

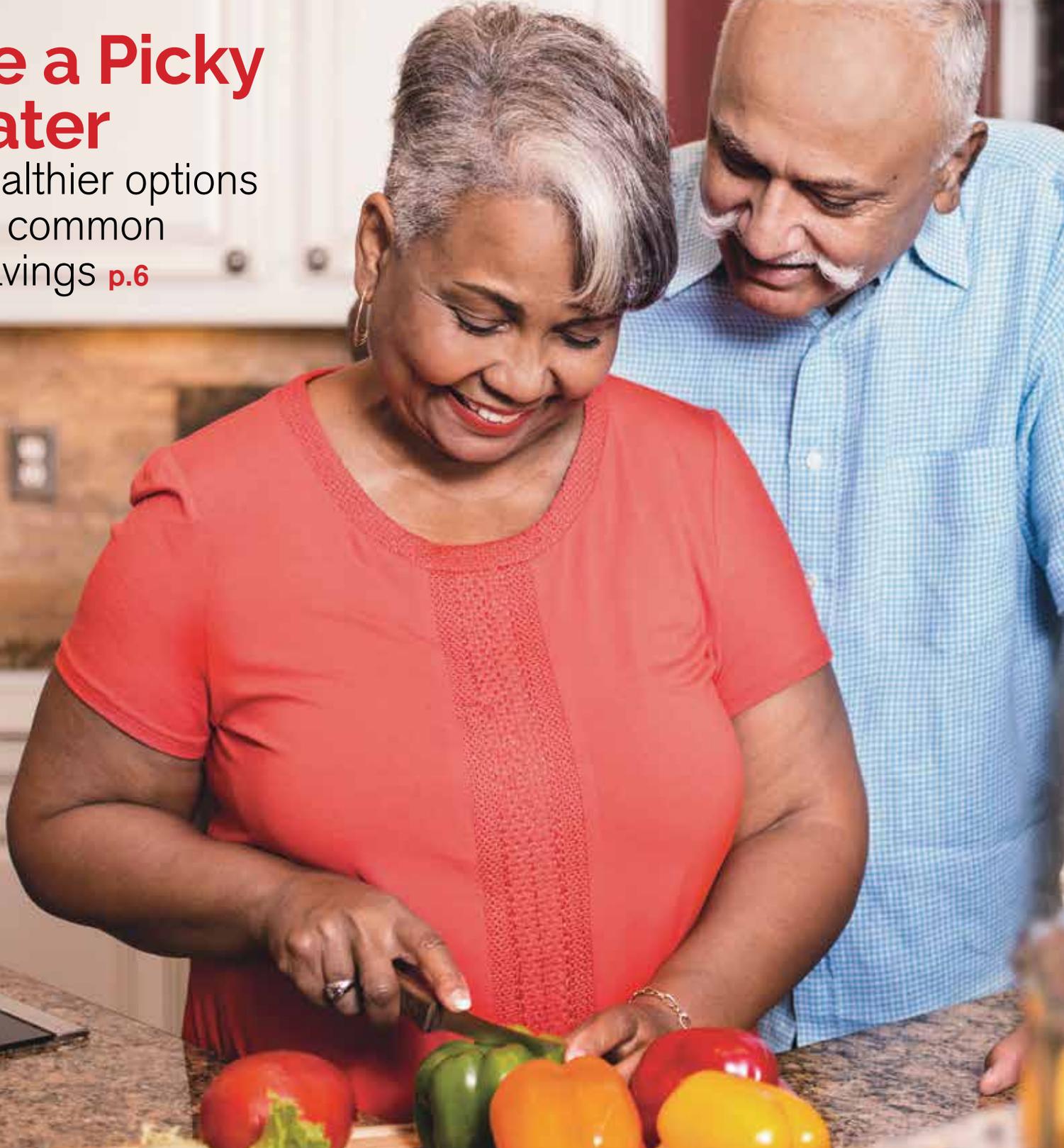
HEALTH MATTERS

SENIOR DIMENSIONS AND SIERRA SPECTRUM

Fall/Winter 2016

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CONTACT US



Senior Dimensions

Toll-free 1-800-650-6232 | TTY 711

Sierra Spectrum (PPO)

Toll-free 1-877-559-4512 | TTY 711

Customer Service Hours

October 1 through February 14: Seven days a week, 8 a.m. to 8 p.m. local time.
February 15 through September 30: Monday through Friday, 8 a.m. to 8 p.m. local time.
On Saturday, Sunday and holidays, please leave a detailed message and a representative will return your call within one business day.

Health Education and Wellness Division

Toll-free 1-800-720-7253 | TTY 711

Behavioral Healthcare Options

Toll-free 1-800-873-2246 | TTY 711

Mailing Address

P.O. Box 15645
Las Vegas, NV 89114-5645

24-hour Telephone Advice Nurse

702-242-7330

Toll-free 1-800-288-2264 | TTY 711

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments and restrictions may apply. Benefits, premium and/or co-payments/co-insurance may change on January 1 of each year. Other providers are available in our network. The Formulary, pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

Health Matters is published as a community service for members of Senior Dimensions and Sierra Spectrum. Benefits and services discussed in this newsletter may vary by plan and geographic region. If you have specific questions regarding your coverage, please refer to your plan documents or call Customer Service at the toll-free number listed on the back of your membership card.



Time for a Mammogram?

PREVENTIVE SCREENINGS MAY SAVE LIVES

According to the U.S. Preventive Services Task Force, screening mammograms are recommended every two years for women between the ages 50 and 74. To schedule one, talk to your primary care provider (PCP).

Under the Women's Health and Cancer Rights Act, also known as "Janet's Law," health plan members are entitled to benefits for medically necessary mastectomy and elective breast reconstruction surgeries. This includes prostheses and treatment for any related conditions, such as lymphedema.

FOR MORE INFORMATION, call the toll-free Customer Service number on the back of your member ID card.

You May Tell By Looking

STAYING ON TOP OF YOUR EYE HEALTH

Your eyes may reveal important clues about your overall health, such as diabetes, high cholesterol, high blood pressure or certain neurological disorders. The American Academy of Ophthalmology recommends an eye exam every one to two years for individuals age 65 and older. When was your last one?



We're Listening

WE WANT TO HEAR FROM YOU

If there is any way we may improve our service to you, we'd like to know.

You may find a patient satisfaction survey in the mail after visiting a provider or using one of our programs and services. Or, you may get a phone call asking if there is anything else we may do to help you.

Thank you for taking the time to complete these surveys. Your answers are very important to us.

Don't Get Scammed!

BE WARY OF QUESTIONABLE OFFERS — BOTH ONLINE AND OFF

Those threatening telephone calls claiming to be from the IRS? Completely bogus. Microsoft is not monitoring your computer, either.

Fraud is thriving, and the crooks are getting sneakier. Watch out, advises Rhonda Mettler, operations director for the Better Business Bureau, Southern Nevada.

Miracle Cures

There really is no product out there to cure all your ills. And trying to get your money back won't make you feel any better.

"Finding where the business is actually located may be very difficult because some use a post office box or a fulfillment center address," Mettler said. "Sometimes we discover the corporation is a virtual office, or located in a different state or even another country."

Free Trial Offers

Nope, it's not really free. You'll be asked to pay a small shipping fee. "Once you provide your payment information, an auto debit is set up to charge you monthly at the full price," Mettler said. "It may take months to locate the company and cancel."

Social Media Scams

Facebook and Instagram are not the places to do your shopping, Mettler warned. Your payment information may be shared with other companies. People often end up receiving — and paying for — items they never ordered.



"These companies often provide no other contact information than a link, and tracking them down is very hard," Mettler said. "Online shopping is fine as long as you know you are dealing with a familiar company with a secure website."

Knock, Knock

It's not Medicare at the door or on the phone. Never give your Medicare card, Social Security card, billing information or any other personal details to anyone except your providers or other authorized Medicare providers.

THE BETTER BUSINESS BUREAU is here to help. To check out a business or file a complaint, call your local Better Business Bureau.

Your Best Shot

WHO WANTS TO BE SICK OVER THE HOLIDAYS?

Seasonal flu typically peaks between December and March. Your best bet for avoiding it: Get a seasonal flu shot.



The Centers for Disease Control recommends the annual flu vaccine for everyone 6 months of age and older. However, some people are simply unable to have the vaccine, including those with certain medical conditions or allergies.

It may take up to two weeks after getting vaccinated to get the full benefit. Flu season may begin as early as October and last into May.

Talk with your provider about a flu shot.



12 tips

How to Make the Most of Your Health Plan

1 Know your rights and learn about the health plan's quality program.

To review your rights and responsibilities as a health plan member and to learn about the health plan's quality program and goals, please visit your health plan's website. If you would like a written copy of our quality program or a copy of your rights and responsibilities, please call Customer Service. You may also find a written copy of the Rights and Responsibilities document on the Quality section of your health plan's website.

2 Read your benefit information.

Your benefit documents are a good source of information. The documents help you understand the benefits and services you have; the benefits and services you don't have (exclusions); how to get your prescription drugs and what drugs are covered; your share of cost or ways you can pay for health care; what to do if and when you need to submit a claim; how to find out about participating providers; what to do if you need care when you are out of town; how and when to get routine, after-hours, specialty and emergency care; how to voice a complaint or appeal a coverage decision; and how to get care from specialists, hospitals and mental health providers. If you need another copy of this information, please call the Customer Service phone number on your health plan member identification card. You may also find a written copy of general benefit information on your health plan's website.

3 Know what to do if you have an issue.

We strive to meet your needs. If you are unhappy with services or care, or with the health plan in general, please call Customer Service or write a letter to Health Plan of Nevada or Sierra Health and Life. Either way, we will respond to your issue.

4 Know how to get information at your fingertips.

Did you know your health plan has online tools to help you? You can search our electronic provider directory and review the drugs covered on our formulary. As a member, you also have access to information on our programs and services, such as health education and wellness classes and value-added services. As always, if you have questions about your plan, call Customer Service.

5 Know that we research new medical technology.

For safety reasons, we formally evaluate new and emerging medical discoveries before including them in our member benefit package. Conducted by a highly-skilled technical staff that includes physicians, our review process evaluates new technology against medical standards and clinical research to assess the effectiveness and safety of new medical procedures, drugs and devices. We also research new applications of existing technologies. If you, your providers or other interested parties would like to submit a request for the review of new medical technology, please contact Customer Service.

6 Ask for help if you speak another language.

If you need help with communication, such as the services of a language interpreter, please call Customer Service.

7 Know that the health plan does not offer incentives for prior authorization denials.

Health Plan of Nevada, Sierra Health and Life and Southwest Medical Associates prohibit the compensation of physicians, other health care professionals or staff to be based upon or used as an incentive for the denial of benefits. All

decisions regarding your benefits are given special consideration based on your medical needs and the appropriateness of the care and service. Health Plan of Nevada, Sierra Health and Life and Southwest Medical Associates employees who perform utilization review duties do not receive any incentives, financial or otherwise, to encourage denial of benefits. That is, we provide no incentive for anyone on our team to restrict benefits for our members. For more information, please call Customer Service.

8 Learn about internal and external review for denial of benefits.

If a benefit is denied, we provide internal review to help ensure member satisfaction in the medical decision-making process. Additionally, external independent review is provided by a panel of impartial medical professionals for eligible denials that have already undergone internal review. Expedited appeals are available when decisions are needed quickly. For additional information, please refer to your plan documents or call Customer Service.

9 Know that we have special programs available for members.

Are you looking for extra help? You may be eligible for additional benefits from one of the programs below.

Disease Management: If you have diabetes or asthma, you may be eligible to receive educational materials and calls from a Registered Nurse Health Coach. For more information, call the Disease Management Program toll-free at **1-877-692-2059, TTY 711**, on weekdays between 8 a.m. and 5 p.m. PST.

Complex Case Management: This program provides additional assistance for members with special needs. For more information, contact Customer Service.

10 Know that we evaluate the care you receive.

If you are admitted to a non-contracted facility or receive care or services outside of the Health Plan of Nevada or Sierra Health and Life service area, we may perform a retrospective review (after care was received) to evaluate the appropriateness of the medical care, services, treatments and procedures you received. As part of this process, we will review



your medical records, admitting diagnosis and presenting symptoms. Keep in mind, access to non-emergency care outside of the contracted provider network or service area may not be covered and may incur additional expense for you or your family.

11 We want to hear from you.

You may get a survey in the mail about your health plan. We need your help so we can monitor our plan and make improvements for our members. Surveys you may get include the Consumer Assessment of Healthcare Providers and Systems (CAHPS), Health Outcomes Survey (HOS) for Medicare members, Patient Satisfaction Survey, Disease Management Program Satisfaction Survey, Complex Case Management Program Satisfaction Survey and Telephone Advice Nurse Program Satisfaction Survey. Members are randomly selected for these surveys. If you get one, please fill it out. Your input is valuable to us.

12 Make an investment in your future.

It's one that pays solid dividends, too. Keeping up with recommended health screenings may help your primary care physician take care of the little things — before they become more serious. At your next appointment, please talk to your primary care physician about screenings and recommendations. Depending on your medical history, your provider may have additional medical advice. You can find the preventive guidelines on your plan's website.

QUESTIONS ABOUT YOUR PLAN?
Call Customer Service at the toll-free number listed on the back of your member ID card. Or see your plan's website at **SeniorDimensions.com** or **SierraSpectrumPPO.com**.

Be a Picky Eater

Healthier options for common cravings

“Hold out for what you really want,” advises registered dietitian Angie Forbes, M.S., R.D., L.D., C.L.C. “If you are looking forward to your aunt’s pecan pie, have a slice and enjoy it without feeling guilty. But be selective about the other things you eat that day

and balance it with some extra exercise.”

Watch portion sizes and listen to your body. Recognize the difference between feeling satisfied versus stuffed.

On a daily basis, consider eating less sugar, salt and unhealthy fats and making more smart carb choices.

Smart Carb Swaps		
Appetizers	Try instead	Other ideas
Holiday punch 	Add peaches, melon, berries, cucumber, or mint to your water	
Crackers & cheese 	Replace crackers with sliced cucumber rounds 	
Chips & dip 	Replace chips with sliced vegetables	Pickled vegetables like olives, okra or beets, roasted nuts or chickpeas
Side Dishes	Try instead	Other ideas
Mashed sweet potatoes with marshmallows 	Skip the marshmallows	
Mashed potatoes	Seasoned mashed cauliflower	
Green bean casserole	Sauteed or roasted green beans	Non-starchy or fall vegetables like acorn squash or brussels sprouts
Dessert	Try instead	Other ideas
French apple pie 	Cheesecake 	Low-carb ice cream or puddings; dark-chocolate dipped fruits or nuts

FOR MORE IDEAS, check out the American Diabetes Association website at diabetes.org for recipes and tips.

Opioids Not As Effective for Chronic Pain

Long-term use may cause health issues

Opioid pain medications are generally safe when taken for a short time as directed by a provider. They are often prescribed for dental procedures, injuries or surgery.

According to the 2016 CDC Guideline for Prescribing Opioids for Chronic Pain, medical professionals are finding that long-term use is not as effective as thought. For this reason, these medications are less likely to be prescribed for pain lasting more than six weeks.

“More is not necessarily better for managing chronic pain,” said Dr. Ross Seibel, division chief of pain management, Southwest Medical. “In some

cases opioids are making pain even worse.”

Opiate-induced hyperalgesia, a condition that may result after long-term use of opioid medications, actually has a boomerang effect. The body may become more sensitive to pain. Areas may start hurting that were never painful before.

“When your body becomes so sensitized to the medication, you lose some of the natural ability to fight off pain you would normally have,” Dr. Seibel said. “Alternative non-opioid medications, physical therapy, or cognitive behavioral therapy may work better.”

Pumpkin Pie Pudding

A creamy, comforting dessert in minutes!

Impress your guests this holiday season. Whip up this delicious pumpkin pie pudding recipe developed by Lacy Puttuck, M.S., L.D., R.D.

Ingredients

- 6 tbsp. sugar
- 2 tbsp. cornstarch
- 1 3/4 nonfat milk
- 2 egg whites
- 1/2 cup unsweetened canned pumpkin
- 1 tsp. vanilla
- 1/2 tsp. ground cinnamon
- 1/8 tsp. salt
- 1/8 tsp. ground nutmeg
- Fat free whipped topping
- 1/2 Graham cracker per serving (optional)



Now combine pumpkin, vanilla, salt, cinnamon, and nutmeg in a bowl.

Slowly add pumpkin mixture to milk mixture, whisking constantly. Place pan over low heat and cook for 3 minutes, stirring constantly. Divide mixture evenly to four dessert bowls. Cover and chill for at least one hour.

Top each with 2 tbsp. of whipped topping and 1/2 crumbled Graham cracker right before serving. *Enjoy!*

Yield: 4 servings

Nutrition Information

(for 4 servings)

Calories:	159
Fat:	0 g
Total Carbohydrate:	14 g
Fiber:	2 g
Sodium:	145 mg
Protein:	6 g
Vitamin A:	20%
Calcium:	15%

Preparation

Combine sugar, cornstarch in a sauce pan over medium heat.

Then combine milk and egg in a bowl with a whisk. Gradually add milk mixture to sugar mixture, stirring constantly. Bring to a boil for about 1 minute stirring constantly. Remove from heat.

WANT TO ADD MORE FLAVOR to your dinner table? Visit your health plan's website for more healthy recipes.

Use with Care

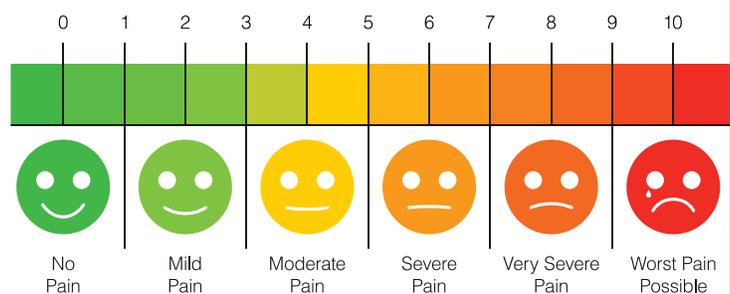
Long-term use of opioids increases the risk of addiction and accidental overdose. Potentially deadly interactions may occur when mixed with alcohol or other medications. Always tell your provider all the medications you take and bring a current medication list with you to each visit.

Earlier this summer, Dr. Seibel attended the two-day Governor's Summit on Prescription Drug Abuse in Las Vegas. This event brought several agencies and the medical community together to review best practices and discuss improvement strategies.

"Our goal is to provide the most effective, evidenced-based medicine possible for each

individual patient," Dr. Seibel said. "If you have concerns about pain control, ask your provider about other possible options."

PAIN SCALE



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Sierra Health and Life
P.O. Box 15645
Las Vegas, NV 89114-5645

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Get Crafty

Fun and easy indoor activities for kids

Expecting young visitors over the holidays? Keep them busy with art projects. There are a lot of creative things to do with toilet paper rolls, wire hangers, fabric scraps, felt, old socks, buttons, seashells, glass pebbles, aquarium rocks, and other odds and ends around the house.

Toilet paper rolls



- Color and punch holes around the bottom to attach yarn or crepe-paper streamers for a cool octopus or jellyfish you can hang up.
- Decorate with paint, fabric or construction paper. Add hair and eyes to make a doll.
- Tape two rolls together and paint for spy binoculars.
- Decorate rolls to look like buildings with windows. Cut slits on either ends and stack them into skyscrapers.
- Cut rolls in half to make stamps for painting. Squeeze the tube, then fold over slightly, and tape into a heart shape. Just the perfect size for little hands

Wire hangers



- Create a mobile by attaching drawings, photos or small toys to string or fishing line.
- Make a wall hanging by cutting leftover fabric into interesting shapes. Glue or fuse the fabric



onto an old sheet, tablecloth or blanket the width of the hanger. Fold over and stitch down the top.

Clothespins



- Think teeth, and turn the clothespin on its side. Use felt or craft paper to create sharks, dinosaurs or alligators.
- Turn the clothespin the other way and glue on butterfly or dragonfly wings.

Cardboard boxes



- Use small boxes to make dioramas.
- Paint child-sized box with wheels, headlights and brake lights to make a car for "drive in" viewing of programs.
- Turn a larger box on the side, cut out part of the bottom panel to make a puppet stage. Or turn it the other way, insert some extra cardboard for "flooring" and decorate a dollhouse.
- To create a special play space, turn a large box on the side and cut out windows. Paint both inside and out. Poke small holes into the top and sides, and insert mini lights. Add a comfy blanket.

COMING IN 2017! NowClinic telemedicine will be available for Senior Dimensions members. Look out for more information.