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Healthy Endeavors™
Spring 2019



**BlueCross
BlueShield**
Federal Employee Program.

Earn healthy rewards

To earn rewards* for applicable programs related to pregnancy care, hypertension management and diabetes management, call **1-984-364-3523** or **1-984-364-3780**.

Prenatal care

A healthy pregnancy is just the beginning; get off to a great start. If you are pregnant, you may earn up to \$125 in rewards on your MyBlue® Wellness Card.

1. Earn \$50 by visiting www.fepblue.org/bha and completing the online Blue Health Assessment (BHA).
2. Receive a free Pregnancy Care Box upon request on MyBlue®.
3. Earn \$75 by sending us a copy of your provider-signed medical record from your first trimester visit (go to www.fepblue.org/maternity to see what types of medical records are required).

Hypertension Management Program** (HMP)

If you haven't visited your provider this year for a blood pressure check, make an appointment. If you have been diagnosed with hypertension (high blood pressure) and are age 18 or older, complete the BHA at www.fepblue.org. You may qualify to receive a free blood pressure monitor. Follow these steps:

1. Visit your provider — discuss your blood pressure reading.
2. If your provider says you have high blood pressure, take the BHA by visiting www.fepblue.org/bha. Select "Yes" to answer the high blood pressure question and earn \$50 on your MyBlue® Wellness Card.

3. After completing steps 1 and 2, if eligible, you may receive a form in the mail. Complete the form with your provider to receive a free blood pressure monitor. Then you can begin tracking your blood pressure at home!
4. Be sure to schedule a follow-up appointment with your provider to discuss your at-home blood pressure readings. For more information on how to get a free blood pressure monitor, go to www.fepblue.org/highbloodpressure.

Diabetes Management Incentive Program (DMIP)

In addition to earning \$50 for completing the BHA, you can earn \$100 more on your MyBlue® Wellness Card for managing your diabetes.

1. Earn \$25 for having an A1c test done between January 1 and June 30, 2019.
2. Earn an additional \$75 for getting a second test between July 1 and December 31, 2019, if your result is below 8. For your second test, if your A1c is 8 or above, you can still earn up to \$75 by going to three nutritional counseling visits. You'll receive the incentive once we receive the claims from all three visits.

For more information on the Diabetes Management Incentive Program, visit www.fepblue.org/diabetes.

**You must be the contract holder or spouse, age 18 or older, on a Standard or Basic Option plan to earn these incentives. **FEP Blue Focus members are eligible for the Hypertension Management Program only — these members do not need to complete the BHA to earn this reward.*

Steps to take if you have **back pain**

The causes of back pain can vary for each person. One common cause is aging. As you get older, you can lose bone strength, muscle elasticity and tone. You can also lose fluid and flexibility. Other possible causes of low back pain include:

- Injury
- Herniated disk
- Narrowing of the spine

When should I see my healthcare provider?

Back pain is either acute or chronic.

If you lifted something heavy and immediately felt the result, your pain is acute. You will probably feel better within several weeks. Chronic pain lasts for more than three months.

Call your healthcare provider right away if you have:

- Pain that is unbearable
- Numbness, tingling or weakness in your legs
- A fever
- Unusual weight loss

Low back pain: you probably don't need imaging

What is imaging?

A healthcare provider will take a picture of the inside of your body. This is done using equipment such as an X-ray, CT scan or MRI.

Are there any risks?

CT scans and X-rays use radiation. Lots of radiation over time can harm your body. It is best for your health to avoid radiation when you can.

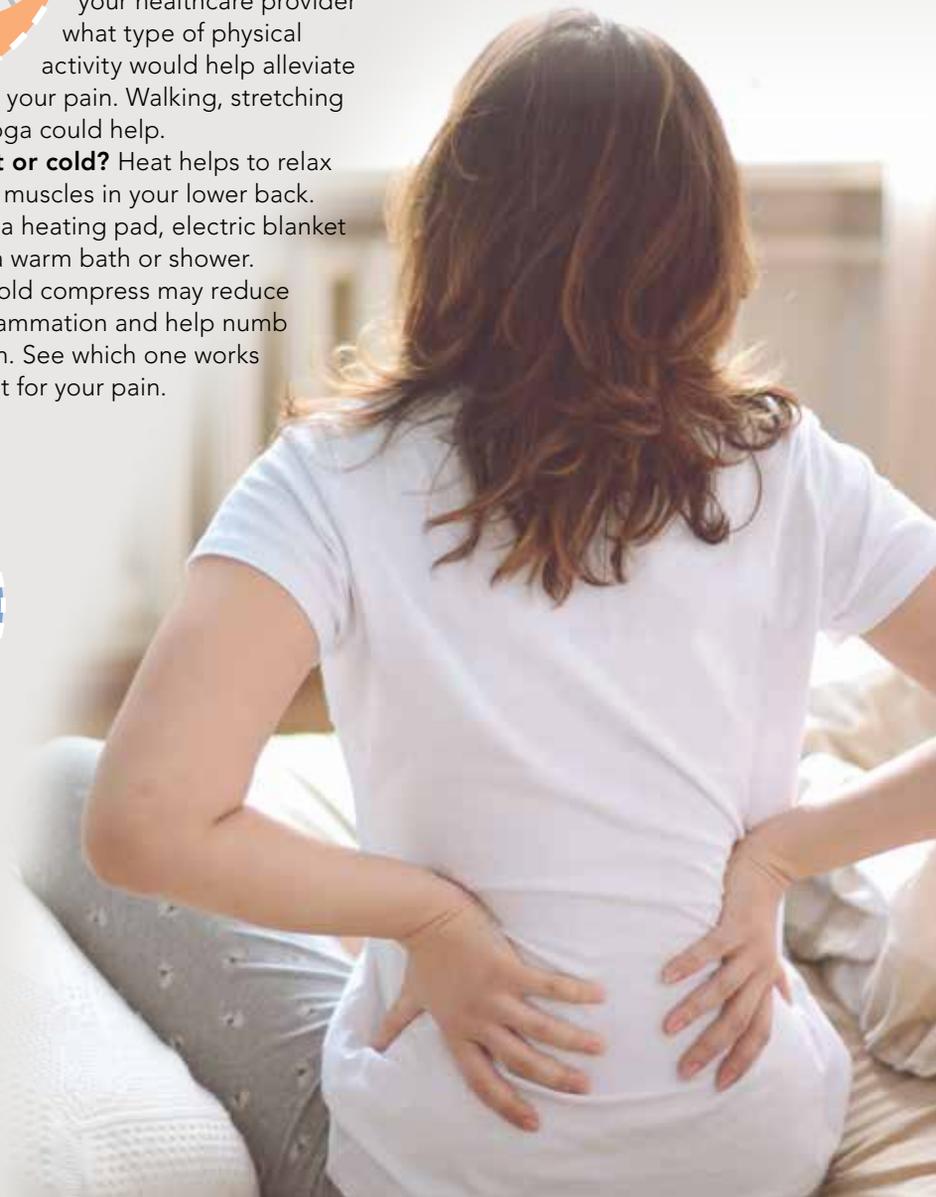
Pain, pain, go away

Getting an image taken does not take away the pain. Before you decide to have any type of imaging tests, try treating your back pain first. Here are a few tips:

- **Medications:** Your healthcare provider will determine if you need medicine. An over-the-counter medication may manage your pain. A prescription pain medication may be needed.
- **Get moving:** Ask your healthcare provider what type of physical activity would help alleviate your pain. Walking, stretching or yoga could help.
- **Hot or cold?** Heat helps to relax the muscles in your lower back. Try a heating pad, electric blanket or a warm bath or shower. A cold compress may reduce inflammation and help numb pain. See which one works best for your pain.

- **Physical therapy (PT):** PT includes different treatments. These usually are massage, stretching, electrical stimulation and others. A physical therapist can teach you exercises to help ease pain in your lower back.
- **Other treatment options for you:** Talk with your provider about other treatments that may help relieve low back pain:

- Yoga
- Massage
- Cognitive behavioral therapy
- Progressive muscle relaxation



Kelly Hill, M.D.



Ask the doctor: How do I control high blood pressure?

You probably get a blood pressure test every time you see your healthcare provider.

Here is why your blood pressure is so important to your health. As blood moves through your body, it puts pressure on the walls of your arteries. This pressure goes up and down depending on several things. These include:

- Physical activity
- Diet
- Medicines

The American Heart Association says your blood pressure is considered high when:

- The first number is 130 or higher
- The second number is 80 or higher

Q. Why is having high blood pressure a problem?

A. If your blood pressure is high and you don't know it, you won't control it. This puts you at risk for:

- Heart attack
- Heart failure
- Stroke
- Chronic kidney disease
- Other serious conditions

Detecting and controlling high blood pressure early can help you avoid these conditions.

120
—
80



Q. Are there things I can do to help control my blood pressure?

A. Yes. Have your blood pressure checked at least every two years if it's normal. If it's high, your healthcare provider will check it more often. If you are diagnosed with high blood pressure early enough, you may not need medicine. Some steps you can take to lower your blood pressure are:

- Eating a healthy diet that's low in salt
- Maintaining a healthy weight
- Quitting smoking
- Limiting alcohol intake
- Increasing physical activity

Q. When do healthcare providers recommend a statin?

A. Medicines called statins are often used to treat high cholesterol. Your provider may also prescribe a statin if you have diabetes or a history of heart problems. These can include high blood pressure, heart attack or stroke.

Q. I'm taking a statin but I'm experiencing uncomfortable side effects. Can I stop taking my medicine until I talk with my provider?

A. If you start taking a statin exactly as your healthcare provider told you, it is possible that you may experience side effects. Side effects vary. Many are mild and often subside after the body adjusts to the medicine. Speak with your provider if you have sore muscles, memory problems or other serious side effects.

No matter what side effects you have, never stop taking your medicine without talking with your provider. He or she can help you manage side effects by changing your dose or switching you to another type of medication.

Need assistance?
Call 1-984-364-3523
or 1-984-364-3780.



Taking control of diabetes

The American Diabetes Association says taking care of your diabetes helps your health in many ways. It can boost your energy, improve your body's ability to heal and prevent future health problems.

Learn about diabetes.

You can get materials and learn from a nurse at no extra charge. Call Healthy Endeavors^{SM1} at **1-888-392-3506**. A support group and online research can help, too. Understanding diabetes can help you make better choices.

Change food choices.

Work with your nurse or your healthcare provider to develop a healthy meal plan. Ask about the DASH healthy eating guide from the National Heart, Lung, and Blood Institute.

Check your weight, too.

Work with your nurse or provider to bring your Body Mass Index (BMI) into a healthy range, as necessary.

Be more active.

You should get 30 to 60 minutes of exercise most days of the week. The Centers for Disease Control and Prevention advises aerobic and strength-training activities.

See your provider.

Ask about a schedule to check your blood pressure and weight. You'll also need A1c, cholesterol and kidney tests. Don't forget about a flu shot and complete foot, dental and eye exams. Screenings help find and treat problems early.

Have you gotten your reward?

You can earn up to \$150 on your MyBlue[®] Wellness Card. See page 1 for more details about the Diabetes Management Incentive Program.



Manage diabetes with this checklist

Managing your diabetes well can lower your risk for heart disease, heart attack and stroke. These five measures can help you gauge how well you're controlling diabetes. Discuss your answers with your provider.

Is your blood sugar under control?

An A1c blood test shows your average blood sugar over the past three months. You need this test at least twice a year, or more depending on results.

Do you take your medication as prescribed?

Taking medications the right way can help you feel better and avoid health problems. For questions, call your Blue Cross Blue Shield of North Carolina Clinical Pharmacist at **1-984-364-3798**.

Have you had a cholesterol test this year?

Talk with your provider about having a blood test to check cholesterol levels yearly to lower your risk for heart problems.

Have you had an eye exam this year?

See an eye doctor yearly to avoid diabetes-related eye diseases.

Have you had a kidney function test this year?

Talk with your provider about a blood or urine test for kidney function and how often to have one.

Improving your health with Medication Therapy Management

Clinical Pharmacists can help you improve your health. Through Medication Therapy Management (MTM), you can understand your medications, how to take them and why you need them. Understanding your medicines is key to protecting your health.

Working with you

Think of your pharmacist as your partner in health. He or she knows the most about your medications. An MTM program is your pharmacist's tool to help you use your medications in the right ways and for the right reasons.

When your pharmacist reviews your medications, he or she will check the following:

- More than one drug that was prescribed for the same health problem
- Medications that might cause a bad reaction
- Ways to help make sure you are taking your medication on the right days and at the right times
- Medication you are prescribed is the right one for your health problem
- Ways you can save money on high-cost medications

More than just medications to control asthma

According to the American Lung Association, more than 26 million Americans have asthma, including 6.1 million children. It causes millions of lost school days and workdays every year and is the third leading cause of hospitalization among children. There is no cure for asthma, but the good news is that it can be managed and treated, allowing you to live a normal, healthy life.

Want to take better care of your asthma? Follow these recommendations from the American Lung Association:

- Work with your doctor in preparing a written asthma action plan.
- Use prescribed long-term control medications daily to prevent asthma.
- Use quick-relief medications as prescribed for worsening asthma symptoms; discuss with your provider if using more than two days per week.
- Request a prescription from your provider for a spacer, holding chamber or nebulizer, if you need assistance

with inhaled medications.

- Request a prescription from your provider for a peak-flow meter to monitor your asthma status at home.
- Get a yearly flu shot.
- Know your asthma triggers and learn how to avoid them.

Why is an asthma action plan important?

According to the Centers for Disease Control, everyone with asthma should have an asthma action plan in writing from their provider. This plan provides information and instructions on how you can manage your asthma. It includes:

- How to take your prescribed asthma medications
- Recognizing when your symptoms get worse
- When you have symptoms,
 - How to determine if you need to go see your provider
 - How to determine if you need emergency medical treatment

Need assistance?
Call your Clinical
Pharmacist at
1-984-364-3798.



Know where to go for care

Your options for where to get care continue to grow. Consider the following examples when deciding where the best place is for the care you need. Your care options can include:

- 24/7 Nurse Line
- Telehealth Services
- Primary Care Doctor
- Retail Clinic
- Urgent Care Center
- Emergency Room/Call 911

Situation 1

My 5-month-old has a temperature of 102 degrees, constant drainage from the nose, is irritable and not eating.

APPROPRIATE OPTION:

Primary Care Provider

Use your provider when you need care **today**. Uses include:

- Symptoms that need assessment
- Annual checkup/well-child care
- Immunizations and screenings
- Potential same-day appointments
- Coordination of care

Situation 2

I have a rash on my side that looks like blisters; it's very painful.

APPROPRIATE OPTION:

Nurse Line or Telehealth Services

Use Telehealth Services when you need care **quickly** by providers for minor illnesses and injuries. (Also, behavioral health therapists are available from 7 a.m. to 9 p.m. local time.)

Situation 3

I'm sitting at home; I feel like I have the flu. My chest feels heavily congested, my joints ache and my arms feel heavy.

APPROPRIATE OPTION:

Emergency Room/Call 911

Use the Emergency Room or call 911 when you need care **immediately**. Uses include:

- A life-threatening situation (Call 911)
- Profuse bleeding
- Chest pain
- Difficulty breathing

ACT-FAST CARE GUIDE					
SEEKING ADVICE 24/7 Nurse Line	WANT CARE QUICKLY Telehealth Services	NEED CARE TODAY Primary Care Doctor	NEED CARE SOON Retail Clinic	NEED CARE NOW Urgent Care Center	EMERGENCY 911 or Nearest ER
General questions about health issues or where to go for care	Treatment for minor illnesses and injuries	Diagnosis & treatment of illness, chronic conditions, routine checkups	Health screenings, vaccinations, minor illness or injury	Non-life-threatening illness or injury that requires immediate care	Life-threatening illness or injury (chest pain, signs of stroke, difficulty breathing/moving)
Available by phone at 1-888-258-3432 or online at fepblue.org/myblue	Visit fepblue.org/telehealth or call 1-855-636-1579	Call your doctor's office for an appointment	Walk-in appointments at a clinic in your nearby pharmacy	Walk-in appointments with shorter wait times than the ER	Immediately call 911 or go to your nearest ER
Our registered nurses are available 24/7 by phone, online chat and email	Board-certified doctors available 24/7 via phone, video or the Teladoc® app	Many offer night & weekend hours & 24-hour phone lines	Often open nights & weekends	Open 7 days a week, often with evening hours	Open 24/7
Included with your membership at no cost	Standard Option: \$10 Basic Option: \$15 FEP Blue Focus: First two free, \$10 for all additional visits Telehealth behavioral health therapists are available 7 a.m. to 9 p.m. local time.	Standard Option: \$25 Basic Option: \$30 FEP Blue Focus: \$10 each for first 10 combined professional service visits	Standard Option: \$25 Basic Option: \$30 FEP Blue Focus: \$10 each for first 10 combined professional service visits	Standard Option: \$30 Basic Option: \$35 FEP Blue Focus: \$25	Standard Option: 15% of our allowance* Basic Option: \$125 per day FEP Blue Focus: 30% of our allowance* Ground Ambulance Transportation: \$100 per day for Standard & Basic Option; 30% of the allowance for FEP Blue Focus

*The calendar year deductible applies in this situation. Standard Option: \$350 per person or \$700 per family. FEP Blue Focus: \$500 per person or \$1,000 per family. Basic Option does not have a calendar year deductible. The information in this document does not replace the advice of a healthcare provider. You should speak to your provider about any specific health concerns. This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal brochures (Standard Option and Basic Option: RI 71-005; FEP Blue Focus: RI 71-017). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochures.
The Blue Cross and Blue Shield Service Benefit Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Para obtener asistencia en español, llame al servicio de atención al cliente al número que aparece en su tarjeta de identificación.
請撥打您印卡上的號碼或致電中文協助。

- Loss of consciousness
- Facial droop (possible stroke)
- Unable to swallow
- Poisoning

Situation 4

I was recently diagnosed with diabetes. I would like more written information. Should I call the Nurse Line?

APPROPRIATE OPTION:

Yes, use the **Nurse Line** when you are **seeking advice**.

Do not use for a life-threatening situation. Uses include:

- Asking questions about symptoms
- Figuring out where to get care
- Determining if you need to be seen by a provider
- Secure email/chat for nonclinical questions
- Requesting educational materials

Situation 5

I cut my foot a little yesterday on a piece of glass. I couldn't sleep last night because of the pain. Where should I go for care?

APPROPRIATE OPTION:

Urgent Care Center

Use urgent care when you need care **now**. **Do not use for a life-threatening situation.** Use when/for:

- Provider's office is closed
- Acute symptoms that need to be seen quickly (sprain/UTI/URI)
- Bug bites/stings

Situation 6

I was playing basketball. I fell on the court and twisted my ankle. I can't put pressure on my foot.

APPROPRIATE OPTION:

Retail clinic, preferred provider or Urgent Care Center

Use a retail clinic when you need care **soon**. Uses include:

- Getting a flu shot and other immunizations
- Minor treatments (cuts, bug bites, minor burns)
- Screenings (glucose, blood pressure)

Make time for well-child visits

As a busy parent, you have so many tasks. While it may feel tough to fit it all in, here's something you don't want to skip: well-child visits. Recommended for infants, children and teens, these medical appointments are the time for:

- Vaccinations
- Important health screenings
- A check of your child's development
- You to ask questions and voice concerns

Kids who skip well-child visits are more likely to fall behind on the vaccines they need to stay healthy. Heed these tips to make scheduling well-child visits easier, and to help you make the most of them.

Know when to go. The American Academy of Pediatrics recommends well-child visits for babies at 3 to 5 days old. Visits should continue at 1, 2, 4, 6, 9, 12, 15, 18, 24 and 30 months. Starting at age 3, kids and teens need one preventive care visit every year through age 21.

Make scheduling (and remembering) a cinch. Take advantage of appointment reminders. The provider's office may offer phone calls, texts or emails. Schedule well-child appointments at the same time each year. Before the start of school is a good time.

Understand the big wellness benefits. Unlike sick visits, where the focus is on diagnosing and treating illness, every well-child visit covers a wide range of health needs, depending on your child's age. These include:

- Vaccines
- A physical exam
- Checks of vision, hearing, cholesterol and blood pressure at recommended ages, plus autism screening
- An assessment of your child's emotional health
- For teens, time for confidential conversations that may include assessments for alcohol and drug use and high-risk behavior

Keep up with your growing child. Kids' minds and bodies grow quickly. Well visits help you keep pace with what they need now. Most of these appointments last 11 to 20 minutes or even longer. That gives you time to talk about topics like:

- Healthy eating
- Sleeping
- Physical activity
- How your child's doing in school, at home and in activities

Get set for success. Make the most of every visit. Bring three to five questions about your child's well-being that you'd like to discuss. Do not forget to bring them with you to the appointment.

For a FREE "Your Child's Healthcare Records" book, call 1-984-364-3780.

In touch

Leena Mehta
Manager

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Healthy Endeavors^{SM1} members who received health coaching will receive this magazine.





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Spring vegetable sauté

Ingredients:

- 1 tsp. olive oil
- ½ cup sliced sweet onion
- 1 finely chopped garlic clove
- 3 to 4 tiny new potatoes, quartered
- ¾ cup sliced carrots
- ¾ cup asparagus pieces
- ¾ cup sugar snap peas, or green beans
- ½ cup quartered radishes
- ¼ tsp. salt
- ¼ tsp. black pepper
- ½ tsp. dried dill

Directions:

1. Heat the oil in a skillet. Cook the onion two minutes; add the garlic and cook another minute.
2. Stir in the potatoes and carrots. Cover, turn the heat to low, and cook until almost tender.
3. If the vegetables start to brown, add 1 to 2 tablespoons of water.
4. Add the asparagus, peas, radishes, salt, pepper and dill. Cook, stirring often, until just tender — about four minutes more.
5. Serve immediately.

Per serving:

Serves four; serving size is a quarter of the recipe.
Each serving provides:
80 calories, 1.5 g total fat
(0 g saturated fat),
0 mg cholesterol, 200 mg sodium,
3 g dietary fiber,
3 g protein.

