



INSIDE
Summer Salad

BETTER *for* YOU

YOUR HEALTH PLAN NEWSLETTER TO HELP YOU GET AND STAY HEALTHY! • SUMMER 2018

Get Out!

SOOTHE YOUR SOUL WHEN YOU SPEND TIME OUTSIDE

Nature has a way of quieting us down. Even in small doses, being outdoors centers us. Time in nature can lead to positive mental health outcomes, says Jules Pretty, professor of environment and society at the University of Essex in England. Experiencing nature in any form for any length of time has serious mind-body benefits. Here are five reasons why you should spend some time outside every day.

SHARPEN YOUR MIND

1 More time outdoors improves our overall attention, memory, and ability to focus, says Laurie Harmon, PhD, associate professor of recreation management and therapeutic recreation at The University of Wisconsin-La Crosse. “Anything that we can do to give ourselves a chance to reset, focus our attention, and improve memory skills is important,” Harmon says.

GET MOVING

2 A fit body isn't the only reward when you take your workout outside. “Just 5 minutes of exercise in a park, on a nature trail, or other green space will benefit mental health,” Pretty says. Researchers have linked “green exercise” to a deeper sense of well-being, lower risk of developing mental illness, and higher physical activity levels.



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RELIEVE STRESS

3 Feeling well often means feeling emotionally restored, Harmon says. Time in nature can help. Studies show that simply seeing the color green puts you in a pleasant mood and relieves stressful feelings. If you're having a bad day or dreading the gym, taking fitness outdoors can give you a sense of ease.

selves from work stress.” In turn, it's a safe haven for self-exploration and intuitive thinking. Challenging outdoor skills, whether hiking or rock climbing, also helps to build our self-esteem, Harmon says.

OUTDOOR TIPS

For your body and mind

Snap some pictures. Capture lasting memories of your time in nature and explore your artistic side.

Head to a dog park. Studies show that dog owners tend to stay fit. Don't have a pup? Join a friend with a dog and you'll get social and outdoor time.

Try geocaching, a free outdoor treasure hunt that keeps your mind and body active.

BOOST CONFIDENCE

4 Spending time in nature gives us that spark to build our own sense of self, Harmon says. “As we jog, walk, swim, or ski outdoors, we begin to pay attention to our surroundings and have the ability to distance our-

IMPROVE QUALITY OF LIFE

5 People who spend time outside tend to have a higher quality of life and may live longer. “Green space is important for mental well-being,” says Pretty. Interacting and engaging with nature have been linked with living longer and decreased risk of mental illness in a number of countries, according to Pretty. Until recently, research hadn't connected time outside with quick, positive changes for mental well being. Five minutes is all you need, Pretty says, but once nature works its restorative charm, you'll probably want to spend more.

Child Wellness

HealthCheck is a preventive health checkup program for our members under age 21.

These checkups are very important for children's health. Your child may look and feel well, yet may have a health problem.

Your child needs immunizations and screenings all through their formative years. Make an appointment today.

Transition from Pediatric Care

We can help you or your child transition from pediatric care to adult care. We will work with the pediatric practitioner to make sure the change goes smoothly. Members may continue to see their pediatric practitioner after they are



adults, but it is important to eventually move to a primary care provider (PCP) who treats adults.

If you need help making this shift, just call us at **888-713-6180** and ask for an advocate.

Provider Network

For the most part, you must get care from our network of health-care providers. If you cannot get a covered service from one of our in-plan providers, we can allow the use of a non-plan provider for as long as needed. There will be no additional cost to you. Call us if you need help getting services.

Our participating providers are shown on our website's **Find a Doctor or Provider** feature. Check it out at mhswi.com.



If you want a printed list of doctors and providers, we are happy to send one to you. Just call us at **888-713-6180** or send us a message through the **Contact Us** button at mhswi.com.



Assessments and Evaluations

As many of you know, we might contact you within the first 60 days of your being enrolled to talk about your medical history and the care you need.

It is very important that you talk with us so that you can get the care and services you need.

If you have questions or would like to contact us directly to schedule a time to talk about your health care needs, please call us and ask for a health assessment. **888-713-6180**



Turn Up the Heat on Healthy Living

Sunny skies and warmer temperatures make summer a great time to get outside for a mental and physical boost. Not only that, summer fruits and veggies hit their peak, making it easier to fill your plate with delicious and nutritious meal options.

The slower pace also makes summer a great time to catch up on appointments and health screenings. We're here to help. If you have questions about your health plan visit mhswi.com, or call Customer Service at **888-713-6180**.

Robert Lyon, MD
Chief Medical Officer, MHS Health Wisconsin

How Heart Docs Keep Things Ticking

ADVICE FROM HEART SPECIALISTS WHO ALSO LIVE BUSY LIVES

Taking care of your heart doesn't have to be complicated. In fact, you are more likely to succeed if you make a few simple habits part of your daily routine. Here's how three heart experts do it.

CHOOSE GOOD FOODS

"Every meal is a chance to do something good for your heart," according to Stephanie Coulter of the Texas Heart Institute in Houston.

- Fill three-quarters of your plate with vegetables, fruits, and whole grains. Fill the rest with beans, other lean protein (like chicken or fish) and a bit of low-fat dairy.
- Limit red meat and cut back on sugary treats.
- Cook with olive oil or another vegetable oil with good fats.
- Lay off the salt. Keep your sodium intake



under 2,300 milligrams a day (about a teaspoon).

- Be adventurous with herbs and spices.

ENJOY A GOOD NIGHT'S SLEEP

"With the right amount of sleep, people tend to have lower blood pressure and a healthier weight," says JoAnne Foody of the Pollin Cardiovascular Wellness Center at Brigham and Women's Hospital in Boston. Lack of sleep can lead to a higher

heart rate and heart-rhythm problems. Foody says patients often lose weight and eat better when they sleep well.

- Be active throughout the day.
- Take a walk after dinner.
- Take a warm bath.
- Spend quiet time reading before bed.
- Remove electronic devices from your bedroom.

WORK AROUND WORK

When work schedules get busy, good habits can slide. "If you can't rearrange work time, at least make the most of the time you do have," says cardiologist Sarah Samaan, the author of *Best Practices for a Healthy Heart*. Budget time for exercise instead of watching TV, or exercise while watching TV. "You can't exaggerate how important physical activity is for a healthy heart," she says. "Even 10 minutes of moderate-intensity activity is good for you. Make it part of your daily routine."

Summer Salad with Chicken, Strawberries, and Vinaigrette

INGREDIENTS

2 tsp + 1 Tbsp	olive oil
4	(4 oz) boneless, skinless chicken breasts
8 oz	baby spinach
2 cups	sugar snap peas
1 cup	strawberries, cut into quarters
1	ripe avocado, cut into ½" cubes
¼	red onion, finely chopped (about ½ cup)
2 Tbsp	balsamic vinegar

DIRECTIONS

1. Preheat 2 tsp of the oil in a large pan over medium-high heat.
2. Add chicken to pan, season with salt and black pepper. Cook 7 minutes per side or until chicken is no longer pink inside, turning to cook on all sides. Remove from pan and let chicken stand.
3. Toss spinach, snap peas, strawberries, avocado, and onion in large bowl to combine.
4. Slice chicken into thin strips and add to bowl with spinach mixture.
5. Whisk 1 Tbsp oil and vinegar in small bowl and season with salt and pepper to taste. Add to bowl with spinach mixture and gently toss to combine. Serve immediately.



SERVINGS: 4

Per serving: 320 calories, 16.5 g fat, 2.5 g saturated fat, 82 g cholesterol, 15 g carbs, 6.5 g fiber, 29 g protein, 103 mg sodium

Sugar's Not So Sweet for Good Health

SIMPLE STEPS TO CUT OUT SUGAR

You may think you can limit sugar in your diet by skipping the packet in your morning coffee. But, sweet treats are part of a bigger problem: a sugar-heavy diet from processed foods.

Here's the thing: All added sugars—from honey to high fructose corn syrup to plain old white table sugar—are unnecessary. “The body does not actually need added sugar. It's going to get the fuel it needs from other things like complex carbohydrates,” says Michelle Dudash, RD, and author of *Clean Eating for Busy Families*. “Any type of added sugar is full of calories, and it doesn't provide any beneficial nutrients.”

Extra calories from added sugar are a recipe for weight gain. Research from New Zealand found that those who consume more added sugars gain 1.6 pounds a year. And sugar isn't just calorie-dense; it also has no nutritional value. By cutting sugar you'll cut calories without giving up any of the good-for-you things, such as fiber, protein, and minerals.



- **Watch what you drink.** The top source of added sugar in most diets is beverages. Cut back on soda, sports drinks, and juice drinks.

One of the best ways to cut sugar is to make your own meals. “When you cook your own food, you don't use additional sugar,” Dudash says. Most prepared dishes are packed with added sugar, simply because it's an easy way to make food

SIMPLE WAYS TO USE LESS SUGAR

- **Read nutrition labels.** Processed foods have lots of added sugar. Read the nutrition panel, even if the food has naturally occurring sugar, like in dried fruit. Any type of added sugar should be far down on the list.
- **Recognize a spoonful of sugar.** One teaspoon of sugar, or 15 calories, is about 4 g of sugar. Check the label to know how much you're getting.

taste better. Dudash recommends a slow approach. “Changes are more likely to stick if you go gradually, and you'll be more likely to enjoy it,” she says. Start by getting rid of added sugars at one meal. After that goes well for a couple days, try another meal. Eventually your palate will adjust to a low-sugar diet, enough so that the ripest of fruits and a square of dark chocolate will be enough to satisfy your sweet tooth.

Use Your CentAccount Card at Walmart, Meijer, Dollar General or Family Dollar!

Complete one of the eligible healthy behaviors on the right. Reward dollars are put on your CentAccount card and you can use them to buy healthy items.



For more details, visit the **Rewards Program** page on our website at mhswi.com/rewards

CentAccount program is for Medicaid members only and rewards cannot be earned by members who are dually eligible for Medicare and Medicaid.

HEALTHY ACTIVITY

REWARD AMOUNT

• Smoking cessation coaching (once per calendar year)	\$20
• Annual breast cancer screening mammogram (females age 50–74)	\$20
• Diabetes care: Complete both of the following (age 18–75):	\$50
HbA1c blood test, retinopathy dilated eye exam	
• Chlamydia test (once per calendar year, women age 16–24)	\$20
• Cervical cancer screening (women age 21–64)	\$20
• Notify us you are pregnant with Notification of Pregnancy form	\$20
• For going to one prenatal doctor visit in the 1st trimester*	\$25
• For going to five prenatal doctor visits in the 3rd trimester*	\$25
AND a postpartum doctor visit between 21–56 days after delivery	

*To be eligible for the pregnancy related rewards, you must notify us you are pregnant prior to having your baby by submitting a Notification of Pregnancy form. Prenatal visit count begins after we are notified you are pregnant.

A Meal-by-Meal Plan to Cut Sugar

DIET HACKS TO AVOID SNEAKY HIDDEN SWEETENERS



BREAKFAST

Yogurt: For flavored yogurt, choose one that only adds fruit as a sweetener. Better yet, buy plain yogurt and sweeten it with fresh fruit.

Cereal and Granola: Look for something with 5 g or less of sugar. Sugar shouldn't be the first or second ingredient.

Oatmeal: Flavored instant oatmeal packets can be really high in sugar. Instead, microwave old-fashioned oats with raisins, which naturally sweeten as they cook.



LUNCH

Salad Dressing: Many vinaigrettes have added sugar. Beware of any syrups in the ingredients, such as brown rice syrup. Even better, make your own balsamic vinaigrette by mixing balsamic vinegar, olive oil, and a little salt and pepper.

Condiments and Sauces:

These are often loaded with high fructose corn syrup, so use them minimally. Tomatoes have naturally occurring sugar, so ketchup is just unnecessary added sugar. Instead, go straight to the source and use an actual tomato.



DINNER

Sauces: Pasta and stir-fry sauces can contain added sugars, so read labels carefully or make yours from scratch. Steer clear of dine-out options that have too much extra sugar.



SNACKS

Energy Bars: These convenience foods can be packed with sugar. Check ingredient lists to choose ones with less sugar.

Dried Fruit and Nut Mixes: Make sure there isn't any added sugar. Dried cranberries are notorious for having added sweetener.

Treat Yourself: Everybody needs a treat once in while. Keep dark chocolate, whole-grain graham crackers, raisins, and natural peanut butter in your pantry. If you're not used to the more bitter taste of dark chocolate, start gradually with 60% cacao and slowly up the percentage of cacao. The higher the percentage of cacao, the lower the amount of added sugars.



Vision Care

As a member of this health plan you are entitled to a routine eye exam and one pair of lenses and frames every year. We also offer a little extra.

- You can either choose from our standard line of frames or you can use a \$100 stipend toward the retail value of better frames. If the value of frames is above \$100, you will have to pay the difference.
- Or, you can choose to get \$80 worth of contacts instead of glasses. The fitting fee is fully covered. If the value of your contacts is more than \$80, you must pay for the difference.

You must use an in-network vision provider. To find a vision provider just call us. 888-713-6180 or see our website

Find a Provider page at mhswi.com.



Beat Your Exercise Obstacles

PRO TIPS TO OVERCOME YOUR BIGGEST FITNESS CHALLENGES

Getting started can be the toughest part of getting in shape. To make it easier, use these tips to get moving.

I need to lose a lot of weight, but I'm overwhelmed.

SOLUTION:

- Set small goals. Instead of trying to lose 50 pounds, set a goal to lose those first 10 pounds. Also, set performance goals to keep you motivated, like being able to do 10 push-ups.
- Focus on the improvements you can feel yourself making instead of focusing only on the number on the scale.

I started exercising, but then I stopped because my knees hurt for days.

SOLUTION:

- You may be using the wrong form or have very tight muscles. The front of the thighs can often get tight and cause pain in other parts of the leg. Warm-up, stretches, using a foam roller and using proper technique can help avoid pain.
- Talk with your doctor if you have ongoing pain. It may help to work with a physical therapist to help improve your form.



I lost a few pounds, but the weight came back even though I was exercising.

SOLUTION:

- Focus on what you eat. Adding physical exercise is just one piece of the weight-loss puzzle. You cannot out-exercise a bad diet.
- Keep simple meal and snack options on hand. Master a few healthy recipes to cook so you have a few easy go-to recipes to avoid take out meals.

Exercising is too hard for me.

SOLUTION:

- It's normal to lack self-confidence when starting to exercise, and it can feel too hard.
- Working out is supposed to feel challenging.
- The goal is to make your body stronger and improve with each workout by aiming to do more than you did last time.
- Don't be discouraged if you feel you can't even complete 5 minutes the first time around. Be patient. You will get better and stronger each day.
- Focus on a goal you can achieve, and slowly work up. Start by walking for 5 minutes, and then work up to 10 minutes.

How to Tell us if You're Unhappy

Grievances and appeals are two ways to tell us if you are not happy.

If you contact us because you are unhappy about the way we are doing something or you have a complaint about one of our providers, this is called a grievance.

We have Member Advocates

and Quality Improvement Nurses that investigate and resolve these issues.

If we decide to deny or stop a service, you can ask that we change the decision. This is called an appeal.

Call us to learn more about these options and for help in filing a complaint or grievance.

Second Opinion

You may seek a second medical opinion or consultation from other physicians on recommended treatments at no additional cost beyond usual co-pay amounts.

You may also seek a second opinion from a provider outside of our network.

We can help with this if you need it. Give us a call.



- To learn more about our privacy policies, your benefits, and your rights and responsibilities, please refer to your member handbook. You can view them at mhswi.com.

Save Your Skin

USE THESE TIPS TO AVOID SUMMER DAMAGE

Summertime! Time to get outside and enjoy the sun, heat, and water. These are some of the best parts of the season, but they can also cause skin damage. As you enjoy your time outside, follow these skin-saving tips.

SUN: “Avoiding excessive sun exposure is the top concern in the summer,” says Maral Skelsey, MD, director of the Dermatologic Surgery Center in Chevy Chase, MD. Overexposure to the sun can lead to skin cancer, which is the most common form of cancer in the United States, according to the Centers for Disease Control and Prevention.

- **Apply a broad-spectrum, waterproof sunscreen with an SPF 30 or higher** at least 15 minutes before you go outside. Reapply every 2 hours, or after swimming or sweating.
- **Be sure to protect neglected spots:** scalp, ears, lips, neck, and toes. Men often get skin cancer on their head and neck area, and women are at increased risk of skin cancer on their arms and legs.
- **For extra coverage,** wear a wide-brimmed hat and sun-protective clothing, Dr. Skelsey says. It’s also a good idea to wear sunglasses with UV protection to keep your eyes safe.

- **Don’t let down your guard when it’s overcast.** The sun’s rays can cause skin damage even when it’s cloudy. And contrary to popular belief, a “base tan” doesn’t protect your skin. Any bit of tan is a sign of sun damage.

- HEAT:** In the season of tank tops and flip flops, it feels great to shed some layers and enjoy the warmth. But when it comes to your skin, summer heat and humidity can cause irritation and rashes. Some people develop heat rashes, particularly in the groin area.
- **Keep cool** by wearing light, breathable clothing, especially when you exercise. After exercise, shower and put on clean, dry clothes.
 - **Athlete’s foot** is another summertime skin problem, caused by moisture and heat. To avoid athlete’s foot, wear sandals at the pool, and take your shoes off after you



exercise. Always dry your feet before you put on shoes, too.

- WATER:** Chlorine in pool water and salt in ocean water can dry out your skin.
- **After a swim,** rinse off with fresh water and dry yourself with a towel. Don’t forget to reapply sunscreen, even if you use a sunscreen that’s labeled waterproof.
 - **When you go indoors,** shower and apply moisturizer to keep your skin soft. Moisturizers with aloe vera or soy are a good choice because they can also help cool skin.

Use of Services

Do you have a question about whether a service is covered?

Our Utilization Management department (UM) can tell you if a medical service is covered. UM may look at your health records and talk with your doctor. UM decisions are based on whether the service is needed, works well and is right for you.

UM does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care. You are entitled to copies of the clinical practice guidelines that we use to make decisions about coverage.

Call us with any questions or to ask for copies of our criteria.

Resources for You

The Member Handbook is available on our website mhswi.com. You can also log on to our secure member portal and look up your authorizations and claims. If you want a paper copy of anything on our web, we will gladly send it to you.

Find Us  

On Facebook: Managed Health Services (MHS) – Wisconsin

On Twitter: @MHS_Wisconsin

Have Questions?

We are here for you. You can reach us anytime at mhswi.com. Or call Customer Service at 888-713-6180.





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LW-MHS-Q218

Statement of Nondiscrimination

This health plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call **1-888-713-6180**. (TTY: **1-800-947-3529**).

Español: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-713-6180**. (TTY: **1-800-947-3529**).

Hmoob: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **1-888-713-6180**. (TTY: **1-800-947-3529**).

Русский: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-713-6180**. (телетайп: **1-800-947-3529**)

