

ADVANTAGE



On the Pulse

Best Wishes for the New Year



Welcome new members! For 24/7 access to your health plan, including detailed information on your plan benefits, one of the first things you should do is create your secure account at mywha.org and download the WHA mobile app. If you haven't yet

signed up for access, please visit mywha.org/signup today.

Your plan fully covers most preventive care, such as annual physical exams, immunizations and recommended health screenings, so schedule an appointment soon with your primary care physician for these services. You can protect yourself and your family against preventable diseases and identify any health issues before they become serious. After you create your account, visit our healthy living section for access to gym discounts, health education classes, recipes and resources to help you find balance and live healthier.

To get the most out of your health plan, when you have questions please call our Member Services department at 888.563.2250. You can also use our Secure Message Center or our live chat feature available from our Contact Us page. Visit mywha.org to get started. We're here to help!

Garry Maisel

CEO, Western Health Advantage

TIDBITS

It's peak citrus season: Discover the benefits of these tasty treats

Citrus lovers turn to the juicy fruits for their bright flavors and immune-system-boosting vitamin C, but oranges, grapefruit and other types of citrus have plenty of other health benefits.

The antioxidant-rich fruits are good sources of vitamin A, fiber, potassium and folate (all of which support heart health). According to the American Heart Association, eating high amounts of a compound found in oranges and grapefruits may lower the risk of ischemic stroke for women.

Studies have also linked the flavonoids in citrus to improved brain function and reduced risk of diseases such as Alzheimer's. Some research suggests the fruits might even protect against certain cancers, including those of the digestive tract.

Drinking orange juice or lemonade may also help those who suffer from recurrent kidney stones, providing a natural kind of citrate that can prevent the painful condition. (Look for sugar-free versions of these drinks as sugar can increase kidney stone risk.)

Citrus isn't just good for your insides; it can help your outsides too. Whether eaten or applied topically in a skin care product, vitamin C can help fight sun damage and improve skin texture.

As with anything, consuming citrus is best in moderation (the high acidity levels may hurt tooth enamel), while grapefruit can interact badly with some medications. Whole fruits are better for you than juice and are a great alternative to high-calorie desserts when you need to satisfy that sweet tooth.

Sources: Cleveland Clinic, Clinical Journal of the American Society of Nephrology, Frontiers in Pharmacology, Healthline, National Institutes of Health, National Kidney Foundation

Frequently Asked Questions

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



Why does my member ID card look different?

WHA completely redesigned our ID cards, simplifying them and improving the overall quality of the card. You'll notice a QR code on the back of your card to download the MyWHA app from the App Store or Google Play for real-time information about your primary care physician (PCP) and plan. You will no longer have to manage

multiple versions of cards each time you make a change to your plan or if you change your PCP. Your provider's office can still access your eligibility information online.

I understand that OptumRx is now managing pharmacy care services for WHA members. Do I need to transfer my prescriptions to a new pharmacy?

No, in most cases. OptumRx has a large network of retail pharmacies, and chances are your pharmacy is in OptumRx's network. (You can visit optumrx.com to search for local pharmacies.) In this case, your remaining refills will automatically transfer to OptumRx. Be sure to use your new WHA member ID card—just present it at the pharmacy counter when picking up your prescription. If your current pharmacy isn't in OptumRx's network and you have remaining refills, you can request that your pharmacist transfer your prescription to the new pharmacy, or ask your doctor to send a new prescription to the new pharmacy. For home delivery prescriptions, your billing information will not transfer. Be sure to provide OptumRx with your preferred payment method. For specialty medications, contact OptumRx at 855.427.4682 or visit specialty.optumrx.com.



WHA SUPPORTS COMMUNITY WALKS!

Sacramento Undy 5K Run/Walk

Feb. 22, 2020

9 a.m.

William Land Park

WHA supports the Undy Run and has a team, WHAtch Your Tushie. This is a family-friendly event created by the Colorectal Cancer Alliance, with the goal to provide support for patients, families, caregivers and survivors; raise awareness of preventive measures; and inspire efforts to fund critical research.

Walk a Mile in Her Shoes

May 16, 2020

11 a.m.: Festival opens 1 p.m.: Walk begins

Capitol Park, Sacramento

About 1,000 men, women and children will walk, run and limp a 1-mile course while wearing high heels (or not, but it's part of the fun) to support WEAVE and ensure 24-hour services are available for victims of sexual assault and domestic violence.



ADVANTAGE MAGAZINE

Chief Medical Officer®Don Hufford, MD Manager, Health Promotion & Disease Management®Laura Monteil, RN Chief Experience Officer®Rick Heron Content Developer®Phil Boerner Contributors®Karen Bennett, Mark Gilroy, Alicia Lowe, Elena Medrano Produced by

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DID YOU KNOW

NorthBay's Fairfield Hospital Campus Expands

WHA members in Solano County now have access to even more advanced medicine in their community. In October, NorthBay Medical Center in Fairfield opened the most modern, high-tech medical facility in the county, the north wing of its Fairfield hospital site. The new wing includes 22 patient rooms, eight high-tech surgical suites, a 16-bed post-anesthesia care unit, diagnostic imaging and a new cafe.

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PHYSICAL ACTIVITY AT SCHOOL GETS AN A+

Whether it's shooting hoops at lunch recess or running laps during gym, exercise during the school day is a big part of kids' health—helping their bodies and minds.

Regular exercise can lower the risk of conditions such as cancer, type 2 diabetes and obesity. But while experts recommend that children and adolescents 6 to 17 years old get at least 60 minutes of physical activity a day, only 24 percent of kids actually hit that mark.

Active students tend to have better grades, attendance, memory and behavior in school. Playing with others during PE can also build social connections. Plus, exercise may help young people control symptoms of anxiety and depression, build a healthier diet, avoid possible substance use habits, and boost confidence.

Even moving around in the classroom can help concentration, cut down on fidgeting, aid interest in learning, and lead to good test scores and report cards.

Sources: Centers for Disease Control and Prevention, Physical Activity Guidelines for Americans, World Health Organization

Expert Advice

Orthopedic surgeon and sports medicine specialist Michael Han, MD, on winter sports

Although it can be tempting to hunker down indoors during cold weather, enjoying winter sports such as skiing and snowboarding is fun and healthy for the whole family. Dr. Han of Mercy Medical Group offers safety tips for cold weather activities.

Are there special concerns when exercising outdoors in the winter?

Check the weather forecast ahead of time and dress in layers. In cold weather, the body starts

to [prioritize] blood flow to your central core and you have less blood flow to your hands, ears, fingers and toes; you want to make sure your extremities are well covered to avoid frostbite. Consult your primary care physician in advance if you have any significant medical conditions such as asthma, COPD, or heart issues including coronary artery disease or decreased heart function. These can be exacerbated by the stress of being outdoors and the shock of decreased temperature.

What steps should you take before and after exercise?

Hydration is always critical, but in cold weather it's more difficult to perceive water loss. It's not as obvious as when you are sweating in 107-degree heat in the summer. In winter, you may be sweating just as much, but you might not feel it. It's important to stay ahead of the hydration curve and bring water with you during your winter workout.

Additionally, in colder weather, our muscular tissue becomes stiff. Warm up your body a bit with a light five- to 10-minute walk or gentle jog before doing a pre-workout stretching routine. This will help you prevent risk of injury. After exercise, take time to get your body temperature back to normal. Acute temperature shifts put a lot of stress on the body. Slowly remove layers once you go indoors to gradually build up your temperature.







Health Reminders: Stay Up on Your Immunizations and Screenings

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

e're lucky to live in a time when we can get a quick shot to prevent illnesses like measles, diphtheria and seasonal flu. Doing our part to keep these illnesses at bay means staying current with immunizations.

You may have heard about the recent rash of measles outbreaks. Between January and October of 2019, there were 1,250 reported cases—the highest number in more than 25 years—with cases reported in 31 states. In fact, the United States was recently on the brink of losing its Measles Elimination status. In October 2019, an individual infected with measles visited Disneyland in California and put hundreds at risk of becoming infected.

Measles is highly contagious and individuals with this serious respiratory

disease can infect up to 90 percent of nonimmunized people they come into contact with. If those measles sufferers cough or sneeze, the virus can hang in the air for up to two hours.

To keep yourself, your loved ones and your community safe, talk to your pediatrician about which immunizations your child needs and make an appointment to get up to date on your own vaccinations.

Also, make sure to get a seasonal flu shot, which is recommended for adults and children beginning at 6 months of age. Last year, nearly 80,000 people died from the flu with nearly 959,000 hospitalized. There are a few different types of flu shots this year, so ask your doctor which is right for you.

While you're at your appointment, also talk with your physician about any

health screenings you might need.

Screenings are recommended based on age, so you might need a colonoscopy if you are over age 50, for example, or a pneumococcal vaccine if you're 65 or older.

It is also smart to consult your doctor about anything that's bothering you. Have you noticed any worrying symptoms or changes? Do you suspect that a new medication might be causing side effects? Write down your top three or four questions so you can prioritize your time with the physician.

Thanks to modern medicine, there's much your doctor can do to keep you healthy and well. What's more, you can help yourself by staying on top of health screenings, immunizations and medical concerns.

20 WAYS to a Healthier 2020

SIMPLE STRATEGIES FOR A FUN AND ACTIVE NEW YEAR



Forget those winter doldrums. Start off the new year with some energizing practices to help shape your body, improve your health and raise your spirits.



MAKE A SKATE ESCAPE.

There's something wonderfully old-timey about ice skating, and outdoor rinks tap into that nostalgia. A few local skating spots remain open through mid-January including downtown Sacramento's Holiday Ice Rink at Seventh and K streets (godowntownsac.com), Folsom Historic District Ice Rink (folsomicerink.com) and Napa on Ice (onicerinks.com).



Some of the best skiing and sledding in the nation are only a short drive away. Can't decide which is better? Granlibakken resort in Tahoe City allows you to ski and sled using the same lift ticket; the property also features trails for cross-country skiing and snowshoeing (granlibakken.com).

TAKE PART IN FAMILY-FRIENDLY COMMUNITY OUTINGS.

Community festivals get you out of the house and experiencing new things. This season, head to Galt's Cosumnes River Preserve for the annual Winter Bird Festival on Feb. 1, where you can see waterfowl, shorebirds and wildlife in their winter habitat (cosumnes.org). Foodies won't want to miss the Napa Truffle Festival, Jan. 17 through 20, where you can eat and learn about truffles, including a demonstration of how dogs harvest the delicacy (napatrufflefestival.com). And, if you've never attended San Francisco's Chinese New Year Parade, you're in for a sensory explosion on Feb. 8 as participants mark the Year of the Rat with elaborate floats, music and dance (chineseparade.com).



LAUGH IT OFF.

Laughter is good medicine, whether you've got the flu or just a touch of the winter blues. Research has suggested that laughter can relieve stress and help you feel more fulfilled. It even positively affects factors like heart rate and blood pressure (see page 12 for more blood pressure information). Treat yourself and a friend to comedy club tickets, or watch your way through the American Film Institute's "100 Years...100 Laughs" list (afi.com; search for "100 laughs").

A FLU SHOT.

Flu vaccinations not only lower your risk of getting the flu but also reduce flu-related costs like doctors' visits, missed work or even flu-related hospitalizations. If convenience is a factor, get your shot at the pharmacy as part of your normal errands.

STAY SOCIAL.

Friendships are more than pleasurable; they're good for your health. Studies have shown that time spent with friends counteracts stress, boosts immunity and even increases your life span. Cultivate your social connections by joining a book group or other club, attending community celebrations, or hosting a dinner party.

EXPERIMENT
WITH PLANTBASED EATING.

Eating a diet focused on whole, plant-based foods is good for the environment and your body. Set aside two to three days a week where you try plant-based recipes. You can check out vegetarian or vegan cookbooks from the library or browse websites like the popular forksoverknives.com. A weekly trip to the farmers market can provide all the ingredients, and keep your meal plan fresh and local.



SPEND TIME OUTDOORS.

The California climate allows for year-round out-door activity. On the next nice day, get outside and hike the hills of Solano County's Rockville Hills Park. Or take a bike ride in gorgeous Marin County, like the family-friendly Tennessee Valley Trail at Golden Gate National Recreation Area. The 3.5-mile (round-trip) ride takes you to the shore at Tennessee Valley Beach, where you can enjoy a picnic lunch.

DO MORE BRAIN PUZZLES.

Brain puzzles like Sudoku and crosswords may help build and maintain sharper brains, especially in older adults. They can improve your vocabulary and logic skills, and they're also a fun way to interact across generations. At the next family event, bring two copies of the same crossword or word jumble puzzle and break into teams to see who can solve it first.

TRY AN ONLINE EXERCISE CLASS.

When the weather keeps you

indoors, take the opportunity to try free workouts on YouTube. The "Walk at Home" workouts by Leslie Sansone are appropriate for people of all ages and fitness levels, while yoga fans will appreciate Adriene Mishler's themed sessions, like "Yoga for Chronic Pain" or "Yoga for Tension Relief." Or, if variety is the ticket, check out the Popsugar fitness channel, which has a bit of everything, from dance workouts to kickboxing.



ADOPT (OR BORROW) A DOG.

Research has found that dog owners stay more active and have better mental health. If adopting an animal isn't in the cards, you can still reap the health benefits by volunteering at your local dog shelter or volunteering to walk the dog of an elderly or sick friend.



INVEST IN THE RIGHT GEAR.

As the saying goes, "There's no bad weather, only bad clothing." This is especially important when engaging in outdoor sporting activities. Make sure you have a good rain or snow coat with room for layers underneath; wool hat and mittens; and decent, insulated waterproof boots. For the easily chilled, invest in a pair of merino wool-blend long underwear.

BE GRATEFUL.

Grateful people have better mental and physical health, so take time every day to develop your "thankfulness muscle." Write a note of gratitude to someone you appreciate or tell friends and family "thank you" when they do something for you, even little things. End each day by reflecting on, or journaling, things for which you are grateful. To keep it fun, try an app like 365 Gratitude, which sends you a daily prompt on a five-minute gratitude practice you can do to earn medallions.

WASH YOUR HANDS OFTEN.

Keeping your hands clean is one of the most important steps you can take to avoid getting sick and spreading germs to others. Lather up well for at least 20 seconds, rinse with running water and dry thoroughly.



PLAN A FAMILY GAME DAY.

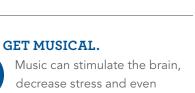
Traditional board games are fun ways to build camaraderie. For the most relationship-building power, choose games where you work together in teams to solve a puzzle or guess a problem.



Comfort food doesn't have to mean caloric. Try starting the day with steel-cut oats topped with cinnamon, raisins and almonds. For lunch, pack a thermos of lentil or vegetable minestrone soup. Dinner calls for chili, pasta or a quinoa bowl, loaded with fresh vegetables, beans and squash. Just remember to keep cheese and fatty meats—both of which traditionally dominate comfort food recipes—to a minimum.

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SLEEP
MORE.

Your body naturally wants to get more sleep in the winter as circadian rhythms regulating the body clock respond to light and make you feel sleepier earlier during the shorter days. For the best zzz's, make sure to keep your sleep-wake schedule fairly constant.



decrease stress and even reduce pain. It can also elevate your mood, depending on the type of music you choose. So pull out your instrument of choice, pick up a new one you've always wanted to play (harmonica, anyone?) or just sing along with the radio.



Houseplants offer plenty of benefits, including cleaning the air of toxins, bringing nature indoors and promoting feelings of relaxation. Choose your plants carefully to make sure they will thrive in your light and moisture conditions. For extra credit, start some vegetable seedlings to plant outdoors when the weather warms.

TRY A
SCREEN-FREE
WEEKEND.

Too much screen time can negatively impact many areas of your health, from increased obesity and depression to decreased sleep and relationships. Counter your family's device addiction by scheduling a few screen-free weekends or participating in national Screen-Free Week (May 4–10). Use that time to go for a quiet walk, read out loud to your kids, bake a loaf of bread or have a neighbor over for coffee.

Sources: American Society for
Horticulture Science, Centers for
Disease Control and Prevention,
Greater Good Science Center, National
Institutes of Health, National Sleep
Foundation, PLOS Medicine, Science
Daily, U.S. National Library of Medicine

INSIDE STORY

How to stay a step ahead of colorectal cancer



f you're like most people, you don't think about your colon much. That's why learning a bit about this essential organ and how to help protect it against colorectal cancer is time well spent.

Colorectal cancer is sometimes called colon cancer or rectal cancer, depending upon where the cancer starts, but the two have much in common.

ARE YOU AT RISK?

More than 75 percent of colon and rectal cancers occur in people who have no known risk factors, so it is a good idea to understand what can add to your chances of getting these diseases.

Being over 50 increases your risk, which is why regular screenings are important as you get older.

Inflammatory bowel disease especially if left untreated for years—can evolve into colorectal

Genetics can play a role too. If you have a parent, sibling or child with a history of colorectal cancer, your own risk is higher than average. Keep in mind that having no family history of colon cancer does not mean you get a free pass on screenings. People are diagnosed and treated for colon cancer every day even though no one in their family had this disease.

Other Risk Factors

Certain lifestyle-related factors put you at greater risk, including:

- Smoking
- Physical inactivity
- Being overweight or obese
- Moderate to heavy alcohol use, so men should limit themselves to two drinks and women to one drink daily
- Poor diet—especially a diet high in red and processed meat

GETTING SCREENED

Screening tests help spot colon polyps that can potentially be cancerous in the beginning stages. The recommendation is to start screenings at age 50 through age 75. If you're over 75, ask your doctor if it makes sense to continue screenings. Your doctor may recommend screenings before age 50 if you meet any of the risk factors mentioned earlier.

Screening Tests

As the saying goes, "forewarned is forearmed," and colon cancer screenings definitely give you a tactical advantage. There are various screening tests for colorectal cancer, each with pros and cons, so talk to your doctor about which is right for you.

Stool tests look for evidence of polyps or colorectal cancer in your stool (feces). You can usually collect your own stool sample at home. (Your doctor will provide the supplies.) If a stool test shows something suspicious, your doctor will order a colonoscopy to investigate further.

- A fecal immunochemical test (FIT)
 uses antibodies to detect blood in
 your stool. Larger colorectal polyps or
 cancers tend to have fragile blood
 vessels, which are easily damaged
 when stool brushes past them,
 sending blood into the stool.
- A guaiac-based fecal occult blood test (gFOBT) uses a chemical reaction to detect blood in your stool.
- A stool DNA test combines the FIT screening and a test that analyzes the stool for abnormal DNA from cancer or polyp cells.

Visual screenings can be done less often than stool-based tests but require a little planning. You may need to prep beforehand, for example, by drinking a laxative or using enemas.

Below are two common means used as screening exams:

- For a flexible sigmoidoscopy, your doctor inserts a sigmoidoscope—a flexible tube with a light and a small video camera at the end—into your anus to examine your rectum and your lower colon via a video screen.
- During a colonoscopy, your doctor uses a colonoscope, similar to a sigmoidoscope but longer, to examine your entire colon and rectum. During a colonoscopy, doctors can remove most polyps and some cancers.

Sources: American Cancer Society, Centers for Disease Control and Prevention

RIGHT BITES

According to the American Cancer Society, our changing diet is behind rising colorectal cancer rates. A study published by the National Cancer Institute found that someone born around 1990 has twice the risk of getting colon cancer as someone born around 1950, and four times the risk of rectal cancer.

To lower your risk, eat a high-fiber diet that includes the following foods.

Load up on fruits and veggies with a rainbow of colors. Different colors signify different kinds of phytochemicals that can help prevent cancer from forming. Toss some purple potatoes into your grocery cart. One study found that violet spuds may reduce a protein that promotes colon cancer.

Add some milk, yogurt, cheese, dark greens and nuts. All are packed with calcium, which sweeps toxins out of the body, helping to prevent cancer.

Go for whole grains like oats, brown or wild rice, quinoa, and barley,

which are packed with fiber and other nutrients that reduce your cancer risk.

Spice things up with garlic, which has cancer-fighting properties.

Sources: American Cancer Society, Harvard Health Publishing, Medical News Today, Stanford Health

A Closer Look
A Closer Look

Under Pressure

MONITORING AND MANAGING YOUR BLOOD PRESSURE IS ONE OF THE BEST WAYS TO HELP YOUR HEART HEALTH

igh blood pressure is sometimes called the "silent killer" because it doesn't typically have symptoms.

Left untreated, it can lead to serious health issues including heart attack and stroke.

Fortunately, there's a simple way to prevent blood pressure-related complications from sneaking up on you: Check your blood pressure regularly and discuss the results with your doctor. Investing in a blood pressure device for home use is ideal to check your level between doctor's visits. You can also check your blood pressure at your local pharmacy, where devices are located in waiting areas.

Know Your Numbers

Blood pressure readings have two numbers—systolic (the top number) and diastolic (the bottom number). The systolic numbers mark the force of blood against artery walls when your heart is beating, while the diastolic numbers mark when your heart is resting between beats. The American Heart Association and the American College of Cardiology (AHA/ACC) define a normal blood pressure reading as below 120/80.



DEFINING HYPERTENSION

In 2017, the American Heart
Association and the American College
of Cardiology changed the definition
of high blood pressure, also known as
hypertension, from 140/90 and above
to 130/80 and above. Having high
blood pressure makes your heart work
harder to pump blood to the rest of
your body—and that puts you at risk
for problems like heart attack and
stroke.

This change in definition gives your doctor a chance to start your treatment earlier and to decrease your health risk.

HOW OFTEN SHOULD YOU GET SCREENED?

If your last blood pressure reading was below 120/80, get screened at least every one or two years, depending on your age and risk factors. If your last reading was higher than normal, your doctor may want to check your pressure more often.

Create a Treatment Plan

If your blood pressure is above normal, your doctor can help you develop a treatment plan, which typically involves a combination of medications and lifestyle changes.

If your doctor prescribes medication, be sure to discuss any over-the-counter and prescription drugs you're currently taking and take all medications as directed by your doctor. Keep in mind it may take time to get used to new medications. If you're having side effects or not feeling well, talk with your doctor about adjusting your plan. It's important to figure out what works for you, since you'll likely be managing your blood pressure for life.

Healthy lifestyle strategies that can make a difference include:

 Choosing a heart-healthy diet, such as DASH (Dietary Approaches to Stop Hypertension). This means plenty of fruits, veggies, whole grains, low-fat dairy, skinless poultry and fish, nuts, and nontropical vegetable oils. Cut back on salt, saturated and trans fats, red meat, and sweetened drinks and treats.

- Limiting alcohol. Men should have no more than two drinks and women should have no more than one drink each day.
- Quitting smoking, which is a major risk factor for heart attack and stroke.
- Exercising. Aim to be active for 30 minutes a day, five or more days a week. Stay motivated by mixing up your activities.
- Working toward a healthy weight.
 If you're overweight, shedding just
 to 10 pounds can help your blood pressure.
- Managing stress. Try meditating, exercising, starting a relaxing hobby, showing gratitude and maintaining a positive outlook.

A good attitude is more important than you might think. A 2019 study found that optimism was associated with a lower risk of cardiovascular events, including heart attacks. The study also found that pessimism was linked to a higher risk of cardiovascular events.

Other studies suggest having a positive attitude may help lower heart attack risk and lead to better outcomes in people who have cardiovascular disease.

In addition to monitoring your blood pressure, keep an eye on your cholesterol, blood sugar level and body mass index. Talk with your doctor about screenings recommended for your individual health needs and how you can achieve and maintain healthy levels.

Each of these steps will put you on the road to better heart health.

Sources: American Heart Association, Centers for Disease Control and Prevention, Harvard Health Publishing, Mayo Clinic

How High Blood Pressure Impacts the Body

Over time, uncontrolled high blood pressure (HBP) can affect many areas of the body



BRAIN

HBP is a major risk factor for stroke, which occurs when blood vessels to the brain become clogged or burst.



EYES

HBP can damage blood vessels and nerve cells and cause fluid to build up under the retina—which can result in vision loss.



HEART

HBP raises the risk of heart attack and heart failure.



KIDNEYS

HBP may interfere with kidney function and lead to kidney disease or failure.



PERIPHERAL ARTERIES

HBP can cause peripheral artery disease—a narrowing of the arteries in the legs, arms, stomach and head.

It's All About the Attitude

Do you see life as "a glass half full" or "half empty"?

Personality traits, such as optimism and pessimism, can affect your overall health. Studies show that attitude plays a huge part in how you look at life, see things around you and handle new situations.

A positive attitude that usually comes with optimism supports your resilience, self-confidence, interpersonal relationships and professional success. It also helps manage stress.

Positive thinking starts with self-talk—the daily stream of automatic



thoughts, negative or positive, that run through your mind every day. You can't always control life events, but you can control your attitude Start changing your attitude with these tips.

- Focus on what's going well.
- Practice gratitude.
- Look ahead and expect good things to happen.
- Build yourself up with positive self-talk like, "I am strong."
 Positive thinking isn't about ignoring life's challenges. It's about facing them believing the best, not the worst, is going to happen.

Need someone to talk to?
Find a mental health professional at mywha.org/bh or call the number on the back of your WHA ID card.

PREVENTING FRAUD, WASTE AND ABUSE

Western Health Advantage is committed to the prevention, detection and reduction of fraud, waste and abuse. Fraud is the No. 1 threat to the health care system, costing Americans billions of dollars each year. What can YOU do as a WHA member to prevent **fraud, waste and abuse**?

DO:

- Only enroll yourself and eligible dependents in your health plan.
- Submit claims only for services provided.
- Protect your ID card and other information—do not share your personal information without a legitimate need.
- Read your benefits statements and other paperwork regarding your medical care. If you see something wrong, let us know.

DO NOT:

- Enroll a noneligible person, like a friend, as a dependent with your health plan.
- Intentionally submit claims for services not provided.
- Allow someone else to use your ID card to get medical services.
- Forge any documents.

WHA is committed to preventing, detecting and investigating suspected health care fraud and abuse. You can help report possible fraudulent activity by calling WHA's toll-free Fraud and Compliance Hotline at 833.310.0007 or submit a report online at lighthouse-services.com/westernhealth.



Winter 2020





2349 Gateway Oaks Drive Suite 100 Sacramento, CA 95833

916.563.2250 888.563.2250 westernhealth.com

Discover the benefits of OptumRx

NEW! Pharmacy Benefit Manager

OptumRx® now manages pharmacy care services for members with pharmacy benefits through WHA. OptumRx provides safe, easy and cost-effective ways for you to get the medication you need.

- Get 24/7 access to OptumRx pharmacists, online and mobile app prescription management, and tools to find pharmacies.
- Use OptumRx's pricing tool on the OptumRx mobile app or website to see how much your medication will cost.
- Fill your prescription at one of thousands of retail pharmacies in OptumRx's network or get the medications you take regularly delivered right to your home or work.

To learn more, visit mywha.org/Rx to access OptumRx's custom website for WHA members.





