

# WELL - CONNECTED

SPRING 2012

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## DO YOU HAVE HEALTH & SAFETY "STICK-TO-IT-NESS"?

Did you decide on health and safety goals for 2012? If you made a New Year's resolution about your health and safety, have you kept it? If you stayed true to your commitment, we applaud your success. If your resolve faltered a bit, how can you keep commitments strong?

Here are some thought-provoking quotations to inspire you:

*"There's only one way you can fail, and that's to quit."  
~ Brian Hays*

*"You may have a fresh start any moment you choose, for this thing that we call 'failure' is not the falling down, but the staying down."  
~ Mary Pickford*

*"With a powerful desire, with a strong determination, and with a commitment to yourself, you can find ways to achieve your goals, and overcome challenges."  
~ Catherine Pulsifer*

In terms of health and safety, take a few moments to lay out your goals for 2012. Decide on what steps to take, in order to keep your initial resolutions. Next, write down what your life will be like when you achieve your health and safety goals, and what life will be like if you don't keep those commitments? Which scenario makes the most sense? Which choice will you make?

We invite you to join us in renewing a commitment to health and safety at home and at work to help make 2012 the most successful year ever!



### 90 Day Supply of Maintenance Medications at Retail

Choice and convenience — that's what you get with your prescription benefit through Catalyst Rx (formally Walgreens Health Initiatives).

**Choice:** Are you aware that you are able to get a 90 day supply of maintenance medications at most retail stores?

A maintenance medication is a prescription medication that is used over a long term to treat or control chronic conditions, such as those medications taken daily by people who have high blood pressure or diabetes.

To take advantage of this benefit, your doctor must authorize a 90-day supply of your maintenance medication. [Under applicable law, some medications are not available as a 90-day supply.] You may also ask your pharmacy to fill for a 90-day supply. Your prescription may already be written that way, but you were not aware of it, or the pharmacy may contact your doctor to get authorization to do so.

You may also visit [www.walgreenshealth.com](http://www.walgreenshealth.com), register, and see what your co-pay will be at retail 30, retail 90, or mail service.

**Convenience:** Having a 90-day supply on hand will save you trips to the store to have your prescription filled.

Your co-pay may be less for the retail 90 script, and you may save plan costs too.

Having your medication on hand will help keep you compliant with your medication therapy. Taking your medications as prescribed will also help manage your condition and reduce further complications.



### How's your 'health literacy' today?

#### Expert offers tips



*"When you don't fully understand or can't act on information about your health care, you are more likely to be in poorer health."*

That statement was made by Carolyn Clancy, M.D., in a September 2010 article titled "Improving Your Health Literacy" in her regular column "Navigating the Health Care System" available on the AHRQ website.<sup>1</sup>

Clancy is the director of the U.S. Agency for Healthcare Research and Quality (AHRQ), part of the U.S. Department of Health and Human Services (HHS). She is an expert in engaging consumers in their health care.

According to Clancy, "Nearly all of us, about 9 of every 10 American adults, have some problems with health literacy."

"Health literacy is not only about reading. It's about understanding difficult health terms and issues. Even highly educated people can have trouble understanding health care information," Clancy wrote.

She pointed out that, "Health care is complicated and the health care system can be confusing. That's why so many people have trouble understanding information about their health and health care options."

But the issue of health literacy is not just about patients and consumers. "Doctors, nurses, pharmacists, and hospitals can all play a role in helping patients better understand and use health information," according to Clancy.

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## **Do-It-Yourself Performance Improvement**

Doing the right thing and doing things right, aren't just measured by you. The concept of "important" in an organization is always a negotiated product of what you, your boss, senior management, coworkers and customers think is important. Every six months, examine your performance. Ask yourself "What things in my control have made my job more difficult, and what do I need to do in the next six months to be more productive?" Even if you are a superstar, there is still room to grow. This is do-it-yourself "performance management." Performance management is an important and huge undertaking in some organizations, with big payoffs. Along the way, you should ask for feedback from your supervisor. As you ask for feedback from your supervisors you may meet some barriers. Some bosses welcome your search for feedback; others may act resentful or dismissive of your attempt to get feedback. The most likely situation is that there is a style conflict. Some bosses may be comfortable holding a formal performance review meeting. Others may prefer a random brief check in. Still others expect you to read the subtle cues they put out about your performance. Finally some bosses have never actually figured out what they want from you. See if you can adjust your style and approach so that you get the feedback you need in a way that fits your boss's approach.

Your Employee Assistance Program (EAP) is designed to help you deal with life's stresses and a variety of personal problems. For confidential services that are offered at no cost to all employees and their families, call and ask to speak to a counselor. Please call toll free at 1-800-343-3822; TDD 1-800-448-1823; EAP Teen Line 1-800-334-TEEN(8336).



## Sesame Kale

Prep time: 8 minutes  
Serves 6; serving Size: 1/2 cup

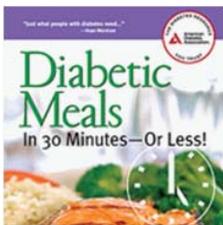


### Ingredients

1 1/2 lb kale  
2 tsp sesame oil  
2 garlic cloves, minced  
1 Tbsp lite soy sauce  
2 tsp toasted sesame seeds  
1/4 cup low-fat, reduced-sodium chicken broth  
Fresh ground pepper to taste

### Preparation

1. Wash the kale, but let the water cling to it. Cut off and discard the tough stems. Slice the leaves once down the middle, then cut them crosswise into 1-inch-wide strips.
2. In a wok, heat the oil. Add the garlic. Saute for 10 seconds. Add the kale with broth. Cover and steam for 3 minutes until the kale wilts. Add the soy sauce.
3. Top the kale with sesame seeds and fresh ground pepper. Serve.



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To order this book call 1-800-232-6733 or order online at <http://store.diabetes.org>.

### Did You Know?



When you see something pleasing, beautiful, or humorous, most people will smile spontaneously. That's not because you have been taught to respond that way through life experience, either. Babies are actually born with the emotional fabric to smile when feeling pleasurable.

### Myth or Fact?

**Myth:** White wine is a good choice for a person who wants a "light drink" with less alcohol.

**Fact:** A glass of white or red wine, a bottle of beer and a shot of whiskey or other distilled spirits all contain equivalent amounts of alcohol and are the same to the Breathalyzer. A standard "drink" is considered as:

- One 12-ounce bottle or can of regular beer
- A 5-ounce glass of wine
- A one and 1/2 ounce of 80 proof distilled spirits



## Ask the Health Coach!

**Q:** I don't have the time to go to the gym, but I do want to do some weight training so I can continue to pick up grocery bags and my young grandchildren. I've been to a personal trainer, and I know what weights to buy, how to lift properly and which exercises to do. Here's my problem: I have clutter everywhere in my house and just thinking about trying to make room for a gym makes me feel exhausted. What should I do?

**A:** It sounds like you want to workout at home, instead of at a gym. The idea of setting up a gym in your home is an excellent one. I hear that you feel exhausted thinking about getting rid of clutter. Perhaps you could look at the situation differently. In my experience getting rid of clutter can actually provide more energy. The key is to start small but do enough de-cluttering that you can immediately see an improvement. This can encourage you to continue. Decide on the area to use for your new gym, set a timeline when you want to have the area de-cluttered, and commit to begin the process. It might just be that you will feel so energized that you will want to de-clutter the whole house! Don't forget to ask for help!

**Good Luck!**  
**The Health Coach**

## A New Amendment to Your Health Plan

### Non-Health Care Reform Wellness benefit effective 7.1.11.

As of July 1, 2011, charges for tests and procedures not otherwise identified as eligible under the United States Preventive Task Force will be considered under a separate wellness benefit as defined in the Schedule of Medical Benefits.

For a detailed listing of preventive services, visit the U.S. Department of Health and Human Services website at: <http://www.healthcare.gov/center/regulations/prevention/recommendations.html>.

### Additional wellness benefit.

Charges for services not identified as eligible under U.S. Preventive Task Force will be covered under the following benefit:

**\$300 per calendar year payable at 100%, then 10% for all other eligible preventive services provided by an in-network provider.**



"I found that I was more focused on my overall wellness during the campaign. I attempted to get more sleep, eat better and exercise more regularly. I was able to achieve all of those goals. As a result, I feel good and I am not as stressed as I usually am at this point in the semester."

~ HUSU Academy Participant

### Health Literacy Continued...

#### What You Can Do

As consumers of healthcare services, we can all take steps to improve our health literacy, Clancy says. Below is some of her advice:

- Ask questions. Then, make sure you get and understand the answers. If you don't understand, ask the doctor or nurse for more information. Asking questions may not always be easy, but it can get you the information you need to take better care of yourself.
- Repeat information back to your doctor or nurse. After your doctor or nurse gives you directions, repeat those instructions in your own words. Simply say, "Let me see if I understand this." This gives you a chance to clarify information. Repeating back can help avoid potentially serious mistakes.
- Bring all your medicines to your next doctor's visit. Ask your doctor to go over all of your drugs and supplements, including vitamins and herbal medicines. Reviewing your medicines can help you and your doctor. You may even discover some mistakes, such as two drugs that shouldn't be taken together.
- Have another adult with you. This might be especially true when you expect to receive important information.
- Let the doctor's office know you need an interpreter if you don't speak or understand English very well. Even if you speak some English, tell the doctor's office what language you prefer when you make an appointment.

Following Clancy's advice might help improve our health literacy, and our health.

<sup>1</sup>Improving Your Health Literacy. Navigating the Health Care System: Advice Columns from Dr. Carolyn Clancy, September 7, 2010. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/consumer/cd/cc090710.htm>. Visit BCBS of Arizona at [www.azblue.com](http://www.azblue.com).



**"Don't slice the pizza. My diet says I'm only allowed to eat one piece!"**