

Inside: Living well with diabetes

Behavioral health case management services

Managing mental health, substance abuse and medical conditions can be confusing or overwhelming. We're here to provide guidance and support.

Our case management services can:

- Provide you with information, education and ways to manage your mental health or medical health conditions
- Connect you with doctors, psychiatrists and counselors to help you live a healthier life
- Help you get transportation to your appointments
- Offer you help over the phone to find solutions that meet your personal goals
- Connect you to supportive services in your community
- Refer you to programs that best fit your mental health or substance abuse issues
- Work with your doctors to develop a plan to improve your overall health
- Help you with questions and concerns about medications your doctor prescribes
- Provide support to manage life's stressors, like employment, family issues and housing
- Help you deal with problems that may prevent you from getting the care you need

Start by calling Member Services to learn more about these services at 1-800-300-8181 (TTY 711).

What medical questions do you have?

Call the 24/7 NurseLine:
1-800-300-8181 (TTY 711)



Member Services
1-800-300-8181 (TTY 711)

www.empireblue.com/ny

1 in 4 adult New Yorkers

have high blood pressure

Many other New Yorkers have high blood pressure, but don't know it.

- High blood pressure (hypertension) can be overlooked because there are usually **no symptoms**. But it can cause **stroke, heart attack and early death**.
- Checking your blood pressure regularly helps you know if there is a problem.
- Groups more likely to have high blood pressure include people aged **65 and older, Blacks and Latinos**.

How can you prevent/control high blood pressure?

- Avoid processed foods. Whole grains, fruits and vegetables are best. 
- Read nutrition labels and try to limit your sodium (salt) to 1,500 mg a day.
- Limit the amount of alcohol you drink.
 - Women: No more than 1 drink/day.
 - Men: No more than 2 drinks/day.
- Get moving (walking counts!) for at least 30 minutes a day, five days a week.
- Quit smoking, since it increases your risk of heart attack and stroke.

Every day is a new opportunity to make a healthy choice. Don't give up! Working toward these goals can help you lead a longer, healthier life.

Sticking with your medications matters

Take your medications, if prescribed. Some people stop taking their high blood pressure medications or skip doses because:

- They feel ok.
- They're worried about side effects.
- They're worried about being able to afford it.
- Their blood pressure has started to improve.

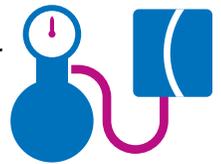


Don't skip doses or stop taking your medications. Medications can lower your risk for heart attack and stroke. Talk to your health care provider and /or pharmacist if you have questions or concerns.

Check your blood pressure regularly. If your blood pressure is under control, your medications are working.

Understanding your blood pressure

Blood pressure is measured with two numbers. It is written with one number over the other. You can check your blood pressure at the doctor, at many pharmacies or at home.



115

Systolic The amount of pressure in your arteries when your heart pumps blood

75

Diastolic The amount of pressure in your arteries when your heart rests between heartbeats

Below 120 and Below 80

Ideal for most people

120 to 139 or 80 to 89

At risk (close to high blood pressure)

140 or higher or 90 or higher

High blood pressure

The table above is for people who have **not** been told they have high blood pressure. If you were already told you have hypertension, your provider can help you set a goal that's right for you.

Source: New York City Department of Health <http://www1.nyc.gov/site/doh/health/publications/health-bulletin/health-bulletin-15-02.page>

Living well with diabetes



Diabetes is a condition where your blood sugar is too high. Your body controls blood sugar with the help of a hormone called insulin. People with diabetes don't have enough insulin or their body doesn't use insulin well. People with diabetes have a higher chance of:

- Heart disease
- Stroke
- Nerve damage
- High blood pressure

If you have diabetes, you're not alone. According to the New York City Department of Health, one in 10 adult New Yorkers has been told they have diabetes. Diabetes is a serious disease — but you can still live a long and healthy life! Here's what you need to do:

Take care of your body. Making small changes can go a long way. Which of these changes can you make?

- Talk with your doctor about ways to be more active.
- Drink water, sugar-free soda, or unsweetened iced tea instead of fruit drinks, regular soda or sweet tea.
- Eat smaller portions. Start by checking out the portion size on the nutrition label. Does your portion match it or is there room for improvement?
- Check your blood sugar as often as your doctor recommends.
- Keep your feet clean and dry.
- Brush and floss your teeth every day. See your dentist twice a year.
- Quit smoking. For help, including free medications and counseling, call 311 or 1-866-NYQUITS or visit nysmokefree.com.



Take your medicine even if you don't feel sick.

It's very important to take your diabetes, blood pressure or cholesterol medicine every day to lower your chance of problems like heart disease and stroke.



See your doctor regularly. Your doctor can help you:

- Check your A1C, blood pressure and cholesterol.
- Test your urine to check for kidney disease.
- Do a foot exam to check for changes in feeling and any sores.
- Get your eyes checked once a year.

Talk with your doctor about: Getting a flu shot every year. People with diabetes who get flu get sicker than those who don't have diabetes.

What is A1C? If you have diabetes, your doctor may talk about something called A1C. Your A1C is a number that shows how high your blood sugar has been in the last three months. Having higher blood sugar raises your risk of health problems. Most adults should aim for an A1C around 7. Talk with your doctor about whether your goal should be higher or lower.

If you have diabetes or are a new user of insulin and would like to learn more about our case management services, please call Member Services at 1-800-300-8181 (TTY 711).

Source: <http://www1.nyc.gov/assets/doh/downloads/pdf/public/dohmhnews14-01.pdf>

<https://www.cdc.gov/diabetes/managing/eatright.html>

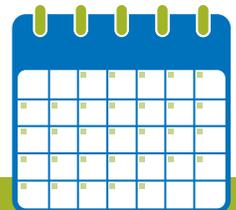


Women's health matters

Many women often put others' needs above their own. Their families, their jobs and even their friends come first. This is a great way to be, but it can also be harmful when it comes to women's health.

If you're a woman, there are important steps you can take to care for yourself. Staying healthy will help you continue to do the things you love with the people you love.

One of the most important steps you can take is to go for recommended health care screenings and services. Use the following chart to see what services you may be due for:



Screening	Age to Start	How often	Reason for Screening/Exam
Pap test and pelvic exam	21 years of age or younger if sexually active	Every 1 to 3 years	Monitors the health of the cervix and helps find cervical cancer early when it is most treatable Test for sexually transmitted diseases or other reproductive problems
Mammogram and breast exam	50 years of age or sooner, depending on risk factors	Every 1 to 2 years	X-ray to monitor the health of the breast and detect breast cancer early if necessary One of the best ways to find breast cancer early
Colon cancer screening	50 years of age and older	Every 10 years or sooner, depending on risk factors	Monitors the health of the colon and identifies polyps or other growths inside colon Helps find cancer in its earliest stages

These screening tests are the best ways to find cancer early, when it's easier to treat. It can also bring you peace of mind to know you are healthy.

Don't wait! Which screenings on the chart are you due to receive? Don't wait to schedule them. Call your health care provider today to make an appointment!

What does **quality** mean to you?

Quality, in terms of health care, is about making sure you get the best possible care when you need it. Quality is our focus at Empire. We want you to know some things about how it fits into your life. Empire takes a close look at data that tells us things about the care you receive. This data is like a report card for us and for our network providers.



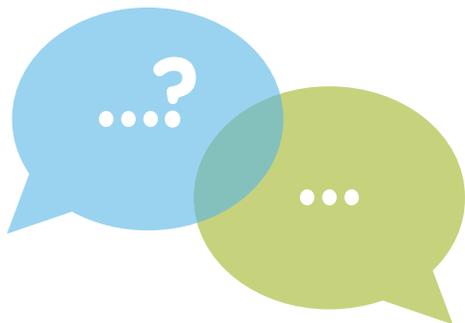
Diabetes care

For example, if you have diabetes, we look to see that you are having your blood drawn every three to six months to check the average blood glucose or blood sugar level. This is called a Hemoglobin A1c test or HbA1c test. This test measures your blood sugar control over a three- to six-month period. It is used along with home blood sugar testing to adjust your diabetes care plan.

Are you seeing an eye doctor each year for your dilated retinal eye exam? During this exam, your eye care specialist examines your retina and optic nerve for signs of damage and other eye problems. Your doctor can recommend an eye doctor who can do this test. If you need a referral, you can call Empire Member Services at 1-800-300-8181 (TTY 711). These tests, along with others, will help you and your doctor keep a close watch on your diabetes.

Follow up after mental health-related hospitalization:

If you've been hospitalized for treatment of mental illness, be sure to schedule a follow-up visit within seven days of discharge. Follow-up care lowers your chances of another hospital stay. It can also help detect side-effects or other problems resulting from new medications or treatment.



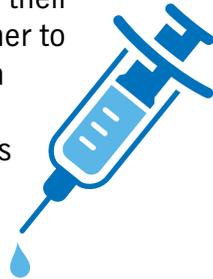
What does **quality** mean to you?





Childhood immunizations (vaccines/shots):

How well is your child protected from the most serious childhood illnesses? About 83 percent of our Empire children had all of their shots by age 2. Let's work together to have 100 percent of our children immunized. If your child is not protected against these diseases or has missed any shots, please make an appointment with his or her doctor today.



Use of appropriate asthma medications (asthma care):

If you have asthma, it's important to take your medications. You may not have any symptoms. You may feel fine. But remember, asthma does not go away. There is no cure. Asthma is a long-term condition that makes it hard to breathe. It may cause chest tightness, shortness of breath and coughing. Keep a supply of all your prescriptions and take all your medicines as advised by your doctor, even when you are feeling well. Visit your doctor. Build a strong partnership with him or her to help manage your asthma.



Breast cancer screening:

Routine mammograms (X-rays of the breast) can help detect breast cancer early when it is most treatable. Many times, early detection results in better outcomes. As with many other diseases, your risk of breast cancer goes up as you age. Regular breast cancer screening is important for all women. But even more so for higher risk women — age 40 and over. If you have a higher risk of breast cancer, ask your doctor about getting a mammogram.



HEDIS scores

Empire tracks these measures and others that are important to your care using a tool called Healthcare Effectiveness Data and Information Set or HEDIS®. This data is collected by looking at claims your provider sends to us along with results of your lab tests and any other services done in your provider's office. Empire wants to make sure you have access to care, get good care and are satisfied with that care.

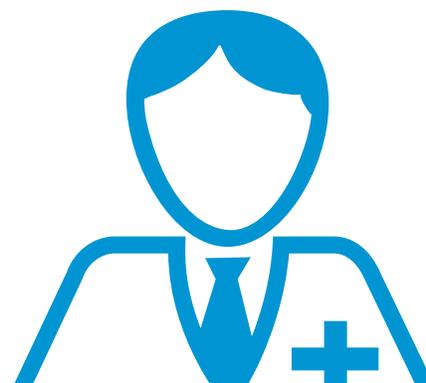
We want every member to get the care he or she needs to stay well. But we cannot do it without you! We encourage you to get to know your doctor. Talk about any medical, physical or emotional concerns you have no matter how small you may think they are.

Empire would like to share some of the outreach activities we do to make sure you're up to date with the latest information regarding your health care.

- **Clinic Days:** Onsite visits with members in provider offices to share preventive health information, programs and services.
- **Community health workers:** Health coaches who assist members with navigating health plan benefits as well as accessing providers, health plan services and community resources.

What can you do to manage your health care?

See your doctor and follow the plan of care you decide on together. Reach out to us for help with making an appointment by calling 1-800-300-8181 (TTY 711).





An Anthem Company

Empire 2016 member satisfaction survey

We want you to be satisfied with your health care. Each year, we ask a random group of members questions like:

- How easy it is to get an appointment with your doctor or specialist?
- Do you feel that you are getting the care you need?
- How well do we provide customer service?
- How would you rate our health plan overall?

This survey, called the CAHPS survey, helps us make changes to serve you and your family better. In 2016 we saw some changes to our CAHPS survey scores.

Overall ratings and composites	2014	2015	2016
Health Plan Overall	80%	78%	77%
Personal Doctor Overall	80%	73%	80%
Specialist Overall	81%	76%	77%
Getting Care Quickly	79%	75%	72%
Getting Needed Care	77%	75%	78%
Customer Service	86%	84%	83%

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