

Dear member, We're one of your biggest fans.
Together we'll help you get more out of life.

Coordinated Care



Fan Mail

Coordinated Care



SEASON OF HEALTH

Winter Member Newsletter

CoordinatedCareHealth.com

1-877-644-4613 TDD/TTY 1-866-862-9380



MORE Winter Fitness

Sometimes even the most active people can have trouble keeping up their exercise routine in the winter. Here are some tips for staying active through cold winter months:

- Running on snow burns more calories, so keep going on your morning run! Run at a slower pace than usual and take shorter strides to keep your footing.
- Make running in the cold easier by warming up inside with five to 10 minutes of light exercise (like jumping jacks).
- Try a new winter sport like skiing or sledding to stay active.
- Even if you're not thirsty, drink water before, during and after your workout. You can still get dehydrated in the winter. You also need more water because of the dryness of the cold wind.

Source: Mayo Clinic, 2014


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MORE focus on Women's Health

Did you know that Washington has one of the highest rates of breast cancer nationwide? That's why it is important for all women to be proactive in their care, live a healthy lifestyle, and visit the doctor for regular check ups and tests.

So women, take control of your health and:

- Get educated on women's health topics
- Ask your doctor any questions you have about your health
- Schedule regular exams with your doctor and OB-GYN
- Schedule tests and screenings to catch problems early, or track ongoing health issues

Don't forget there is a \$10 CentAccount reward for women (ages 50-74) that get regular mammograms!

MORE Quick Reminders

- As a member you are allowed a second opinion on health decisions. That includes a second opinion from an out-of-network doctor if there is not a good fit that is in-network.
- Coordinated Care will cover out-of-network services if an in-network doctor is not available.
- Coordinated Care has a team that reviews different treatments and technology. That is one way we help make sure our members get safe and effective care.



MORE Health for Members

Preventive care is the best kind of care. It can help you stay healthy and avoid health issues. When was the last time you or your kids saw a doctor for preventive care? Call your doctor and check-in today.

Preventive care for adults can include:

- Vaccines like the flu shot.
- Screening for cancer with tests like mammograms.
- Seeing your doctor for a check-up to check your blood pressure, your weight and more.

Preventive health is especially important for kids and teens that are still developing. They need different shots and regular checkups, which are also called well-child checks.

To learn more and see our recommended preventive care schedule, check your Member Handbook or [click here](#).



Take advantage of your benefits! Call the 24-Hour Nurse Advice Line at 1-877-644-4613 and say “NURSE” to get answers to your questions.

MORE Emergency Support

Sometimes you need advice on medical or mental health issues when your doctor is not available. Our 24-Hour Nurse Advice Line is ready to answer your health questions at any time of the day or night—every day of the year. Our experienced Registered Nurses are ready and willing to help you find a doctor, decide on the best place to go for care, schedule transportation, and more. Our Nurse Advice Line will give you the support you need to make smart decisions about your health right away. They can help you decide if you have a real emergency, and if you should go to the ER.



More About Prescriptions

Coordinated Care’s Preferred Drug List (PDL), also known as the formulary, is the list of drugs we cover.

To check our PDL and find out if your medication is covered, [click here](#) or call Member Services at 1-877-644-4613 (TDD/TTY: 1-866-862-9380).





MORE on Advance Directives and POLST

You have the right to make decisions about your care and about your future. It's important to think about what kind of care you want if you cannot communicate your choices. That's where Advance Directives come in.

There are two kinds of Advance Directives: a Living Will and a Medical Power of Attorney. Your doctor can help you complete one of these forms so you can record your wishes. Once you complete an Advance Directive, keep the form in a safe place or give it to a trusted family member. Make sure your doctor has a copy too.

You can also help doctors know what you would like to do when you are seriously ill by completing a Physicians Order for Life Insurance Sustaining Treatment (POLST).

If you want more information about Advance Directives or POLST, call Member Services or [click here](#).



MORE on Foster Care



We are excited to share that we were chosen as the health care for the Washington State Apple Health Foster Care program.

Next year, starting in April, we will manage health care for youth in foster care and adoption support throughout the state. We will also manage care for foster care alumni ages 18-26. This means we will be able to give them managed care benefits like primary care and mental health support.

Stay tuned for more information about the launch of this exciting program!



MORE Coordinated Support

Call Member Services at

1-877-644-4613 (TDD/TTY: 1-866-862-9380) to:

- Ask general questions
- Get a copy of this newsletter or anything on our website
- Request a copy of the Member Booklet
- Get member materials translated into other language or format

Call our 24-hour Nurse Advice Line at

1-877-644-4613 and say “NURSE” to get answers to your medical and mental health questions.

Visit CoordinatedCareHealth.com to access resources, find a provider, review your benefits, and more!

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