

# A Quality You

Your QualChoice Member Newsletter | Summer 2015

## Save on Summer Health Care Costs

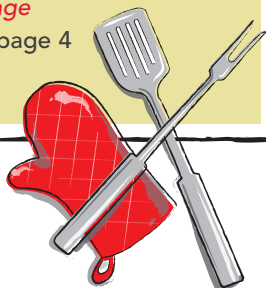
### Stay In-Network

Your benefits will be paid at a lower rate if your health care expert is not in the QualChoice network. Be sure any medical expert you see or test you undergo is in the network. This means, for example, your primary doctor and anesthesia doctors, as well as X-ray testing or any kind of lab work—including genetic testing. To find a QualChoice network provider, visit [qualchoice.com](http://qualchoice.com) and select *Provider Search*.

*Tip: If you purchased a QualChoice plan through the Health Insurance Marketplace, your network is listed on your QualChoice ID card.*

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## Stay Safe This Summer

Summer is the time to make memories—sunshine, walks in the woods, and dips in the lake. Here are some tips to help you ensure your family has fun in the sun.

### Swimming

Never let children swim alone. Stay within reach at all times. Don't use toys such as water wings in place of life jackets. Allow diving only in designated areas, where the depth of the water is marked.

Learn CPR and consider enrolling your little one in swimming classes. Even children ages 1 to 4 may be less likely to drown if they've taken classes.

### Grilling

Cook meat and poultry to safe temperatures. You can't tell whether meat is safely cooked by looking at it. Poultry should be at least 165 degrees, and pork and beef should be at least 145 degrees.

Avoid bacteria by keeping hot foods hot and cold foods cold. Wash your hands often, and don't use the same plates and utensils for raw and cooked dishes.

If a burn is the size of your palm or larger, and appears charred, white, or numb, call **911**.

### Biking

Wear helmets! Make sure children wear them every time they ride a bike, even on short rides around the neighborhood. You should wear one, too—to protect yourself and to set an example.

Avoid riding bikes at night. Any time you ride, dress in bright, fluorescent-colored, or reflective clothing so drivers can easily see you.



Do not ride into a street or through an intersection without stopping and checking for traffic. Remember to look both ways—look left, right, left—for oncoming traffic.

### Urgent Care Center vs. Emergency Room

If someone gets injured or sick, take him or her to the closest urgent care center or a hospital emergency room (ER).

- Go to an urgent care center for broken bones, sprains, cuts, even fevers and infections.
- Go to an ER for trouble breathing, uncontrolled bleeding, and chest pain or other symptoms of a heart attack.

Learn more at [qualchoice.com](http://qualchoice.com).  
Select *Members* and then *Urgent Care Fact Sheet*.

# Bulletin Board

## Watch for Insurance Fraud

QualChoice watches fraud, waste, and abuse to protect our members and health care providers. Be alert for:

- Billing for services not given, care that is not needed for good health, or a higher-priced item than was supplied (upcoding)
- Billing both Medicaid and the member or another insurance company for the same care
- Billing related care separately to charge more than if billed together (unbundling)
- False records
- Patient neglect or harm

If you suspect fraud, waste, or abuse, please email [fraud@qualchoice.com](mailto:fraud@qualchoice.com) or call 501.707.6740 or 800.235.7111, ext. 6740.

## Appeal a Coverage Ruling

An *appeal* is a request for QualChoice to reverse a claim denial or to pay your benefits at a higher rate. You, your doctor, or someone you name may appeal a coverage ruling if you feel it is wrong.

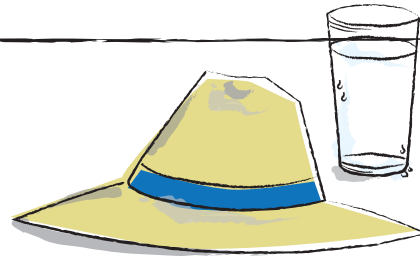
- **Step 1:** Call QualChoice Customer Service at **501.228.7111** or **800.235.7111** for a review of the ruling. We may be able to solve your issue quickly outside of the formal appeal process.
- **Step 2:** Fill out and mail a Member Appeal Form and/or letter along with any supporting papers. Make sure your appeal is complete and correct, so we can do a timely and in-depth review. Check your plan papers for all the facts on appeals. For Member Appeal Form, Member Appeal Rights Form or more facts, visit [qualchoice.com](http://qualchoice.com), select *Members* and then *Forms*.

## The Doctor Is In

Lubna Maruf, M.D.  
QualChoice Medical Director

# When the Heat Is On

## What You Should Know About Heatstroke



Heatstroke is the most dangerous type of heat-related illness. If not treated quickly, it can cause ongoing problems or death.

According to a study in the *International Journal of Health Geographics*, heat and drought caused 19.9 percent of all weather-related deaths over 30 years. The study found that people living in the South and the Great Plains are the most prone to death from these types of natural hazards.

In hot weather, prevent heatstroke by staying in air-conditioned rooms and drinking plenty of fluids. If going outside, wear sunscreen, a wide-brimmed hat, and lightweight, loose-fitting clothing. When exercising or working outside, drink two to four glasses of nonalcoholic liquids every

hour. Stop to rest if you feel light-headed, faint, or weak.

### Warning Signs

People age 65 and older, babies and children up to age 4, and people who have chronic illness, are taking certain medicines, or are overweight face the greatest risk. Warning signs of heatstroke include:

- Body temperature higher than 103 degrees
- Dry, red, hot skin
- Dizziness
- Rapid pulse
- Nausea
- Throbbing headache
- Confusion
- Unconsciousness

If you think someone is suffering from heatstroke, go to an emergency room

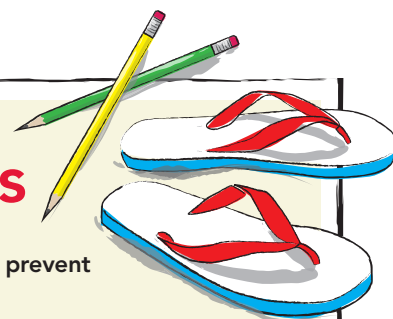
or call **911**. While waiting for help, move the person to a shady area and spray or sponge his or her skin with cold water.

### Know Where to Go

In case of heatstroke or summer accidents, know where to go ahead of time! At your next appointment, ask your primary care physician where you should go for urgent or after-hours care.

To find an in-network urgent care facility, call QualChoice Customer Service at **501.228.7111** or **800.235.7111** from 8 a.m. to 5 p.m., Monday to Friday. Or log on to [provider-search.qualchoice.com](http://provider-search.qualchoice.com), select *Other Providers*. Choose your health plan from the *Select Search Criteria* drop-down menu, select your city, and choose *Urgent Care Center*.

# Summer School Quiz: Heat Illness



1. Which of these are heat-related illnesses?
  - a. Heat cramps
  - b. Heat exhaustion
  - c. Heatstroke
  - d. All of the above
2. Which of these age groups have a high risk for heat illnesses?
  - a. Children up to age 4
  - b. Teenagers
  - c. Adults ages 65 and older
  - d. A and C
3. Which of these medications can increase the risk for heat illnesses?
  - a. Aspirin
  - b. Tranquilizers
  - c. Diuretics
  - d. B and C
4. Who should take salt tablets during hot weather?
  - a. No one
  - b. People whose doctors say they should
  - c. People who work in high temperatures
  - d. Everyone
5. Which of these factors can increase the risk for heat illness?
  - a. Being active in high heat and humidity
  - b. Wearing dark clothes in the sun
  - c. Suffering from fever, diarrhea, and vomiting
  - d. All of the above
6. Which of these actions can alleviate mild heat cramps?
  - a. Continuing to exercise
  - b. Drinking cool water
  - c. Sitting in the sun
  - d. A and B
7. What are the symptoms of heat exhaustion?
  - a. Feeling weak and/or dizzy
  - b. Having a fast heartbeat
  - c. Having dark-colored urine
  - d. All of the above
8. What are the symptoms of heatstroke?
  - a. High fever
  - b. Profuse sweating
  - c. Confusion or anxiety
  - d. A and C

9. Which of these can help to prevent heat illnesses?
  - a. Drinking plenty of water
  - b. Taking it easy if you are outdoors between 10 a.m. and 6 p.m.
  - c. Drinking cold cola drinks and/or beer
  - d. A and B
10. What should you do after you have recovered from heat exhaustion or heatstroke?
  - a. Exercise a lot
  - b. Spend time in hot temperatures
  - c. Ask your doctor when you can resume your regular outdoor activities
  - d. Drink coffee

## ASK THE PHARMACIST

Some medications can cause side effects if you're exposed to the sun. If you have any questions about prescriptions you take, log in at [qualchoice.com](http://qualchoice.com) and select *QCARE Health Management Programs*. Look for *Ask a Doc*. Use the link to send a question any time day or night and get an answer within 24 hours in most cases.

- ANSWERS:**
1. D — All of the above.
  2. D — A and C. People who are overweight also have a high risk.
  3. D — B and C. Some medications that affect mood and behavior can also increase the risk.
  4. B — People whose doctors say they should.
  5. D — All of the above.
  6. B — Drinking cool water. Symptoms of heat cramps include strong cramps in the stomach, arms, and legs.
  7. D — All of the above. If you have these symptoms, get to a cool place, drink water, and take a cool shower or apply cool, wet compresses to your skin.
  8. D — A and C. Someone with heatstroke does not sweat.
  9. D — A and B. You should avoid all caffeinated and alcoholic beverages.
  10. C — Ask your doctor when you can resume your regular outdoor activities.

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

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QualChoice volunteers cheered on participants at the CHI-St. Vincent 5K Run in April.

## QualChoice in The Community: Save the Date!

### August

- Easter Seals Rollin' on the River
- Pine Bluff B.R.A.V.E. Back to School

### September

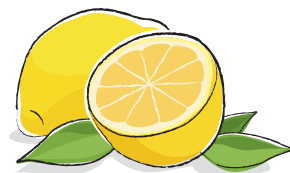
- JDRF Walk to Cure Diabetes

### October

- Komen Race for the Cure
- Centers for Youth & Families Halloween Party
- Youth Home Dove Tree

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).

## Great on the Grill: Lemon-Sage Chicken



### Health Fact

You can cut your cancer risk while you enjoy your summer barbecue.

Follow these tips:

- Don't char meat or eat parts that are burned and black.
- Precook meats in the microwave or oven to cut down on grilling time.
- Choose lean cuts of meat, like chicken breasts, and trim excess fat.

### Marinade Ingredients

- 1 tsp. olive oil
- 1 tsp. grated lemon zest
- ¼ cup fresh lemon juice
- ¼ cup chopped fresh sage leaves or 1 tsp. dried sage
- 1 tbsp. chopped fresh rosemary or 1 tsp. dried rosemary, crushed
- 2 or 3 medium garlic cloves, minced
- 1 tsp. black peppercorns, cracked
- ½ tsp. salt

### Grill Ingredients

- 6 boneless, skinless chicken breast halves
- 6 lemon slices, cut in half
- Fresh sage leaves (optional)

### Directions

1. Mix marinade ingredients in a large, sealable plastic bag.
2. Cut fat from chicken breasts and using a rolling pin, flatten them between two sheets of plastic wrap to 1/8-inch thick.

3. Add to marinade. Seal the bag and turn to coat.

4. Refrigerate from 30 minutes to eight hours, turning once in a while.

5. Remove chicken from bag and throw away the marinade.

6. Preheat grill to medium heat.

7. Grill chicken for six to seven minutes on each side, or until no longer pink in the center.

8. Serve with garnish of lemon slices and sage leaves.

### Nutrition Facts Per Serving

Serves six; serving size is one chicken breast. Each serving provides: Calories 125, Total fat 1.5 g, Cholesterol 66 mg, Sodium 268 mg, Total carbohydrates 0 g.

Sources: *New American Heart Association Cookbook*, *American Heart Association*