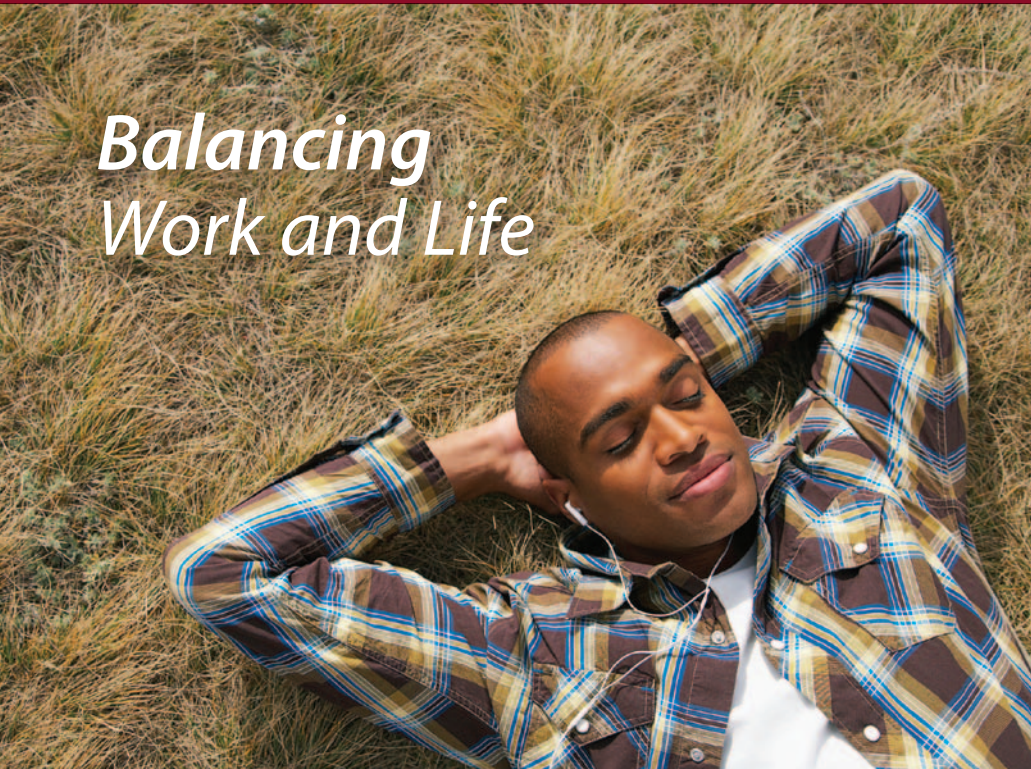


A Quality You

Your QualChoice Member Newsletter

Fall 2015

Balancing Work and Life



More than ever, whether or not they have children, both men and women work outside the home. Balancing the roles of parent, spouse, homeowner, and employee is not easy. Here are some steps to balance your career and home life.

Practice Self-Care

Self-care is critical for everyone, so make sure to relax. Deep breathing or listening to music can rejuvenate your spirit.

Physical activity is also an important stress reliever after your doctor gives you the OK.

Enlist a few minutes of child care or take the kids along on a brisk walk or other exercise. Aim for 30 minutes of moderate activity five times a week.

Give Up Guilt

Decisions that support your growth and happiness most often yield positive results for your loved ones. If you choose to put your child in day care or hire senior care for a parent to accommodate work, don't feel guilty.

Turn Cons Into Pros

Even if new routines leave you frazzled temporarily, having children or managing multiple schedules actually improves decision-making and leadership skills.

Communicate Openly

If your current work schedule clashes with life's demands, speak up. Ask about flex time, split shifts, part-time hours, or work-from-home arrangements that might make it possible for you to nurture both a family or household and a career.

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Quality at QualChoice

Thank you for your feedback on our recent consumer survey. Sharing your thoughts with us helps us know where we continue to do well and where we still need to improve. We're pleased to know that you still think we do a great job at getting you the care you need right away and simplifying health insurance with our easy-to-use forms. We are looking at ways to improve your customer service experience and streamline all our processes. Feel free to share your thoughts with us at any time using our *QuicQuestions* system at QualChoice.com.

► GET HELP TO QUIT

If your plan includes our QCARE Health & Wellness program, enroll in *Kick the Nic!* for help quitting tobacco use or talk with a care manager about setting health and fitness goals. Learn more at QualChoice.com or call **501.228.7111** or **800.235.7111**.

Your Primary Care Provider Helps You Prevent Problems



Health care can be confusing at times. Which medical provider do you see for a problem? Where do you go to get a test you need? Should you take a certain medication? Fortunately, you have your own personal health care adviser: your regular doctor, or primary care provider (PCP).

Your Most Trusted Adviser

Your PCP helps you prevent health problems and manage chronic diseases.

Think of your PCP as the top adviser on your health care team. He or she is the person you should turn to if you have a question or need advice. Because your PCP knows you and your medical history, he or she can offer personalized advice. Together, you can make the right decisions for you.

Your PCP also coordinates your health care team. For example, he or she will let you know if you should see a surgeon or other specialist. Your PCP will then work with the specialist to manage your health.

Get the Most Out of Your Visit

A few steps can help your health care provider give you the best care possible. First, give them as much information as you can about your health. Be sure to share:

- All the medications and supplements you take, and how much and how often you take them
- All the symptoms you're feeling, even if they are embarrassing
- What's most important to you in life, such as being able to drive, type, or exercise

- Your past operations, health conditions, and treatments

This information will allow your doctor to tailor advice for you.

Your Role on the Team

Your PCP can recommend steps to improve your health, but it's up to you to follow them. So make sure you understand what your doctor is saying. Ask questions if you aren't clear about your instructions or diagnosis. If you don't ask, your doctor may assume you understand.

GET STARTED

If you are looking for a primary care provider, go to QualChoice.com and select *Provider Search*.

BULLETIN BOARD

Women's Health and Cancer Rights Act

In agreement with this act, when QualChoice covers a mastectomy, all reconstruction following that mastectomy will also be covered, including reconstruction and surgery for symmetry, false breast forms, and care for lymphedema (the build-up of fluid in soft tissue).

To view the coverage policy for breast reconstruction, go to QualChoice.com and select *Medical Policies*. Learn more about this coverage by logging in to review your official plan documents. Call Customer Service at **501.228.7111** or **800.235.7111** for help.

Get Pre-authorization

Know beforehand which medical procedures require pre-authorization (pre-approval) by checking the *Medical Policies* section of QualChoice.com or calling Customer Service at **501.228.7111** or **800.235.7111**. Your claim could be denied if pre-authorization was required and you didn't get it.

Review Your Health Plan Documents

As a QualChoice member, you will receive documents explaining your health and/or prescription drug benefits and services. These documents will also include topics such as:

- Benefits and services included and excluded from your coverage
- Details about co-payments and other charges for which you are responsible
- How to voice a complaint
- How to appeal a decision denying coverage or reducing your benefits
- A glossary of important terms
- Your member rights and responsibilities
- Depending on your particular plan, you may receive an *Evidence of Coverage (EOC)*, a *Certificate of Coverage (COC)*, or a *Summary Plan Description (SPD)*.

To review your plan documents, log in at QualChoice.com. Select *Your Benefit Booklet* at right.

The Doctor Is In

Lubna Maruf, M.D. QualChoice Medical Director

Avoid Repeat Trips to the Hospital

One in five older adults makes a repeat visit the month after a hospital discharge. The risk of heading back is high for as long as a year afterward, depending on the type of illness that took you there the first time.

Doctors can help reduce your risk with follow-up care, but you play a role, too. Watch your health—or your family member's—closely after a hospital visit. Report any changes or concerns quickly to the health care team.

You're still recovering from the original illness, but your odds of developing other conditions also go up. Stress, changes in medications, and being exposed to new infections can increase your risk for a new type of illness.

Patients and their families can take an active role in preventing a return to the hospital. Keep a checklist for when you leave

the hospital. Make sure you ask—and write down the answers—to these questions:

- What can I do to keep getting better?
- What problems should I watch for and what should I do if I spot them?
- What medications should I take and how do I take them?
- Will I need a walker or other medical equipment?
- When should I follow up?

WE'RE HERE TO HELP

Ask for written information about your illness and treatment plan when you leave the hospital.

For support following a hospital discharge, call QualChoice at **501.228.7111** or **800.235.7111**. Ask to speak to a QCARE care manager. To learn more, visit QualChoice.com; select *QCARE Health Programs*.



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QualChoice in the Community: FALL EVENTS

OCTOBER

- JDRF Walk to Cure Diabetes
- Komen Race for the Cure
- Centers for Youth and Families Halloween Party

NOVEMBER

- Youth Home Dove Tree Donation Drive

DECEMBER

- Youth Home Dove Tree Gift Wrapping Party

JOIN US!

Join us in supporting our Arkansas community! To register for any of our events, email Karyn Fitts-Langley at karyn.langley@qualchoice.com.

Fall into a Healthy Routine: Back-to-School Lunches

With obesity affecting one in five children in the U.S., you may be concerned about your children maintaining a healthy weight. Or maybe you'd like to save a little money.

Packing your kids' school lunches (as well as your own lunch) is a great way to accomplish these goals. As you're filling lunch sacks, aim for veggies, fruits, and whole grains to make up about two-thirds of the meal. For the rest, use lean animal protein such as poultry minus the skin, low-fat cheese, fish, or lean red meat.

Try Something New

Try these tasty treats and tricks in lunch bags:

- Tweak kids' favorites. Instead of using white bread, try whole-grain bread, English muffins, tortillas, or bagels as the base of a sandwich. Get creative with the fillings, too. Swap out sugary jelly in a PB&J and replace it with apple slices, banana slices, or raisins.
- Skip the salty snacks like potato chips or pretzels. A handful of trail mix (made of dried fruits like cranberries, apple slices, dates, and raisins) is a great substitution.
- Think small. Cheese, rotisserie chicken, melons, and veggies are easier to eat if you slice them into cubes or chunks. No worry about cutting things up at the lunch table or your desk—and plenty of time to enjoy these healthy foods.

- Try tasty dips. Instead of salad dressings and ketchup, spice up a sack lunch with salsa. Hummus is another tasty partner to apple slices, whole-grain crackers, cubed foods, and other healthy treats.

Keep It Cool

Once you have lunch ready, make sure it's packed properly. Prepare the food the night before and store the packed lunch in the fridge. Use a soft-sided lunch box or insulated bag that's made for keeping food cold. Pack an ice pack, frozen water bottle, or frozen 100 percent juice box with perishable food in any type of lunch bag or box.

