

# IT'S YOUR HEALTH™

MEDICA™

Look better. Feel better. Be better.

FALL 2007



## Take your pick:

### Two seconds of discomfort — or a week of misery (or worse!)

Having the flu is no fun. It can make you sick for days with aches, fever and other miserable symptoms.

Getting a flu shot every year greatly improves your chance of staying flu-free.\* The flu shot is safe for most adults and children ages 6 months and older. Get your flu shot between October and March, because flu season may not peak until February or March.

**Fact:** Your child may need a second flu shot, one month after the first shot, if he or she is younger than age 9 months and has never had a flu shot. Check with your child's doctor.

### Flu shots are highly recommended for:

- ◆ Anyone age 50 or older
- ◆ Pregnant women
- ◆ Children ages 6 months-5 years
- ◆ Anyone who has a health condition (such as diabetes or asthma) that puts him or her at risk for flu complications
- ◆ Anyone who may pass the flu virus to others at high risk for complications

Call your doctor or clinic to schedule a flu shot.

### More flu-fighting tips:

- ◆ If you're sick, stay at home.
- ◆ Don't send a sick child to school or day care.
- ◆ Cover your mouth and nose with a tissue or the inside of your elbow — not your hands — when you sneeze or cough.
- ◆ Wash your hands — with soap — often throughout the day.

\*Source: Centers for Disease Control and Prevention

## FLU RESOURCES

### Find a flu shot:

- [www.findaflushot.com](http://www.findaflushot.com) — Search for local flu shot clinics by ZIP code.
- [www.mvna.org](http://www.mvna.org)>Flu Room>Find a Flu Shot Clinic

### Learn more about flu:

- [www.medica.com](http://www.medica.com)
- [www.health.state.mn.us](http://www.health.state.mn.us) — Minnesota Department of Health
- [www.cdc.gov](http://www.cdc.gov) — Centers for Disease Control and Prevention



## CONTENTS

### Your Medica, Pages 2 & 7

- > Save time and money
- > What's hot on the Web

### Your Health, Pages 3 & 4

- > Get lean for spring
- > Let's talk about men

### Your Benefits, Pages 5 & 6

- > A breath of fresh air
- > Kids' Corner

### Your Resources, Page 8

- > Phone numbers
- > Did you know?

## Lower your breast cancer risk right now

Breast cancer strikes about 3,200 women in Minnesota each year.\* Here are a few ways to lower your risk:

- Achieve and maintain a healthy weight.
- Avoid drinking alcohol.
- Exercise regularly ... even a little may help!
- Know the factors you can't control, such as your age, race and family health history.

**Key point:** You can develop breast cancer even if you have no risk factors. Learn more at [www.medica.com](http://www.medica.com)>Members>Minnesota Health Care Programs>Manage My Health>Medica Women's Guide to Health Care Services and Programs.

\*Source: Minnesota Department of Health

## LOOK AT THE WAYS STRESS MAY HARM YOUR HEALTH:

- **Breathing:** In people with asthma, stress can trigger an attack.
- **Digestion:** Stress may cause problems such as diarrhea or stomachache.
- **Heart:** Stress may increase your risk for heart disease.
- **Mental health:** Stress has been linked to a higher risk of depression.
- **Skin:** Stress may worsen skin problems, such as acne and eczema.
- **Sleep:** Stress can interfere with your sleep and cause insomnia.

## Alena is here to help you

Have a question or concern about your Medica benefits? Customer Service can help!

Recently, a member called with a difficult problem. Alena, one of our Customer Service representatives, spent more than an hour helping to find a solution. “At the end of the call, I was tired, because I put a lot of energy into delivering great customer service,” she says. “But I was also happy, because I took care of the customer’s needs.”

Alena was born and raised in Belarus. She moved to the United States four years ago and started working at Medica about two years ago. Her duties include answering members’ questions about their claims and benefits. She also helps them find community resources and rides to medical appointments. Alena speaks three languages — English, Russian and German.

One reason Alena enjoys working at Medica is all of the different people she sees and talks to every day. “The staff is as diverse as the membership. So we all help each other out,” she says. “It’s a big family, and I like being a part of it.”



*SPP Customer Service representatives*

## Stress: The good, the bad and the ugly

Most of us live with stress every day. But too much stress may lead to depression or other health problems. Here are some ways to manage stress:

### Reduce stress

- Accept the fact that you can’t control every situation.
- Avoid stress when you can. If there is a situation you can’t avoid, prepare yourself as much as you can.
- Take care of yourself. Regular exercise, a balanced diet and plenty of sleep will help fight the negative effects of stress.
- Take time to enjoy life. Treat yourself to a movie or spend time with friends or family.

### Cope with stress

- Break down big problems into small steps.
- Try simple stress-reducing ideas, such as taking deep breaths.
- Stay away from tobacco, alcohol and drugs. They will only add to your stress.
- Talk to your doctor, nurse or social worker about the problem causing your stress.

The **Stay Well, Stay Working** program can help you keep your job while you cope with mental health problems. The program offers one-on-one wellness planning, mental health care services and more. Call your case manager for more information.

## Who says you have to give up pizza?

Pizza is one of America's favorite — and most fattening — foods. Two slices from a fast-food chain may contain more than 700 calories, plus almost as much fat and sodium as you should eat in an entire day. How can you enjoy a healthier pizza?

### Restaurant pizza

- › Choose thin crust. Thick crusts may be higher in calories and fat.
- › Say, “Half the cheese, please.” Your pizza will still have plenty of cheese.
- › Pile on the veggies. Try broccoli, onion, mushrooms and others.
- › Select meats carefully. Chicken and ham are healthier than pepperoni and sausage.
- › Start with a small salad so you won't fill up on pizza. Beware of croutons, bacon bits, cheese and creamy dressings that often have lots of calories and fat.

### Homemade pizza

- › Use a ready-to-bake, whole-wheat crust from your supermarket's frozen-food aisle.
- › Make mini-pizzas on whole-wheat pita bread or flat bread.
- › Start with fresh tomatoes and then layer on low-fat cheese, fresh veggies and herbs.
- › Experiment with different toppings, such as peppers, pineapple or olives.
- › Instead of meat, try chicken or tofu.

Learn more about a healthy diet at [www.medica.com](http://www.medica.com) > *Top Member Resources: Health Calculators, Wellness Library & More* > *Learn more about ... Healthy eating.*



## KEEP ON YOUR TOES ABOUT DIABETES CARE

Diabetes can affect many parts of your body — even your feet. You may lose feeling in your feet, allowing small injuries to become infected.

**Fact:** About 82,000 Americans lose feet or limbs to diabetes each year.

*Source: International Diabetes Federation*

If you have diabetes:

- ◆ Check your feet daily for cuts, sores or other injuries.
- ◆ Have a foot checkup every time you go to your doctor.
- ◆ Wear clean socks and roomy shoes with soft soles.
- ◆ Do not go barefoot.
- ◆ Keep both feet on the floor when sitting.
- ◆ Use lotion on your feet regularly (Do not put it between your toes.).
- ◆ Keep your toenails trimmed properly.
- ◆ Call your doctor about sores or changes to your feet.

## BABY YOUR BABY. EARN UP TO \$80 IN GIFT CARDS

You have to start taking care of your baby before your baby is born. That means regular visits to your doctor or clinic while you are pregnant — even if you feel fine.

Regular care will help make sure you and your baby stay safe. The doctor or nurse can check on any health problems you have. They can also help you quit smoking. You can also learn about exercising and “eating for two.”

Call your doctor or clinic as soon as you think you are pregnant. If you are already pregnant and do not have a health care provider, contact Medica CallLink® nurse line to get help finding one.

### Best for Baby & Me

Earn up to \$80 in Target® GiftCards when you complete these health care visits:

- ✿ A prenatal exam within the first 104 days of pregnancy
- ✿ 11 more visits while you are pregnant (or as recommended by your doctor)
- ✿ Post-partum visit 21 to 56 days after you give birth

To join the Best for Baby & Me program, call Customer Service. Learn about the tobacco cessation program Medica offers at no cost to you on page 5.

**Fact:** Moms-to-be who have regular care during pregnancy have healthier babies. *Source: March of Dimes*

## IT PAYS TO PROTECT YOUR CHILD FROM LEAD

Widespread recalls have raised awareness about the danger of lead in toys. However, toys that contain lead continue to be sold.

### Protect your child:

- Avoid buying toys from vending machines.
- Do not allow children to chew or suck on painted toys.
- Do not allow your child to play with toys that have parts small enough to swallow.
- Check [www.cpsc.gov](http://www.cpsc.gov) (Consumer Product Safety Commission) about toy recalls.
- Get your child tested for lead poisoning at age 12 months and age 24 months. A blood lead test is part of a complete Child & Teen Checkups.

You may qualify for a \$30 Target® GiftCard when your baby (ages 9 months to 30 months) completes a blood lead test. Watch your mail for details. Or, call Medica Customer Service.

## Get lean and mean for spring

Bears sleep most of the winter, emerging from their dens to eat. Sound like anyone you know?

Rather than hibernating this year, pump up your exercise routine and your life.

**Think Benefits** — Exercise isn't just about looking good. It can boost your mood on gray days, give you energy and improve your sleep.

**Think Fun** — What makes you think exercise has to be boring? Go dancing. Play tag with the kids. Go sledding. Build a snowman. Make snow angels.

**Think Inexpensive** — Stay fit on any budget. Go walking at a mall. Jump rope. Take an aerobics or martial arts class offered through your local community center.

**Think Outdoors** — You can get some exercise raking leaves and shoveling snow. Give your spirits a lift too with a walk around your neighborhood to look at holiday lights.

**Think Safety** — Wear appropriate warm clothing and safety gear when exercising outdoors. Check with your doctor if you have asthma or another chronic condition that may affect your ability to exercise.

Learn more about exercise and weight loss at [www.medica.com](http://www.medica.com) > *Members* > *Minnesota Health Care Programs* > *Manage My Health* > *Online Health Information* > *Health Forums*.

## When it comes to preventive health for men — women take charge!



As the lady of the house, what does men's health have to do with you? Plenty!

A man's health issues may affect his loved ones. Women have a longer life expectancy than men. So, many women see their husbands, fathers and brothers become ill and die at too young an age.

By educating the men in your life about the importance of preventive care, you will help them take a more active role in their health care. You may even save a life.

Here's what to do:

- ① Visit [www.medica.com](http://www.medica.com). Follow the links to *Members* > *Minnesota Health Care Programs* > *Manage My Health* > *Guide to Preventive Screening Recommendations for Adults*.
- ② Print out this list of recommended screenings. Give a copy to each man in your life.

Ask at your local library for help finding the Web site or printing the document.

## NEWS TO MAKE YOUR BODY HAPPY



### Wishful Thinking

Many men underestimate their prostate cancer risk, say researchers who interviewed men about to be tested for the disease. Overall, 20 percent of Caucasian and 55 percent of African-American study participants said there was no chance they had prostate cancer. Many participants were later diagnosed with prostate cancer. Medica suggests that you talk to your doctor about whether or not screening is appropriate for you.

Source: *American Society of Clinical Oncology*



### Cola

Too much cola may harm your kidneys. A study found that drinking three or more servings of cola per day may double your chances of developing chronic kidney disease. The impact was the same for both diet and sugar-sweetened colas, but not necessarily for other carbonated drinks.

Source: *Epidemiology*



### Clean Air

Kicking the habit? Kick smokers out of your house. Research shows that people who successfully quit smoking are more likely to have a smoke-free home than people who try unsuccessfully to quit. Having a smoke-free home may greatly increase your odds of quitting, one researcher said. **See next page for information about Medica's new tobacco cessation program.**

Source: *American Journal of Public Health*

## Save your money. Save your life

You have two great reasons to become tobacco-free, thanks to Medica's enhanced tobacco cessation program.

### One: Choose the type of program that will work best for you

- ❖ Receive coaching by phone only **or** by a mix of phone and Internet.
- ❖ Stay with one coach through the entire program or have a variety of coaches.

### Two: Nicotine replacement therapy (NRT) is included at no cost to you

- ❖ You may qualify for eight weeks of over-the-counter NRT.
- ❖ NRT includes gum, patches or lozenges and is provided via mail order. You will be assessed for appropriate NRT use. (Example: Pregnant women should not use NRT.)

The new quit-smoking program also includes:

- ❖ Dedicated phone line for support and information
- ❖ Online tools and support
- ❖ Special programs for youths, pregnant women and Native Americans
- ❖ Translation service available in more than 150 languages
- ❖ Benefits for Medica members ages 14-17, as well as adults 18 and older

To learn more about the Medica Tobacco Cessation program and if you are eligible to participate, call Customer Service at **952-992-2322** or **1-800-373-8335**.



## COST-SAVING TIP



### Do what the doctor says

If you fail to follow your doctor's orders, you may end up in the hospital or emergency room. That may cost you a lot of time and trouble. Take notes and ask questions at your initial visit with the doctor. Then, call your doctor any time you can't remember his or her care instructions for you. Contact your doctor or pharmacist if you have any questions about how or when to take your medicine.

## BUZZWORDS



### Primary care provider

The provider you see for routine and preventive care. Your *primary care provider* can diagnose and treat a wide range of health conditions.

### Specialist

A health care provider who has extra training in a specific area of medicine. Example: A cardiologist is a *specialist* in heart disorders. Surgeons and psychiatrists are two other types of *specialists*.

### As of October 1, 2007, smoking will not be permitted in indoor public places and indoor places of employment in Minnesota, including:

- Bars, restaurants and private clubs
- Common areas of apartment buildings and hotels
- Day care centers
- Health care facilities and clinics
- Home offices that have one or more on-site employees or are used as a place to meet or deal with customers
- Offices and industrial workplaces
- Retail stores
- Taxis, buses and other public transportation
- Work vehicles, when more than one person is present
- Public and private educational facilities
- Meeting rooms, auditoriums and arenas

*"If you smoke, this is the time to quit."*

Ken Joselyn, MD, medical director at Medica

WHEN CHILDHOOD IS NOT CAREFREE

Childhood is usually a time of fun and discovery. But depression may be a fact of life for some children.

Your child may not be able to express his or her feelings. So watch and listen for symptoms of depression, such as:

- ▶ Talking about death or suicide
- ▶ Crying often or for no reason
- ▶ Getting poor grades at school
- ▶ Feeling empty, hopeless or worthless
- ▶ Feeling tired much of the time
- ▶ Getting annoyed easily
- ▶ Having ongoing stomachaches, headaches or other pains
- ▶ Having trouble concentrating on homework
- ▶ Withdrawing from friends to spend time alone

Be extra attentive at times when you know your child is upset, such as when a friend or family member dies, or there is a divorce.

If you suspect that your child may be depressed, be supportive and try to find out what may be causing the problem. Contact your child's health care provider or United Behavioral Health if symptoms continue.

Child & Teen Checkups: A way to say 'I love you'

Your child is growing from head to toe. Getting Child & Teen Checkups (C&TC) will help make sure children continue to be as strong and healthy as they can be.

**Fact:** About 15 percent of U.S. children ages 6-19 years have hearing loss in one or both ears.\* A hearing test is one part of a complete C&TC.

*\*Source: Minnesota Department of Health*

Your child's C&TC will also include:

- ❖ Overall physical exam
- ❖ Health history
- ❖ Growth and development measurements
- ❖ Vision and hearing checks
- ❖ Education for good physical and mental health
- ❖ Tests and immunizations ("shots"), if needed
- ❖ Blood lead test at age 12 months and age 24 months
- ❖ Referral to a dentist
- ❖ Referral to a specialist, if needed

Your child needs **all** of these. By asking for a C&TC, you will make sure your child has a complete health screening.

You may be eligible for a gift card when your child receives a complete C&TC. Call Medica Customer Service for details.

**Important:** Call your child's clinic today and set a time for a C&TC. Remember to ask specifically for Child & Teen Checkups.

Need help finding a doctor or clinic? Call Medica CallLink® or go to "Find A Doctor" at [www.medica.com](http://www.medica.com).



Luke D. Loon's Kids' Stuff  
You're wonderful, amazing, terrific and super!

Look in the mirror. What do you see?  
An awesome kid! And nobody should ever say you're not.

Say this to yourself every day:

*I am special.*

*I believe in myself.*

*I like who I am.*

*I am a great person.*

Why? Because it's true!

Help Luke D. Loon connect the dots and to find out what you are.



Two empty rectangular boxes for writing the answer to the dot-matrix puzzle.

## Formulary saves time, trouble and money

Medica's drug formulary is a list of all the preferred prescription drugs Medica may cover for our members. It encourages you to use safe, effective medicines. It also helps control expenses and helps you get the most from your health plan benefits.

Find the up-to-date formulary on the Web at [www.medica.com](http://www.medica.com)>Pharmacy. There are several versions of the formulary on the Web site. One is a two-page formulary that includes only the most commonly prescribed drugs. You may also see a complete listing organized by first letter of the drug's name. Other listing options are shown as well.

### You will also find features such as:

- ▣ Frequently asked questions about the formulary
- ▣ How the formulary is developed and maintained
- ▣ Over-the-counter formulary drug list
- ▣ Updates regarding recent changes to the formulary

**Note:** Listing a drug on the formulary does not guarantee coverage. The formulary is subject to changes and certain drugs may not be included under your plan design. Refer to your coverage document for specific information about your benefits.



**Tip:** To get an over-the-counter drug covered by Medica, you must have a prescription from a Medica network provider. Also, you must fill the prescription at a Medica network pharmacy.

## ASK THE PHARMACIST



### Q: What can I do about my medicine when traveling?

**A:** Follow these rules:

1. If traveling by plane, train or bus, keep medicine in your carry-on bag. Checked luggage may get lost.
2. Take extra doses of medicine with you. You do not want to run out of your medications if your return is delayed.
3. Keep medications in their original containers.
4. Get a letter from your doctor about any narcotic-based medicine you take. This may include sedatives or tranquilizers.
5. Carry copies of your written prescription forms with you.
6. For travel across time zones, ask your doctor about adjusting your dosing schedule.

GO 'SITE-SEEING'  
AT THE NEW  
[WWW.MEDICA.COM](http://WWW.MEDICA.COM)



Using [www.medica.com](http://www.medica.com) is easier than ever. Now you can find the information you need fast.

From the home page, click the *Members* link to *Minnesota Health Care Programs*. You'll find information relevant to your health plan benefits, such as:

- ◆ Language resources
- ◆ Transportation services
- ◆ The Way to Better Health<sup>SM</sup>
- ◆ Social services
- ◆ Provider network

There's also a *Manage My Health* link with tools to help you stay healthy.

Other tools are available right on the home page:

- ◆ Pharmacy information
- ◆ Find A Doctor<sup>®</sup>
- ◆ Health news highlights

Visit [www.medica.com](http://www.medica.com) anytime.

*No computer at home?  
Try your local library or  
community center.*

**Customer Service**

Metro: **952-992-2322** Regional: **1-800-373-8335**.  
 TTY lines: **952-992-2357** (metro), **1-800-234-8819** (regional).

**Medica CallLink® Nurse Line**

To speak with a nurse or to get a physician referral, call our Medica CallLink nurse line **1-866-715-0915**. Hearing-impaired callers (metro and regional), please call the National Relay Center at **1-800-855-2880** and request Medica CallLink at **1-866-715-0915**.

**Medica's Fraud Hotline (24 hours, 7 days a week)**

English language fraud hotline **952-992-2237**.  
 For the Russian language fraud hotline, call **952-992-3893**.  
 For the Somali language fraud hotline, call **952-992-3214**.  
 For the Spanish language fraud hotline, call **952-992-4592**.  
 Regional: **1-866-821-1331** (all languages).

**Disease Management**

For help with diabetes or childhood asthma, call Medica Common Disease Management<sup>SM</sup> at **952-992-8460** or **1-888-365-8240**. For Medica Rare Disease Management<sup>SM</sup> call **1-866-217-2919**.

**Delta Dental**

Metro: **651-406-5916** Regional: **1-800-459-8574**.  
 TTY lines: **651-406-5915** or **1-800-916-9514**.

**United Behavioral Health**

To find a mental health or substance abuse provider, please call United Behavioral Health (UBH) at **1-800-848-8327** or TTY **1-800-543-7162**.

Visit us on the Internet at [www.medica.com](http://www.medica.com)

Entire publication © 2007 Medica. Medica® is a registered service mark of Medica Health Plans. "Medica" refers to the family of health plan businesses that includes Medica Health Plans, Medica Health Plans of Wisconsin, Medica Insurance Company, Medica Self-Insured, and Medica Health Management, LLC. *It's Your Health* is published quarterly by Medica for its Medica Choice Care<sup>SM</sup> and Medica MinnesotaCare members. The information presented comes from a wide range of medical experts. If you have questions about specific comments that may affect your health, please contact your health care provider. If the information in *It's Your Health* conflicts with your plan document, your plan document is always correct. Publisher: Medica > Editor: Jim Williams. *It's Your Health* is a trademark of Medica. The Bullseye Design and Target are registered trademarks of Target Brands, Inc. All rights reserved. Target is not a participating partner in or sponsor of this offer.

DID YOU KNOW?



**> 1 billion**  
 Estimated number of people worldwide who will die of diseases related to tobacco use this century (see page 5).

*Source: World Health Organization*

**> 200,000**  
 Approximate number of Americans who will be hospitalized due to flu complications this year (see page 1).

*Source: Centers for Disease Control and Prevention*

**> 15**  
 Estimated percentage of American children and teens, ages 6-19, who have hearing loss in at least one ear (see page 6).

*Source: Minnesota Department of Health*

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamadda macluumaadkani, wac Medica: 952-992-2260.  
 1-800-373-8335: Medica **ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فالتصل بالرقم**  
 Внимание: Если Вам нужна бесплатная помощь в переводе этой информации, позвоните по следующему телефону: Medica: 952-992-2294.  
 ລະວັງ. ຖ້າທ່ານຕ້ອງການ ການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມ ດັ່ງກ່າວໄປສູ່, ຈົ່ງໃບສາ Medica: 1-800-373-8335.  
 Atención. Si desea recibir asistencia gratuita para traducir esta información, llame a Medica: 952-992-2297.  
 ព្រំណត់សំគាល់: បើអ្នកចង់បានជំនួយបកប្រែព័ត៌មាននេះដោយមិនគិតថ្លៃ សូមទូរស័ព្ទទៅ Medica: 1-800-373-8335.  
 Chú Ý. Nếu quý vị cần dịch thông-tin này miễn phí, xin gọi Medica: 952-992-2295.  
 Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu Medica: 952-992-2296.  
 Pažnja. Ako vam je potrebna besplatna pomoc za prevod ove informacije, nazovite Medica: 1-800-373-8335.  
 Hubaddhu. Yo akka odecffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, bilbila kana bilbili Medica: 1-800-373-8335.

*Attention. If you want free help translating this information, call 1-800-373-8335. This information is available to people with disabilities by calling 952-992-2322 (voice), or 1-800-373-8335 (toll free), or 952-992-2357, or 1-800-234-8819 (TTY), or 711, or through the Minnesota Relay at 1-877-627-3848 (speech to speech relay service).*

**Its Your Health™**  
**MEDICA.**

Mail Route CP585  
 PO Box 9310  
 Minneapolis, MN 55440-9310  
[www.medica.com](http://www.medica.com)

PRESORTED  
 STANDARD  
 US POSTAGE  
 PAID  
 FMC  
 33069