

WHOLE you

2024 | Q4 BULLETIN



A sight for not-so-sore eyes

It is time to keep your eyes peeled for vision health tips. Check out some of the ways you can protect your eyesight.

- **Get an eye exam.** Visit your local eye doctor, and test your eyesight. You may think your vision is better than it actually is. It is quick. It is painless. The earlier you catch an eye disease, the easier it is to treat.
- **Check your family's health history.** Talk with your family to see if there is a history of eye diseases or conditions. Diabetes and high blood pressure can also increase risks for eye diseases. Tell your doctor about any concerns.
- **Do not ignore diet and exercise.** Overall health plays a big role in vision health. People who are overweight and have unhealthy eating habits are at higher risk for vision problems. Eat dark leafy greens and fish to keep your eyes healthy.

- **Protection pays off.** Protecting your eyes from the sun with sunglasses is important – even on cloudy days. Safety goggles protect your eyes during certain activities like sports or woodworking.
- **Let your eyeballs rest.** Your eyes get tired too, especially when you look at computer screens all day. Go on walks, look out the window or close your eyes when you need a break from computers.
- **Clean contacts.** If you wear contact lenses, make sure your hands are clean when you touch them. Also remember to take them out before you go to sleep.
- **Some habits are hard to kick.** Smoking is not just bad for your lungs. It also increases your risk of diseases and can harm the optic nerve. This includes vaping.

Now keep these tips in mind to protect your vision long term!



Source: www.nei.nih.gov/learn-about-eye-health/healthy-vision/keep-your-eyes-healthy



24/7 MENTAL HEALTH & SUBSTANCE USE CRISIS LINE

If you have a mental illness or addiction crisis, do not wait to get help. Call us any time at 1-844-385-2192 (TTY 711). Press * to talk to a licensed professional. They can help with depression, substance use and other behavioral health needs.

What is Heart Disease?

There are several heart conditions that are considered heart disease. The most common type of heart disease is coronary artery disease. This can cause a heart attack. Some kinds of heart diseases may involve the valves of the heart or the heart may not pump well. This can cause heart failure. Some people are born with heart disease.

RISKS OF HEART DISEASE

Anyone can develop heart disease – even children. It occurs when a substance called plaque builds up in your arteries. This can cause your arteries to narrow over time. Your blood flow to the heart can also be reduced.

Your age and family history can increase your risk for heart disease. The following also can increase your risk:

- Smoking and other forms of tobacco.
- Eating an unhealthy diet.
- Not getting enough exercise.
- Having high cholesterol.
- High blood pressure.
- Diabetes.



Talk to your doctor about preventing or treating these medical conditions.

SIGNS AND SYMPTOMS

Symptoms can vary depending on the type of heart disease. For most, chest discomfort or a heart attack is the first sign. The symptoms include:

- Chest pain or discomfort that doesn't go away after a few minutes.
- Pain or discomfort in the jaw, neck, or back.
- Weakness, lightheadedness, nausea (feeling sick to your stomach), or a cold sweat.
- Pain or discomfort in the arms or shoulder.
- Shortness of breath.

If you think you or someone else is having a heart attack, call 9-1-1 immediately.

HOW IS HEART DISEASE DIAGNOSED?

Your doctor can perform several tests to diagnose heart disease. These tests include chest x-rays, coronary angiograms, electrocardiograms (ECG or EKG) and exercise stress tests. **Talk to your doctor** about what tests may be right for you.

REDUCE YOUR RISK FOR HEART DISEASE.

There are ways to reduce your risk for heart disease. If you have heart disease, there are things you can do to help lower your risk from complications. These include:

- Don't smoke.
- Maintain a healthy weight.
- Eat a healthy diet.
- Exercise regularly.
- Limit alcohol.
- If you have heart disease, your doctor may prescribe medication to treat it.

Talk to your doctor about the best ways to reduce your risk from heart disease.

Sources: National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention



HEALTH RISK SCREENING

Complete a Health Risk Screening (HRS). This Health Risk Screening helps us understand your healthcare needs. We can help you get services if we know what you need.

This is available on your [Member Portal](#). You can also complete it by calling 1-844-385-2192 (TTY 711).

Prediabetes is serious

Approximately 84 million American adults have prediabetes. That is more than 1 out of 3 adults.

If you have prediabetes, the cells in your body do not respond normally to insulin. Your pancreas makes more insulin to try to get cells to respond. Eventually, your pancreas cannot keep up so your blood sugar rises. This sets the stage for prediabetes. Prediabetes can lead to more serious health issues.

If you have prediabetes, take charge of your health! **Talk to your doctor** about other things you can do to prevent type 2 diabetes.

Source: Centers for Disease Control and Prevention

You can always count on a nurse



It is past 5 p.m. and something just feels off. The doctor's office is no longer taking patients, and you start to panic as your cough keeps getting worse. Wouldn't it be nice if you could talk to a nurse whenever, wherever and at no cost? You are in luck. Your Nurse Advice Line is a covered benefit. A nurse will listen to your symptoms and help you decide what to do next. Call when you need:

- Help caring for a sick child
- Help deciding if you need to see your primary care provider
- Help deciding if you need in-person care as soon as possible
- Answers to questions about your symptoms
- Help with mental health

The Nurse Advice Line can help you find an urgent care center or specialist when needed. They can also connect you to programs that your health plan offers. This includes transportation to appointments and access to healthy foods and services. Save this number and remember that you can always trust a nurse! They are happy to help.

24/7 Nurse Advice Line: 1-844-385-2192 (TTY 711)

Call Club



Call Club is a social calling program created with the aim of improving the health and well-being of our community. You would be matched with a friendly person based on interests. They would call you around 1-2 times per week. You can chat for however long or short you want. It is completely up to you. You would be able to talk about whatever you like. This is an opportunity for a new friend. There is no cost to you. This is a benefit offered by Nebraska Total Care. If you'd like to join the Call Club, please contact Member services at 1-844-385-2192 (TTY 711).



Care Management

CARE MANAGERS CAN HELP

Our Care Management program is for members who need help managing their health. If you have an ongoing health problem, or more than one health problem, this program could benefit you. Our Care Managers are licensed nurses, therapists, and social workers. They help you:

- Communicate with healthcare providers
- Make and understand a treatment plan
- Get treatment and other services
- Use community supports for recovery

Care Management is for physical and behavioral health. It is not required. If you start it and find that it is not helpful, you can stop at any time. To find out more, call us at 1-844-385-2192, Relay 711.

COMMUNITY HEALTH SERVICES

The Community Health team is trained to help our members get their health needs met. Community Health workers can travel to your home to help you. We help members:

- Find doctors, specialists, or other providers
- Complete health information forms
- Provide health coaching
- Find community supports
- Arrange needed services

Are you a new member?

Do you have questions about your current plan and benefits? Visit NebraskaTotalCare.com to locate the member handbook. It has many details about your health plan.



MEMBER ADVISORY COUNCIL

You can help Nebraska Total Care with the way our health plan works. We have a Member Advisory Council that gives Members like you a chance to share your thoughts and ideas with Nebraska Total Care. The group meets quarterly. You also have a chance to tell us how we are doing. You may ask questions or share any concerns that you have about the delivery of services. Call Member Services at 1-844-385-2192 (TTY 711) if you would like to attend.



TELADOC HEALTH

Putting yourself first makes sense. We offer support for your mind, body, and spirit. Use the [Teladoc Health](#) program for resources to support you through all the joys and challenges that come your way. Get tools and support for stress, depression, sleep and more—all made for your individual needs. Teladoc Health offers:

- A personalized plan just for you.
- Suggested activities and content. Find tools and resources based on your needs.
- Tools to help calm yourself down, change your thinking, get inspired and feel more hopeful.

Interpreter Services

Translation and interpreter services are available. There is no cost for these services. This includes sign language. We can help you talk with your doctors and other healthcare providers when you do not have another translator available.

Nebraska Total Care has a telephone language line available any time. To request an interpreter, call Member Services. The number is 1-844-385-2192 (TTY: 711). You can tell us the language you speak and we will get an interpreter. They can be on the phone to help you call your healthcare provider. Or, we can have an interpreter available at your appointment.

We will interpret or translate any of our member documents into your preferred language. Just call us and tell us the language you need.



Find member handbooks and forms online

Schedule Women's Screenings Today!

Women's cancer screenings are some of the best things you can do for your health. They are included in your benefits, so they will not cost you a thing! Make an appointment to get your remaining screenings today.

Breast Cancer Screening

A mammogram is a breast cancer screening. Yearly mammograms are recommended beginning at age 50. Breast cancer is the second most common cancer in women. Most women who get breast cancer have no known risk factors and no history of the disease in their families.



Cervical Cancer Screening

A pap smear is a screening to detect cervical cancer. Your doctor can complete your screening during your annual check-up or you can schedule an appointment just for this screening. Early on, cervical cancer may not cause signs or symptoms. Regular screening is important beginning at age 21 to 64, regardless if you are sexually active. If your pap smear is normal, you may only need to get one every three years.

Chlamydia Screening

A chlamydia test is recommended for women age 16-24 who are sexually active and may be at increased risk for infection, such as if there are new or multiple sexual partners. The testing allows for early treatment and prevents the spread of chlamydia.

Call your doctor to schedule your health screenings today.

For assistance with scheduling an appointment or questions, call Nebraska Total Care at 1-844-385-2192 (TTY 711).

Visit our website & secure member portal

Visit NebraskaTotalCare.com to create a member portal account. You can use it to:

- Complete your Health Risk Screening
- Complete your Notice of Pregnancy form (NOP)
- Change your primary care provider (PCP)
- Update your personal information
- Print a temporary member ID card
- Find pharmacy benefit information
- Send Nebraska Total Care a message
- See claims and authorization approvals
- Check rewards card balance and more!

Call Member Services

Call **1-844-385-2192 (TTY 711)**. Monday-Friday, 8 a.m. to 5 p.m., Central. We can help you:

- Find a doctor or change your primary care provider (PCP)
- Get a new Nebraska Total Care ID card
- Understand your benefits
- Change your address and phone number
- Get translation help for medical appointments
- Get transportation to your appointments
- Get a paper copy of anything on our website

You can see authorization approvals on our **Secure Member Portal**.

