

Inside: Diabetes care from head to toe

Beating the flu – the basics

Did you know you can prepare now to stay healthy during flu season?

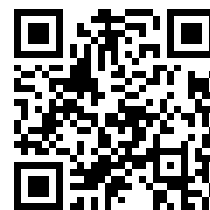
According to the Centers for Disease Control and Prevention (CDC), **everyone 6 months of age and older should receive the flu vaccine each year.**

Help keep the flu away with these basic tips:

- Get your flu shot each year.
- Wash hands often.
- Avoid those who have the flu.
- Eat well.
- Drink more water.
- Get enough sleep.

You can get your flu shot and more information from:

- Your primary care provider (PCP).
- Any of our network pharmacies if you're age 18 or older.
- Your local health department.



**How active
is the flu in your
state or city?**

Visit cdc.gov/flu/weekly/fluactivitysurv.htm or scan this image with your smartphone.



Member Services and 24/7 NurseLine
1-800-300-8181 (TTY 711)

www.empireblue.com/ny



Do you want to have fun learning about you and your baby? Ask about CenteringPregnancy.

Empire BlueCross BlueShield HealthPlus is announcing a promising model of prenatal care offered at a medical facility near you.

CenteringPregnancy is a way for women who are due about the same time to get prenatal care in a comfortable, fun group setting.

What are the benefits?

Women in Centering groups are:

- Less likely to have a preterm baby.
- More likely to breastfeed their baby.
- More confident to make healthy decisions for themselves and their family.

The following medical facilities offer CenteringPregnancy:

- Richmond University Medical Center OB/GYN Clinic, Staten Island
- Washington Heights Family Health Center, Columbia University Medical Center, Manhattan
- Wyckoff Heights Medical Center, Brooklyn
- Bedford Stuyvesant Family Health Center, Brooklyn
- Bronx Lebanon Hospital, Bronx
- Montefiore Medical Center-Family Health Center, Bronx
- Sidney Hillman-Phillip Family Practice, Manhattan (Institute for Family Health)
- Williamsbridge Family Health Center, Bronx (Montefiore Medical Center)

One-on-one help for your health

What challenges are making it hard for you to manage an ongoing health condition? How would it help you to have a nurse who can work with you by phone whenever you need help? That's what our Disease Management Centralized Care Unit (DMCCU) can do for you.

DMCCU works closely with you to help you manage your health care and get the care you need from your health care providers. We can talk with you and your health care team, mail you information to learn how to manage your health conditions and help you get the equipment and services you need. Our programs include case management for:

- Lung conditions such as asthma and chronic obstructive pulmonary disease (COPD)
- Diabetes
- HIV/AIDS
- Heart conditions like coronary artery disease (CAD), congestive heart failure (CHF) and hypertension (high blood pressure)
- Behavioral health conditions such as schizophrenia and major depressive, bipolar and substance use disorders
- We also offer help with weight management and tobacco cessation

We can help you find local resources, get referrals, improve your overall health and get past barriers to achieve your goals.

To speak with a DMCCU case manager, please call 1-888-830-4300 (TTY 711) 8:30 a.m. to 5:30 p.m. Monday through Friday or visit www.empireblue.com/ny.



Family health and fitness fun

Being active as a family can be a fun way to get everyone moving. But how can you get started?


Make small changes in your family's routines to lead healthier, active lives. Below are a few activities you and your family can do together:

- Try to do one hour of physical activity each day.
 - Find a fun activity everyone enjoys, such as a family park day, swim day or bike day.
 - Walk around the block after a meal.
- Aim for two hours or less of screen time (TV, computer, video games) per day.

Learn how fun and easy outside activities can be. [Let's Move Outside](http://letsmove.gov) promotes a range of healthy outdoor activities for children and families across the country. Visit letsmove.gov for more ideas. And remember to talk to your doctor about which activities are safe for you.


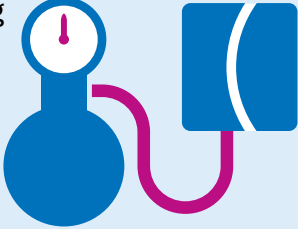
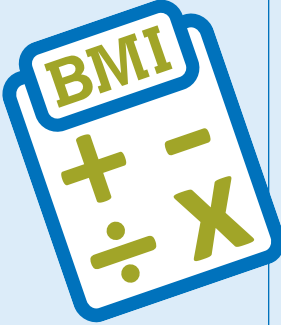
Preventive health care tips

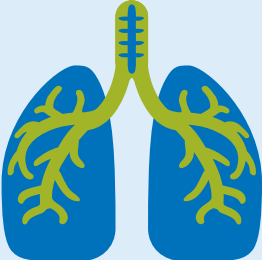



What should you be concerned about?	What should you know?	When should you go for services?
Children		
ADHD	<ul style="list-style-type: none"> Children need follow-up care and monitoring when first starting an attention-deficit/hyperactivity disorder (ADHD) medication. 	<ul style="list-style-type: none"> Take your child for a face-to-face follow-up visit with the prescribing doctor within 30 days of filling the first prescription.
Immunizations	<ul style="list-style-type: none"> Children should be fully immunized by age 2. Immunizations are also required for children to attend day care and school. 	<ul style="list-style-type: none"> Children should receive immunizations during well-child visits (from birth to age 2). Additional immunizations are required during later years.
Well-child screenings (ages 0 to 12 years)	<ul style="list-style-type: none"> In addition to taking your child to the doctor when he or she is sick or there's an emergency, regular wellness visits are recommended to help keep your child healthy. Well-child visits include physical exams as well as monitoring the growth and development of your child. 	<ul style="list-style-type: none"> Talk with your child's doctor to learn more about how many visits your child needs. 
Adolescent wellness screenings (ages 13 to 19 years)	<ul style="list-style-type: none"> Yearly wellness checkups can help keep teens in good physical, mental and emotional health. During a wellness checkup, teens receive a physical exam and information about good nutrition and healthy lifestyles. 	<ul style="list-style-type: none"> Talk with your teen's doctor to learn how many visits your teen needs.

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Women		
Breast cancer	<ul style="list-style-type: none"> • Early detection is the best protection against breast cancer. Routine mammograms, or X-rays of the breast, can find lumps when they are too small to be felt by hand. 	<ul style="list-style-type: none"> • If you're a woman age 50-74, get a mammogram every two years. • If you're a woman age 40-49, talk to your health care provider about when to start getting mammograms and how often you have them.
Cervical cancer	<ul style="list-style-type: none"> • Cervical cancer is preventable and one of the most successfully treated cancers when detected early. 	<ul style="list-style-type: none"> • Women age 21-65 should visit a gynecologist or primary care provider (PCP) for a pelvic exam and Pap test. Talk to your provider about how often to have this screening.
Chlamydia	<ul style="list-style-type: none"> • Chlamydia is a common sexually transmitted infection (STI) that can affect a woman's reproductive health. 	<ul style="list-style-type: none"> • Sexually active women, especially those age 25 or younger, should visit their gynecologist or PCP and get tested for chlamydia.
Chronic conditions		
Depression and mental health	<p>Severe mental illness can be debilitating.</p> <ul style="list-style-type: none"> • Mental illnesses such as depression, bipolar disorder and schizophrenia are leading causes of disability in the United States. 	<ul style="list-style-type: none"> • If you've ever been hospitalized because of a mental illness, getting follow-up care within seven days after you have been discharged from the hospital can help you continue to manage your symptoms. • Call your doctor or Empire for help making an appointment.
Diabetes	<p>It can cause serious health problems such as heart disease and kidney disease.</p> <ul style="list-style-type: none"> • Being physically active, maintaining a healthy weight, eating a healthy diet and taking your medications as prescribed can help prevent and control diabetes. 	<ul style="list-style-type: none"> • Hemoglobin A1c is a blood test that lets you know how well your sugar is being controlled. This test is needed two to three times a year. • Have an eye exam (including a retinopathy screening test) and urinalysis once a year or as recommended by your doctor. • Have a cholesterol test done once a year. • If you have Type 2 diabetes, getting a urine test when you're diagnosed and then every year thereafter checks for kidney damage.

Preventive health care tips

What should you be concerned about?	What should you know?	When should you go for services?
Chronic conditions		
Asthma	<p>Effective management of asthma can decrease the number of missed school and work days.</p> <ul style="list-style-type: none"> • Talk to your doctor about an asthma action plan. • There are two main kinds of asthma medicine: <ol style="list-style-type: none"> 1. Rescue medications (like albuterol) are taken when you have symptoms of asthma or an asthma attack. 2. Control medications are taken every day, even when you're feeling well. 	<ul style="list-style-type: none"> • Talk with your doctor about your asthma at every visit. • Fill your prescription medications as instructed by your doctor. • Visit a specialist (pulmonologist) as recommended by your PCP. 
Hypertension	<p>High blood pressure is the single most important risk factor for a stroke.</p> <ul style="list-style-type: none"> • The only way to tell if you have high blood pressure is to have your blood pressure checked. Normal blood pressure should be less than 120/80 mm Hg for an adult. Blood pressure above 140/90 mm Hg is considered high. 	<ul style="list-style-type: none"> • Visit your doctor and get your blood pressure checked regularly. • If you're taking blood pressure medicine, taking it as your health care provider prescribed can help you keep your symptoms under control. 
BMI 	<p>Body mass index (BMI) is a number calculated from a person's weight and height.</p> <ul style="list-style-type: none"> • Maintaining a healthy weight can decrease risks for diabetes, heart disease, stroke, high blood pressure, arthritis and cancer. • A BMI test is used to screen for weight categories that may lead to health problems. 	<ul style="list-style-type: none"> • Visit your doctor every year for a physical exam. • Discuss your BMI with your doctor. • If you have children, talk to your doctor about how your child's BMI is calculated.

What should you be concerned about?	What should you know?	When should you go for services?
Chronic conditions		
<p>COPD</p> 	<ul style="list-style-type: none"> Telling your doctor about changes in breathlessness, wheezing or coughing, difficulty sleeping, eating habits, or sputum production and color can help him or her help you better manage your chronic obstructive pulmonary disease (COPD) symptoms. Be sure you receive a spirometry test (special breathing test) when you're diagnosed with COPD. Even if you feel well, keep taking your COPD medications. 	<ul style="list-style-type: none"> Talk to your doctor about how often to go for screenings and follow-up visits. Ask your doctor about the benefits of breathing exercises and whether pulmonary rehabilitation is right for you. Go over the instructions for taking your medications with your doctor or pharmacist.
<p>CHF</p>	<ul style="list-style-type: none"> Weighing yourself daily, reporting changes to your doctor and taking diuretics as prescribed can help you stay as healthy as possible while living with congestive heart failure (CHF) 	<ul style="list-style-type: none"> Talk to your doctor about how often you'll need to be seen. 
<p>Colorectal cancer screening</p>	<ul style="list-style-type: none"> Colorectal cancer usually develops from abnormal growths (polyps) in the colon or rectum. Screenings can find polyps and remove them before they turn into cancer. They can also find colorectal cancer early, when it's easiest to treat. 	<ul style="list-style-type: none"> For most people, colorectal cancer screening begins at age 50. Some people with a family history of colorectal cancer or certain other conditions should start screening sooner. Talk to your health care provider about when to begin screenings.



If you have a chronic condition,

you should see your doctor **at least once a year**. If you would like to speak to a health educator at Empire, call 1-800-300-8181. Be sure to get the tests you or your child needs by the end of this year!

Do you have asthma or COPD?

Our pharmacy formulary of steroid medicines for asthma and chronic obstructive pulmonary disease (COPD) has changed.

If you're taking Asmanex/hydrofluoroalkane (HFA), Flovent Diskus/HFA, Pulmicort Flexhater or QVAR, our preferred medications are now Aerospan and Arnuity Ellipta.

Aerospan has a built-in spacer, and Arnuity Ellipta is taken once a day.

Or if you're taking Symbicort or Advair Diskus, the preferred medications are now Dulera and Breo Ellipta.

What should you do if the changes above affect you?

- Review your prescriptions and refill dates.
- Call your provider today to schedule an appointment and ask about your current prescription and how it should be updated.
- Ask your doctor about 90-day refills for your asthma medications.



Making decisions on care and services

Sometimes we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don't base it on that they might or we think they might deny or would be likely to deny benefits.

Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by Empire. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call Member Services at the phone number listed on your ID card or go online to www.empireblue.com/ny.



If you, or someone you're helping, has questions about Empire BlueCross BlueShield HealthPlus, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-300-8181 (TTY 711).

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Empire BlueCross BlueShield HealthPlus, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-300-8181 (TTY 711).

SPANISH

如果您或您幫助的人有關於 Empire BlueCross BlueShield HealthPlus 的問題，您有權利免費取得您所使用語言的幫助和資訊。如需口譯員服務，請致電 1-800-300-8181 (TTY 711)。

CHINESE

Если у Вас или у того, кому Вы помогаете, появятся вопросы о Empire BlueCross BlueShield HealthPlus, у Вас есть право бесплатно получить помощь и информацию на Вашем языке. Чтобы поговорить с переводчиком, позвоните 1-800-300-8181 (TTY 711).

RUSSIAN

Si ou menm, oswa yon moun w ap ede, gen kesyon konsènan Empire BlueCross BlueShield HealthPlus, se dwa ou pou yo ede ou ak ba ou enfòmasyon nan lang ou gratis. Pou pale ak yon entèprèt, rele 1-800-300-8181 (TTY 711).

HAITIAN CREOLE

귀하 또는 귀하가 도움을 주고 있는 다른 사람이 Empire BlueCross BlueShield HealthPlus 에 대한 질문이 있는 경우, 귀하는 무료로 귀하가 사용하는 언어로 도움을 받고 정보를 얻을 수 있는 권리가 있습니다. 통역자와 통화하려면 1-800-300-8181 (TTY 711)로 전화하십시오.

KOREAN

Se lei o qualcuno che sta assistendo dovesse avere domande relative a Empire BlueCross BlueShield HealthPlus, ha il diritto di ottenere aiuto e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, contatti 1-800-300-8181 (TTY 711).

ITALIAN

אויב איר אדער עמיצער וועם איר העלפט האט פראגעס איבער Empire BlueCross BlueShield HealthPlus, האט איר די רעכט צו באקומען הילף און אינפארמאציע אין אייער שפראך פריי פון אפצאל. צו רעדן מיט א דאלמעטשער רופט 1-800-300-8181 (TTY 711).

YIDDISH

যদি আপনার, বা যাকে আপনি সাহায্য করছেন তার, Empire BlueCross BlueShield HealthPlus সম্পর্কে কোনো প্রশ্ন থাকে, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাবার অধিকার আপনার আছে। একজন দোভাষীর সাথে কথা বলতে, 1-800-300-8181 (TTY 711)

BENGALI

Jeśli macie Państwo pytania lub osoba, której Państwo pomagacie, ma pytania na temat Empire BlueCross BlueShield HealthPlus, przysługuje Państwu prawo do bezpłatnej pomocy i informacji w Państwa języku. Aby skorzystać z usług tłumacza, proszę zadzwonić pod numer 1-800-300-8181 (TTY 711).

POLISH

إذا كانت لديك أو لدى أي شخص تقوم بمساعدته أي أسئلة حول Empire BlueCross BlueShield HealthPlus، فيحق لك الحصول على المساعدة والمعلومات بلغتك الأم بشكل مجاني. للتحدث إلى مترجم، اتصل على 1-800-300-8181 (TTY 711).

ARABIC

Si vous ou une personne que vous aidez avez des questions sur Empire BlueCross BlueShield HealthPlus, vous pouvez recevoir de l'aide et des informations dans votre langue à titre gratuit. Pour parler à un interprète, appelez le 1-800-300-8181 (TTY 711).

FRENCH

اگر آپ، یا جس کسی کی آپ مدد کر رہے ہیں، ان کے پاس Empire BlueCross BlueShield HealthPlus کے بارے میں کوئی سوال ہے، تو آپ کو تعاون حاصل کرنے اور کسی بھی قیمت پر معلومات حاصل کرنے کا حق ہے۔ ایک مترجم سے بات چیت کرنے کے لئے، کال کریں 1-800-300-8181 (TTY 711)۔

URDU

Kung may mga katanungan ka, o isang tao na tinutulungan mo tungkol sa Empire BlueCross BlueShield HealthPlus, may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang gastos. Para makipag-usap sa isang interpreter, tumawag sa 1-800-300-8181 (TTY 711).

TAGALOG

Εάν εσείς ή κάποιο άτομο το οποίο βοηθάτε έχει ερωτήσεις σχετικά με το Empire BlueCross BlueShield HealthPlus, μπορείτε να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας δωρεάν. Για να μιλήσετε με έναν διερμηνέα, καλέστε στο 1-800-300-8181 (TTY 711).

GREEK

Nëse ju ose dikush tjetër që po ndihmoni keni pyetje për Empire BlueCross BlueShield HealthPlus, ju keni të drejtën të merrni ndihmë dhe informacione falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi 1-800-300-8181 (TTY 711).

ALBANIAN



An Anthem Company



Making healthy choices easier

When you're living with diabetes, it can be hard to find the time or the motivation to get fit. But by choosing to be more active, you can:

- Lower your blood pressure, blood sugar and cholesterol.
- Lose weight.
- Sleep and feel better.
- Control your symptoms.
- Decrease the amount of medications you need.
- Strengthen your heart.
- Increase your flexibility, energy and strength.

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