

A Quality You

Your QualChoice Member Newsletter

Winter 2016



New Year Challenge: Meatless Mondays

Take the Meatless Monday Challenge for a taste of what a plant-based diet can do for your health.

Cutting back on meat by just 15 percent — about one day a week — may reduce your risk of type 2 diabetes (high blood sugar), heart disease, and even some cancers, health experts say. Plus, it can help you keep your weight in check.

Ready to start? Here's your week-by-week guide to making the Meatless Monday Challenge work for you.

Week 1: Recruit a group.

Have your family choose, prepare, and share a Meatless Monday dinner. And consider asking friends or co-workers to plan a veggie-friendly potluck lunch.

Meals to try: Yogurt parfaits with your choice of fruit and nuts for breakfast; salad with vegetables, beans, tofu, and nuts for lunch; pizza with veggie toppings for dinner

Week 2: Upgrade a family favorite.

Win over meatless skeptics by transforming beloved meat-based recipes into vegetable-rich dishes.

Meals to try: Soy-based sausage for breakfast; veggie burger on a whole-grain bun for lunch; pasta primavera for dinner

Week 3: Try something new.

Try a meat substitute like tempeh (chewy, cultured soybeans). Or pick up a new-to-you vegetable, such as cabbage-like bok choy.

Meals to try: Scrambled tofu for breakfast; falafel with whole-grain pita and vegetables for lunch; tacos stuffed with tempeh for dinner

Week 4: Reward yourself with a meal out.

Take your meat-free skills out of the kitchen. Ethnic cuisines — including Japanese, Thai, and Indian — often offer a variety of meatless options.

▶ In This Issue

Bulletin Board, [page 2](#)

The Doctor Is In: Screening for Cervical Cancer — Pap Tests, [page 2](#)

Tips for Using Your Pharmacy Benefits, [page 3](#)

Avoid the Flu — And Other Dangerous Diseases, [page 4](#)

2015 Community Outreach Recap, [page 4](#)

This new year, skip the sweeping resolutions. Instead, target just a few areas for improvement. Try out meatless Mondays, learn how to manage your prescription benefits, and check which vaccines you need (besides for flu). Read on for tips. We wish you a Happy, Healthy New Year!

Meals to try: Whole-wheat crepes for breakfast; minestrone, an Italian soup with kidney beans and tomatoes, for lunch; an Indian dish with lentils and curried vegetables for dinner

▶ CARE FOR YOURSELF

To learn more about taking care of your heart health or managing diabetes by eating a healthy diet, go to QualChoice.com, select QCARE Health Programs.

BULLETIN BOARD

2015 Member Survey Results

Thank you to everyone who participated in the 2015 Member Survey! Your feedback is important to us. Results showed continuing high scores or upward trends in these areas:

- Providing you with plan information on costs
- Health promotion and education
- Ease of filling out forms
- Education on stopping tobacco use

We did feel some growing pains over the past year, evidenced in our claims processing and customer service hold times. Corrective action plans are in place, and we are seeing improvement.

As always, we welcome your feedback on ways to serve you better. Call our Customer Service Department Monday–Friday, 8 a.m. to 5 p.m., at **800.235.7111** or **501.228.7111**. Or use our online message system at **QualChoice.com**. Select *QuicQuestions*.

Terri James PAHM
Customer Service Manager

Making Coverage Decisions

We work to make sure our members get the right care for every health issue in every care setting. We affirm that:

- We make coverage decisions based only on appropriateness of care and the existence of coverage.
- We do not reward health care providers or others who review Utilization Management to deny coverage of service or care.
- We do not offer financial incentives for underutilization.

Staying In Touch

We depend on your input! Contact us anytime to ask a question, voice a concern, or tell us how to serve you better. Use our online service and get a reply within 24 hours. Go to **QualChoice.com** and select *QuicQuestions*.



The Doctor Is In

Lubna Maruf, M.D. QualChoice Medical Director

Screening for Cervical Cancer — Pap Tests



The U.S. Preventive Services Task Force recommends screening women age 21 to 65 for cervical cancer with a Pap test (also called a Pap smear) every three years. For women age 30 to 65, screening may be done with a combined Pap test and human papillomavirus (HPV) test every five years. Women over 65, who have had normal screenings and do not have a high risk for cervical cancer, do not need Pap tests.

When to Start

Only 0.1 percent of invasive cervical cancer cases occur in women younger than 21. It's so rare because the immune system of female teens naturally fights the virus that causes cervical-cell changes.

Early Pap testing can lead to unneeded procedures to remove suspicious cells —

before the woman's body can heal itself. These procedures raise the risk of having premature babies.

Exceptions for High-Risk Groups

Women at high risk for cervical cancer may need more frequent screenings. This includes those who have a weak immune system or who have been treated for abnormal cervical cells in the past. Ask your doctor how often you should be tested.

IS IT TIME FOR YOUR PAP TEST?

The Pap test may be part of your yearly wellness exam. To check the QualChoice coverage policies for Pap Test and Preventive Health Benefits go to **QualChoice.com**; under *Members*, select *Medical Policies*. For questions go to **QualChoice.com**. Select *QuicQuestions*.

Tips for Using Your **Pharmacy** Benefits

Check Your Drug Coverage

To find what drugs your health plan covers, you can:

- Ask your group/plan sponsor (employer).
- Select *Your Drug Formulary* after logging in at QualChoice.com. Under *More Info* at right, select *Forms and Documents*.
- Call Customer Service at **800.235.7111** or **501.225.7111**, Monday through Friday, 8 a.m. to 5 p.m. Or use our online message system at QualChoice.com. Select *QuicQuestions*.

How to Fill a Prescription

- At QualChoice.com, find your medications on the *2016 Formulary* list. Select *Pharmacy* on the home page. If any require Pre-Authorization or Step Therapy, call QualChoice Customer Service to start the process.
- If no Pre-Authorization or Step Therapy is needed, just show your QualChoice ID card at your local pharmacy when you pay for the prescription.
- If you don't have your ID card with you, call QualChoice Customer Service for the information the pharmacy needs to process your claim.



Refilling a Prescription

You must have used at least 75 percent of your most recent fill before you can refill. For a 30-day supply, this means you must wait at least 23 days from your last fill. For a 90-day supply, you must wait at least 68 days from your most recent fill.

Where to Get a Shingles Shot

You can get the shingles vaccine (Zostavax) at any network pharmacy that carries it or from your doctor. QualChoice covers the vaccine at no member cost share for members age 60 or older.

Tips for Home Delivery of Prescriptions

- Make sure the OptumRx (formerly Catamaran) mail order pharmacy has your current credit card on file.
- Remind your doctor to write your prescriptions for a 90-day supply.
- Diabetic supplies like lancets, insulin pen needles, and test strips are often packaged in quantities that may not be equal to a 90-day supply.

New Drug Formularies

New formularies — prescription drug lists — for 2016 have been posted at QualChoice.com. Select *Pharmacy* at left.

If you are not sure which formulary your plan includes, check with your employer or plan sponsor, or log in at QualChoice.com and select *Your Drug Formulary*. Under *More Info* at right, select *Forms and Documents*.

If you need help, use our *QuicQuestions* message system at QualChoice.com.

NOTE: Plans vary. Your formulary may not be posted at QualChoice.com. Check your member ID card for pharmacy carrier information.

© 2015. All rights reserved. No material may be reproduced in whole or in part from this publication without the express permission of the publisher. Any reference in this material to other organizations or companies, including their Internet sites, is not an endorsement or warranty of the services, information, or products provided by those organizations or companies. All models are used for illustrative purposes only.



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

563M



2015 Community Outreach Recap

Improving the health of our community is just as important as improving the health of our members. In 2015, QualChoice volunteers proudly supported these community organizations:

- American Heart Association
- Arkansas Advocates for Children & Families
- Centers for Youth and Families
- CHI St. Vincent Nursing Excellence
- Easter Seals Arkansas
- JDRF (Juvenile Diabetes Research Foundation)
- Women Run Arkansas
- Youth Home

We look forward to another year of fellowship and community involvement in 2016. For more information or to register for any of our community events, visit QualChoice.com.

Avoid the Flu — and Other Dangerous Diseases

If you haven't had a flu shot this winter, there is still time. QualChoice makes it easy. Get your shot now at any pharmacy at no out-of-pocket expense. Just show your QualChoice ID card.*

But flu isn't the only illness that can be prevented with a vaccine — and vaccines aren't just for kids. Here are the shots you need during adulthood.

Ages 25 to 64

Your doctor will recommend vaccines based on your lifestyle, your job, whether you're pregnant or ill, and the shots you've already received. Ask if these shots, recommended for many adults, are right for you:

- Flu: yearly



- Tdap (tetanus, diphtheria, and pertussis): one booster every 10 years. Pregnant women should get a Tdap shot whether or not they've had one before.
- Varicella: two doses, if you've never had the vaccine or chickenpox
- MMR: one or two doses, if you've never had the vaccine or developed measles, mumps, or rubella

Ages 65 and Older

Some diseases are more dangerous when you're an older adult. That's why it's important to keep up with immunizations. Those recommended for older adults include:

- Flu: yearly
- Pneumococcal polysaccharide vaccine (PPSV)
 - PPSV 13: one dose for adults 19 years of age or older
 - PPSV 23: one to two doses for adults up to age 64 and one dose after age 64
- Tdap or Td: once every 10 years
- Zoster (shingles): once after age 60

For a list of recommended screenings and vaccinations, go to QualChoice.com; select *Members*, select *Forms*, and then select *QualChoice Preventive Care Benefits*. For more information, use our *QuicQuestions* message system at QualChoice.com.

* If your pharmacy benefit is not administered by QualChoice, this benefit may not be available to you.