

# MORE FROM LIFE<sup>®</sup>

## HOW TO KEEP YOUR COOL

Safe fun in the sun  
page 4

## GETTING TO THE HEART OF CHF

Congestive heart failure explained  
page 8

## 4 WAYS TO PRACTICE PREVENTION

Healthy habits to have  
page 10

SUMMER 2016

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## QUESTIONS? GIVE US A CALL

Monday to Friday, 8 a.m. to 5 p.m. Central Time



**MEMBER SERVICES**

**1-877-653-0327 (TTY: 7-1-1)**

**SERVICE COORDINATION**

**1-877-725-2688 (TTY: 7-1-1)**

## 24-HOUR NURSE LINE

If you need medical advice when your doctor's office is closed, call our 24-Hour Nurse Line. Registered nurses will answer your medical questions 24 hours a day, 7 days a week. Always call 9-1-1 if you're experiencing a medical emergency.

**1-855-418-4552 (TTY: 7-1-1)**

## CONNECT WITH US!



[facebook.com/Cigna](https://facebook.com/Cigna)



[twitter.com/Cigna](https://twitter.com/Cigna)



[WeCanHelp@HealthSpring.com](mailto:WeCanHelp@HealthSpring.com)



[STARPLUS.MyCignaHealthSpring.com](https://STARPLUS.MyCignaHealthSpring.com)

## MEDICAL TRANSPORTATION PROGRAM

The Medical Transportation Program (MTP) is part of the Texas Health and Human Services Commission (HHSC). If you have no other way to get to your doctor or drugstore, MTP can help. Call at least 2 business days before you need a ride. If your doctor is outside of town, call at least 5 days in advance. Have the following information ready when you call:

- > Your Medicaid ID number or Social Security number
- > Your address and telephone number

- > Address and phone number of the place you need to go
- > Date and time of your visit
- > Any special needs

For assistance with transportation, call:

Tarrant Service Area

**1-855-687-3255 (TTY: 7-1-1)**

Hidalgo Service Area or Medicaid Rural Service Area-Northeast

**1-877-633-8747 (TTY: 7-1-1)**

## UTILIZATION MANAGEMENT

Cigna-HealthSpring's utilization management program focuses on working with your providers to help with referrals. It can also help with approvals for certain services and procedures. This ensures you get the right service, in the right setting, at the right time. For more information, talk to your doctor or call Member Services.



## FROM OUR FOUNDER AND PRESIDENT

Dear Cigna-HealthSpring friends:



I hope you're enjoying the warm summer weather. With longer daylight hours, it's a great time to get outdoors and soak up some sunshine.

The sun is the best — and only — natural source of vitamin D, and it's a proven mood booster. But in spite of its benefits, you have to be careful to avoid sunburns, heat stroke and more. For some sun safety tips, check out page 4.

What do your summer plans include? Are you hitting the beach or simply spending more time outdoors? Whatever your plans are, I hope you have a great summer. See you next issue!



Herb Fritch  
President, Cigna-HealthSpring

## UP CLOSE AND PERSONAL

### Programs can help keep you out of the hospital

Do you have a chronic health condition? Have you been in the hospital recently? If so, Cigna-HealthSpring's Service Coordination (also called Complex Case Management) program can help. It gives you access to licensed counselors, nurses and social workers who work with you to create a care plan for your specific needs. And the support you'll receive may help you avoid return trips to the hospital. You can leave the program at any time and it won't affect your benefits in any way.

Service Coordination is available to all members at no cost. Once you join the program, you'll be assigned a Service Coordinator who will:

- > Explain your health condition(s) and help you set goals
- > Educate you about preventive care and healthy living
- > Review and monitor your medicines to make sure you know how to take them
- > Teach you how to recognize symptoms and know when to call your doctor

- > Help you find resources in your community
- > Help you transition between health care settings, such as hospital to home

There are several ways you can join Service Coordination:

- > **Your doctor can refer you.** Then a Service Coordinator will contact you by phone or letter to review your needs and get you started.
- > **Cigna-HealthSpring may call you** and invite you to join.
- > **A family member or caregiver can contact us** on your behalf.
- > **You can refer yourself.** If you think the program could benefit you, give us a call at **1-877-725-2688 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 5 p.m. Central Time.

# HOW TO KEEP YOUR COOL

## Summer safety tips



It's summer! That means warm temperatures, vacations and outdoor activities. But there are some things to consider before you head outside. Follow the tips below to stay safe in the summer heat.

### > SKIN SAFETY

You may remember the days of lying out in the sun for hours, greased with nothing but baby oil. We know now that unprotected sun exposure can cause skin cancer. It can also create wrinkles and make your skin look leathery.

#### Sunscreen

Protect your skin. Apply at least a 30 SPF sunscreen 15 minutes before you go outside. Choose one that protects against both ultraviolet A (UVA) and ultraviolet B (UVB) rays. Reapply it every two hours, even on cloudy days, and after swimming or sweating.

Wear a hat to shield your face and sunglasses to protect your eyes. And try to stay out of direct sunlight between the hours of 2 p.m. and 4 p.m., when the sun's rays are strongest.

#### Bug spray

Bug spray can help guard against bug bites. Diseases caused by mosquitoes, like the West Nile and Zika viruses, are more dangerous for older adults. If you're often outdoors — especially at night — use bug spray to reduce your risk of being bitten.

### > HEAT SAFETY

Heat stroke is no joke. Too much sun can cause too-high body temperatures. If you or someone you know has these symptoms, seek medical care right away:

- > Temperature higher than 104°F
- > Change in behavior, like confusion or agitation
- > Dry, flushed skin
- > Nausea or vomiting
- > Headache
- > Heavy breathing or a rapid pulse
- > Not sweating, even if it's hot out
- > Fainting

## > HYDRATION SAFETY

Remember to drink water often if you're outdoors. As you get older, you may not feel thirsty like you used to, so it's easier to get dehydrated. One way to tell if you're drinking enough is by the color of your urine. Pale yellow means you're well hydrated. Dark means you need more fluids.

For more information about sun safety, visit the Environmental Protection Agency's website at [epa.gov/sunsafety](http://epa.gov/sunsafety).

*Sources: Environmental Protection Agency; Centers for Disease Control and Prevention*

## HELP YOUR CHILD GROW AND LEARN

Early Childhood Intervention (ECI) serves families with children up to age 3 who have disabilities and/or developmental delays. ECI helps children through services provided by local agencies and organizations across Texas. For more information about ECI, contact your Service Coordinator.

## NEED HELP WITH EVERYDAY TASKS?

Do you need help with tasks like getting dressed and shopping for groceries? If you're aging and/or have a chronic illness or disability, you may qualify for Cigna-HealthSpring's Long Term Services and Supports (LTSS) program. Call your Service Coordinator for more information.

## “WHY DO I NEED A REFERRAL?”

As Maria\* stepped off a curb to cross the street, she felt a sudden sharp pain in her knee. When the pain didn't stop, Maria called her primary care doctor's office and got an appointment. After taking an x-ray of her swollen knee, her doctor told her she needed to see a specialist.

### Doing it the right way

Maria did the right thing by starting with her primary care doctor. He looked at her knee and decided a specialist was needed.

When Maria arrived for her specialist appointment, everything was ready. Her primary care doctor's office staff had filled out the referral paperwork and sent over Maria's x-rays. They even scheduled the specialist appointment for her. That meant she got in more quickly than if she had tried to do it herself. After her appointment, the specialist let her primary care doctor know Maria's treatment plan.



### The team approach

Your primary care doctor is the leader of your health care team. That team may include specialists. By coordinating your care with other providers, your primary care doctor stays in the loop. He or she will know about any medicines the specialist prescribes. And services — like Maria's x-ray — may not have to be repeated.

If you have questions about referrals, call Member Services.

\* Fictional character

# STRUGGLING WITH ADDICTION?

## Substance abuse can affect anyone

We see lots of stories about substance abuse in the news. But sometimes addiction hits closer to home. It may be someone you love, or it could be you. Addiction doesn't discriminate. It can happen to anyone.

### What is substance abuse?

Substance abuse is a pattern of using drugs that's harmful. Illegal drugs like heroin aren't the only substances that can be abused. Legal drugs, including alcohol and medicine prescribed by doctors, can also be used in harmful ways.

### Why can't they just stop?

Substance abuse may start out innocently. For example, say you hurt your back and your doctor prescribes a narcotic painkiller. You would likely take the medicine exactly as prescribed, stopping when you don't need it anymore. But those same painkillers might start others down the path to addiction.

You may wonder why they can't just stop using. They should be able to stop if they really want to, right? It's not that simple.

Researchers have studied images of addicted brains. They found that repeated drug use changes the brain, including the parts that give a person self control. That helps explain why quitting can be so difficult.

### How do I know if someone is addicted?

There are behaviors you can look for. Does the person:

- > Take the drug in larger amounts than prescribed or for longer than intended?
- > Want to cut down or stop using the drug but can't?
- > Spend a lot of time getting, using or recovering from the drug?
- > Have cravings for the drug?
- > Neglect responsibilities at work, home or school because of drug use?
- > Give up important social, recreational or work-related activities because of drug use?

### What can I do?

If you or a loved one struggles with substance abuse, there's help! Through Cigna-HealthSpring's Behavioral Health Program, you have access to licensed counselors by calling **1-877-725-2539 (TTY: 7-1-1)** Monday to Friday, 8 a.m. to 5 p.m. Central Time. If you're in crisis, call our Behavioral Health hotline at **1-800-959-4941 (TTY: 7-1-1)**, 24 hours a day, 7 days a week.

*Source: National Institute on Drug Abuse*



# STEP UP TO BETTER HEALTH

## Texas children's program helps cover health-care costs

Through Texas Health Steps, children from birth through age 20 who have Medicaid can receive no-cost services that include:

- > Medical checkups starting at birth
- > Dental checkups starting at six months
- > Glasses, hearing aids and health care

The program can also help you:

- > Find a doctor, dentist or case manager
- > Make an appointment for a checkup
- > Get a ride to the doctor or dentist

For more information, call **1-877-847-8377 (1-877-THSTEPS)**, Monday to Friday, 8 a.m. to 8 p.m. Central Time. Or visit [dshs.state.tx.us/thsteps](https://dshs.state.tx.us/thsteps).



### Did you know...

- > Children who receive a Texas Health Steps checkup within 90 days of enrolling with Cigna-HealthSpring are eligible for a \$30 gift card.
- > Children who have a Texas Health Steps checkup as part of an annual visit are eligible for a \$20 gift card.

If you need help scheduling a checkup with a Texas Health Steps provider or have questions about gift card eligibility, call your Service Coordinator.

## GET REWARDED!

### Have a checkup, earn a \$20 gift card



Cigna-HealthSpring rewards you for getting checkups and vaccinations. It's called **Good Health Rewards** and it's just for our members.

Here's how it works...

- 1** Visit your primary care doctor for your yearly checkup or Texas Health Steps checkup.
- 2** Your doctor will perform your checkup and one or more preventive tests.
- 3** Cigna-HealthSpring will look at what your doctor did and mail you a retail gift card worth \$20.

Your doctor will decide which preventive services you need. They may include one or more of the following:

- > Cholesterol screening
- > Colon cancer screening
- > Flu shot and/or pneumonia shot
- > Shingles shot
- > Cervical cancer screening (women)
- > Mammogram (women)
- > Bone density scan (women)
- > PSA test (men)

You must be currently enrolled to receive the reward.

# GETTING TO THE HEART OF CHF

## Facts about congestive heart failure

### What is CHF?

Congestive heart failure (CHF) is a condition in which your heart can't pump enough oxygen-rich blood to meet your body's needs. CHF is not curable, but symptoms are treatable.

### What causes it?

A number of conditions can cause CHF. They include high blood pressure, coronary artery disease, high cholesterol, diabetes and obesity. Over time, these conditions can damage and weaken the heart.

### What are CHF symptoms?

Symptoms include:

- > Shortness of breath
- > Rapid or irregular heartbeat
- > Swelling in legs, ankles and feet
- > Cough or wheezing
- > Fatigue and weakness
- > Sudden weight gain

If you have a chronic condition like CHF or diabetes, you may worry about how you're going to care for yourself. Cigna-HealthSpring's Disease Management Program is here to help you manage your condition. We work closely with all your doctors. We can help you get care and make sure you understand your medical condition. The program is no cost and you can leave it at any time. It won't affect your benefits in any way. For more information or to see if you qualify for the program, call your Service Coordinator.

### How is it diagnosed?

Your doctor will conduct a physical exam and may order blood tests, x-rays, stress tests and/or an echocardiogram.

### How is it treated?

CHF symptoms can be controlled in part with lifestyle changes like exercise and a low-sodium (low-salt) diet. Your doctor may also prescribe medicine such as a diuretic (water pill) or an ACE inhibitor, a type of medicine that helps relax blood vessels so blood can flow more easily throughout the body.

To learn more about CHF, visit the American Heart Association website at [heart.org](http://heart.org).



# DOES DEPRESSION HURT?

## Pain can be a symptom

Robert's\* headaches were getting worse. When he visited his primary care doctor about them, she asked him to fill out a depression questionnaire. Robert was surprised to learn that pain is a common symptom of depression.

Besides headaches, symptoms of depression can also include joint, back or stomach pain. But because these can be symptoms of other conditions as well, depression is sometimes overlooked as the cause. This means you may not get the help you need.

It's important to recognize other symptoms of depression, including:

- > Feeling sad
- > Feeling hopeless and/or worthless
- > Not wanting to take care of yourself
- > Sleeping too much or not enough
- > Eating too much or too little
- > Having little interest in pleasurable activities

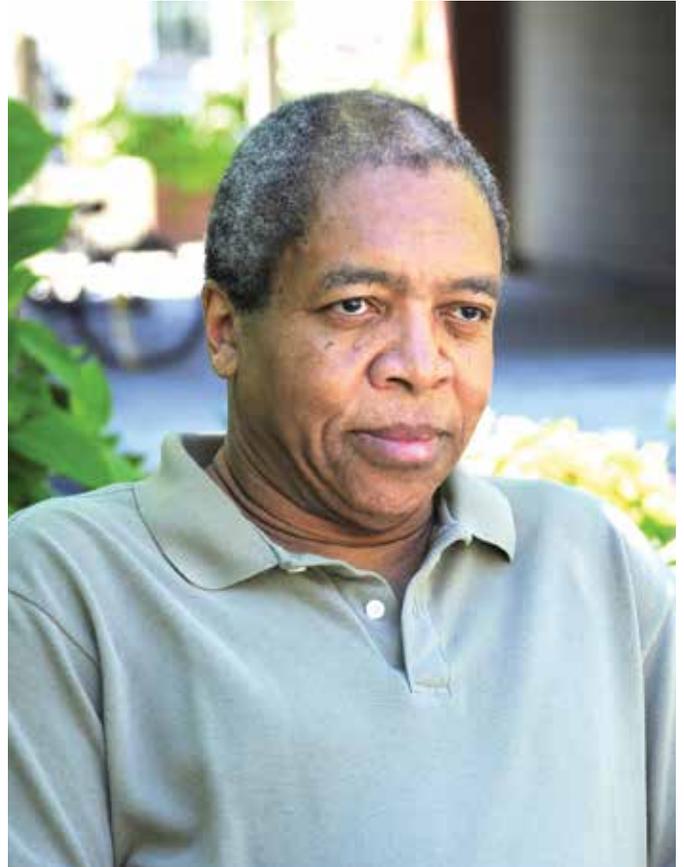
If you have any of these symptoms for more than a few days, talk to your primary care doctor. He or she may prescribe medicine or recommend therapy.

There are things you can do to help manage depression:

- > **Move your body.** Exercise is a natural mood booster.
- > **Spend time with others.** Loneliness and isolation contribute to depression.
- > **Accept help.** Talking your feelings through with a trusted friend or relative can be helpful.
- > **Do your research.** Educating yourself about depression can help you understand why it happens and what you can do to help yourself.

Sources: Mayo Clinic; National Institute of Mental Health

\* Fictional character



## Have depression? We can help.

If you want to learn more about Cigna-HealthSpring's Behavioral Health services, call **1-877-725-2539 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 5 p.m. Central Time. If it's after regular business hours, call our Behavioral Health hotline at **1-800-959-4941 (TTY: 7-1-1)**, 24 hours a day, 7 days a week.



# 4 IMPORTANT HABITS

of people who practice prevention

In the past, health care focused more on *treating* illness than *preventing* it. That meant you likely only visited your doctor when something was wrong. Times have changed. We now know that seeing your doctor when you're well is a smart way to **practice prevention**.

People who practice prevention:

## 1 Don't wait for symptoms.

They know that many health problems have no symptoms at all in their earliest stages. The only way to detect and treat them is to get the age-appropriate screenings your doctor recommends.

## 2 Take advantage of no-cost care provided with the health plan.

Many preventive care services are covered by your health plan at 100%. That means you pay nothing for services such as:

- > Preventive visits, like your annual wellness exam
- > Vaccinations, like flu and pneumonia shots
- > Tests and screenings, such as blood pressure and cholesterol checks, mammograms, bone density tests and many cancer screenings

## 3 See the doctor regularly.

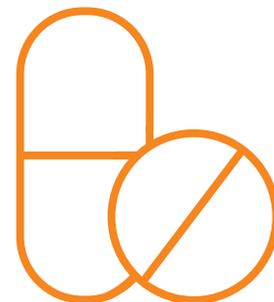
They know that building a strong doctor-patient relationship can be helpful down the road. Regular visits help your doctor fully understand your health history so he or she can best treat you if problems do arise.

## 4 Make time.

Have you heard the saying, "Make time for exercise or make time for illness"? These words of wisdom can be applied to preventive care, too. Spend a little time now practicing prevention, and you might avoid spending a lot of time later treating or recovering from a serious health problem.

*Source: Centers for Disease Control and Prevention*

# IS YOUR MEDICINE PUTTING YOU AT RISK?



Medicine can save lives. It manages symptoms, treats diseases and stops pain. When taken exactly as prescribed, medicine is generally safe. But like many things in life, there are possible risks.

## DRUG INTERACTIONS

Some medicines can't be taken with other medicines. Doing so can lead to harmful side effects. This is called a drug interaction, and can range from mild to very severe. To avoid dangerous interactions, it's important that ALL your doctors and your pharmacist know about ALL medicines you take.

## HIGH-RISK MEDICINES

Medicine side effects are common and often mild or manageable. But certain drugs can cause problems for people over age 65. These drugs are called high-risk medicines, not because people shouldn't take them at all, but because they can cause serious side effects.

Several types of medicines are considered high risk, including certain muscle relaxers, sleep aids, antihistamines and antidepressants. Side effects may include:

- > Problems thinking
- > Drowsiness and confusion
- > Changes in blood pressure
- > Heart attack
- > Increased risk of falls and fractures

## OVER-THE-COUNTER MEDICINES

Medicines you can buy without a prescription are called over-the-counter (OTC) medicines. Some OTC medicines can interact badly with your prescription medicines. Follow these tips to stay safe:

- > Ask your doctor or pharmacist before taking a new OTC medicine, especially if you have kidney disease, heart disease or take a blood thinner.
- > Take ALL your medicines — prescription and OTC — with you to every appointment, especially if you see multiple doctors.

## PROTECT YOURSELF

When your doctor prescribes a drug, ask about possible side effects. Ask if it's the safest for your problem. And if you experience side effects, call your doctor right away. Always talk to your doctor before you stop, start or change the way you take any medicine.

*Source: Centers for Disease Control and Prevention*

## BRIDGING THE GAP

### 72-hour emergency meds

Have you ever tried to fill a prescription, only to learn that Cigna-HealthSpring has to approve it first? There may be times we need more information from your doctor. If this happens, you may be able to get a

72-hour supply of the medication. Then when the prescription is approved, you can fill the rest. Ask the pharmacist if this option is available to you. If you have questions, call Member Services.

# WHERE SHOULD I GO?

## How to tell if it's urgent or an emergency



On a Friday evening, Jim's\* ear started hurting. Shortly after, he developed a fever. He knew he couldn't make it through the weekend without seeking care. Since it was after regular doctor's office hours, his wife had to make a decision: Should she take him to an emergency room or a nearby urgent care center that she knew was still open?

When someone we love is hurting, our first reaction may be to rush him or her to the emergency room. But because most ERs are very busy, the most seriously injured or ill patients are seen first. This can result in long waits for people with minor complaints.

An urgent care center may be a better option. They're often open when doctor's offices are closed. And they can treat people like Jim, who had an ear infection that wasn't life threatening.

For a list of urgent care centers near you, check the Provider and Pharmacy Directory you received in the mail, or call Member Services.

### When to go to the ER

ERs handle life-threatening situations like these:

- > Broken bones
- > Chest pain
- > Constant vomiting
- > Heavy bleeding that won't stop
- > Severe shortness of breath
- > Deep wounds
- > Head injuries
- > Loss of consciousness

### When to go to an urgent care center

Urgent care centers handle problems such as:

- > Coughs and sore throats
- > High fevers
- > Vomiting, diarrhea, stomach pain
- > Cuts and severe scrapes
- > Minor injuries and burns
- > Sprains and strains

Source: Cigna Medical Group

\* Fictional character

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## CIGNA-HEALTHSPRING MEMBER SERVICES

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