

Reducing family stress

If you're like most families, you face stress every day. But by taking a few steps, you can prevent, detect, and manage stress for a happier and healthier life.

What is stress?

Stress is the way your body reacts to strain, worry or demands. Your job, problems within your family, health, outlook on life and finances can all cause stress. Symptoms of stress include low energy, headaches or upset stomach. When stress lasts for weeks or longer, it can hurt your health.

Children can feel stress, too.

Just like adults, children can have stress that gets in the way of normal life and activities. Parents should watch for the following signs:

- Headaches, nightmares, changes in eating habits or problems sleeping
- Anxiety, excessive worrying, new or recurring fears, clinginess, questioning, anger, crying, uncontrollable emotions, and aggressive or stubborn behavior

Tips for helping your child manage stress:

- Spend calm, relaxed time with your child(ren)
- Encourage your child(ren) to talk about worries
- Set aside time for physical activity



Below is a list of things you can try to help manage stress. Place a check beside the things you are willing to try.

Take care of yourself.

- Eat healthier foods.
- Exercise for 30 minutes a day, broken up or at the same time.
- Get at least seven hours of sleep.
- Spend a little time doing something you enjoy.

Set limits.

- Say no if you or your kids are asked to do something that feels like too much.
- Don't try to pack too much into your day.

Ask for help.

- Seek help from a health care professional if your stress levels are too high.

Sources:

The American Institute of Stress, stress.org.
 National Library of Medicine, medlineplus.gov/ency/article/002059.htm.
 WebMD.com, www.webmd.com/balance/guide/blissing-out-10-relaxation-techniques-reduce-stress-spot#1.



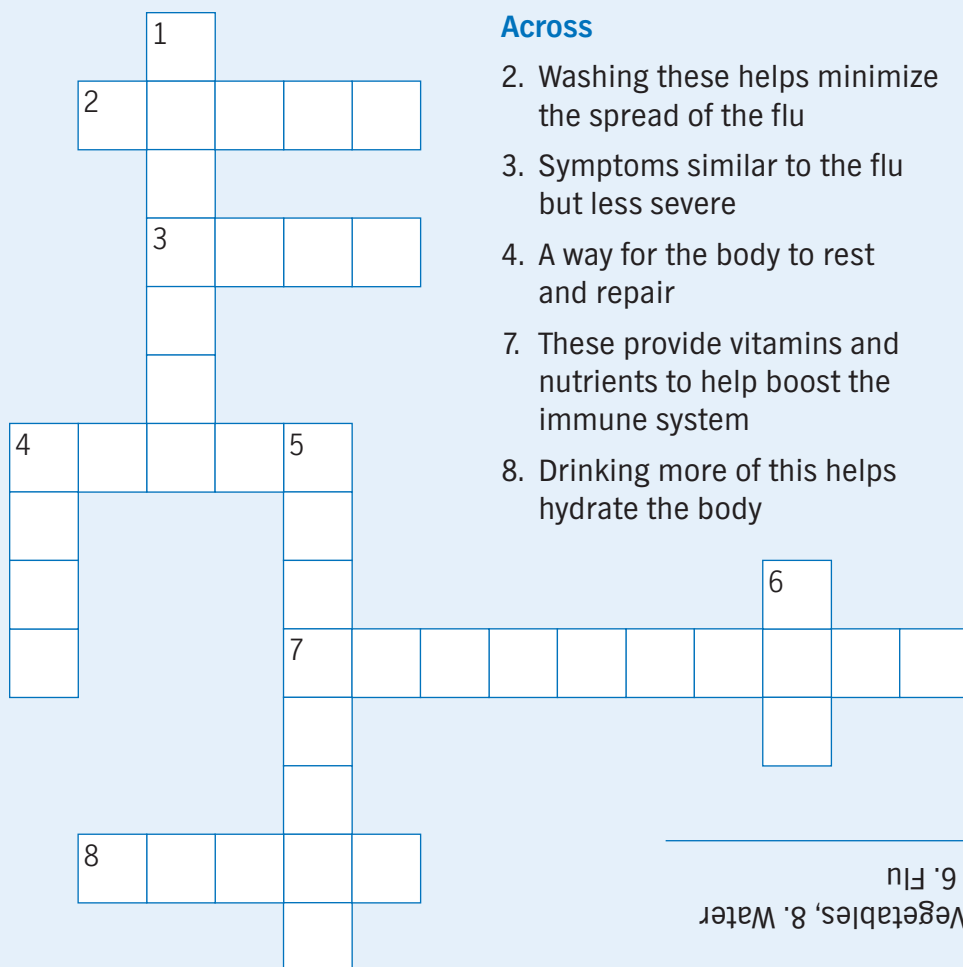
Let's prepare to stay healthy during flu season

Influenza (flu) is a viral infection that typically comes on quickly and without prior illness. Some of the symptoms to look for are fever, body aches, headache, dry cough and unusual fatigue. The worst part of the illness tends to last for 3 to 4 days, but it can take up to two weeks to feel completely well.

Since it's a virus, antibiotics won't work. It's often best treated at home with hydration and rest. If symptoms persist or get worse, call your primary care provider (PCP) right away. If you're unable to reach your PCP, go to an urgent care or ER.



How can you prepare for flu season and a healthy you? Here's a fun puzzle to get you started:



Across

2. Washing these helps minimize the spread of the flu
3. Symptoms similar to the flu but less severe
4. A way for the body to rest and repair
7. These provide vitamins and nutrients to help boost the immune system
8. Drinking more of this helps hydrate the body

Down

1. Lowers your risk of getting the flu each year
4. Staying away from people while they are this helps prevent the spread of flu
5. This person can help answer your questions about the flu and vaccine
6. A viral infection of fever, body aches, headache, dry cough and sore throat

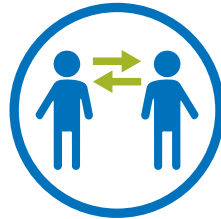


Crossword puzzle answers:
 Across, 2. Hands, 3. Cold, 4. Sleep, 7. Vegetables, 8. Water
 Down, 1. Vaccine, 4. Sick, 5. Provider, 6. Flu

What are some things you can do to **help prevent the flu from spreading?**

I will:

- Get a flu vaccine** at or before the beginning of flu season.
- Avoid close contact** with those who have the flu whenever possible.
- Wash my hands** often with soap and water.
- Cover my nose and mouth** with a tissue when coughing or sneezing.
- Avoid touching** my eyes, nose and mouth.



Answer: All of the above



For more information on the flu and its activity in your area, reach out to your PCP or visit the Centers for Disease Control and Prevention website at www.cdc.gov/flu.



Flu shots

What?

The Centers for Disease Control and Prevention (CDC) recommends everyone **6 months of age and older** get an injectable flu vaccine. If you're an adult 65 years or older, talk with your provider about getting a pneumonia vaccine as well.

When?

The flu season usually peaks in **January** so getting a flu shot as soon as the vaccine becomes available in the fall allows your body time to develop the necessary antibodies to protect against the flu before it reaches your community.

Where?

- Your PCP
- Any of our network pharmacies if you're age 21 or older
- Your local health department

What is secondhand smoke?

Secondhand smoke comes from burning tobacco. This can be smoke from a cigarette, cigar or pipe, or from the smoke breathed out into the air by a smoker.

True or false?

1. Smoking only hurts the smoker.

False. Even if it's just for a few minutes, breathing secondhand smoke can cause a nonsmoker to have many of the same health problems as smokers.

2. It's safe to smoke in another room.

False. Secondhand smoke can spread throughout homes and buildings in surprising ways:

- Doors and windows, or spaces around them, even when they're closed
- Electrical outlets and cable or phone jacks
- Gaps around cabinets, countertops, light fixtures, sinks or walls
- Neighbors' balconies or apartments
- Vents and air-conditioning systems

3. Using a fan or opening a window will get rid of secondhand smoke.

False. There's no way to air out a room enough to completely get rid of secondhand smoke. An open window can even blow smoke back into the room.

4. Smoking when no one else is home won't harm anyone.

False. Secondhand smoke can stick to clothes, furniture, carpets and other items in your home. The secondhand smoke can stay there for years.

Are you ready to quit smoking?

Call the Wisconsin Tobacco Quit Line to get help with quitting.

1-800-QUIT-NOW (1-800-784-8669)

Did you know?

About
250
are toxic.

Secondhand
smoke contains
more than
7,000
chemicals.

Nearly
70
can cause
cancer.



Sources:

National Cancer Institute, cancer.gov/about-cancer/causes-prevention/risk/tobacco/second-hand-smoke-fact-sheet.

Centers for Disease Control and Prevention, cdc.gov/tobacco/basic_information/secondhand_smoke/children-home/index.htm.

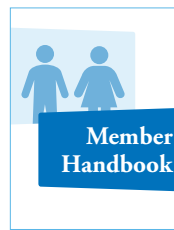
Information about **your health plan**

There are three easy ways to get answers to any questions you may have about your health plan:



1

Go online to
www.anthem.com/wisconsin.



2

Look in your
member handbook.



3

Call Member Services at
1-855-690-7800 (TTY 711).

Just choose one of the steps above to get information on:

- Your benefits, with a list of covered and noncovered services, including those obtained outside your health plan service area
- Charges you may be responsible for
- What to do when you are out of your plan's service area
- How to talk to someone in a language other than English
- How to find a PCP, specialist, behavioral health provider or hospital in the Anthem Blue Cross and Blue Shield network
- How to see your PCP and get care
- How to get care after normal office hours
- What to do in an emergency
 - If your condition is life-threatening and you need medical attention right away, **call 911 or go to the ER.**
- The process for filing a complaint or appealing a decision and any forms you'll need
- How we stay on top of new medical treatments and procedures
- How we update or create new health policies, as needed

Case Management

Our case managers are here to work with you on improving your overall health.

We'll help you find local health resources and coordinate care between your PCP and other providers. You or your caregiver can sign up, or your doctor can refer you. Call us toll free at 1-855-690-7800 (TTY 711) to get connected with a case manager.

Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by Anthem. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call the customer service number on the back of your ID card or go online to www.anthem.com/wisconsin.





N17 W24340 Riverwood Drive
Waukesha, WI 53188

Wisconsin *My Health* flier

Inside this flier, you'll find important information about the health plan and tips for healthy living.

Thank you for letting us be your partner for a healthier life.

www.anthem.com/wisconsin

Member Services —
24/7 NurseLine:
1-855-690-7800 (TTY 711)



Making decisions on care and services

Sometimes we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don't tell or encourage providers to underuse services. And we don't create barriers to getting health care. Providers and others involved in UM decisions do not get any reward for limiting or denying care. When we hire, promote, or fire providers or staff, it isn't based on their likelihood to deny benefits.



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