

ADVANTAGE

Your resource for health and wellness

HEALTHY HABITS

Helping kids start a lifetime of smart choices

HYPERTENSION: HOW EXERCISE LOWERS BLOOD PRESSURE

STROKE: WHEN IT STRIKES AT AN EARLY AGE

DIABETES: 5 COMMON QUESTIONS

advantage > you

WHA Is Further Improving Your Member Experience



Last year WHA's board of directors identified six strategic pillars—and one of them is member experience. This spring, we created a new leadership position at WHA, chief experience officer, to support this initiative. These developments are

part of a three-year transformation of WHA focusing on improving your member experience.

We started by using customer journey mapping to get a deep understanding of how you—our members—experience WHA, and to identify ways we could improve your experience. To do this we identified member touchpoints with WHA and your needs, questions and feelings throughout those touchpoints. We want to ensure that every member touchpoint is positive.

On the back page of this magazine there's an announcement of two of the improvements we are making to your member experience. We are redesigning member welcome kits and ID cards and will be using OptumRx as our pharmacy benefits manager starting Jan. 1, 2020. In the months ahead, look for more announcements about how we are improving the WHA member experience.

Garry Maisel

CEO, Western Health Advantage



TIDBITS

Pass on Processed Foods

When you are eating on the go or looking to make a fast meal on a school night, it's easy to grab a granola bar or pop a frozen pizza in the oven. However, these processed items and other similar foods can hurt your health—adding extra sodium, sugar and fat to your diet.

A recent study from the National Institutes of Health found that people on a diet of ultra-processed foods ate more calories and gained more weight than those who ate a regular diet. Another study linked eating heavily processed foods with increased risk for heart disease, cancer and even early death.

What are ultra-processed foods? While much of the food we buy is processed—meaning it has been cooked, canned, frozen, packaged, fortified or prepared in some way—foods such as pre-bagged greens or dried beans are considered minimally processed. Other products such as frozen fruits and veggies are packaged at top nutritional value and quality. The foods to watch out for are heavily processed items such as pre-made frozen meals or ready-to-eat snack items, along with cured meats such as bacon and hot dogs.

So what is a busy family to do? Try to keep your processed foods to a minimum, and read nutrition labels for added sugars and salt. Look for “no salt added” or “reduced sodium” and “no sugar added” rather than “sugar free” options. Snack smarter on veggies or fruit, and slice up leftover chicken for sandwiches instead of using processed deli meat. Center your meals on whole grains, fruits and vegetables, and lean proteins.


A little planning can make mealtimes easier—and healthier.

Sources: Academy of Nutrition and Dietetics, American Heart Association, British Medical Journal, National Institutes of Health

**Western
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Advantage**



ADVANTAGE MAGAZINE

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3 Questions

Bea Pennington of WHA Member Services answers your WHA-related questions



I have a high-deductible account. How can I find out how much I have paid out of pocket?

Go to mywha.org and select "View My Accumulator" from the MyWHA drop-down menu. Compare your records (remember to save your receipts) with the accumulator. If the accumulator and your records don't match, contact our Member Services team and we will assist you.

What are my options for contacting WHA?

We have a number of ways to contact WHA's Member Services department. Visit mywha.org/contact to get started.

- Send us a secure message.
- Contact us via live chat.
- Call us at 888.563.2250.

My daughter turns 18 next month. When should I change her primary care physician (PCP) from a pediatrician to a family practice provider?

WHA encourages you to consider changing your daughter's care from pediatric care to adult care now. Generally, pediatric patients begin transition of care from a pediatrician to a family practice, internal medicine or OB-GYN physician between the ages of 19 and 26 years old. However, there are some medical issues that justify having patients continue care with their pediatrician after they turn 18. PCP changes are effective the first of the following month. Visit mywha.org and select "Change My Doctor" from the MyWHA drop-down menu to find a new provider when you are ready to make the change.



HOT TICKET

GET A DISCOUNT ON HOLIDAY FUN

Situated at 7th and K streets, the Downtown Sacramento Ice Rink is a treasured #URBANHOLIDAY destination for outdoor skating and a launching pad for exploring the central city. The rink is open from Nov. 1, 2019, to Jan. 20, 2020. Western Health Advantage members can get a \$5 discount on skate sessions. Come and lace up some skates! Visit godowntownsac.com/icerink for more information.

DID YOU KNOW?

New Medical Office Building Opens in Citrus Heights

WHA partner Dignity Health is opening a new Mercy Medical Group medical office building this fall in Citrus Heights. Providers looked at patient touch-points when designing the facility for an improved patient experience. Located at 7115 Greenback Lane, the three-story expansion will include providers in a range of primary and specialty care services. This facility will make access to quality care more convenient for residents in Citrus Heights and beyond.

GET THE MOST OUT OF YOUR WELLNESS EXAM

Scheduling an annual exam is an important part of good health. Here's how you can make the most out of your visit.

BE PREPARED Consider any questions you have for your doctor and write them down in advance. Make sure you know your family health history and have a full list of current medications, including over-the-counter products and supplements.

BE HONEST Talk openly with your doctor about your stress levels, alcohol consumption or drug use. This will help you get appropriate advice and care.

BE ATTENTIVE Take notes on your physician's advice and instructions. Ask questions if you don't understand. Bring a friend or family member with you to help if need be.

BE THOROUGH Your doctor may ask for blood tests or other screenings after your appointment, so make sure to follow through. Recommendations for cancer screenings such as mammography and colonoscopy, as well as other preventive screenings, vary depending on age and health history. Visit mywha.org/guidelines for a list of preventive health recommendations.

Expert Advice for Smart Workouts

Christel Miranda, MD, on how activity can lower your blood pressure

High blood pressure is a common and serious condition that affects about 1 in 3 adults in the United States. Here, Dr. Miranda of Mercy Medical Group discusses how a regular exercise routine can lower blood pressure.

Can exercise help people with high blood pressure?

The health benefits of regular exercise and its effect on lowering high blood pressure (hypertension) are widely known. The general recommendation is at least 30 minutes of moderate-intensity aerobic exercise like brisk walking about five times a week. As an alternative, a person can also do vigorous-intensity aerobic exercise such as jogging, for 20 minutes, three times a week. To limit injuries, each exercise session should include warm-ups and cool-downs. Exercise should be fun and safe! Not all exercise regimens fit everyone, so choose one that suits you best.

How should people begin exercising?

If you have high blood pressure that's uncontrolled, heart disease, diabetes, kidney disease or severe arthritis and you don't normally exercise, or if you have any of the symptoms mentioned below, it is best to get evaluated by your primary care physician before starting an exercise regimen. Once cleared, start with a low-intensity activity such as walking. As your body gets used to the physical activity, you can gradually increase the intensity and time spent. Doing too much too soon or too fast can cause injury, discomfort or discouragement. Set obtainable goals. Even exercising a few times a week is better than doing nothing at all. Simple things such as taking the stairs instead of the elevator, doing yard work or parking farther from the store can also be good for those who can't fit exercise into their regular routine.

When exercising, watch for these warning signs and seek immediate help if you experience any of these symptoms:

- Pain or pressure in the chest, arms, throat, neck, jaw or back
- Severe shortness of breath
- Nausea and/or vomiting
- Unusual pain in muscles or joints
- Lightheadedness, dizziness or feeling faint during exercise



Immunizations at Every Stage of Childhood

From the desk of Gary Plundo, DO, MPM, FACOFP, medical director

In recent years, there's been a rise in contagious diseases, such as measles and mumps, among children across the country and right here in California.

The medical community has confirmed that immunizations are safe. One of the most important things you can do for your child's health is to follow the immunization schedule from the Centers for Disease Control and Prevention, which is available at mywha.org/shots.

CHILDREN UP TO 18 MONTHS

Chances are your baby will have contact with nonvaccinated kids or adults who may pass on infections, so protect your child by getting the recommended immunizations.

Birth: Hepatitis B

2 months: Hepatitis B (second dose, can also be taken at 1 month); diphtheria, tetanus, pertussis (DPT); polio; rotavirus; pneumococcal; and Hib meningitis

4 months: Second dose of DPT; polio; rotavirus; pneumococcal; and Hib meningitis

6 months: Third dose of hep B (taken between 6 and 15 months); DPT; polio (at 6 to 18 months); rotavirus (if applicable)*; pneumococcal; and Hib meningitis (if applicable)**

12 months: Hepatitis A; measles, mumps and rubella (taken at 12 to 15 months); pneumococcal (fourth dose, taken at 12 to 15 months); Hib meningitis (third or fourth dose, taken between 12 and 15 months)**; and varicella (chickenpox, taken at 12 to 15 months)

15 months: DPT (fourth dose, at 15 to 18 months)

18 months: Hepatitis A (second dose) and hepatitis B (third dose)

*The rotavirus vaccination is available as either a two- or three-dose series.

** The Hib meningitis vaccine is available in a three- or four-dose series. For a four-dose series, the third dose is taken at 6 months.

CHILDREN 4 TO 6 YEARS OLD

Nursery schools, kindergartens and grade schools are primed for colds, flus and other illnesses. It's more important

than ever for your child to get the recommended booster shots. Your child is fully protected only when the series is complete; in some cases, that takes several booster shots. And keep in mind that some immunizations—polio, DTP, MMR, hep B and chickenpox—are required for kids going into kindergarten in California.

4 to 6 years: DPT, polio, MMR and varicella boosters

ADOLESCENTS 11 TO 16 YEARS OLD

Preteens and older are at greater risk for infections such as meningitis—a rare but serious condition that affects membranes around the brain—and the sexually transmitted human papillomavirus that is linked to certain cancers.

11 to 12 years: Tetanus, diphtheria and acellular pertussis (Tdap); meningococcal; and human papillomavirus

16 years: Meningococcal (second dose)

Make sure your kids are up to date on their shots and talk to your doctor about any questions you may have.

Help the teens in your household blossom into thriving young adults by modeling healthy behavior—and see your own health improve as well



FORCE OF HABIT

Watch and learn. Show, don't tell. Many of us hear these simple sayings as kids. They're worth remembering as parents, since one of the best ways to teach our children how to be healthy is by demonstrating our own wellness strategies.

Take extra care to set a positive example during the teen years, since this is an important time for young people to form healthy habits that will help them become independent adults and avoid problems such as heart disease, cancer and stroke later on.

Modeling healthy living for teens is a win-win, since it should also result in a healthier you.

HAPPY MEALS

An excellent way to demonstrate healthy eating is by sitting down to dinner as a family as often as possible. Family meals showcase nutritious diet choices, help prevent eating disorders and promote quality family time.

Aim to serve a variety of fruits and veggies, whole grains, proteins, and low-fat dairy products. When introducing a new food, serve it with something you know your kids like. If your teens see you enjoying the new dish, they might be more open to trying it.

Teens are very observant, so try to avoid fad diets and being overly restrictive or indulgent with your own eating. Focus on the benefits of eating well and exercising instead of criticizing your son's or daughter's weight—or even your own—since studies have shown that commenting on a family member's weight can lead to eating disorders.

Here are a few more tips for successful family meals.

- Invite your kids to join you in meal planning, shopping and cooking. Sending your teen to the store with a list promotes responsibility and independence.
- Eat together more often by making meals simple (choose quick recipes, serve leftovers or whip up breakfast for dinner); portable (perhaps a picnic on the playing field after practice); and flexible (if you can't sit down for dinner, connect for five to 10 minutes over breakfast).
- Put the devices away so you can pay attention to each other. Ask everyone to share the highs and lows of their day.

GET MOVING, TOGETHER

Teens should be active at least an hour each day, but according to the Centers for Disease Control and Prevention, only 27 percent of high school students actually move that much. Many adults could also be more active: Only 53 percent meet the minimum recommendations for weekly aerobic exercise (2.5 hours at moderate intensity or 75 minutes at vigorous intensity).





To make sure everyone in your family gets enough exercise—and spends quality time together—build fitness into your regular routine.

- Take an after-dinner stroll around the neighborhood.
- Work in the garden, which promotes healthy eating—if you're growing fruits and veggies—and builds muscles. (Many teens and adults fall short of doing muscle-strengthening activities at least three days a week and two days a week, respectively.)
- Challenge everyone to do pushups, situps or jumping jacks during TV commercials.
- Tackle household chores. Washing the car, vacuuming, dusting, scrubbing the shower, making beds, loading the dishwasher, raking leaves—all of these things burn calories, beautify your home and build a sense of responsibility.
- Go on a biking, rock-climbing or hiking adventure. Remember to demonstrate safety, too, by wearing sunscreen, helmets and other protective gear.

- Register and train for a community fun run (see sidebar for ideas).

THE BIG SLEEP

Many teenagers struggle to get the recommended eight to 10 hours of sleep per night, which is important for good health and doing well in school. One factor in this reduced rest is the early start time for many schools, as teens' natural sleep patterns make it hard to nod off before 11 p.m.

You might not be able to control the school schedule, but you can promote good sleep habits at home with the following tactics.

- Make sleep a priority for yourself. Avoid working or watching TV into the wee hours.
- Have everyone wake up and go to bed at the same time each day—even on weekends.
- Store all devices (including TVs, phones, computers and tablets) in a neutral location, since blue light and using social media can disrupt sleep. Power down devices at least an hour before it's time to sleep

and stash them at a family overnight charging station.

- Keep bedrooms cool, dark and quiet.
- Talk with your pediatrician if you're concerned about your children's sleep habits.

CONVERSATION STARTERS

The teenage years can be emotionally trying for both teens and parents. One of the keys to maintaining strong family relationships is open communication.

First and foremost, tell your teens you love and care about them—don't just assume they know.

Positive reinforcement helps boost self-esteem and confidence, so praise them when they make good decisions and put in an honest effort.

That's not to say you should ignore poor decisions and behavior. Be clear about expressing your values and expectations and setting rules and consequences. If your kid makes a poor choice, call out the specific behavior and suggest how to do better, rather than telling your teen that he or she is bad. If you're upset, try to calm down and take a few deep breaths before speaking.

Encourage your teens to talk to you and don't hesitate to ask if something is troubling them. Actively listen when they're speaking. If your family is going through a challenging situation such as an illness, tell the truth and welcome questions. When parents show they value honesty, teens tend to be more open about their own lives.

Discussing topics like sex, relationships and substance use can be uncomfortable, but doing so early and often will help your teens stay safe. Experts say teens who talk with their

FAMILY-FRIENDLY RUNS

Get moving together for good fun and health—and support a worthy cause while you're at it

Davis Turkey Trot Half Marathon,
10K and 5K

Nov. 23, changeofpace.com

Run to Feed the Hungry (10K Run
and 5K Run/Walk in Sacramento)

Nov. 28, runtofeedthehungry.com

Solano Turkey Trot (10K Run and
5K Run/Walk in Fairfield)

Nov. 28, solanoturkeytrot.org

Capitol 5K

Dec. 7, runsra.org

Fleet Feet Free Holiday Classic

(5K Run/Walk and toy drive in
Sacramento)

Dec. 15,

fleetfeetsacramento.com/holidayclassic

parents about the risks of drugs and alcohol are less likely to use them. In national surveys, teens reported that parents had the biggest influence over their decisions about sex—more than friends, teachers and media. When discussing sensitive subjects, consider the following:

- Choose a casual setting, such as a walk or drive. That said, try to avoid distractions, since you'll want to have each other's full attention.
- Make sure your teens understand the risks of certain choices and how to stay safe. Invite them to ask questions and talk through ways to say no to alcohol and drugs and avoid risky situations.
- Use TV shows, movies, song lyrics or news stories as examples, but be cautious about offering personal examples from your own youth.
- Make sure your teens are aware of mental health issues including anxiety and depression and know concerning signs (these include feelings of sadness, anger or hopelessness; loss of interest in activities that used to be enjoyable; excessive fatigue; changes in

appetite, weight and personality; and thoughts of death or suicide).

- Let your teens know they can come to you for help. If you need assistance addressing a problem, talk to your pediatrician.

THE JOY OF VOLUNTEERING

Volunteering is a wonderful way for teens to develop compassion, explore different interests and build self-esteem, all while making a difference in the community. According to the Corporation for National and Community Service, teens with at least

one parent who volunteers are nearly twice as likely to volunteer than peers without a volunteering family member.

Volunteering also encourages new friendships and connections with people of diverse backgrounds. Look for activities that involve directly helping people, such as lending a hand at a nearby hospital, tutoring youth at an after-school program, serving meals to the homeless and teaching older adults to use technology at a senior center.

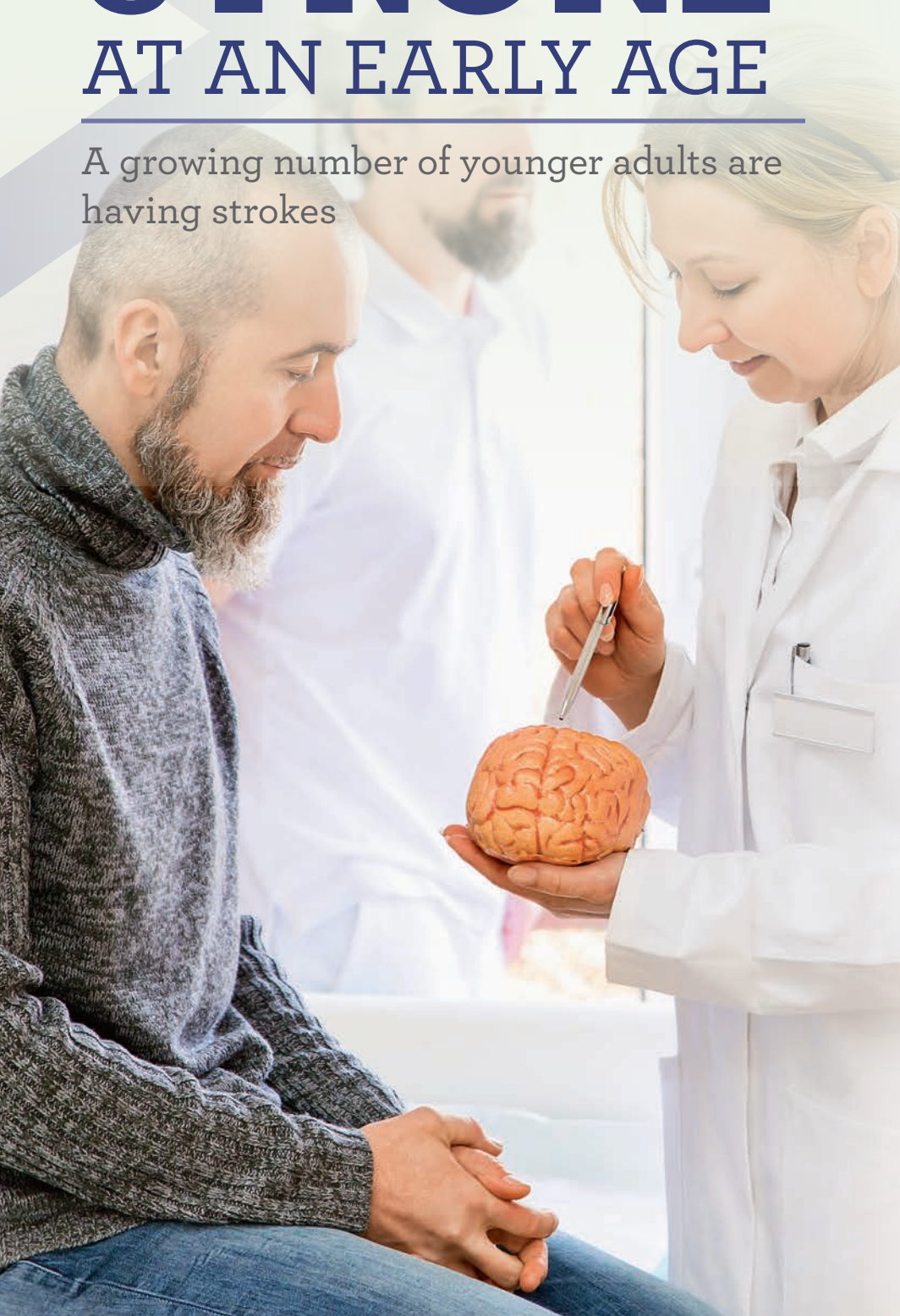
To find volunteer opportunities in your area, visit Hands on Sacramento (handsonsacto.org) or Team Giving (teamingiving.org) for volunteer opportunities.

Sources: Academy of Nutrition and Dietetics, American Academy of Family Physicians, American Academy of Pediatrics, American Heart Association, Centers for Disease Control and Prevention, Child Trends, Cleveland Clinic, Greater Good Science Center, ChooseMyPlate.gov, Mayo Clinic, National Institute of Diabetes and Digestive and Kidney Diseases, National Sleep Foundation, Pediatrics, U.S. Department of Health and Human Services



STROKE AT AN EARLY AGE

A growing number of younger adults are having strokes



Many were shocked earlier this year when actor Luke Perry, who starred in *Beverly Hills, 90210*, and John Singleton, the Oscar-nominated director of *Boyz n the Hood*, died after having strokes; both men were in their early 50s.

While most people who have strokes are 65 or older, a growing number of younger adults (ages 18 to 54) are having ischemic strokes—the most common type of stroke, which happens when a clot blocks blood flow to the brain.

That's likely because people are developing risk factors for stroke and heart disease, including high blood pressure and cholesterol, earlier in life. Since there are often no symptoms for high blood pressure or cholesterol, many younger adults don't know they have these conditions and so don't manage them. Younger people are also less likely to recognize stroke symptoms and seek immediate treatment, which is vital for preventing disability and death.

KNOW YOUR RISK

Whatever your age, it's important to talk with your doctor about your stroke risk. One of the most significant risk factors for all ages is high blood pressure.

A 2019 study looking at five risk factors—high blood pressure, diabetes, smoking, obesity and high cholesterol—showed that having high blood pressure or more than one risk factor greatly increased stroke risk

for 20-somethings. For people in their 30s and 40s, having a single risk factor significantly boosted risk and having two or more multiplied their risk by 10.

Other risk factors include:

- **Drug use.** A 2019 study of substance use among adults ages 18 to 54 in the hours before their strokes showed higher rates of drug use, which may partly explain why more younger adults are having strokes.
- **Birth control and pregnancy.** Using birth control, especially if you're a smoker, increases risk. High blood pressure during pregnancy is the No. 1 cause of stroke in pregnant women and new moms.
- **Race.** African-Americans are more likely to die after a stroke than white Americans. African-American women have a higher risk of stroke—and of having one at an earlier age—than other women. A 2019 study found black women in their 50s were over three times more likely to have a stroke than white women in their age group.

- **Heart and vascular conditions,** including birth defects, atrial fibrillation, carotid artery disease, heart failure and other heart diseases.
- **Family history of stroke,** particularly if a parent, grandparent or sibling had one before age 65.

TREATMENT AND RECOVERY

Doctors couldn't say what caused Olympic gold medalist Michael Johnson's stroke last year at age 50, but they did say the sprinter's swift decision to seek care is one reason he recovered so well. His fitness also helped.

Getting to the hospital quickly matters because a clot-busting medication that greatly improves results can only be used within three hours of the first symptoms (or 4.5 hours for some patients).

There are no specific guidelines for stroke treatment and recovery in younger people, but this group has special concerns. Younger adults are more likely to be working and raising children at the time of their stroke and live longer afterward, meaning they may deal with physical and/or cognitive

disabilities longer, have a greater loss of income, and feel stress in their relationships. Survivors may miss a lot of work, and some may need to limit themselves when they do return.

Many survivors deal with depression, anxiety and feelings of isolation, so it's important to seek emotional and social support, including connecting with fellow younger survivors.

Younger stroke survivors tend to regain much of their functionality. After his stroke, Johnson felt mentally sharp but had weakness and numbness in his left foot and hand. After some physical therapy, he was walking smoothly again but hoped to regain greater stability on his left side.

Determined to continue improving, Johnson remains committed to a healthy lifestyle. "Being a stroke survivor is now part of who I am," he told the American Heart Association. "I want people to understand it can happen to anyone and that there are ways to minimize their risk."

Know the Signs of Stroke

When it comes to identifying a stroke quickly, think F.A.S.T.

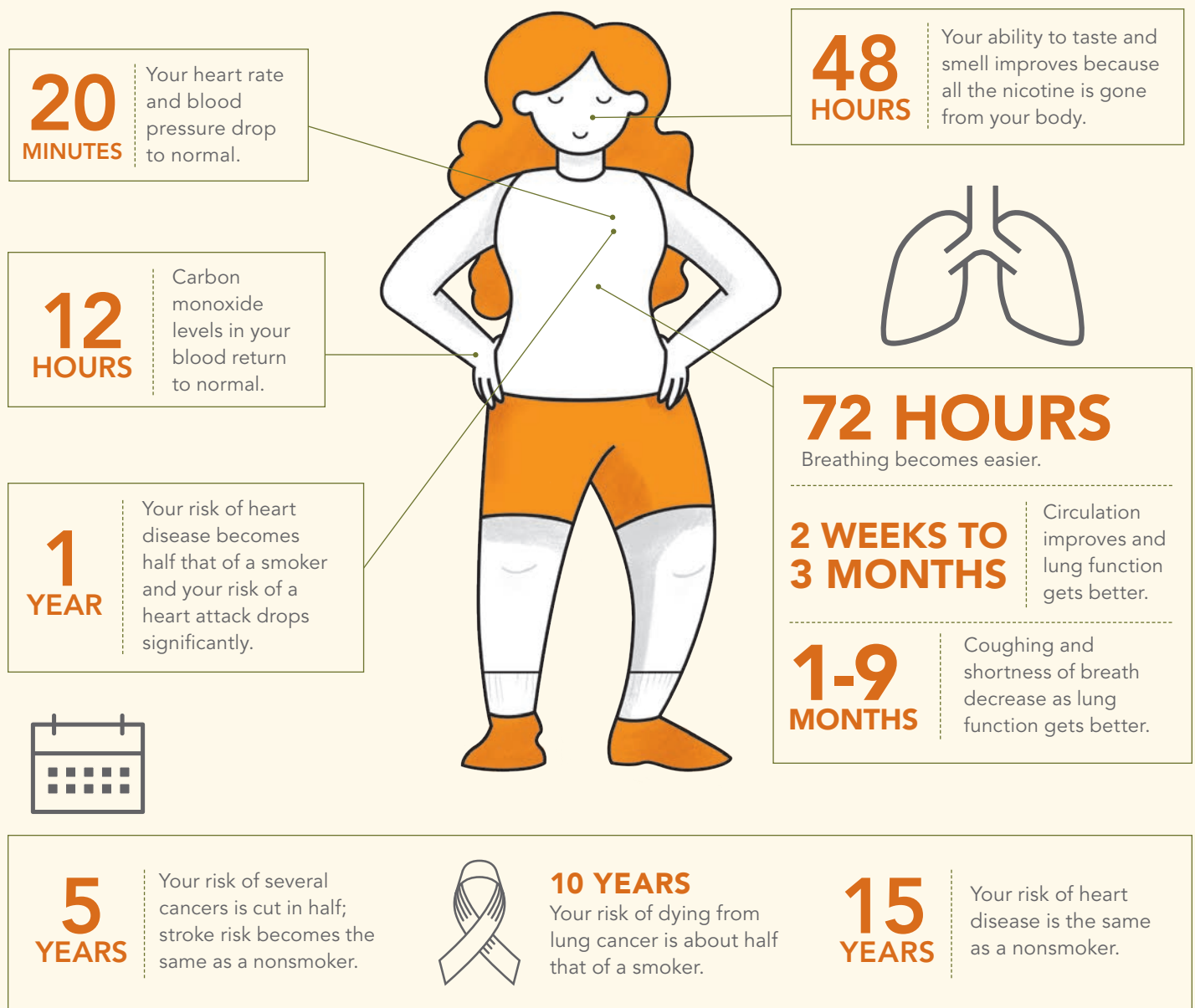
- **FACE.** Is one side of the person's face drooping or numb? If you ask the person to smile, is it lopsided?
- **ARM.** Is one arm weak or numb? Can the person raise both arms?
- **SPEECH.** Is the person slurring or struggling with speech? Ask the person to repeat a simple sentence.
- **TIME TO CALL 911.** If you notice any of these symptoms, call 911 immediately.

For more info, visit strokeassociation.org.

Sources: American Heart Association, American Stroke Association, Canadian Partnership for Stroke Recovery, Centers for Disease Control and Prevention, Cleveland Clinic, Mayo Clinic, National Institutes of Health, National Stroke Association

Calling It Quits

A look at what happens in the minutes, months and years after you quit smoking



Learn more about smoking cessation classes, support groups and other resources to help you quit at mywha.org/quit.

Sources: American Cancer Society, Centers for Disease Control and Prevention, Livestrong, University of Pittsburgh Medical Center

Asked and Answered

5 Common Questions About Type 2 Diabetes

More than 30 million people in the United States are living with diabetes. Most have type 2 diabetes, caused when the body isn't producing enough insulin, can't use insulin properly, or both. Read on for some commonly asked questions about the condition.

What lifestyle changes will help control diabetes?

Talk to your doctor about the best meal plan for you. You may need to focus on high-nutrient, high-fiber foods and reduce foods containing sugars, like processed foods. Even fruits, which have naturally occurring sugars, may need to be balanced with insulin or other medications. Get 30 minutes of physical activity a day, five days a week, which helps lower blood sugar and keeps weight healthy.

Can type 2 diabetes be reversed?

There's no cure for diabetes; however, you can make lifestyle changes that can put type 2 diabetes in remission so you no longer have symptoms or need medication. Adopt a low-calorie diet, as consuming excessive calories leads to extra fat in the pancreas, which stops insulin-producing cells from doing their job. You should also get more active and work with your doctor on an individualized diabetes management plan.



Why do people with diabetes need to take special care of their feet?

Over time, high blood glucose can damage nerves. More than half of people with diabetes have nerve damage in their feet, making it difficult to feel pain, so they might not notice an infected cut or sore until it's serious. If you have diabetes, check your feet daily.

Besides blood sugar, what other health factors should be monitored?

Getting these important tests will help you manage your diabetes and overall health:

- **A1c (or HbA1c)**
This nonfasting blood test reveals your average blood sugar level in recent months, signaling whether

you should adjust your medications. Get one every three to six months.

- **Blood pressure**
People with diabetes are prone to hypertension, so get this test at least once a year.
- **Cholesterol**
Diabetes makes you more likely to develop heart disease. Have your LDL and HDL levels checked at least once a year.
- **Dilated eye exam**
This test helps detect diabetic retinopathy, a leading cause of blindness. Visit mywha.org/DRE to learn about a reward from WHA for getting this annual test.
- **Protein in urine**
Frequent high blood glucose levels can harm kidneys. This test helps detect kidney trouble, so get it once a year.

My loved one is living with diabetes. How can I help during a diabetes-related emergency?

If your loved one has a very dry mouth, fruity smelling breath, or has trouble breathing or starts vomiting, he or she may have high blood sugar that has gotten serious and needs immediate treatment. Get him or her to a doctor right away.

For more information, go to mywha.org/diabetes.

Social Media Overload

Kelly Brothers on the dangers of too much connectivity



Remember the euphoria when social media first came of age and we welcomed a new age of connectivity?

I can use Facebook to stay connected with my family in Wisconsin and college buddies scattered across the country? I can follow my favorite basketball player on Twitter?

In less than 10 years, we went from having zero social media options to having too many: Facebook, Twitter, Instagram, Snapchat, YouTube, et al.

But now that we are more than a decade into the age of social media, the downside is becoming apparent.

Teens who spend too much time on social media report higher levels of anxiety and depression, have poor sleep habits, and are simply less happy (not more connected). Incidences of severe depression are skyrocketing for young people ages 12 to 25. Members of Congress have called this a significant public health risk.

Disney Chairman Bob Iger recently blamed social media for many of society's ills, saying, "Social media allows evil to prey on troubled minds and lost souls."

Even Mark Zuckerberg, the man who has profited most from social media, has recently been doing what corporate leaders rarely do: urging governments around the world to regulate his industry.

Regulation will eventually occur, but in the meantime, we need to regulate ourselves. Parents need to regulate their kids. Adults need to practice self-regulation. We shouldn't have to wait for science to confirm what our self-awareness is already telling us.

If we have an unnatural fear of missing out or simply feel worse about ourselves or the world after perusing social media, turn it off. Step away from the tablet and engage in face-to-face conversation with a neighbor, family member or co-worker. Maybe the old-fashioned forms of connectivity weren't so bad after all.

Know Your Consumer Privacy Rights

You have new privacy rights beginning Jan. 1, 2020, under the California Consumer Privacy Act (CCPA)

YOU HAVE THE RIGHT TO:

- Know what personal information is collected about you
- Know if your personal information is sold or disclosed, to whom, and to prohibit its sale or disclosure, that is, the right to opt out
- Access your personal information that has been collected
- Have a business delete your personal information
- Not be discriminated against for

exercising these rights

Personal information is "information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household." This includes name, SSN, email address, passport number, driver's license number, IP address, geolocation data, employment-related information, etc.

CCPA covers most types of businesses that collect personal information from California residents. It does not apply to protected health information collected by covered entities like WHA, which are governed under the Health Insurance Portability and Accountability Act rules and California Confidentiality of Medical Information Act.



Sweet Potato Nachos

Trade in the store-bought chips and melted Velveeta cheese for this homemade snack alternative.

INGREDIENTS

3 medium sweet potatoes (about 2 pounds), makes about 6 cups of rounds
 1 tablespoon olive oil
 1 teaspoon chili powder
 1 teaspoon garlic powder
 1½ teaspoons paprika
 ½ cup black beans (drained, rinsed)
 ½ cup reduced-fat, shredded cheddar cheese
 ½ cup chopped tomato (1 plum tomato) OR
 ½ cup no-salt-added, canned, diced tomatoes (drained, rinsed)
 ½ cup chopped avocado

DIRECTIONS

Preheat the oven to 425°F. Cover the baking pans with foil and coat with nonstick cooking spray. Peel and slice the sweet potatoes thinly (about quarter-inch rounds). In a bowl, toss the rounds with olive oil, chili powder, garlic powder and paprika. Spread evenly on prepared pan (might need two pans). Bake for 10 minutes and use a spatula to flip the sweet potato rounds. Bake for another 5-10 minutes or until crisp.

Remove the pan from the oven and sprinkle beans and cheese over the sweet potatoes. Return to oven

until cheese melts, about 2 minutes. Sprinkle with tomato and avocado. Serve.

NUTRITION INFORMATION (PER SERVING)

Calories: 209
 Fat: 5.5 g
 Saturated fat: 1.7 g
 Carbohydrate: 34 g
 Fiber: 6 g
 Sugars: 7 g
 Protein: 6 g

Source: American Heart Association



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Improving our Members' Experience

NEW! Pharmacy Care Services Manager

Starting Jan. 1, 2020, OptumRx® will manage WHA's pharmacy care services.

- OptumRx provides 24/7 access to pharmacists, online and mobile app prescription management, and tools to find pharmacies.
- Fill your prescription at one of thousands of retail pharmacies.
- Get the medications you take regularly delivered right to your home or work.

Visit mywha.org/Rx for more information, including things you should do before Jan. 1.

NEW! Member ID Cards

You will receive a new and improved member ID card from WHA prior to Jan. 1, 2020. Be sure to present your new card when picking up a prescription any time after Jan. 1, 2020.



Thank you for being a member of Western Health Advantage!