

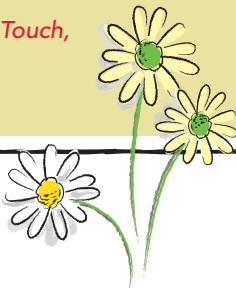
# A Quality You

Your QualChoice Member Newsletter | Spring 2015

## Member Resources

If you're getting organized this spring, tack up our handy **Member Quick Reference Guide** 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 print. For a paper copy, call Customer Service at **800.235.7111** or **501.228.7111**.

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## Spring Awakening: Tips to Renew and Refresh Your Health



Just as your home can get cluttered over time with unwanted stuff, your life can become cluttered with unhealthy habits. Spring is the perfect time to tidy it all up. Try these tips to spruce up your health.

### Get Ready for Sneezin' Season

If your allergies kick up every spring, tree pollens may be to blame. Check the pollen count in your local weather forecast and limit outdoor activities on high-pollen days.

### Shake the Salt Out of Your Diet

Most salt and sodium in the American diet is hidden in packaged and premade foods. Check the sodium content on the Nutrition Facts label, if available. Avoid anything that is 400 mg or more of sodium per serving.

### Explore Seasonal Fruits and Veggies

Get adventurous this spring and try at least one new fruit or vegetable each month. It can help motivate you to eat more plant-based foods.

### Start a Garden

Gardening is a fun excuse to get active outdoors. Plus, vegetables seem to taste especially good when you grow them yourself.

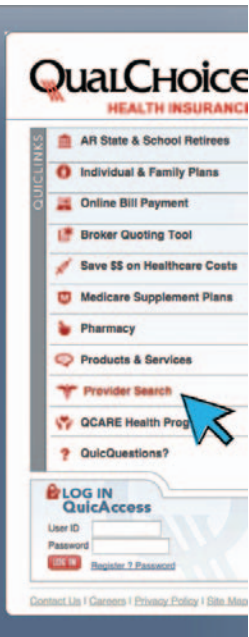
### Add Chickens to Your Backyard

Keeping a small flock of chickens in your backyard has many benefits. They supply you with fresh eggs, give you great fertilizer for your garden, and provide you with lively pets. Be sure to check the zoning laws in your community first.

Find facts on physical fitness and many other health and medical topics online at [qualchoice.com](http://qualchoice.com). To find *Health & Medical Information* first select *Members*.

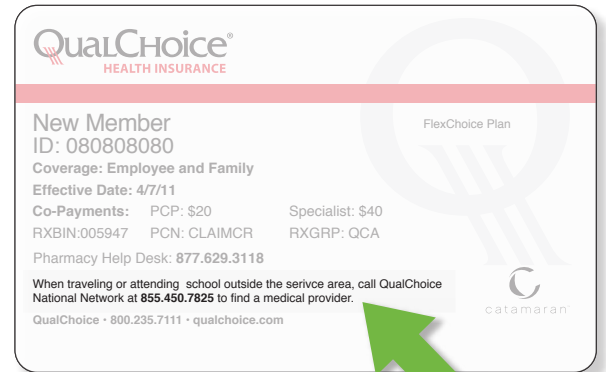
# Health Insurance **How-To:**

## Get Started with an Online Provider Search in Four Steps



1. Go to [qualchoice.com](http://qualchoice.com).
2. Select *Provider Search*.
3. Start at the top. Select your network in the first drop-down box. Here's what you have to choose from:
  - Statewide Network applies to QualChoice employer group members plus IQChoice, MediQ65, and QC Life & Health members.
  - IQChoice (non-Marketplace) and QualChoice small group members who chose a smaller High-Value Network (HVN) for their plan should select HVN in the drop-down menu.
4. Then enter the address or area you want to search, and the type of provider—primary care physician (PCP) or specialist.

¿Sabías nuestras listas de proveedores pueden hacer búsquedas en español? Sólo tienes que seleccionar Español en la parte superior de la página.

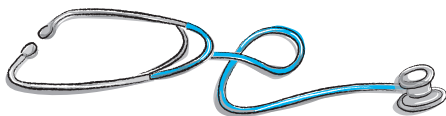


**Finding a Provider Outside Your Regular Network**  
Temporarily living outside your regular network or traveling? Check your ID card for the number to call for help finding a provider in the QualChoice National Network.

### The Doctor Is In

Stephen Sorsby, M.D.  
Vice President of Medical Affairs

## Get Your Annual **Checkup**



Preventive care benefits are now 100 percent covered by most health plans—with no out-of-pocket costs. This is a good reason to get an annual wellness exam, which can ease worries and catch problems early. Some important screenings:

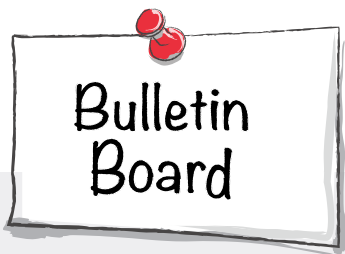
- **Mammogram.** After age 40, every one to two years.
- **Pap test.** Most women ages 21 to 65—every three years. Women

ages 30 to 65 years—every five years with a human papillomavirus (HPV) test. Women older than age 65 who have had normal screenings and are not at high risk for cervical cancer can skip it.

- **Cholesterol.** Have it checked every five years after age 20.
- **Diabetes (high blood sugar).** Get tested if you have high blood pressure, high cholesterol, or are older than age 45.
- **Osteoporosis.** Women with increased risk should get bone density testing periodically.

- **Colorectal cancer screening.** Start regular testing at age 50, or earlier if the disease runs in your family.

For a list of recommended screenings covered by QualChoice, go to [qualchoice.com](http://qualchoice.com). Under *Members*, select *Forms*, then select *Preventive Care Benefits*. Note: For the highest benefits to be paid, make sure all screenings and tests your doctor orders at your wellness visit are on this list. And also make sure all providers, including labs or other facilities, are in your network!



### Members Rights and Responsibilities

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

### Your Privacy Is Important

We're also 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 [800.235.7111](tel:800.235.7111) to ask for a paper copy to be mailed to you.

### Mental Health Parity Act

QualChoice follows the rules of the Mental Health Parity Act, issued in 2013. It ensures that coverage for mental health or substance use disorder is equal to coverage for medical and surgical care.\* Some of the benefit areas that must be equal are:

- Financial—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 preauthorization

Check your official plan documents to see whether your plan includes mental health benefits. For questions, call QualChoice Customer Service at [800.235.7111](tel:800.235.7111) or [501.228.7111](tel:501.228.7111).

*\*For plans that are subject to Mental Health Parity*

## Reporting Your Health Coverage on **Your Taxes**

The Affordable Care Act (ACA) requires all individuals to have health insurance. You must report it on your federal tax return.

- If you were covered through the Health Insurance Marketplace in 2014, use Form 1095-A. You should have gotten this in the mail from the Marketplace (not the IRS) in February.
- If you had coverage through the Health Care Independence Program (Arkansas Private Option) you will not receive Form 1095-A. For questions about how your coverage impacts your tax return, call the Arkansas Foundation for Medical Care Beneficiary Service Center at [888.987.1200](tel:888.987.1200).
- If you had coverage from a job, Medicare, Medicaid, or a plan you bought outside the Marketplace, you won't have to fill out any special tax forms. Simply report your coverage by checking a box on your federal tax form.

## April Health Awareness

### Autism Awareness Month: Learn the Signs

According to the CDC, nearly 1 percent of children have an autism spectrum disorder. The website *Learn the Signs. Act Early.* educates parents about milestones in their child's development to help them recognize autism symptoms. Find it at [cdc.gov/ncbddd/actearly](http://cdc.gov/ncbddd/actearly).

To view our autism coverage policy, go to [qualchoice.com](http://qualchoice.com), select *Members*, and then select *Medical Policies*.

### Alcohol Awareness Month: Fetal Alcohol Syndrome

Regular heavy drinking can hurt the body and increase a person's risk for alcoholism, cancers, and heart and liver disease. It can also affect the brain, with impaired thinking, mood changes, seizures, depression, and suicide. But it poses a double danger to a pregnant woman, risking both her health and that of her unborn child.

A baby born to a mother who drinks alcohol while pregnant can have any of a group of fetal alcohol spectrum disorders, or FASDs. To learn more about FASDs and find resources for healthy moms and babies, visit the National Healthy Mothers, Healthy Babies Coalition at [hmhb.org](http://hmhb.org).

If your plan includes our QCARE Health & Wellness Program, enroll in our Special Additions Maternity Program. Learn more at [qualchoice.com](http://qualchoice.com) or call [501.228.7111](tel:501.228.7111) or [800.235.7111](tel:800.235.7111).

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The QualChoice Building  
12615 Chenal Pkwy., Suite 300  
Little Rock, AR 72211

## QualChoice in The Community: Save the Date!

### April

- Catholic Health Initiatives (CHI) 5K
- American Heart Association Heart Walk

### August

- Easter Seals Rollin' on the River
- Pine Bluff BRAVE Back to School Event

### October

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

### November

- Youth Home Dove Tree Collection

### December

- Youth Home Gift Wrapping Party

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).

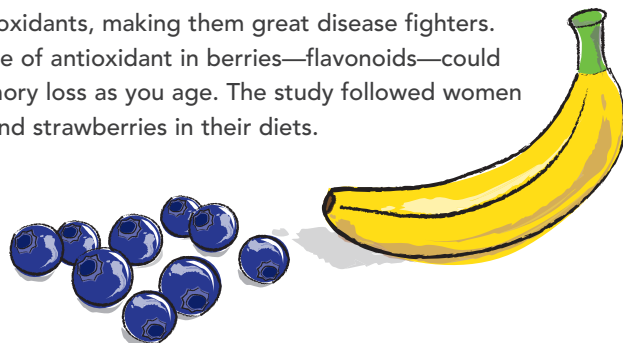
## Recipe for Health: Blueberry Banana Smoothie

### Health fact:

Blueberries are high in antioxidants, making them great disease fighters. One study found that a type of antioxidant in berries—flavonoids—could play a role in delaying memory loss as you age. The study followed women who included blueberries and strawberries in their diets.

### Ingredients

- 1 frozen ripe banana
- ½ cup frozen blueberries
- 1 cup fat-free milk



### Directions

1. Cut frozen banana into pieces. Bananas that are getting past ripe work perfectly in smoothies. Peel, wrap in plastic, and freeze them.
2. Put ingredients into blender.
3. Purée until smooth.
4. Pour into two glasses.

### Nutrition Facts

Each serving contains about 110 calories, 0 g fat, 0 g saturated fat, 0 g trans fat, < 5 mg cholesterol, 55 mg sodium, 24 g carbohydrate, 3 g fiber, 17 g sugar, 5 g protein.

## Stay In Touch

We depend on your input! Contact us any time to ask a question, voice a concern, or tell us how to serve you better. Use our QuicQuestions? online service and get a reply within 24 hours. Go to [qualchoice.com](http://qualchoice.com) and select *QuicQuestions?*