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Healthy EndeavorsSM
Spring 2020



**BlueCross
BlueShield**
Federal Employee Program.

Earn healthy rewards

Did you know you can earn rewards for keeping your health in check? Earn \$50 on your MyBlue[®] Wellness Card by completing the online Blue Health Assessment at www.fepblue.org/bha.

Pregnancy Care Incentive Program

Are you pregnant? You may earn \$75 in rewards on your MyBlue[®] Wellness Card. Follow these steps:

1. Visit your healthcare provider during the first trimester of your pregnancy.
2. Ask your provider for a signed medical record from your visit (go to www.fepblue.org/maternity to see what types of medical records we accept and other information).
3. Mail, fax or upload your medical record by following instructions on your unique cover sheet.

Call **1-984-364-3935** to get a free copy of the Your Child's Health Record Booklet.

Hypertension Management Program

Did you visit your provider and were you diagnosed with hypertension? In that case, if you are age 18 or older, you will be automatically enrolled in this program and will be informed of your eligibility to receive a free blood pressure monitor. Visit www.fepblue.org/highbloodpressure for more information.

Diabetes Management Incentive Program

You can earn up to \$100 on your MyBlue[®] Wellness Card for managing your diabetes. Follow these steps:

1. Ask your provider for an Hb A1c test this year. You will earn \$25 for having an Hb A1c test done between January 1 and June 30, 2020.
2. Have a second test between July 1 and December 31, 2020. You will earn an additional \$75 if your Hb A1c is lower than 8.
 - If your Hb A1c is higher than 8, 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.
3. Submit your Hb A1c test results by mail, fax or online.

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 your plan to earn incentive rewards — only for Service Benefit Plan: Standard Option or Basic Option.*

***FEP Blue Focus members are eligible for Hypertension Management Program only; not eligible for Diabetes or Pregnancy incentive programs.*

It's *annual exam time*

You head to your healthcare provider's office when you are sick or in pain. You also need to check in with your provider every year for an annual exam.

Your provider's office should always be the first place you go for chronic condition care and preventive care. The Centers for Disease Control and Prevention says to talk with your provider about new symptoms you have, your diet, how much exercise you get, medications and lifestyle choices. Here are four reasons to schedule an annual visit each year:

- 1. Keep your medical records up-to-date.** Your medical history and family medical history changes over time. Updates can assess your risk for new conditions, such as stroke, diabetes, heart disease and cancer.
- 2. Stay up-to-date on screenings and vaccines.** Your provider can tell you about screenings and vaccines you need and how often to get them.
- 3. Check your overall health.** Your provider will check your blood pressure and do other exams to check for new health conditions or issues.
- 4. Treat new conditions earlier.** If your provider finds a new health issue, it can be treated early, before it gets worse.

Stay as healthy as possible by scheduling your annual exam each year with your provider.



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	All members receive their first two visits free. After your first two visits, you pay: Standard Option/ FEP Blue Focus: \$10 Basic Option: \$15 <small>Telehealth behavioral health therapists are available 7 a.m. to 9 p.m. local time.</small>	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 our 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 brochure.
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ID卡上的客服號碼以尋求中文協助。

Kelly Hill, M.D.



Ask the doctor:

Stay on top of your asthma

If you have asthma, managing the condition is key to staying healthy and enjoying life. The National Heart, Lung, and Blood Institute says it is important to follow your treatment plan even when you are symptom-free.

Q. How do I know if allergies are causing my asthma symptoms?

A. For some people with asthma, allergies trigger their asthma symptoms. You may need allergy testing to figure out what is causing your allergies. Your healthcare provider will test

how you react to:

- Dust mites
- Pets
- Mold
- Pollens
- Many other substances

Be sure to avoid your triggers or reduce your exposure as much as possible.

Q. How does a peak-flow meter help control my asthma?

A. To see how well your asthma is being controlled, your provider will tell you how and when to use a peak-flow meter. When you blow into this handheld

device, it will record a number that measures how well air moves out of your lungs. Discuss with your provider ahead of time what to do if your score shows that your breathing is getting worse.

Q. What is an asthma action plan? Do I need one?

A. Yes, everyone who has asthma needs an asthma action plan. Ask your provider to help you make your asthma action plan and explain how to use it. It should list when to take your medications, how to recognize and act when symptoms get worse, when to call for help and more.

Understanding Bronchitis and Bronchiolitis

Bronchitis and bronchiolitis both sound very similar. It can be hard to understand which condition you have and how they are different.

What you should know:

BRONCHIOLITIS	BRONCHITIS
<p>WHAT IS IT? An infection of the lower airways</p> <p>WHO? Typically, young children/infants</p> <p>CAUSE: Viral infections, especially respiratory syncytial virus (RSV), common cold and flu</p> <p>SYMPTOMS: Shortness of breath, wheezing, cough, nasal congestion, difficulty feeding, slight fever</p> <p>TREATMENT: Supportive care, such as fluids, sleeping upright, humidifiers, pain relievers like acetaminophen or ibuprofen, smoke-free environment, oxygen therapy if severe</p>	<p>WHAT IS IT? An infection that causes inflammation of the breathing tubes</p> <p>WHO? Older children and adults</p> <p>CAUSE: Viral infection like a cold or the flu, bacteria, chemical irritants</p> <p>SYMPTOMS: Productive cough, shortness of breath, fever, sore chest, fatigue, aches, chills and sore throat lasting up to two weeks</p> <p>TREATMENT: Antibiotics (for bacterial infections ONLY), steroids/inhalers at times, supportive care</p>

If you think you have one of these conditions, see your provider to get the right diagnosis and treatment.

You can improve your heart health

You need to take your heart health seriously. This is especially true when you have a heart condition, such as congestive heart failure (CHF), coronary artery disease (CAD) or high blood pressure. You may need to do more than just take medications every day to manage your condition. However, you can make small changes to help with your symptoms and make the most of every day.

Steps to better heart health

When you have a heart condition, taking small steps every day to help manage your condition can make you feel good and stay healthy longer. What can you do? The American Heart Association says to use these everyday tips for a healthier heart:

- **Eat a healthy diet.** Add plenty of fruits and vegetables, whole grains, poultry, fish, nuts and low-fat dairy products to your meal plan. Talk with your healthcare provider about a diet for better heart health.
- **Keep track of how much water you drink every day.** Ask your provider how much water you should be drinking.
- **Check every day for weight gain and swelling in your legs, ankles and feet.** Talk with your provider if you see any changes.
- **Try to lower the amount of saturated fat, trans fat, sodium, red meat, sweets and sugary beverages in your diet.**
- **Aim for at least 150 minutes (two hours and 30 minutes) of moderate-intensity aerobic activity every week.** If you need to, you can break down the 150 minutes into many smaller sessions.

NEED ASSISTANCE?
Call 1-888-392-3506
to speak with a Health Coach.

- **Keep your blood sugar levels under control** if you have diabetes.
- **Take steps to deal with stress.** Try spending time with people who bring you joy.
- **Make sure to get six to eight hours** of sleep each night.
- **Men should drink no more than two alcoholic drinks per day.** Women should drink no more than one alcoholic drink per day.
- **Write down any symptoms you are having** and share them with your provider at your office visits.

- **If you smoke, quit.** Talk with your provider about developing a plan to quit smoking that is right for you.

Make time for a visit

Visit your provider for regular heart-health checkups. Your provider will check your blood pressure, cholesterol, weight and Body Mass Index (BMI). He or she will also tell you how often you need to visit for checkups.



Need a new meal plan?

To learn more about a heart-healthy meal plan, call Teladoc® at 1-855-636-1579 to speak with a Nutritionist.

Ask the pharmacist:

What are statins and how do they work?

Statins are medications that lower cholesterol level in your blood. Even though a lot of people take statins, many people still do not understand them. There are still a lot of questions about how well statins work and if they are safe to use. Below are some facts from the American Heart Association to help you better understand statin medications.

1. Statins really do help your health.

You cannot see or feel how a statin is helping. Inside your body, it is hard at work, though. Too much cholesterol in your blood can build up in your arteries. This can lead to heart disease. Statins help prevent this from happening by lowering the amount of cholesterol in your blood.

If you take a statin as prescribed, it may lower your risk of having a heart attack or stroke. It can still help even if you already have heart disease. It could lower your risk for more medical procedures.

2. Severe side effects from statins are rare.

Worries about side effects are the reason people usually give for

turning down or stopping statin medications. The American Heart Association says that severe side effects are rare. For people who need to take a statin, the benefits of taking the medication far outweigh the risks.

3. Statins are not likely to make your muscles hurt.

People often blame statins for causing muscle pain, cramping, aches and weakness. A very small number of statin users may have muscle symptoms from the medication.

In some cases, muscle problems and pain are just happening at the same time the person is taking the statin medication. However, the statin is not the real cause of the muscle issues. Also, feel free to talk with your health-care provider if you are having muscle issues.

Taking a statin is much safer and works much better than many people realize. Ask your provider or pharmacist to answer any questions about statins. He or she can help you decide if statins could work for you.

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

HEALTH PROGRAMS FOR YOU

Check out the great health programs we offer:

Healthy Endeavors^{SM1} Program

Do you have Diabetes, Coronary Artery Disease, Congestive Heart Failure, Chronic Obstructive Pulmonary Disease and/or Asthma? If so, we have Health Coaches (nurses) who can provide you with education, resources and tools to help you better manage your condition(s) at no cost. Call **1-888-392-3506** to speak with a nurse.

Social Drivers of Health Program

Need help locating community resources to address issues that may be impacting your health? Our Licensed Clinical Social Worker may be able to assist you with needs such as transportation to medical appointments or financial issues. Please call **1-984-364-3902** to speak with a Social Worker.

Behavioral Health Case Management Program

Do you have questions about mental health or alcohol/substance use? Do you need a Behavioral Health provider to help you address these issues? Call **1-888-234-2415** to speak with a nurse, or call Teladoc[®] at **1-855-636-1579** and ask to speak with a Behavioral Health Provider.

Nutritional management

Good nutrition is essential to being healthy. Do you need help developing a healthy meal plan that is right for you? You can work with a preferred Nutritionist at no cost to you. Call Teladoc[®] at **1-855-636-1579** and ask to speak to a Nutritionist.



Stay healthier with good **diabetes control**

Have questions about managing diabetes? Call 1-888-392-3506 to speak with a Health Coach.

How do you manage your diabetes every day? As the leader of your own diabetes care team, you need to take charge and stay on a healthy track. This will help you avoid possible complications from diabetes later. Keep the following tips in mind to help you best manage your diabetes.

Keep your blood glucose in check

The American Diabetes Association says you need to measure your blood glucose regularly and write down your results for your healthcare provider. He or she will also help you find a target range. Keep your levels in check by taking your medications as prescribed.

Your provider will also check in on your blood glucose levels over time. To do this, he or she will do an Hb A1c test. The results show your average blood sugar level for the past three months. This tells your provider how well your treatment plan is working to control your disease. If you haven't done it already, schedule an appointment with your provider to have your

Hb A1c tested. Ask your provider how often you need an Hb A1c test — it is usually every three to six months.

Update your diabetes meal plan

Look at your current meal plan. Is it helping you stay at a healthy weight? A good diabetes meal plan should focus on eating large amounts of plant-based foods, limiting dairy products and red meat, and cutting out most carbohydrates. You can ask your provider for help updating your meal plan, too.

The Diabetes Plate Method can help you easily build a healthy meal. Use a 9-inch plate. Fill half with nonstarchy veggies, one-quarter with protein (such as meat or beans) and one-quarter with carbs (preferably whole grains).

Get enough exercise

By going from not being active at all to being active, you can control diabetes better. Try brisk walking, biking and other moderate exercise. These can all lower your blood sugar levels. Regular exercise also helps your body

break down carbohydrates and use insulin better.

Aim for at least 150 minutes (two hours and 30 minutes) of moderate-intensity activity each week. You can break this up into as many smaller sessions as you need.

If you're new to exercise, a five- or 10-minute walk may be enough to start. Before you start an exercise program, talk with your provider. He or she can fill you in on any other safety steps you may need to take.

Try a new meal plan today!

To learn more about a healthy diabetes meal plan, call Teladoc® at **1-855-636-1579** to speak to a Nutritionist.

How to cope with an aching back

You are not alone if you have soreness in your lower back. Most of the world's population experiences low back pain. Did you know that you probably do not need imaging (an X-ray, CT scan or MRI), though? Imaging does not take the pain away. Instead, CT scans and X-rays use radiation. It can build up over time and be harmful to you. The American Academy of Family Physicians says to talk with your healthcare provider before having any imaging done.

Most of the time, you can take care of back pain at home and it will go away in a few days or weeks. You can help move the process along by trying these ideas.

Temperature therapy

Ice or heat may reduce inflammation and ease aches. Use ice soon after back pain starts or after you exercise. Beginning 48 hours after the onset, try a hot shower or bath, warm compress, hot water bottle or heating pad to relax your muscles.

Work it out

You might need one to two days of rest after back pain sets in. But if you relax for too long, your muscles can weaken, hampering your recovery.

Keep your back muscles strong by walking around at least a few minutes every hour. Yoga, tai chi and stretching can also offer relief. Talk with your provider about the best type of exercise to help with your pain.

Try alternative therapies

Sometimes medications can help your pain. Ask your provider before taking anything. He or she will decide if you need any medications. Talk with your provider to see if natural therapies could also help you. These could include:

- Massage
- Yoga
- Physical therapy

- Cognitive behavioral therapy
- Progressive muscle relaxation
- Acupuncture

Some of these treatments may not be covered by your insurance plan.

When to call your provider

Your pain should get better within two to three weeks. See your provider right away if the pain does not get better or gets worse within two to three weeks. Do not wait to call your provider if you feel numbness, tingling, weakness in your legs, fever or unplanned weight loss. These could be signs of a more serious problem.

In touch

Leena Mehta
Manager

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The information is intended to educate readers about subjects pertinent to their health, not as a substitute for consultation with a personal physician. © 2020 Printed in the USA.

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

Need more low back pain help?
Call Teladoc[®] at 1-855-636-1579 to speak with a health professional about low back pain and treatment. You can also call our 24/7 Nurse Line at 1-888-258-3432 to speak with a Nurse about low back pain and treatment.



Federal Employee Program.

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Your plan for better health.^{SM1}

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Cauliflower Pizza Margherita

Cauliflower pizza crusts are sweeping the nation — and for good reason. Aside from being a delicious vessel for any pizza topping, they are lower in carbs than traditional pizza crust. Choose one that contains no cheese to cut down on added fat.

Ingredients

- 1 frozen cauliflower pizza crust (no cheese in ingredients list)
- 1 cup sliced cherry tomatoes
- 1 oz. goat cheese, crumbled
- 2 tbsp. chopped basil
- Olive oil spray

- 3. Broil the pizza for three to five minutes until tomatoes are warmed and goat cheese is melted.

Directions

- 1. Cook cauliflower pizza crust according to package directions, then remove from oven.
- 2. Lay tomato slices on top of crust, then top with crumbled goat cheese and chopped basil. Spray with olive oil spray.

Per serving:
Serves six; serving size is one slice. Each serving provides: 100 calories, 1.5 g total fat (1 g saturated fat, 0 g trans fat), 4 mg cholesterol, 240 mg sodium, 18 g total carbohydrate, 1 g dietary fiber, 1 g sugars, 2 g protein.

