers or other individuals for issuing denials of coverage or care.

Out-of-area coverage

When you are traveling, peace of mind is priceless. It's important to know where to go if you need medical care.

OUTSIDE THE STATE

If you have an emergency or need urgent care outside of Idaho or Utah, participating benefits apply to services you receive in a doctor's office, urgent care facility, or emergency room. In an effort to reduce your medical out-of-pocket expenses incurred while traveling, SelectHealth is contracted with the MultiPlan and Private Healthcare Systems (PHCS) networks of healthcare providers and facilities. They have agreed to accept an allowed amount for covered services, which means you will not be responsible for excess charges when using these providers. In addition, they will bill us directly. Always present your ID Card when visiting providers or facilities. The logos on the card give you access to these networks. To find MultiPlan or PHCS

providers and facilities, call MultiPlan at **800-678-7427** or visit **multiplan.com**.




OUTSIDE THE COUNTRY

If you are traveling outside the country and need urgent or emergency care, visit the nearest doctor or hospital. You may need to pay for the treatment at the time of service and submit a claim to SelectHealth that includes the following:

- A printed receipt with the provider's address and phone number
- The date of service
- A description of the treatment received
- The amount charged

With the exception of urgent and emergency situations, care provided outside of the United States for ongoing or chronic issues must be preauthorized.

 **For more information or help finding a provider, call Member Services at 800-538-5038 or visit selecthealth.org.**

Our care managers are **here to help**

Dealing with urgent or ongoing medical needs can be overwhelming. We'll make sure you don't have to do it alone. Our care managers are registered nurses who are specially trained in all areas of healthcare. They can help you navigate the system and follow doctors' recommendations—answering questions about health and benefits and coordinating the best care possible.

Whether you're dealing with a major trauma, a new diagnosis, or managing a condition you've had for a while, care managers provide expertise and a listening ear so you can focus on getting better. Our care managers are local and familiar with area providers, hospitals, and healthcare services. There is no additional cost to consult with a care manager, and the information shared is confidential. A

SelectHealth representative often contacts members immediately following certain diagnoses to see if they would like help. However, we invite you to contact us if you have questions or feel you or someone you know would benefit from these services.

WE'VE GOT SUPPORT FOR DISEASE MANAGEMENT


We offer ongoing care management support for those with chronic health conditions. You may receive educational materials, follow-up phone calls, and one-on-one access to a nurse as you learn to manage your condition long term. We specialize in the following conditions, among others:

- Allergies and rhinitis
- Asthma
- Cancer
- Chronic obstructive pulmonary disease

- Depression
- Diabetes
- Heart disease
- High blood pressure
- High-risk pregnancy
- Migraines

COVERAGE DECISIONS

Our Utilization Management department makes coverage decisions based only on appropriateness of care and service existence. We do not reward providers or other individuals for issuing denials of coverage or care. The financial incentives for utilization management decision makers do not encourage decisions that result in underutilization.

 **If you have questions or feel you or someone you know would benefit from these services, call 800-442-5305.**

 To learn more about heart failure, visit intermountainhealthcare.org/heartfailure.

—Continued from page 4

If other family members have heart failure, it may be wise to get screened to assess your own risk. Preventing heart failure starts with recognition of risk factors to prevent progression of the disease. If left untreated, the heart muscle becomes affected and symptoms develop.

What are the symptoms of heart failure? If you have any of the following symptoms, you should contact your healthcare professional for an evaluation: new or increased shortness of breath, increased fatigue with activity, or fluid retention that is seen in swollen legs or ankles. You may also notice abdominal bloating, chest pain or pressure, your heart racing, needing to sleep with your head propped on pillows because it's easier to breathe, or waking up short of breath while you try to sleep.

How is heart failure treated? Once a weak heart muscle is diagnosed, treatments will include specific medications to reduce fluid retention and others that improve the quality and length of life and reduce the chance of being hospitalized. At times, specialized pacemakers or defibrillators may be implanted when the heart remains weak despite medications. Heart transplant and mechanical heart devices (Left Ventricular Assist Devices or LVADs) are reserved for a specific group of patients with a very weak heart muscle who continue to have a poor quality of life despite medications and pacemakers. For people with a stiff heart muscle, treatment will include relieving congestion and treating other conditions that contribute to existing symptoms (high blood pressure, sleep apnea, obesity, and coronary artery disease).



STAGE A: RISK FACTORS OF HEART FAILURE*



High blood pressure, diabetes, high cholesterol, obesity, toxic agents to the heart (excessive alcohol use, illicit drug use, some chemotherapies), and a family history of heart muscle disease.

STAGE B: NO SYMPTOMS BUT STRUCTURAL HEART DISEASE IS PRESENT*



Changes are found in the heart's structure: valve disease, heart attack, heart muscle thickness.

STAGE C: CURRENT OR PAST SYMPTOMS OF HEART FAILURE*



The heart is either stiff or weak, and symptoms, including shortness of breath, fatigue, and fluid retention, occur during activity.

STAGE D: END-STAGE DISEASE, PROGRESSIVE SYMPTOMS



Despite typical therapies, symptoms progress. Patients in this stage may be considered for heart transplant, heart assist devices, or may need hospice care.

*Without treatment, progression to the next stage will occur.

February is love-your- heart month

We're surrounded by hearts this month. Along with the paper and chocolate versions, there are the human ones: the beating hearts of more than 300 million Americans.

Unfortunately, we're also surrounded by heart disease. In the U.S., it's the leading cause of death for both men and women, but it can be prevented and controlled. Even in a short month's time, you can do a lot to take better care of your heart.

February is a good month to fall in love—with your heart. During American Heart Month, give this hardworking muscle some TLC for lifelong health.

Week 1: Scrutinize labels. Unhealthy fats and cholesterol can clog arteries. Salt can raise blood pressure. Sugar can pack on pounds. To avoid these risks for heart disease, read nutrition labels when you're grocery shopping. Look for foods with unsaturated fats, omega-3 fatty acids, and low percentages of sodium and sugar.

Also, choose plenty of foods that come without nutrition labels: fresh fruits and vegetables. They are low in fat and sodium, and they contain fiber, which can help prevent high blood cholesterol.

Week 2: Get moving. Like all muscles, your heart needs exercise. This week—and every week—aim for at least 150 minutes of moderate-intensity

aerobic activity, such as brisk walking. Share your heart-healthy habit with a loved one—invite him or her to join you on a walk.

Week 3: Know your numbers. If you don't know your blood pressure and cholesterol numbers, make an appointment this week with your doctor to have them checked. Having high blood pressure or too much LDL cholesterol

(the bad kind) in your blood can put you at risk for heart disease.

Being overweight also makes heart disease more likely. You probably know if you're carrying too many pounds. If you aren't sure, it's another thing to discuss with your doctor.

He or she can advise you on lifestyle changes or medications to help you achieve heart-healthy numbers in all three areas.

Week 4: Vow to quit. Smoking harms the heart and the lungs. So if you light up, it's important to ditch the habit for good. Smoking also hurts your family and friends, because exposure to secondhand smoke can trigger heart problems in them. So quitting is an act of love—not only for your heart but also for all the hearts that surround you.

References: See page 7





References

Practicing Gratitude for Health and Happiness

- American Psychological Association. "Growing Up Grateful Gives Teens Multiple Mental Health Benefits, New Research Shows." *apa.org*. Web. 7 July 2015.
- Emmons, Robert A., and Robin Stern. "Gratitude as a Psychotherapeutic Intervention." *Journal of Clinical Psychology: In Session*. Vol. 69.8 (2013). 846-855.
- Healthy Minds, Healthy Lives. "Teaching Kids Gratitude & Generosity." *apahealthyminds.blogspot.com*. Web. 7 July 2015.
- HelpGuide.org. "Stress Relief Guide." *helpguide.org*. Web. 7 July 2015.
- Mental Health America. "Stay Positive." *mentalhealthamerica.net*. Web. 7 July 2015.

Winter Weather Workouts

- American College of Sports Medicine. "Staying Fit during the Winter Months." *acsm.org*. Web. 6 Nov. 2015.
- American Council on Exercise. "How Can I Burn Calories in Winter's Cold, Dark Months?" *acefitness.org*. Web. 7 Jan. 2015.
- American Council on Exercise. "Refresh & Recharge With Winter Sports." *acefitness.org*. Web. 7 Jan. 2015.
- Let's Move! "Let's Move! This Winter." *letsmove.gov*. Web. 7 Jan. 2015.

The 4 Types of Exercise

- American Council on Exercise. "Modified Hurdler's Stretch." *acefitness.org*. Web. 20 Nov. 2015.

February Is Love-Your-Heart Month

- Centers for Disease Control and Prevention. "28 Days to a Healthier Heart." *cdc.gov*. Web. 21 Aug. 2015.
- Centers for Disease Control and Prevention. "February Is Heart Month." *cdc.gov*. Web. 21 Aug. 2015.
- Centers for Disease Control and Prevention. "Health Effects of Secondhand Smoke." *cdc.gov*. Web. 6 Nov. 2015.
- Centers for Disease Control and Prevention. "Leading Causes of Death." *cdc.gov*. Web. 6 Nov. 2015.
- Centers for Disease Control and Prevention. "Post-Core: Fats - Saturated, Unsaturated, and Trans Fat." *cdc.gov*. Web. 6 Nov. 2015.

- National Heart, Lung, and Blood Institute. "How To Prevent and Control Coronary Heart Disease Risk Factors." *nhlbi.nih.gov*. 5 Nov. 2015.

- U.S. Census Bureau. "U.S. and World Population Clock." *census.gov*. 13 Oct. 2015.

An Unlikely 'Pearing' to Combat Cancer

- Academy of Nutrition and Dietetics. "Pear-fect!" *eatright.org*. Web. 6 Nov. 2015.
- American Institute for Cancer Research. "Enjoy Your Anjou: Celebrate Pears." *preventcancer.aicr.org*. Web. 6 Nov. 2015.

Chicken and Pear Salad With Mint Dressing

- American Institute for Cancer Research. "Chicken and Pear Salad with Mint Dressing." *preventcancer.aicr.org*. Web. 6 Nov. 2015.

Total Fitness is presented by SelectHealth, Inc., P.O. Box 30192, Salt Lake City, UT 84130-0192. All rights reserved. *Total Fitness* and its graphic representation are trademarks. Reproduction without permission is strictly prohibited. No material in this issue may be reproduced without written permissions. The publishers do not assume responsibility for unsolicited editorial material. SelectHealth is the trademark of SelectHealth, Inc. *Total Fitness* is an information newsletter for the members of a SelectHealth plan.

The content provided here is for your information only. It is not a substitute for professional medical advice, and it should not be used to diagnose or treat a health problem or disease. Please consult your healthcare provider if you have questions or concerns. The information that is contained in this newsletter does not guarantee benefits. If you have any questions about your benefits or need to confirm your benefits, call Member Services at **800-538-5038**.

Models may be used in photos and illustrations.

2016 © Coffey Communications, Inc. All rights reserved.

Winter 2016


Follow us on social media

 facebook.com/selecthealth

 twitter.com/selecthealth

 instagram.com/selecthealth

 youtube.com/selecthealth

 **Want the total collection?**
For past issues, visit selecthealth.org.



Marketing/Total Fitness
P.O. Box 30192
Salt Lake City, UT 84130-0192

Nonprofit Org.
U.S. Postage
PAID
Salt Lake City, UT
Permit No. 874

The information contained in this newsletter does not guarantee benefits. If you have any questions about your benefits or need to confirm your benefits, call Member Services at **800-538-5038**.

The content presented here is for your information only. It is not a substitute for professional medical advice, and it should not be used to diagnose or treat a health problem or disease. Please consult your healthcare provider if you have any questions or concerns.

U

Chicken and pear salad with mint dressing

Makes 4 servings.

INGREDIENTS

SALAD

3 firm, ripe pears, cut into approximately 1-inch cubes

Juice of ½ lemon

2 cups cooked chicken breast, cut into 1-inch cubes

1 cucumber, peeled, sliced thin and coarsely chopped

4 tbsp. red onion, finely chopped

DRESSING

¼ cup white vinegar

1 tsp. lemon juice

1 to 2 tbsp. honey

⅓ cup minced fresh mint

⅛ tsp. salt

⅛ tsp. black pepper

1 tsp. cinnamon

4 large lettuce leaves

DIRECTIONS

- Drizzle freshly cubed pears with lemon juice.
- In large mixing bowl, combine pears, chicken, cucumber, and onion. Set aside.
- Blend vinegar, lemon juice, honey, mint, salt, and pepper in food processor or blender until smooth.
- Drizzle dressing over fruit and chicken mixture, and toss gently to coat.
- If not serving immediately, cover and refrigerate.
- To serve, retoss gently, sprinkle with cinnamon, and arrange on plates with beds of lettuce.

NUTRITIONAL INFORMATION

Amount per serving: 231 calories, 3 g total fat (less than 1 g saturated fat), 31 g carbohydrates, 23 g protein, 5 g dietary fiber, 131 mg sodium.

References: See page 7



An unlikely 'pearing' to combat cancer

Who knew pears and chicken would taste so good together? They also come with the added benefit of fighting cancer.

Pears are packed full of nutrients. For just 100 calories, a medium pear delivers 4 grams of dietary fiber, which is key in protecting against colorectal cancer.

To lower cancer risk, the American Institute for Cancer Research suggests limiting red meat. Chicken is a good substitute—it's low in fat and high in protein.

Together, pears and chicken are a tasty one-two punch to your cancer risk.

References: See page 7