

PLAN ON BEING HEALTHY



Excellus  
LIVE
FEARLESS

Are You in the DRIVER'S SEAT of Your OWN HEALTH?



Making healthy decisions and taking control regarding nutrition, exercise, relationships and lifestyle can lead to a better quality of life.

Here are some general guidelines for healthy living:

- Avoid use of tobacco in any form
- Avoid alcohol or use in moderation
- Exercise regularly
- Make healthy food choices
- Maintain a healthy weight and body mass index (BMI)

Even if you're in the best shape of your life, some serious illnesses do not have obvious symptoms in the early stages, so it's important to have regular preventive screenings in order to limit your risks.

See your health care provider. Discuss the recommended health screenings for your age and medical history. It is important to have a primary care physician who can act as the point person for coordinating your care. If you need help finding one, call the Customer Care number on the back of your Member Card.

Urgent Care



If you are not sure where to go to get the care you need, contact your doctor. He or she will be able to help you decide where to go. Remember to contact your doctor after getting urgent or emergency services for any follow-up care you may need. Keep phone numbers for your doctor and nearest Urgent Care Center in a handy place, like your cell phone.

Urgent care may be provided by in-network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible. You are covered for urgent care anywhere in the United States.

Urgent Care is Convenient Care

When a medical issue doesn't require an emergency room visit, or if you can't get in to see

your physician, you can visit an Urgent Care Center and get the care you need.

Urgent Care Centers offer:

- Shorter wait times
- Convenient locations
- Licensed professionals
- Extended and weekend hours

LOW BACK PAIN

Most people experience low back pain at some time and usually the pain gets better in several weeks.

Imaging tests such as x-rays, CT scans and MRIs do not help you feel better sooner. Staying active, using heat and over the counter medications for pain, and sleeping on your side or back can help. If your back pain persists or worsens, call your doctor. He or she may suggest other treatments such as physical therapy, chiropractic care, massage, yoga or acupuncture.

Transition from **PEDIATRIC** to **ADULT CARE**

As a dependent transitions his or her care from a pediatrician to an adult care provider, here are some things a parent or guardian can do to help make the transition go smoothly:

- Talk to your child about his or her responsibilities in being a patient
- Encourage your child to take an active role in health-related decisions by asking questions and voicing concerns
- Help your child become more involved in self-care behaviors
- Prepare your child to see the physician alone

Note: At age 18, adolescents legally become adults. Health plans and health care providers must follow HIPAA rules regarding privacy and release of information pertaining to your child's health care.



Immunization UPDATE

The following vaccines are especially important to consider. The information is based on recommendations from the Centers for Disease Control and Prevention (CDC). For more information and a complete list of recommended vaccines, visit the CDC website at <http://www.cdc.gov/vaccines>.

Tdap

This vaccine protects against tetanus, diphtheria and pertussis (whooping cough). Immunity to whooping cough wears off over time, so one dose of Tdap to replace one TD booster is recommended for those ages 11 and older, including adults age 65 and older, every 10 years or as directed by your health care provider.

In response to a recent spike in the number of pertussis cases, the CDC and the American Academy of Pediatrics recommend that women get a booster dose of Tdap vaccine during each pregnancy, ideally between 27 and 36 weeks, regardless of previous Tdap history. If not administered during pregnancy, Tdap should be administered immediately postpartum.

Zostavax

Shingles, also called herpes zoster or just zoster, is a painful blistering skin rash caused by a reactivation of the chickenpox virus. You can't catch shingles from another person with shingles. However, a person who has never had chicken pox (or the chickenpox vaccine) could get chicken pox from someone who has shingles if he/she comes in contact with the rash. Anyone 60 years of age or older should get the shingles vaccine.

HPV

The human papillomavirus (HPV) can help prevent HPV-related cancer and other diseases in males and females. It may be given to boys and girls beginning at age 11 and can be administered up to age 26. Talk to your child's doctor about your child having the HPV vaccine.

Meningococcal

Meningococcal disease is a serious bacterial illness. Meningitis is an infection of the covering of the brain and the spinal cord. Adolescents and those who have certain health conditions should be immunized with the meningococcal vaccine. Speak with your health care provider to learn more about vaccines for this disease.

Flu

The flu vaccine is recommended for everyone older than 6 months. The best results for

children ages 6 months through 8 years are two doses given four weeks apart if receiving the flu vaccine for the first time.

Pneumonia

Infants, very young children and older persons are at highest risk for complications from pneumonia. It is recommended that those with chronic health conditions receive pneumonia vaccines. Talk to your health care provider to learn more about the two types of the pneumonia vaccines that are now available.

Varicella (chicken pox), MMR (measles, mumps and rubella), Hepatitis A and Hepatitis B vaccines

These vaccines are needed for adults who did not have these diseases or vaccines when they were children. Talk to your health care provider to determine if you need updates.



Understanding High Blood Pressure (Hypertension)



High blood pressure is a serious condition. About one in three adults has high blood pressure, but many are unaware because most people have no symptoms. Blood vessels can be damaged, which may lead to heart and kidney disease. Effects of high blood pressure can last a lifetime.

High blood pressure is usually discovered through a routine office visit. Untreated high blood pressure can lead to heart failure, stroke and kidney disease.

To control your blood pressure, eat foods that are low in salt, maintain a healthy weight, exercise regularly and limit your alcohol consumption to two drinks a day if you are a man and one drink a day if you are a woman.

If your numbers fall between two different categories, consider yourself to be in the more severe category. For example, a blood pressure of 138/75 would be categorized as pre-hypertension.

Be aware if your numbers are in the pre-hypertension category. Early diagnosis, along with lifestyle changes, can help delay or prevent the progression to hypertension.

Categories for Blood Pressure Levels in Adults

(measured in millimeters of mercury, or mmHg)

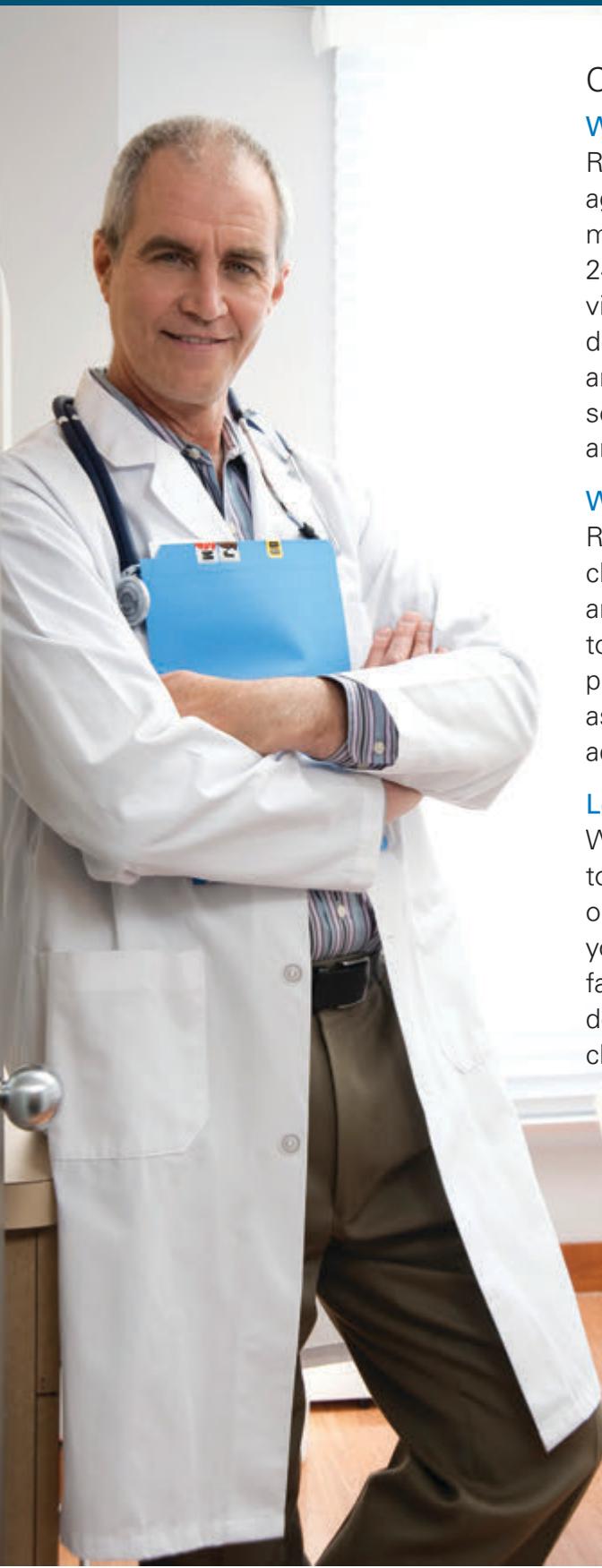
Category	Systolic	OR	Diastolic
Normal	lower than 120	OR	lower than 80
Pre-hypertension	120-139	OR	80-89
Hypertension	Stage 1: 140 – 159	OR	90-99
	Stage 2: 160 or higher	OR	100 or higher
Hypertensive Crisis	greater than or equal to 180		greater than or equal to 110

Know Your NUMBERS:

One of the best ways to stay healthy is to “Know your Numbers.” The following list shows the national recommendations for certain critical health indicators. Stay within these ranges to avoid the onset of chronic disease.

- **Blood Pressure:**
Ideal is 120/80 mm/Hg or lower
- **Fasting Blood Glucose:**
Less than 100 mg/dL
(100 mg/dL to 125 mg/dL is pre-diabetes)
- **Total Cholesterol/Triglycerides:**
Talk to your health care provider about checking your cholesterol and triglycerides, and ask about the risks for heart disease
- **Waist Size:**
Men – less than 40 inches;
Women – less than 35 inches
- **Body Mass Index:**
BMI is a calculation using your height and weight to determine whether you are underweight, normal, healthy, overweight or obese.

Are You **UP-TO-DATE** on Your **PREVENTIVE SCREENINGS?**



CHILDREN

Well Baby Exams

Recommended from birth to age 2 (newborn, 3-5 days, 1 month, 2, 4, 6, 9, 12, 15, 18, 24 and 30 months). At these visits, your child's growth and development are monitored and age-appropriate health screenings and immunizations are administered.

Well Child Exams

Recommended every year for children ages 3 to 18. Growth and development continue to be measured, as are blood pressure, BMI, psychological assessments and the need for additional immunizations.

Lead Screening

Whether your child needs to be tested depends in part on where you live, how old your house is and other risk factors. Talk to your child's doctor about whether your child is at risk and should be

screened. New York requires health care providers to test all children for lead with a blood lead test at age 1 and again at age 2.

WOMEN

Breast Cancer Screening

Beginning at age 40, all women should discuss breast cancer screening with their doctor. Women with known family histories of breast cancer should start these discussions much earlier. Screening mammograms are the best way to detect cancer early, and many experts recommend that mammograms be done at least every two years for women age 50 and older who are considered "average risk" (no family members with breast cancer).

Cervical Cancer Screening (Pap test)

All women between the ages of 21 and 65 should have a Pap test/cervical cancer screening at least every three years if your results are normal. If you are 30 or older, you may choose to have an HPV test along with the Pap test. Both tests can be performed by

your doctor at the same time. If your test results are normal, your chance of getting cervical cancer in the next few years is very low. Your doctor may then tell you that you can wait as long as five years for your next Pap test, but continue regular checkups as your doctor recommends. More frequent testing based on your personal health history should be discussed with your doctor.

Chlamydial Infection Screening

Recommended for sexually active women ages 24 and younger and older asymptomatic women (including pregnant women 24 and younger) at increased risk for infection.

Folic Acid Supplementation:

Recommended for all women capable of or planning a pregnancy.

ADULTS

Colorectal Cancer Screening

Recommended for adults ages 50 to 75. Discuss the options with your healthcare provider.

Depression Screening

We all feel sad or irritable from time to time. If you feel this way every day for more than two weeks, talk to your health care provider. It may be more than “the blues.” You can feel better.

Tobacco Use

If you smoke or use tobacco in any form, the greatest single thing you can do to improve

your health is to quit. Ask your doctor what is available to help you stop using tobacco.

HIV Screening Recommended for all adolescents and adults ages 15 to 65 years old including all pregnant women. Younger adolescents and older adults who are at increased risk should also be screened.

Sexually Transmitted Infections, Counseling

Recommended for all sexually active individuals at increased risk for sexually transmitted infections, including pregnant women.

ADULTS AGE 65 AND OLDER

In addition to the adult screenings listed, if you are age 65 or older, talk to your doctor about these preventive measures.

Glaucoma Test

Includes a vision test that can detect problems before vision is impaired.

Diabetes Screenings

Important for people who have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history of high blood sugar (glucose).

Bone Mass Measurements

Helps determine if you are at risk for broken bones.

UNDERSTANDING

Metabolic Syndrome

Metabolic syndrome is a name given to a group of risk factors that increase your chance of having heart disease or diabetes. Doctors may say you have metabolic syndrome when three or more of the following are found:

- Your blood pressure is equal to or higher than 130/85 mm/Hg or you take medicine to treat high blood pressure
- Your fasting blood sugar is equal to or higher than 100 mg/dL (a fasting blood sugar is when a blood sample is taken after not eating or drinking any liquids except water for 12 hours)
- You have a large waist: large waist in men is 40 inches or greater and is 35 inches or greater for women.
- You have low HDL (good) cholesterol, or you take medicine to treat low HDL (HDL is considered low for men when it is under 40 mg/dL and for women when it is under 50 mg/dL)
- Your triglycerides are equal to or greater than 150 mg/dL, or you take medicine to treat high triglycerides

Changes in your lifestyle can help control metabolic syndrome.

Are You at a **HEALTHY WEIGHT?**



Many health conditions are affected by body weight. Your risk for developing health problems such as heart disease, high blood pressure and type 2 diabetes increases when your weight is above recommended levels. Factors such as environment, family history and genetics can affect your weight in ways that are difficult for you to control. However, there are also important things within your control that can greatly reduce your chances of becoming overweight. These include food choices, portion size and

activity level. Beware of weight loss gimmicks, pills or “fad” diets. Many of these can provide temporary weight loss but also cause imbalances in the nutritional needs of your body. Most people can get all of their necessary vitamins and nutrients through a well-balanced diet. Learn about the food you eat, and read the nutrition labels. Exercising regularly and making healthy food choices are the two most important things you can do to help keep yourself at a healthy weight.

Talk to your health care provider about your healthy weight range. Learn about the best foods to fuel your body. Don't sit on the sidelines of your own health!

Your **NUTRITION**

Eating well is important at all ages. Your daily food choices can make a big difference in your health and how you look and feel.

Planning ahead can help you choose healthy foods when you shop. It can also help you get the most for your money. Plan your meals and snacks to include:

- Plenty of fruits and vegetables
- Whole grains
- Low-fat or fat-free milk and milk products
- Lean meats, poultry, fish, beans, eggs and nuts
- Limited amounts of fats (saturated and trans fats should be as low as possible), cholesterol, salt (sodium) and added sugars
- Foods that are high in nutrients but low in calories



ANTIBIOTIC

Use One of the world's most critical public health threats is the reduced effectiveness of antibiotics. Viruses cause colds and many other upper respiratory infections, including bronchitis. Antibiotics are not effective against viruses. Using antibiotics when not necessary can lead to antibiotic resistance; this occurs when antibiotics

can no longer cure the bacterial infections for which they are intended.

If your health care provider determines that antibiotics are necessary, be sure to complete the full treatment. Do not stop when you begin to feel better, as this helps to make the bacteria more resistant and the antibiotic less effective.

Ready to **TAKE CHARGE OF YOUR HEALTH?**

We offer many programs that can help you stay healthy. If you are being treated for a chronic condition such as diabetes, heart disease or asthma, or have any other healthcare concern, we can help you to understand and manage your condition. We will work closely with you and your doctor to make sure you get the information and services you need. We will provide useful information through one-on-one phone calls and special mailings. If you would like to find out more about our programs, call our **Member Care Management team at 1-800- 860-2619. The TTY number is 1-800-421-1220.** Team up with us to make the most of your health!



24/7 Nurse Call Line We offer a 24/7 Nurse Call Line by phone in case you need to talk to someone immediately about a health question or concern. Our Nurse Call Line number is 1-800-348-9786. TTY users should call 1-800-421-1220.

Notice of Nondiscrimination

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, national origin, age, disability, or sex. The Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please refer to the enclosed document for ways to reach us.

If you believe that the Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Advocacy Department
Attn: Civil Rights Coordinator
PO Box 4717
Syracuse, NY 13221
Telephone number: 1-800-614-6575
TTY number: 1-800-421-1220
Fax: 1-315-671-6656

You can file a grievance in person or by mail or fax. If you need help filing a grievance, the Health Plan's Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Attention: If you speak English free language help is available to you. Please refer to the enclosed document for ways to reach us.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意: 如果您说中文, 我们可为您提供免费的语言协助。
请参见随附的文件以获取我们的联系方式。

Внимание! Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. В приложенном документе содержится информация о том, как ими воспользоваться.

Atansyon: Si ou pale Kreyòl Ayisyen gen èd gratis nan lang ki disponib pou ou. Tanpri gade dokiman ki nan anvòlè pou jwenn fason pou kontakte nou.

주목해 주세요: 한국어를 사용하시는 경우, 무료 언어 지원을 받으실 수 있습니다. 연락 방법은 동봉된 문서를 참조하시기 바랍니다.

Attenzione: Se la vostra lingua parlata è l'italiano, potete usufruire di assistenza linguistica gratuita. Per sapere come ottenerla, consultate il documento allegato.

אויפמערקזאם: אויב איר רעדט אידיש, איז אומזיסטע שפראך הילף אוועילעבל פאר איך ביטע רעפערירט צום בייגעלייגטן דאקומענט צו זען אופנים זיך צו פארבינדן מיט אונז.

নজর দিন: যদি আপনি বাংলা ভাষায় কথা বলেন তাহলে আপনার জন্য সহায়তা উপলভ্য রয়েছে। আমাদের সঙ্গে যোগাযোগ করার জন্য অনুগ্রহ করে সংযুক্ত নথি পড়ুন।

Uwaga: jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Patrz załączony dokument w celu uzyskania informacji na temat sposobów kontaktu z nami.

تنبيه: إذا كنت تتحدث اللغة العربية، فإن المساعدة اللغوية المجانية متاحة لك. يرجى الرجوع إلى الوثيقة المرفقة لمعرفة كيفية الوصول إلينا.

Remarque : si vous parlez français, une assistance linguistique gratuite vous est proposée. Consultez le document ci-joint pour savoir comment nous joindre.

نوٹ: اگر آپ اردو بولتے ہیں تو آپ کے لیے زبان کی مفت مدد دستیاب ہے۔ ہم سے رابطہ کرنے کے طریقوں کے لیے منسلک دستاویز ملاحظہ کریں۔

Paunawa: Kung nagsasalita ka ng Tagalog, may maaari kang kuning libreng tulong sa wika. Mangyaring sumangguni sa nakalakip na dokumento para sa mga paraan ng pakikipag-ugnayan sa amin.

Προσοχή: Αν μιλάτε Ελληνικά μπορούμε να σας προσφέρουμε βοήθεια στη γλώσσα σας δωρεάν. Δείτε το έγγραφο που εσωκλείεται για πληροφορίες σχετικά με τους διαθέσιμους τρόπους επικοινωνίας μαζί μας.

Kujdes: Nëse flisni shqip, ju ofrohet ndihmë gjuhësore falas. Drejtojuni dokumentit bashkëlidhur për mënyra se si të na kontaktoni.

About These Guidelines

The preventive guidelines cited in this newsletter are consistent with national recommendations of the Centers for Disease Control and Prevention, the American Academy of Pediatrics, the American Academy of Family Physicians, the American College of Obstetricians and Gynecologists, U.S. Preventive Services Task Force and the American College of Physicians.

STAY CONNECTED with email updates

Sign up for email updates, including fitness advice, nutrition tips, healthy recipes and more, delivered right to your desktop or smartphone. Sign up at ExcellusBCBS.com/Email.

To learn more about how we can help you stay healthy, call [Member Care Management at 1-800-860-2619](tel:1-800-860-2619).
The TTY number is 1-800-421-1220.

For any customer service questions regarding a new insurance card or a benefit inquiry, please call the phone number listed on the back of your insurance card.

ExcellusBCBS.com