

# WHOLE YOU

2020 Summer Bulletin

## Know Your Blood Pressure Numbers

Do you know your blood pressure numbers? That is the first step in fighting high blood pressure. **High blood pressure** can raise the risk of heart disease and stroke. It can lead to heart attacks and kidney issues. Here are three ways to control your blood pressure:

- **Eat healthily.** This means less fat, salt and sugar and more whole grains and veggies. Limit alcohol and sugary drinks.
- **Stay active.** Routine workouts will make your heart stronger. It can also keep your weight down.
- **Take your meds.** Has your doctor prescribed meds to control your blood pressure? Take meds exactly as prescribed.

Nebraska Total Care can help you handle your blood pressure. We have disease management and care management programs for members with certain health issues.



## Loneliness Changes Your Health

Loneliness can touch any of us. Social skills for children and teens start at school. When they miss a lot of school or have trouble fitting in they can feel lonely. For adults, not having a job and feeling left out can cause loneliness. For older adults, feeling lonely can happen if they cannot leave the house. It is vital to see how loneliness can change your health or the health of a loved one.

Being lonely can hurt your health and cause:

- Depression, stress, worry
- Poor sleeping habits
- Headaches

Connecting with other people is of great value to your total health. Being social helps you feel a sense of belonging and avoid feeling unhappy. Spending time with family and friends can help you feel less lonely. Even if you have many friends on social media, it is still good to meet with people face to face. If a family member or child is feeling lonely, try reaching out and using some of our tips to help them be social. We can help you find local support to fight loneliness. Call us any time at 1-844-385-2192, Nebraska Relay Service 711.

# Your Voice is Important to Us

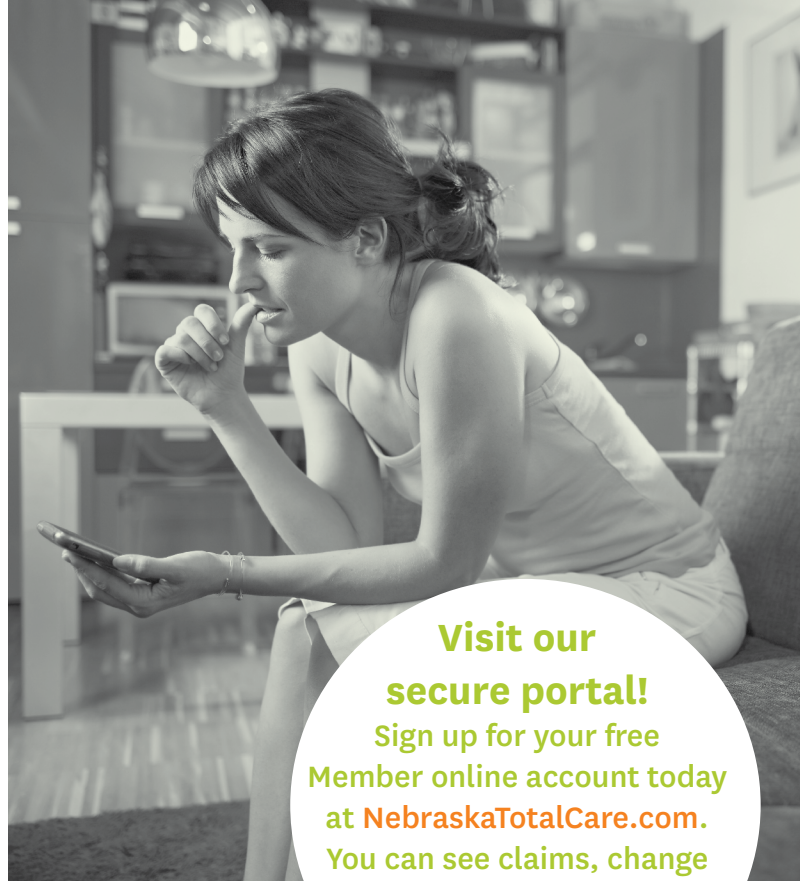
## How to file an appeal or grievance

We do our best to give you the healthcare you need. We want to know if you are not satisfied with your healthcare. Appeals and grievances are two ways to let us know your concerns.

**Appeals:** Nebraska Total Care may decide you do not need a treatment or service. If we decide to stop or deny a service, you will get a letter. If you disagree with the decision, you can file an appeal. This is a request to change the decision. You can file an appeal by phone, in person or in writing.

**Grievances:** Are you unhappy with care you got, or how you were treated by the plan or a provider? We want to help you with your concerns. You can file a complaint, also called a grievance.

Appeals and grievances must be sent within certain time spans. See your Member Handbook or call Member Services at 1-844-385-2192, Relay 711 to learn more.



**Visit our  
secure portal!**  
Sign up for your free  
Member online account today  
at [NebraskaTotalCare.com](https://www.NebraskaTotalCare.com).  
You can see claims, change  
your PCP, reprint your  
member ID card and  
more!

## Your Time Matters

### We value your time

Nebraska Total Care wants to make sure you get the care you need, when you need it. We work with providers to set standards for wait times.

- For routine well care, you will be seen within 4 weeks.
- For routine sick care, you will be seen within 72 hours.
- For urgent care, you will be seen the same day.
- For specialty care, you will be seen within 30 days.
- From the waiting room, you should be taken to the exam room within 45 minutes of your scheduled visit time.

Are you not able to get a visit within those time spans? Call Member Services. We can help.

### Know your responsibilities

As a member, you have certain **responsibilities**. Treatment can work better if you do these things. When at your visits:

- Work on improving your own health.
- Give doctors true and complete medical information.
- Follow prescribed treatment. Or tell your doctor the reason(s) treatment cannot be followed as soon as possible.
- Ask your doctors questions to help you understand treatment. Learn about the possible risks, benefits, and costs of treatment choices.
- Cancel visits in advance when you cannot keep them, if possible.

**Start Smart**  
Our Start Smart for Your Baby® program helps you focus on your health during your pregnancy. Visit [NebraskaTotalCare.com](http://NebraskaTotalCare.com) to learn more.

### EPSDT

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) is preventive care for children under the age of 21. These are also called well-child checkups. Doctor visits when your child is well helps make sure they are growing, healthy, and safe. EPSDT is key to making sure that children and young adults get preventive, dental, mental health, developmental, and specialty care.

### Lead Screening

All children should be tested for lead with a blood test before they are two years old. You or your children may look healthy. But, you can still have high levels of lead in your blood. The only way to know for sure is to have a blood test done by a healthcare provider.

Lead hurts kids:

- Sometimes you may not notice any signs of lead poisoning in children.
- Behavior, learning, and sleep problems may be caused by lead.

Other signs: clumsiness, lack of strength, headaches, and hearing problems. It can also cause slow growth, stomach problems, seizures, and coma.

### Well-Child Visits

Set up well-child visits when your child is:

- 3-5 days old
- 1 month old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old
- 15 months old
- 18 months old
- 24 months old
- 30 months old
- Each year through age 20

### Immunizations

Immunizations are one of the best ways to protect against illnesses. Immunization-preventable health problems can be very serious, may need a hospital stay, or may even be deadly. Immunizations are vital for all children, babies through teens.

### Earn Rewards!

\$10 - Infant: 1 per well visit, ages 0-15 months, up to \$60

\$20 - Children: lead blood test before age 2

\$10 - Children: yearly well-child visit, ages 2-21

\$10 - Children: HPV shot for children, for two doses within 12 months, before age 13

## Tdap Shot Protects Mom and Baby

All pregnant women should get a Tdap shot at 6 to 8 months of pregnancy. This is a safe way to protect you and your baby from a bad sickness and symptoms of whooping cough. Getting Tdap during pregnancy passes protection to your baby and helps stop whooping cough after your baby is born.

Whooping Cough:

- Spreads easily
- May sicken people of all ages
- Causes coughing
- Causes trouble with breathing in babies
- Can be serious or deadly for babies

Ask your doctor when you are 6 months along to get your Tdap shot. You should get a Tdap shot during each pregnancy. As a Nebraska Total Care member, there is no cost to you for this shot. Protect yourself and your baby.

Nebraska Total Care can help if you have questions about immunizations.



# Use All Your Health Plan Benefits

Do you know about all the benefits your plan gives? They go beyond medical care. We offer some extra services to help members be well. These are **Value-Added Services**. Some of these services are available to all Nebraska Total Care members. Others are offered to members that meet certain health measures. Listed below are some of the added services that we offer.

## **TRANSPORTATION**

If you need a ride to your doctor, we can help! Do not miss a visit. We will help you get to your health-related visits.

## **REWARDS PROGRAM**

Earn rewards when you do healthy things like getting your yearly exams. You can spend your rewards to help pay for utilities, transportation, telecommunications, childcare, education, or rent.

## **BOYS & GIRLS CLUB**

Having social skills is of great value for kids. So is having confidence. Get a membership for children ages 6 to 18 to your local Boys & Girls Club.

## **COMMUNITY GARDENS**

Nebraska Total Care will pay for one community garden plot per household. We have relationships with many gardens in the state. Contact your local garden to see if we are working with them.

## **WEIGHT WATCHERS**

Learn how to lose weight and build healthy habits. Nebraska Total Care gives eligible members vouchers for online Weight Watchers sessions.

## **SPORTS PHYSICALS**

Nebraska Total Care covers needed sports physicals for members ages 4-18. Talk to the youth's PCP to get this exam.

## **YMCA MEMBERSHIPS**

Nebraska Total Care will pay for one 3-month membership for each member. This is a one-time benefit.

**[See all Value-Added Services online.](#)**

# 5 Resume Tips for Landing That Job

Hiring managers have a lot of resumes and LinkedIn profiles to read. After a while, they all start to look the same. Do not let yours get lost! Follow these five tips and make sure they get a second look.

**Write in a human voice.** Being professional does not mean you need to write like a robot. Skip overly formal language and instead write in a conversational way.



**Copy what you admire.** Do some Google searches for the resumes of thriving people. Study their LinkedIn profiles. Meet with people whose careers interest you and ask for their help. This will help thin down the kind of feedback you get and make sure that it is right for you.

**Do not be afraid to color outside the lines.** You can look up a resume template on the web. Give yourself permission to put your own flare on your resume or LinkedIn profile. What makes you a rare seeker for this job?

**Make it relate to the job.** Maybe you are looking for a job in a new field. It is okay if you do not have tons of experience. Figure out which parts of your old job could help you in this new place. Focus on these job duties and talk about how they might help in the new job.

**Keep it short and sweet.** When it comes to resumes and LinkedIn profiles, less is often more. Choose only the most valued parts of your career past to focus on. Make resumes visually clean and no longer than one page. LinkedIn profiles can be pulled from what is in your resume.



# WHOLE you

## Addiction is Powerful



Not all people who take a drink or try a drug have a substance use problem. But, for some people, what starts as social use can lead to problem use and then addiction. Addiction to substances such as drugs and alcohol may be called substance use disorder.

### What is Addiction?

Whether you start using drugs or alcohol is your choice. But, once your brain is exposed to the addictive substance, your brain starts to change. These brain changes overpower your self-control. The brain is rewired into believing that the substance is a good thing and that you need it to survive. This rewiring is very strong. Over time, you no longer find pleasure in other things you once enjoyed. The addiction is stronger. You no longer think about the physical, emotional, and social harm it causes.

The only way to get over an addiction is to stop using the substance. Not using it lets your brain heal and go back to its normal functioning. You can relearn how to find joy in other things again. But, your brain will always be at risk for addiction. Addiction is very strong.

### Do You Have a Problem?

You can [ask yourself these questions](#) found at the [Krames Health Library](#). The answers can help you see where you might have problems caused by substance abuse.

### Get Help Now

Admitting that you have a problem with alcohol or drugs is not easy. Facing it takes courage and honesty. Once you are ready to look at your use, you have taken a big step toward getting over the problem. When you face your problem, you also agree that you are responsible for your actions and for changing them. Many programs and people can help you. It is okay to get help. It is also the first step to getting your life back together.

Recovery takes time. There are many steps along the way. During those steps, you will work on changing the things that were part of your problem. Friends and family may also help once you are working with experts. Together you can make changes needed for success.

No single treatment for addiction works for all people. The treatment that is best for you can depend on many

things. For many people, treatment may be a mixture of meds, behavior change, therapy, lifestyle changes, and support. This can help you to have a healthy and rewarding life.

### Find Lasting Support

Support groups are full of people who have recovered. Their purpose is to support each other emotionally and socially by sharing their experiences with substance abuse and mentoring others through the healing process. There are also support groups for the loved ones of people addicted to drugs.

[myStrength](#) can help with making changes, coping with relapse, forgiving yourself and moving past the cravings of addiction. [myStrength](#) is free for members.

### Make Lifestyle Changes

Recovery from a substance use disorder or other addiction means making a new life for yourself. This involves finding new hobbies. It includes building new relationships. It means taking better care of yourself. These will all help you replace substance use with a new and healthier life. They will also help you stay away from the things that could make you want to use again. A big part of recovery is changing habits. Below are some changes you may want to make.

- Find new activities
- Build relationships
- Exercise and eat well
- Keep ties with medical and addiction experts
- Relax and get enough sleep

### 24/7 Substance Use Crisis Line

**Nebraska Total Care is here to help you.** If you have an addiction crisis, do not wait to get help. Call us any time at 1-844-385-2192, Nebraska Relay Service 711. Press \* to talk to a licensed professional.

# WHOLE you

## What are Your Wishes?

It can be hard to talk about end-of-life care. But it is important to talk about it now. That way, your loved ones will know what your wishes are if you become not able to speak for yourself. An advance directive is a document that says what treatments you do and do not want. A Nebraska advance directive gives you the tools to make a plan with your doctor in case you are not able to make choices about your medical care.

### Types of Advance Directives

**Healthcare Power of Attorney:** names someone who is allowed to make healthcare choices for you if you are no longer able to communicate what you want. This can be for physical health and mental health.

**Living Will:** tells doctors what kind of medical care you want to get (or not get) if you are no longer able to communicate what you want. This lets you decide ahead of time which life-prolonging aid you would

want or not want. A living will is only used when you are near the end of life and there is no hope for you to rebound. This could involve:

- Feeding tubes
- Breathing machines
- Organ transplants
- Methods to make you comfortable

**Do Not Resuscitate (DNR) Order:** tells healthcare providers not to give CPR if your heart and/or breathing stop. A DNR order is only about CPR. It does not give orders about other health care.

Once you have a directive, there is still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy. You can find more information on [advance directives](#) online at [NebraskaTotalCare.com](#).

## Visit Our Website & Secure Member Portal!

You can see authorization approvals on our Secure Member Portal.



Visit [NebraskaTotalCare.com](#) to sign up for your free member account today. You can:

- Change your primary care provider (PCP)
- Update your personal information
- Reprint your member ID card
- Find pharmacy benefit information
- Send Nebraska Total Care a message
- Access claims, see approvals, check reward balance and more!

## Call Member Services!

Call **1-844-385-2192**, **Nebraska Relay Service 711**. We can help you:

- Find a doctor or change your primary care provider (PCP)
- Update your personal information
- Make an appointment
- Get translation help for medical appointments
- Get transportation to your appointments
- Get a paper copy of anything on our website