

# A Quality You

Your QualChoice Member Newsletter | Spring 2014

## Letter from the Editor

Spring brings fresh air and sunshine, and if your resolutions for the new year have gone by the wayside, it's a great time for a fresh start! Read on for tips on staying in shape, managing anxiety, and more.

- *Spring into Action with Simple, Free Exercises*, page 1
- *The Doctor Is In: Move Away from Anxiety*, page 2
- *Mental Health Parity Act*, page 2
- *Survey Says... Employer Groups: 87% Would Recommend Us!*, page 2
- *Spring Cleaning and Organization: Member Quick Reference Guide*, page 3
- *Care Manager Profile: Kelly Noble, R.N.*, page 3
- *QualChoice in the Community*, page 4
- *Policy Statements*, page 4
- *Spring Recipe: Strawberry Spread*, page 4

We hope these articles will inspire you and help you enjoy a healthy and happy spring!



## Spring into Action with Simple, Free Exercises

If you're short on time or plagued by springtime allergies, you can still stay in shape. Try these moves to turn your living room into a fitness facility.

**For the healthy but time-crunched: squat thrust.** This total-body exercise works your arms, legs, and core while getting your heart pumping hard. Start standing up. Squat down and place both hands on the floor. Jump your legs back into a plank position, then back up to your hands before standing up again. Boost the intensity with a single jump between repetitions or a push-up from plank pose.

**For the actively aging: infinity walk.** Balance gains importance during your golden years. Walk in place briefly to warm up. Then stride briskly in a six-foot circle to your right, then to your left, creating a figure eight. Try increasing your speed; walking heel-to-toe with no space between your feet; or walking backward.

**For the highly stressed: couch-based yoga.** This gentle pose lengthens your muscles and relieves tension. Modified downward dog: Place your hands on the edge of the sofa and stand with feet shoulder-width apart. Walk your feet backward, pushing your hips back, lowering your upper



body until your torso stretches parallel to the floor.

**For everyone: push-ups.** This classic strengthening move can be modified. Traditional version: Place your hands shoulder-width apart in a plank position. Then bend your elbows and lower until your chest or chin touches the floor before pushing back up. Easier: Stand up and push against a wall or counter. More difficult: Bend one knee and cross it to the opposite shoulder as you lower. See how many you can do in 30 seconds, working up to a minute.

Always consult a doctor before beginning any exercise program.

For information on physical fitness and many other health and medical topics, go to [qualchoice.com](http://qualchoice.com), select *Members*, then *Health & Medical Information* — *HealthFinder.gov*.

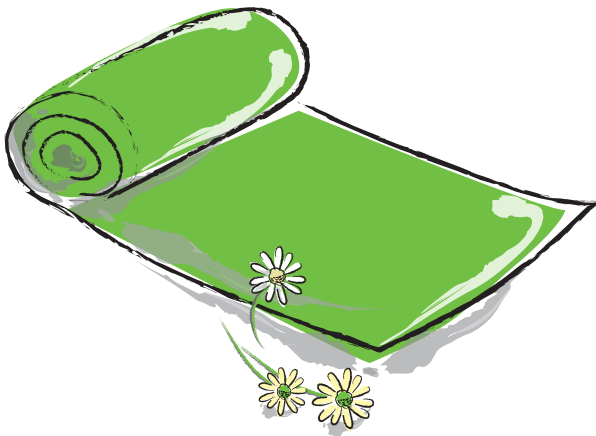
# Move Away From Anxiety

When we face uncertainty, we feel anxious—and we all feel anxious at times. It’s easy to react in ways that are unhealthy. But you don’t have to reach for chocolate, a cigarette, or a drink to improve your state of mind. The most effective way to fight anxiety is to move!

Anxiety is a chemical state in the brain, affecting thought processes—often making it tempting to use other chemicals to combat it. In fact, severe anxiety does respond to prescription medication—but we’re talking about everyday anxiety. The fastest and safest way to change that is with physical movement.

We hear a lot about formal, aerobic exercise—which is highly effective—but even five minutes of jumping jacks, stretching exercises, or yoga releases endorphins and improves mood. Not to mention improving concentration and focus, making it easier to deal with whatever is causing the anxious feeling.

If anxiety is really interfering with your life, get help. Your primary care physician may recommend certain medications or counseling. And getting counseling for anxiety doesn’t mean you’re crazy. It means you’re smart enough to recognize a problem and do something to fix it. So if you’re feeling anxious, get moving!



## Survey Says...



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# Employer Groups: 87% Would **Recommend Us!**

We’re excited to share the results of our recent employer group satisfaction survey! Although we work very hard to provide excellent service, we know that we can always improve. We’ve been conducting annual satisfaction surveys of our members for years. We thought we would take it a step further and ask our employer group customers about their QualChoice experience.

A total of 87% of employer groups surveyed would recommend QualChoice to their family or friends. And our account services scored a satisfaction level of 83%.

We’re grateful to all employers who took the time to respond to our first annual employer survey. We have carefully reviewed each response and are working on ways to improve our service and communication in areas where employers told us we have room for improvement.

We’re always happy to hear from you! Go to [qualchoice.com](http://qualchoice.com) and select *QuicQuestions* to tell us your thoughts, express a concern, or offer suggestions on how we can better serve you.

## Mental Health Parity Act

For plans including mental health benefits that are subject to Mental Health Parity, QualChoice follows the final rules of the Mental Health Parity Act, issued on November 8, 2013.

The act ensures that for these plans, coverage for mental health or substance use disorder is comparable to coverage for medical and surgical care. Some of the benefit areas that must be equal are:

- Financial, such as deductibles, co-payments, coinsurance, and out-of-pocket limits
- Treatment, such as the number of days or visits covered
- Care management, such as being required to get pre-authorization

Check your official plan documents to see if your plan includes mental health benefits. For questions, call Customer Service at **800.235.7111** or **501.228.7111**.

# Spring Cleaning and Organization: Member Quick Reference Guide

If you're freshening up your surroundings, consider tacking up this handy reference sheet where you can easily find it. You'll have all the contact info you need for Customer Service, prescription drug information, health and wellness programs, and more—right at your fingertips.

Go to [qualchoice.com](http://qualchoice.com), select *Members*, then *Member Quick Reference Guide*, and then print the document. For a printed copy, call Customer Service at **800.235.7111** or **501.228.7111**.

## Member Quick Reference Guide



**QualChoice Online**

Register through our secure member portal at [qualchoice.com](http://qualchoice.com), then log in to manage your personal information.

- Change address
- Monitor transactions
- Change password
- View deductibles and accumulators
- Order or print a temporary ID card
- View benefit documents
- Review claims
- View referrals and authorizations

**Customer Service**  
Submit your questions to Customer Service online, check the status of your question and respond — all in one convenient place.  
[qualchoice.com](http://qualchoice.com); select *QuickQuestions*

**Ask a Doc**  
Avoid a costly and unnecessary trip to the doctor's office. As a QualChoice member, you have access to a team of medical experts for individualized health information — doctors, pharmacists, nutritionists, mental health clinicians, dentists and more. Submit a question and receive a response online, by phone or smart phone app.  
[qualchoice.com](http://qualchoice.com); after *Member Log-In* select *QCARE*; look for *Ask a Doc*

**QualChoice by Phone**

<b>Customer Service — Monday-Friday, 8 a.m. to 5 p.m.</b> Our highly-trained and experienced Customer Service representatives are easy to reach and easy to talk to!	501.228.7111 or 800.235.7111
<b>Prescription Drug Benefit Program</b> Specific Prescription Drugs	501.228.7111 — QualChoice Customer Service 877.629.3118 — Catamaran (formerly CatalystRx)
<b>QCARE Health &amp; Wellness Programs</b> Talk with a registered nurse care manager or a health coach.	501.228.7111 or 800.235.7111
<b>Ask a Doc</b> Submit a medical question for individualized health information.	855.425.3362
<b>Nurse Advice Line</b> 24/7 access to a qualified registered nurse for medical advice.	866.232.0447
<b>Healthcare Fraud</b> Report suspected fraudulent activity to our Privacy Official.	501.707.6740 or 800.235.7111, ext. 6740

www.qualchoice.com • 800.235.7111 • Little Rock 501.228.7111 • Northwest Arkansas 479.442.0700

## Care Manager Profile: Kelly Noble, R.N.

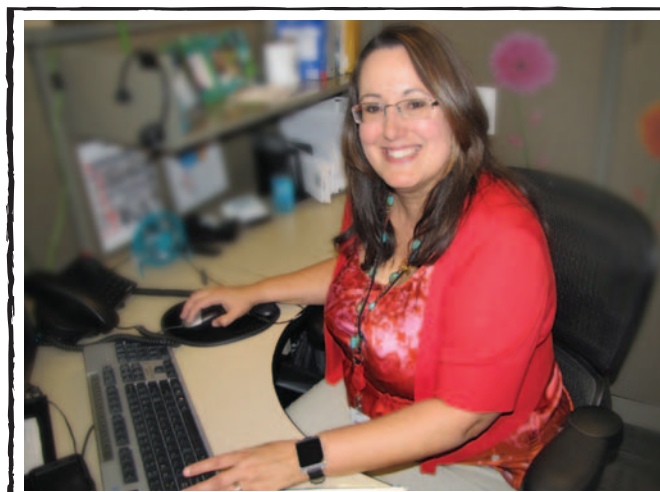
Care Manager Kelly Noble, R.N., is a force of nature. Her background includes stints as a postulant in a convent, a Navy corpsman, and a licensed practical nurse (LPN) before becoming a registered nurse. She accrued enough college credits in the Navy to pass the board exam for her LPN license. But as a single mother of a baby born with birth defects, she took a hardship discharge from the Navy. Wanting to help others—as she and her daughter had been helped—she worked as a nurse in multiple settings, including Blue Cross Blue Shield and Arkansas Children's Hospital, before coming to QualChoice in 2012.

Does Kelly like her job at QualChoice? "I love the job!" she says. "Hospital and clinic work is confining. You're limited to only specific areas of patient care. In case management you can affect and improve all areas of members' situations. You can really empower them to manage their own health care and well-being."

What does it take to be a good care manager? "Care!" Kelly says. "It takes a passion for serving the long-term needs of our members, teaching them how they can improve their own lives."

One of Kelly's favorite member success stories is of a man who had a pancreas transplant. Thanks to the procedure, his quality of life changed dramatically, from barely surviving to playing with his grandchildren, traveling, and going back to work. He and his wife still call Kelly periodically.

The next time you find yourself managing a medical situation, try following Kelly's advice. Keep a notebook with pockets for paperwork, make a list of questions to ask at your next doctor visit, and then write down



the physician's answers. Be sure to ask for help if you need it. QualChoice care managers can guide you on what questions to ask and help you understand the doctors' answers. They can also direct you to community programs and other resources for assistance during an illness.

For information about our **QCARE health and wellness programs**, go to [qualchoice.com](http://qualchoice.com) and select *QCARE Health Programs*, or call **501.228.7111** or **800.235.7111** and ask to speak with a care manager.

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## In the Community

# Save the Date!

### March 29:

American Lung Association  
Fight for Air Climb

**April 6:** American Heart Association  
Heart Walk

**May 2:** American Cancer Society  
Relay for Life—Little Rock

**June 7:** American Cancer Society  
Relay for Life—Benton

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

## Policy Statements

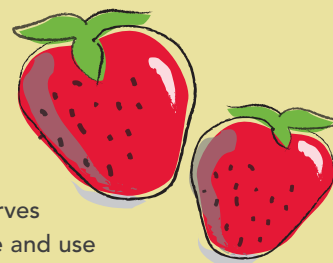
### Your Privacy Is Important

We are committed to protecting your privacy. Our *Privacy Policy* may be found at [qualchoice.com](http://qualchoice.com). Select *Privacy Policy* at the bottom of the home page. You can also call QualChoice Customer Service at the number listed on your ID card to request a paper copy.

### Member Rights & Responsibilities

QualChoice is committed to treating members with respect and dignity. As a member, you have specific rights and responsibilities. To view the official listing, go to [qualchoice.com](http://qualchoice.com). Under *Members*, select *Rights & Responsibilities*.

## Spring Recipe: Strawberry Spread



We're not talking about making preserves here, just a quick spread to refrigerate and use within a week. Stir it into vanilla yogurt—it's better than fruit on the bottom.

### Ingredients

2 cups strawberries  
1/4 cup sugar (or 3 tbsp. granulated sugar substitute)  
1 tbsp. fresh lemon juice

### Directions

1. Put berries in a small saucepan.
2. Add sugar (or sweetener) and lemon juice.
3. Cook on high just until the mixture starts to boil.
4. Turn heat to medium and stir frequently, mashing berries with a spatula, to keep from burning or sticking to the bottom of the pan. After about 15 minutes, most of the liquid should be cooked off.
5. When you reach your desired consistency, let it cool and pour into a container to refrigerate.

### Per serving

Makes about 1 cup. Serving size 1 tablespoon. Each serving provides about: Calories 18, Fat 0 g (Saturated fat 0 g, Trans fat 0 g, Cholesterol 0 g), Sodium 0 g, Carbohydrate 5 g, Fiber 1 g, Sugars 4 g, and Protein 0 g.