

HEALTH MATTERS

SENIOR DIMENSIONS

Spring 2017



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CONTACT US



Senior Dimensions

1-800-650-6232 | TTY 711

Customer Service Hours

October 1 through February 14: Seven days a week, 8 a.m. to 8 p.m. local time.

February 15 through September 30: Monday through Friday, 8 a.m. to 8 p.m. local time.

On Saturday, Sunday and holidays, please leave a detailed message and a representative will return your call within a business day.

Health Education and Wellness Division

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Behavioral Healthcare Options

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Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments and restrictions may apply. Benefits, premium and/or co-payments/co-insurance may change on January of each year. Other providers are available in our network. The Formulary, pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

Health Matters is published as a community service for members of Senior Dimensions. Benefits and services 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 Customer Service at the toll-free number listed on the back of your member ID card.

Welcome, New Members

WE'RE GLAD YOU'VE JOINED US

For more than 30 years, we've proudly provided our members with insurance coverage. We look forward to helping you reach your personal health goals.

In this issue of *Health Matters*, you'll find information to help you get the most value from your health plan, as well as articles that may enhance your overall well-being. We hope you enjoy reading it.

We Really Want to Know

TELL US WHAT YOU THINK ABOUT YOUR HEALTH PLAN

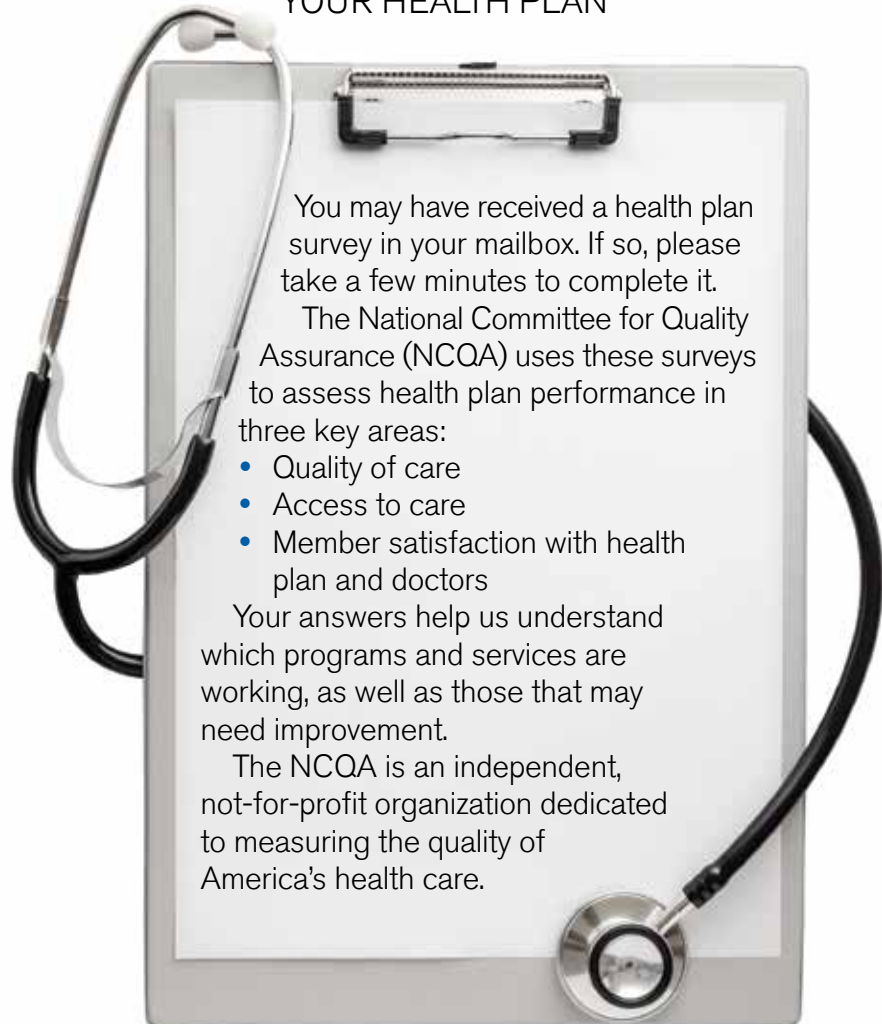
You may have received a health plan survey in your mailbox. If so, please take a few minutes to complete it.

The National Committee for Quality Assurance (NCQA) uses these surveys to assess health plan performance in three key areas:

- Quality of care
- Access to care
- Member satisfaction with health plan and doctors

Your answers help us understand which programs and services are working, as well as those that may need improvement.

The NCQA is an independent, not-for-profit organization dedicated to measuring the quality of America's health care.



Location, Location, Location

LOCAL PROGRAMS PROVIDE ADDICTION SUPPORT

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.

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. 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, such as:

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

According to AddictionCenter.com, “Addiction among people 65 and up is often underestimated and under-diagnosed, which can prevent them from getting the help they need.”

Source: addictioncenter.com/addiction/elderly/

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**, TTY **711**. All calls are confidential.

2017 Faces of Nevada Calendar

HAVE “FUN IN THE MOMENT” THIS YEAR

“What do you do for fun?” That’s the question we asked our Senior Dimensions members. From jumping out of planes to performing live, we photographed our members doing what they love and placed them within a scene created just for them. We hope you find the “Fun in the Moment” calendar helpful for keeping track of appointments, special occasions and holidays.

If you have not yet received your copy, please call 702-242-7033 and leave a message with your name and address. Calendars are available while supplies last.

We Value Your Privacy

HOW TO GET A COPY OF OUR PRIVACY POLICY

Senior Dimensions has a Notice of Privacy Practices. You may ask for a copy of this notice at any time by contacting Customer Service at the number on the back of your member ID card. You may also get a copy of this notice at SeniorDimensions.com.



Reducing Your Risk of Stroke

Could stroke be mostly preventable?

The study INTERSTROKE published in the July 15, 2016 issue of *The Lancet* identified 10 modifiable risk factors that account for 90 percent of all strokes. Of them, controlling blood pressure appeared to be the most important.

Researchers from McMaster University in Canada studied thousands of cases from 22 countries. They looked at the proportion of strokes caused by specific factors to determine how eliminating each would reduce stroke risk.

Controlling blood pressure reduced the risk by nearly 48 percent. Other “fixable” risk factors included physical inactivity, poor diet, obesity, smoking, heart-related causes, diabetes, alcohol use, stress and blood lipids.

The researchers concluded efforts to reduce blood pressure and smoking and to promote physical activity and a healthy diet may greatly reduce stroke risk. They identified regional differences, too. High blood pressure caused about 39 percent of strokes in North America, Australia and Western Europe, but nearly 60 percent in Southeast Asia. The information may help to tailor stroke prevention programs to individual regions.

The Best Way to Check Your Heart Rate

Take your own pulse or use a heart rate monitor

Higher-end activity trackers come with built-in heart monitors. But are they accurate enough?

“The heart rate monitors on activity trackers have varying levels of accuracy,” advises Dr. George Scleparis, chief of cardiology, Southwest Medical.

“The best way to check your heart rate is to count your pulse for one minute. That’s what I do.”

“If the heart rate monitor motivates you to exercise, it could be helpful,” he added. “But keep in mind this feature is mostly intended for serious athletes.”

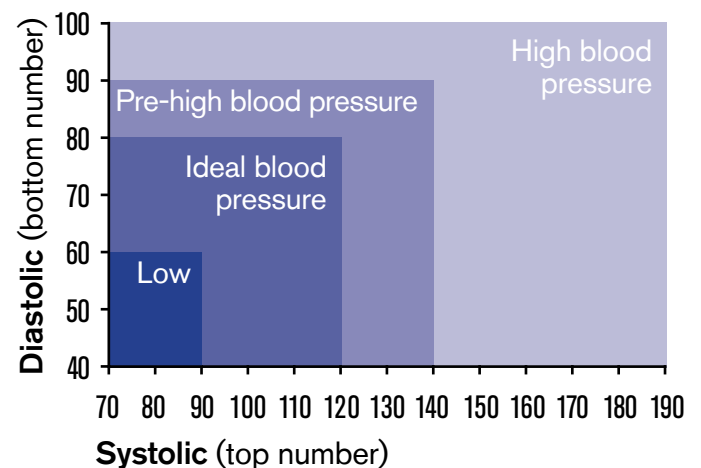
“The athletes I see in my clinic need to track maximum heart rate for interval training,” said Dr. Scleparis, who is a former endurance athlete. “They need to know how long it takes to reach and recover from maximum heart rate.”

For most patients, he recommends moderate-intensity exercise for 30 minutes a day. It may be broken up into three 10-minute segments.

And you may not even have to spend a dime.

“You should be able to talk, but not sing,” Dr. Scleparis said. “Moderate-intensity exercise may include walking, water aerobics, ballroom dancing, some types of yoga, and even mowing the lawn.”

KNOW YOUR NUMBERS



NEED HELP reducing your risk? For information about our preventive care programs, contact our Health Education and Wellness Division toll-free at **1-800-720-7253, TTY 711.**

Cooking Low Carb

Zucchini noodles with lemon garlic shrimp



Calling all garlic lovers! Try this recipe, developed by Lacy Puttuck, M.S., L.D., R.D., for an easy, low-carb meal. Zucchini noodles not only offer a light alternative to pasta—which can be loaded with carbs—they also provide a great source of vitamin C and other minerals, such as manganese. With the addition of lemon garlic shrimp and cherry tomatoes, this delicious dish could satisfy most pasta fanatics.

Ingredients

- 4 tsp. olive oil
- 1 tsp. red pepper flakes (more or less to taste)
- 1 lb. medium shrimp, peeled
- 8 cloves garlic, sliced thin
- Salt and pepper to taste
- Juice from 1 fresh lemon
- 1 cup cherry tomatoes, halved
- 4 medium zucchini, spiralized into noodles

Preparation

Heat a medium nonstick skillet over medium-high heat. Add 2 tsp. of olive oil and red pepper flakes. Add the shrimp with salt and pepper. Cook for 2 to 3

minutes. Add four cloves of garlic and continue to cook for 1 minute. Set aside.

Add the remaining 2 tsp. olive oil and garlic to the pan. Cook for 30 seconds. Then add the zucchini noodles for 1 minute and 30 seconds. Add the shrimp and tomatoes to the pan. Squeeze the lemon over the mixture and toss.

Remove from heat and serve. Enjoy!

Nutrition Information

(for 4 servings)

Calories	239
Fat	7 g
Saturated Fat	1 g
Total Carbohydrate	14 g
Fiber	4 g
Protein	31 g
Vitamin C	15%
Calcium	12%

Want to add more flavor to your dinner table? Get more recipes online at [SeniorDimensions.com](https://www.SeniorDimensions.com).

Check It Off

Schedule your annual wellness exam today

Be sure to take advantage of this benefit. It's your chance to ask questions, share concerns and discuss personal health goals with your primary care provider.

Getting your annual wellness exam may be one of the most important things you do for your health. During this appointment, your provider may:

- Review your medical and family history
- Update your medical record, including your current medications and providers
- Record your height, weight, blood pressure and other routine measurements
- Assess your memory and thinking skills
- Discuss or recommend screening schedules, immunizations or other preventive services

Bring along a list of all the prescription drugs, over-the-counter medications and herbal supplements you take, including dosages. Also, write down the questions you want to ask your provider in advance. It may help to bring someone along to help you take notes, too.

If your primary care provider is with Southwest Medical in Southern Nevada, call **702-933-1383, TTY 711, Monday through Friday, 8 a.m. to 5 p.m.**, to schedule your annual wellness exam. Otherwise, please call your primary care provider's office directly to make your appointment.



Be Smart About Antibiotics

Avoid issues by being careful

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

According to the Nevada Public Health Foundation, 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 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 provider 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 as prescribed.
- 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.

Virtual Visits 24/7 online care

Avoid long waits. See a doctor online, anytime, from the comfort of your home. No appointment needed.

Get care for non-life-threatening and non-urgent medical conditions. If needed, most prescriptions can be sent to your chosen pharmacy. Senior Dimensions members have \$0 co-pay!

Connect with a doctor in
three simple steps.



Consider using this convenient service for:

- Allergies
- Bladder infections
- Bronchitis
- Pink eye
- Sinus infections
- Viral illnesses

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. Medicare may not cover these services. Please check with your health plan before using the service. If not covered, the consumer is responsible for paying the fees at the time of service. If covered, co-pays 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.

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Rebounding From Loss

No one gets a smooth ride in the journey of life

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

“Resiliency is the ability to maintain a positive view of the future and bounce back,” said Stephanie Glover, director of Employee Assistance and Work/Life Services at Behavioral Healthcare Options. “You may not have control over certain events, but you can control your attitudes and actions.”

She 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.

PLAN AHEAD Southwest Medical Hospice and Palliative Care in Southern Nevada (other providers are available in our network) is offering a free educational presentation, “Make Sure Your Wishes are Granted – Planning Ahead,” covering advance directives, which are legal written statements of your wishes regarding your future health care decisions. This presentation is open to the public. For more information, visit smalv.com. To register for an upcoming class, call toll-free **1-855-606-1426**.

We do not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

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.

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.