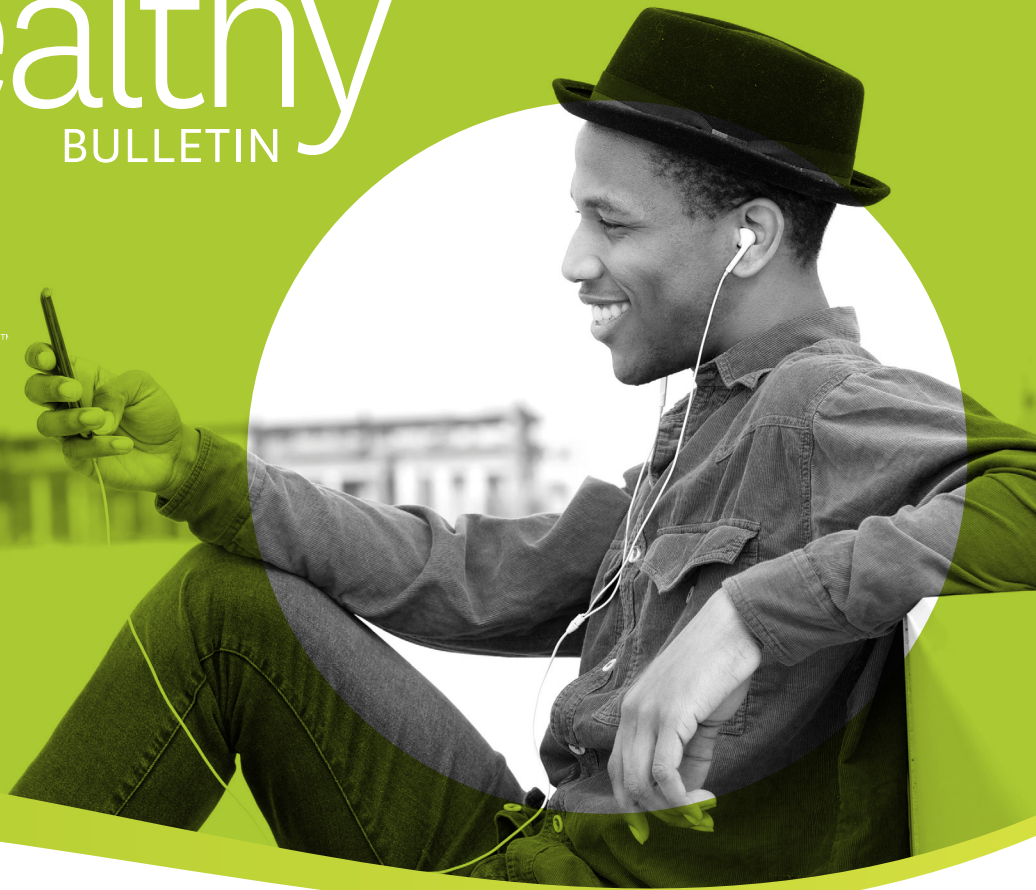


Get Healthy

BULLETIN



nh healthy families™



2017 Vol. 2, No. 1

Live Healthier

How to be healthier when you eat, sleep, and have some fun

Improving your health doesn't have to be hard work, and it doesn't mean you can't have fun. In fact, things that make you happier often make you healthier as well. Try these wellness tips today:

Do an easier workout. If you dive into a new exercise program, but quickly give it up, you may be pushing too hard. People who make small fitness changes are more likely to keep exercising in the long run. Add just 10 minutes of walking each day to your routine.

Sleep more. Not getting enough sleep is a common health problem, according to the Centers for Disease Control and Prevention. If you aren't getting 7 to 8 hours of sleep each night, you may increase your risk for heart disease, diabetes, and depression. Set a time for "lights out," and turn off TVs, computers, and phones to help yourself fall asleep.

Start with breakfast. You need calories and carbohydrates in the morning, or you'll crave the wrong kind of food the rest of the day, says dietitian Tamara Duker Freuman, MS, RD.

Research has linked missing breakfast to higher risk for heart disease and diabetes. Have a bowl of oatmeal or some yogurt with fruit before you run out the door.

Don't forget to snack. To stick to a healthy diet, don't let your hunger get out of control, Duker Freuman says. "Once you're starving, you can't make good choices in terms of food



options or portion control." If you're hungry within 2 hours of eating, you didn't eat enough, she says. If you're hungry 3 to 4 hours after a meal, have a 150- to 200-calorie snack to take the edge off. Try an apple with a tablespoon of peanut butter.

Just smile. It might seem silly, but smiling really can lift your mood. "When you're stressed and have negative emotions, you can fight that with a smile," says UCLA researcher Alex Korb, PhD. Smiling affects the activity in the emotional parts of the brain and promotes positive feelings, Korb says. One study found that smiling when you are in a tough situation actually lowers stress levels.

Put a Spring in your Step and Live Better this Season

Spring is a great time to refocus on healthy living. Warm weather gets us moving outside again, and local markets begin to blossom with great produce. Healthy living doesn't have to be a chore! Walk with a friend in your neighborhood or explore new and fresh ingredients at the local farmer's market!

Happy spring!

—**Caroline Vitiello**, RN, BSN, CCM, CMAC
Vice President, Medical Management

Get to Know Your Health Plan

Knowing your plan benefits is important. One easy way to learn more is to visit our website, **NHhealthyfamilies.com** or review your Member Handbook. Both resources provide information about:

- ▶ Member Benefits
- ▶ How to access emergency care and other medical services
- ▶ How to file an appeal
- ▶ Your rights and responsibilities

Questions? Call Member Services, Monday through Friday, 8 am to 5 pm.



Quality Improvement

NH Healthy Families cares about you and the healthcare you get. We have many quality improvement projects to help us know if the services we are providing are good for you. We want to tell you how we're doing this year and what we're doing to improve your health now. Visit **NHhealthyfamilies.com** and go to the Quality Improvement Program page to learn about our projects!

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We Care About Your Privacy

We know you want your medical information to stay private. Your medical information is called protected health information. We keep it safe for you.

We follow state laws and federal laws to keep it private. You can read the full text on privacy practices in your Member Handbook. For other questions about your privacy:

- ▶ Visit our website at NHhealthyfamilies.com.
- ▶ Call NH Healthy Families **Member Services at 1-866-769-3085**.

Transitioning to an Adult Physician

If you are between the ages of 21 and 29, your life is full of firsts: your first job, your first apartment, your first healthcare plan. We know there's a lot going on, so we want to help you stay on track and form healthy habits. **To get started, select an adult Primary Care Provider (PCP) and make an appointment today.**

If you need help finding a PCP, call **Member Services at 1-866-769-3085**. And check out our other tips!

- ▶ Get regular wellness exams from your PCP.
- ▶ Stay up to date with your vaccinations, including a flu shot every fall.
- ▶ Be aware of the health risks that run in your family.

Develop healthy habits now: exercise regularly, eat well, and get enough rest.



Share Your Member Experience

We strive to be an excellent health plan on your behalf. And we hope you agree! You may receive a satisfaction survey about us. The survey will come from our partner, Morpace, Inc. **Please complete the survey and return it by the date requested.**

If you are satisfied with the service you receive from NH Healthy Families, please rate us accordingly! Our goal is to exceed your expectations. If we have not, please call us at **1-866-769-3085**.

This survey is strictly confidential and your individual responses will not be shared with us.

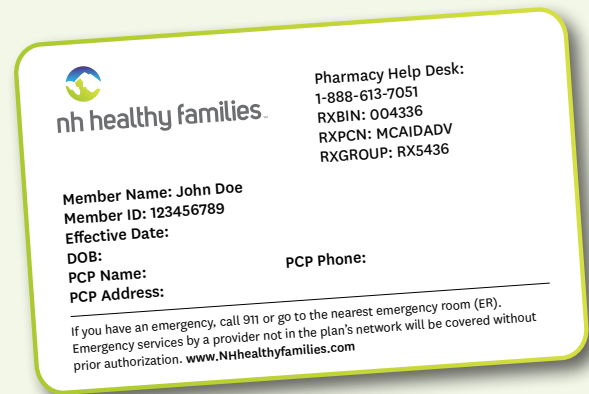
How to Help Your Health

Has it been a while since you've had a visit with your doctor? You may be due to get a preventive care exam or health screening.

Vaccines, cancer screenings, and blood pressure checks are all types of preventive care. They are important because they help you and your doctor stay ahead of big health problems.

Call your doctor to find out if you need to get a preventive care exam or a health screening.

You can also check your Member Handbook or our website at **NHhealthyfamilies.com** for a list of recommended preventive care. If you need a paper copy of the handbook, call Member Services.



Pharmacy Update: New Member ID Card

As a member, you should have received a **new Member ID Card in the mail in February 2017.**

This card will be effective starting March 1, 2017. It replaces the card you are using now.

The reason we are sending you a new card is due to a change to how pharmacy claims will be processed. Please bring this card with you and show it to your pharmacist every time you get a prescription filled after March 1st. There is no change to your benefit.

Call Member Services at **1-866-769-3085** if you have any questions. Thank you for being a valued member.

Be the Boss of Diabetes

If you have diabetes, eating well is one of the best things you can do for your health. Managing diabetes takes work. But if you do it well, you can live a healthy and active life. Use this tip list to help you manage your diabetes every day:

- ▶ Check your blood sugar levels.
- ▶ Brush and floss your teeth.
- ▶ Look at your feet for blisters or sores.

It's also important to check in with your doctor as recommended. Certain screenings help show if your treatment plan is working. Ask your doctor if you need these tests or exams:

- ▶ A1C test
- ▶ Eye exam
- ▶ Cholesterol test
- ▶ Kidney exam



What's Your Number?

Know your blood pressure and what it means for your health

Nearly one out of three Americans has high blood pressure, a leading factor in heart disease, stroke, and other health problems. But since there are usually no symptoms, you can have high blood pressure and not know it. A simple blood pressure test will tell you if you need to bring your number down.

Keep in mind that one high reading doesn't necessarily mean you have high blood pressure. But if your number stays high over time, your doctor will recommend treating it. Lifestyle changes such as being more active, losing weight, quitting smoking, and managing stress can help lower blood pressure.

Getting yours checked doesn't require an office visit. Many walk-in "retail" clinics and pharmacies offer blood pressure testing.



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1-866-769-3085
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Para una copia de este boletín informativo en español llame a servicio al miembro a 1-866-769-3085 (TTY 1-855-742-0123).

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