



# HealthyView

Fall 2012

## arise health plan 2012 performance data

born to be big?  
you can still lose weight

four common myths about  
breast cancer



HEALTH INSURANCE CARRIER  
OF THE GREEN BAY PACKERS

A member of the **WPS** family.  
HEALTH INSURANCE

is poor balance  
bringing you down?

*Stepping On* is a falls prevention program for people ages 60 and up who have fallen or have a fear of falling. It offers:

- Mutual support
- Information about the many aspects of falls prevention
- An introduction to simple exercises designed to improve your balance
- Strategies you need to prevent falls

This program is the work of Lindy Clemson, Ph.D., of Sydney, Australia, whose research has found that participants in this falls prevention program have a 31 percent reduced rate of falls.

Local leaders along with medical experts will offer the workshop. Classes meet 2 hours per week for 7 weeks at the Aging & Disability Resource Center of Brown County, 300 South Adams Street, Green Bay. Enrollment is limited to Brown County residents and pre-registration is required. A \$10 fee includes all learning materials.

### ***Stepping On* starts up in January!**

For specific dates and times or to register, call **920-448-4314** during the hours of 8 a.m. to 4:30 p.m., Monday through Friday. Let them know when you call if you need any special accommodations for disabilities.

## family plays a key role in spotting dementia

Some conditions—such as high blood pressure and diabetes—can be detected only by your doctor or a lab test. When it comes to dementia, it's often family members who notice the first warning signs.

A new study shows problems with thinking, learning, and memory can begin as young as age 45. Knowing what's normal and what's not helps you spot red flags in your relatives' behavior.

### **Mind the Warning Signs**

Just like the rest of your body, the brain changes as we age. Around age 20, brain cells begin to die and to produce fewer of the chemicals they need to work. Later on, these changes can contribute to minor forgetfulness, such as misplacing the car keys.

These normal lapses are different from dementia, which occurs when remaining brain cells are damaged by an injury or disease. Thinking and memory problems that aren't a normal part of aging include:

- Repeating things in the same conversation
- Forgetting how to do regular tasks, such as driving to a familiar location
- Confusion around time or place

- Trouble making choices or handling money
- Withdrawing from work or social activities
- Shifts in mood and personality

If you notice these changes or others that affect your loved one's daily life, speak up.

### **Smart Guide to Getting Help**

The first step is talking to your loved one's primary care doctor. He or she may perform tests to determine the root cause of the problem. In some cases, such as when medications are to blame for a foggy memory, the fix may be as simple as changing a prescription.

Some types of dementia, including Alzheimer's disease, have no cure. However, treatment can slow their progress and make a person's daily life easier. The earlier dementia is detected, the better treatments such as medications and memory aids will work to preserve brain function.

If you care for a person with Alzheimer's disease or another form of dementia, remember to take care of yourself, too. Eating right, exercising, and maintaining a healthy weight not only help you cope with stress, they can also reduce your own risk of developing dementia later on. ☺





## born to be big? you can still lose weight

**W**hen it comes to shedding pounds, it may seem as if the scales are tipped against you every time you turn on the news. Researchers continually find new ways to show us just how much our weight is tied to uncontrollable forces such as our genes, our neurology, and our hormones.

But don't think of losing weight as a losing battle. Instead, acknowledge the things you can't change and adjust those you can. Here's how.

**You can't change: your genes.** Scientists think our odds of becoming obese may be partly encoded in our DNA. Genes likely control how the body captures, stores, and releases energy from food. One hypothesis holds that fat-storing genes helped our ancestors survive famines but work against us now that food is plentiful.

**So focus on: your exercise plan.** In a new study in the journal *PLoS Medicine*, people with genes linked to obesity reduced their risk of being heavy by 40 percent. How? They worked out for about an hour a day.

**You can't change: your brain.** What we eat isn't always directly within our control. We're surrounded by advertisements, large portions,

and other cues to consume. Brain imaging studies show people who are obese are more susceptible to these signals.

**So focus on: your environment.** Studies show you'll make healthier choices if you put them front and center. For instance, set a pretty bowl of fresh fruit on the counter. At meals, use smaller plates and bowls so that a reasonable serving size looks like plenty.

**You can't change: your hormones.** Keeping lost weight off poses its own challenge. A year after you quit cutting calories, hunger-generating hormones still surge through your bloodstream. To make matters worse, those that send signals of fullness to your brain are meanwhile in short supply, says a recent study in the *New England Journal of Medicine*.

**So focus on: your habits.** Research shows people who successfully keep pounds off share a few common routines. Follow their example by working out regularly. Eat breakfast, sticking to a schedule of three meals and two snacks per day. Keep your diet consistent throughout the week. Weigh yourself frequently and make adjustments before minor swings become big gains. Ⓞ

### chicken soup

- 6 cups of homemade or canned chicken broth
- 2 large carrots, scraped and sliced
- 1 large stalk of celery, chopped
- 1 onion, chopped (1 cup)
- 1 cup of sliced fresh mushrooms
- 2 cups of cooked chicken, diced (12 ounces)
- 1 cup of canned plum tomatoes (4 whole tomatoes) coarsely chopped, with liquid
- 3 cups cooked egg noodles (2 cups of dry noodles)

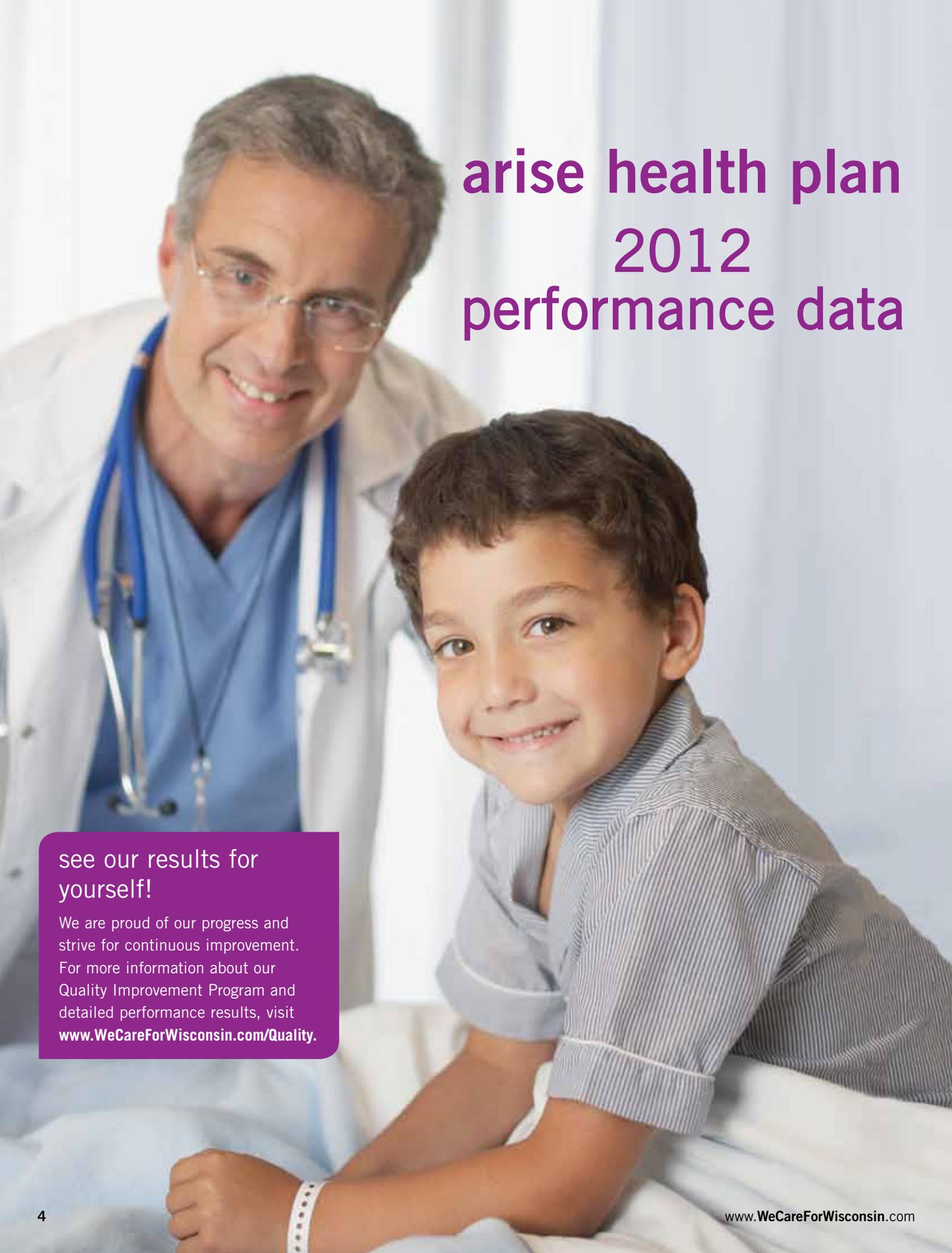
Put all ingredients except noodles into pot. Bring to a boil. Simmer for 15 minutes or until carrots are cooked. Put a half cup of noodles into each bowl. Ladle soup over noodles. Serves six.

#### Nutrition Facts

Each serving contains approximately 257 calories, 24 grams protein, 5 grams fat, 63 milligrams cholesterol, 30 grams carbohydrate, 3 grams fiber, 195 milligrams sodium.

### looking for some healthy tips?

Visit [www.WeCareForWisconsin.com](http://www.WeCareForWisconsin.com) and scroll down to Quick Links on the left side, then click "Wellness Center."



# arise health plan 2012 performance data

see our results for  
yourself!

We are proud of our progress and  
strive for continuous improvement.  
For more information about our  
Quality Improvement Program and  
detailed performance results, visit  
[www.WeCareForWisconsin.com/Quality](http://www.WeCareForWisconsin.com/Quality).

**Arise Health Plan (AHP)** is dedicated to maintaining an active quality improvement program that includes both clinical and service quality initiatives.

To evaluate program effectiveness, AHP uses Healthcare Effectiveness Data & Information Set (HEDIS®)<sup>1</sup> and Consumer Assessment of Healthcare Providers and Systems (CAHPS®)<sup>2</sup>. HEDIS® is developed and maintained by the National Committee for Quality Assurance (NCQA), a non-profit health care quality organization.

Our goal is to exceed the 90th percentile nationally based on NCQA's Quality Compass®<sup>3</sup>. The majority of HEDIS® and CAHPS® measures exceeded the national average, and many met the goal of the 90th percentile. Following is a snapshot of performance and survey results.

## 2012 HEDIS® Performance Data

### Asthma

- 93% of members with asthma were given appropriate medications for long-term care of their asthma.

### Diabetes

- 91% of people with diabetes had an HbA1c test performed and 69% had a diabetic retinal eye exam.

### Cardiac Care

- 89% of members with heart disease had an LDL cholesterol test and 71% of those screened had a level less than 100, which is the goal.

### Cancer Screening

- 76% of age appropriate women received a mammogram.
- 76% of women received a Pap test.
- 66% of members over the age of 50 received a colorectal cancer screening.

### Immunizations

- 84% of children received recommended immunizations within recommended time frames.
- 56% of adolescents received recommended immunizations within recommended time frames.

### Prenatal and Postpartum Care

- 97% of pregnant mothers received prenatal care.
- 93% of members who gave birth had a postpartum visit.

## 2012 CAHPS® Member Satisfaction Survey Results

### Personal Doctor

- 87% of members are satisfied with their primary doctor.

### Specialist

- 86% of members are satisfied with their specialist.

### Customer Service

- 92% of members responded that they usually or always received needed information from Member Services and that they were treated with courtesy and respect.

### Claims Processing

- 91% of members responded that their claims are handled quickly and correctly. 

<sup>1</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>2</sup> CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>3</sup> The source for data contacted in this publication is Quality Compass® 2012 and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA.

## workshop: living well with chronic conditions

Are you an adult with an ongoing health condition? At a Living Well with Chronic Conditions Workshop, you'll get the support you need to:

- Find practical ways to deal with pain and fatigue
- Learn and practice techniques to break the symptom cycle
- Have better nutrition and exercise choices
- Understand how to evaluate new treatment choices

- Learn better ways to talk with your doctor and family about your health

Call the Aging & Disability Resource Center of Brown County at **920-448-4300** to learn more or register for a workshop. Enrollment is limited to Brown County residents. Cost is \$20 and includes the book *Living a Healthy Life with Chronic Conditions*.



## get a flu shot now and stay healthier later

**A**sk anyone who has ever suffered through it: The flu hits much harder than a cold—and can linger for up to two weeks. That's up to 14 days of fever, cough, body aches, severe headache and extreme fatigue—not to mention possible complications, such as pneumonia.

To avoid being sidelined by a flu bug this year, there's one simple step you can take: Get a flu shot.

Getting vaccinated for flu *every year* is the single best way to keep the virus away, according to the Centers for Disease Control and Prevention (CDC). And the time to get your shot is now. In fact, the CDC recommends getting vaccinated as soon as shots become available in your community—and ideally, before December.

Vaccinating early gives your body time to develop virus-fighting antibodies well before flu season is in full swing.

### Safeguard Yourself Against the Flu

Each year, experts from the FDA, World Health Organization and CDC study flu virus samples from around the globe.

Then they develop a vaccine that protects against the flu viruses most likely to circulate in the coming months. So it is important to get your flu vaccine every year, especially since immunity to flu viruses decreases over time.

### Get Vaccinated Today

Consider the toll flu takes on your body—long-lasting fever, discomfort, tiredness and missed days of work, school and normal activity—and then schedule your flu shot. Experts recommend the vaccine for everyone ages 6 months and older. It's especially important if you are at high risk for serious flu-related complications. This group includes those who are pregnant or have a chronic medical condition (such as asthma, diabetes or heart disease), or live with someone who does. ☺

### Roll Up Your Sleeve...

Call your doctor's office to get your flu shot today. Or visit the CDC's flu vaccine locator at [flu.gov/wherelive/index.html](http://flu.gov/wherelive/index.html).

## Walgreens Back in Network

Walgreens returned as a participant in the broadest Express Scripts retail pharmacy network on September 15. This means that Walgreens pharmacies are once again an option for Arise Health Plan members.

You may recall that Walgreens left the pharmacy network at the start of 2012, causing Arise members to move their prescriptions to other network pharmacies. These pharmacies welcomed our members and made the transition as easy as possible.

Assuming you are happy with your new pharmacy, there is no requirement for you to transition back to Walgreens.

# four common myths about breast cancer

Here's a hard truth about breast cancer: About one in eight women will develop the disease in her lifetime. But breast cancer myths also abound. Do you believe any of them?

## Myth #1: If you find a lump, it's probably cancer.

A lump or a thick spot in your breast or near your armpit is one possible sign of cancer. But most breast lumps are not cancerous.

See your doctor if you have a lump or another change to your breast—including discharge from your nipples, variations in size or shape, or red scaly skin—that doesn't go away. Even then, don't panic. These signs are most likely caused by something other than cancer.

## Myth #2: Most women who get breast cancer have a family history of it.

Yes, having a mother, sister, or daughter with breast cancer is a risk factor for breast cancer. But only about one-fifth to one-third of women with breast cancer have a close relative with the condition.

You can't change your genes, so if you're concerned about cancer, focus on risk factors you can control. These include being overweight, using hormone therapy, and drinking alcohol. Women who have two to five drinks daily have one-and-a-half times the risk for breast cancer as those who stay alcohol-free.

## Myth #3: Exercise prevents heart disease, not cancer.

Studies show that working out slashes breast cancer risk—no matter how late in life you start. The American Cancer Society recommends you sweat for 45 to 60 minutes at least five days per week.



Recent research also suggests that exercise benefits breast cancer survivors. For instance, those with swelling in their arms and legs reduced their symptoms and increased their strength by lifting weights.

## Myth #4: Breast cancer rates are on the rise.

After increasing for decades, breast cancer rates have begun declining—about 2 percent per year. Some experts think this is partly because fewer women take hormones during menopause, after a 2002 study showed that they increase breast cancer risk.

More good news: Women are also increasingly likely to survive breast cancer. Earlier screening, better treatments, and increased awareness may be to thank. ☺

## survey says ...

Back in the spring we surveyed a random group of *Healthy View* readers to learn your thoughts about this publication. Here are some of the highlights.

### Because of the information provided in *Healthy View* ...

94% of respondents reported being more informed about their health in general.

78% said they or a family member had changed the way they take care of themselves.

### General health topics most important to our readers ...

1. Healthy eating
2. Ways to exercise for health
3. Diseases affecting many: heart, cancer, diabetes, arthritis

### Health plan topics most important to our readers ...

1. How to find out if something is covered in the plan (and what to do in an emergency to make sure care is covered)
2. How to get a preservice authorization (referral)
3. How to get a second opinion

Thank you to all who participated in this survey!

*Healthy View* will continue to bring you helpful and relevant information each issue. If you have any questions about your health plan, call **888-711-1444** toll-free or visit [www.WeCareForWisconsin.com](http://www.WeCareForWisconsin.com).

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## take action to reverse pre-diabetes

People likely to develop diabetes can stave off the disease or even prevent it. That's good news for the 57 million people with pre-diabetes.

In pre-diabetes, blood sugar levels are higher than normal. The condition increases the chances of heart disease and stroke, as well as type 2 diabetes. It affects about 40 percent of those between ages 40 and 74.

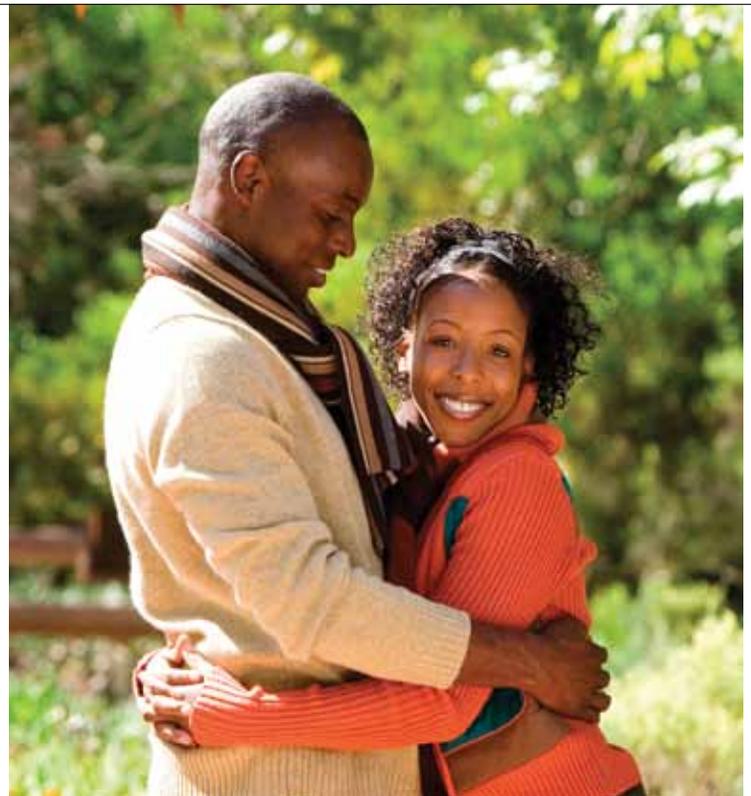
### Get Tested

Pre-diabetes generally develops gradually and has no symptoms, so people may be unaware that they have it. Doctors recommend testing for all people older than age 45. Younger people with risk factors for diabetes, such as being overweight, a family history of the disease, or high blood pressure or cholesterol, also should consider testing.

Three blood tests detect pre-diabetes. With the fasting glucose test, blood sugar is usually measured first thing in the morning after an overnight fast. A blood sugar level of 100 to 125 mg/dl indicates pre-diabetes. A level above 125 is considered diabetes.

For the glucose tolerance test, blood sugar is checked after fasting overnight and two hours after drinking a special sugary drink. Pre-diabetes is diagnosed if test results show blood sugar levels between 140 and 199 mg/dl. Results higher than 199 point to diabetes.

The A1C test can measure a person's average blood glucose during the past two or three months. A range of 5.7 to 6.4 indicates pre-diabetes.



### Make Healthy Choices

Numbers up? You can take steps to prevent pre-diabetes from progressing into diabetes—and even return blood sugar levels to normal. Losing 5 to 7 percent of your body weight can cut diabetes risk by nearly 60 percent. Also helpful: Exercising 30 minutes a day five times a week and eating a healthy diet. 



take a moment  
to visit the Arise  
Health Plan  
website!

## we want to hear from you!

We value your feedback and suggestions. How can we improve Arise Health Plan's services, the *Healthy View* newsletter, or our website? If you have questions, comments, or suggestions, please e-mail Lori Turek, R.N., M.S., Director of Quality & Government Programs: [lori.turek@arisehealthplan.com](mailto:lori.turek@arisehealthplan.com).