

ADVANTAGE

Your resource for health and wellness



READY, SET, PLAY

Heart-healthy
activities for the
whole family

STROKE: WHEN TIME IS OF THE ESSENCE

BULLYING: HOW TO TALK TO YOUR KIDS

YOUR CHECKUP: KNOW THE KEY NUMBERS

advantage > you

Informed Patients



As a physician, I've found that an informed patient is the best manager of his or her health. To support that philosophy, Western Health Advantage encourages members to take advantage of classes and seminars provided by their medical group:

Hill Physicians, John Muir Health, Mercy Medical Group, Meritage Medical Network, NorthBay Healthcare, or Woodland Clinic.

There are a wide variety of classes and support groups that cover everything from wellness and prenatal care to management of certain diseases and conditions, such as diabetes. You can find a complete list of classes and support groups on our website at mywha.org/classes.

These classes are free, unless otherwise noted, and typically WHA members can easily sign up over the phone. If you need additional assistance in finding a health education program or class, please contact the phone number noted with each program description. If you have questions related to the website, please contact Member Services.

Donald B. Hufford, M.D.

Chief Medical Officer, Western Health Advantage



TIDBITS

How to make heart-healthy choices when eating out

At home, it's easy to prepare meals that promote heart health, but restaurants can pose a challenge to even the most conscientious eaters. Here are some simple tips that will help you maintain a nutritious diet when eating out.

- Stick to the basics. Skinless poultry and fish are better options than fatty red meat. Or even better, look for appealing meat-free options.
- Learn the lingo. There are certain key words that can indicate dishes high in fat and calories. Avoid foods described as fried, au gratin, crispy, scalloped, sauteed, buttered, creamed or stuffed. Instead, look for steamed, broiled, baked, grilled, poached or roasted foods.
- Make substitutions. Instead of french fries, ask your server if you can have a side salad or broth-based soup. Most restaurants will be more than happy to make changes for you.
- Don't go it alone. If the menu is truly stumping you, don't be afraid to talk to your server. He or she will likely know the healthiest options on the menu and can talk to the chef about accommodating your needs.

Source: American Heart Association

Western
Health
Advantage



ADVANTAGE MAGAZINE

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3 Questions

Lisa Angst of WHA Member Services answers your WHA-related questions



How can I make a primary care physician (PCP) change with WHA?

Log on to your MyWHA account and click on "My Doctor" under the My Tools tab on the right-hand side. Then click on "Change My Doctor." You will be brought to a Change My Doctor page; there, click on your current PCP's name. Next, you can either type the name of the

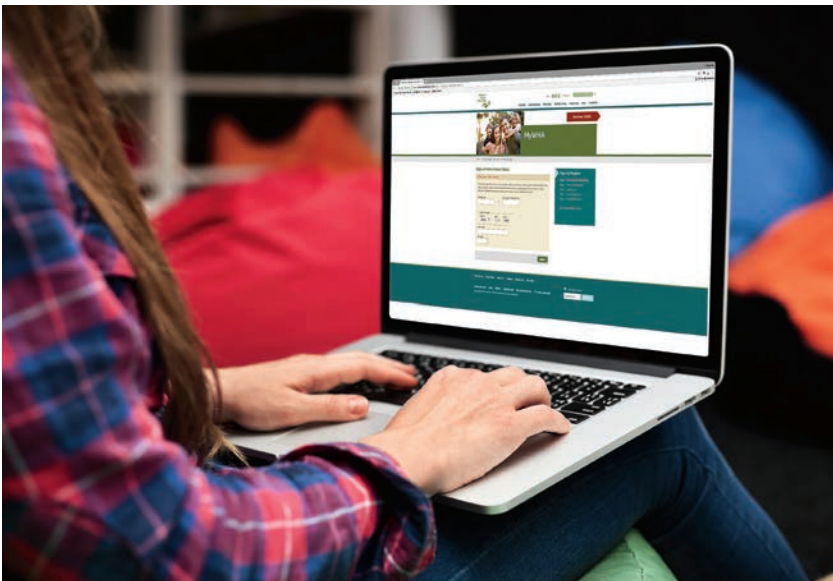
provider you would like to have, or search for a provider that fits your criteria. Once you select a new PCP, click on the provider's information and confirm the change on the next screen. PCP changes are effective the first day of the following month and an ID card will be mailed to you. You can also call our Member Services team directly at 888.563.2250 for assistance with changing a PCP.

What self-service options do I have on WHA's website?

We encourage members to sign up for a MyWHA account to help manage their policy online. Once you have signed up for a MyWHA account, you have the option, in addition to changing your PCP, of ordering replacement ID cards, viewing your eligibility information, viewing benefits, viewing WHA's service cost estimator, ordering printed materials, viewing your claims accumulator and much more! Visit westernhealth.com and sign up for access today!

Can I file an appeal or grievance online?

Yes. At WHA's website, search for "Grievance" and select "Grievance Form." Fill that out and submit it to WHA. You can also email your appeal or grievance to Appeal.Grievance@westernhealth.com.



HOT TICKET

WHA Sponsors "Pay What You Wish Sunday" at the Crocker Art Museum

On the third Sunday of each month you can visit the Crocker Art Museum in Sacramento and pay what you wish for the visit, thanks to WHA! WHA is the lead sponsor of the Crocker's "Pay What You Wish Sunday" program. General admission for an adult is usually \$10.

In 2018, the Crocker will have more than a dozen free or donation-requested days, including every third Sunday of the month, plus Noon Year's Eve, a free family festival that takes place on Dec. 31.

Museum hours are 10 a.m.–5 p.m. Tuesday through Sunday and 10 a.m.–9 p.m. Thursdays. The Crocker is closed Mondays, Thanksgiving, Christmas and New Year's Day.

Hope to see you at the museum soon!

DID YOU KNOW?

NorthBay Urgent Care in Vacaville

NorthBay Urgent Care is now operating in Solano County at the Nut Tree Plaza, adjacent to the vintage Nut Tree train and carousel. Appointments can be made by calling 707.624.7400. Always call your primary care doctor first for urgent care needs. Urgent care typically has a shorter wait and costs less than going to an emergency room for non-emergency illnesses or injuries. Check your specific plan for co-pays and deductibles.

TOOLS FOR MUSCLE RECOVERY

A gym workout or even everyday activities can leave your body feeling sore. While some people might reach for the ibuprofen, there are other ways to combat muscle pain and aid recovery.

Compression gear: Wearing tight compression clothing during a workout is not just a style statement. It can improve circulation, with research indicating a moderate effect in reducing delayed-onset muscle soreness after exercise.

Foam rollers: According to the American Council on Exercise, using a foam roller post-workout is an effective method of reducing tension and promoting recovery. Consistent use can increase mobility, reduce muscle soreness and even improve flexibility.

Heating pads: Both cold and heat can be effective recovery methods, but generally heat therapy helps exertion-related muscle pain or stiffness (ice is better to combat acute injuries and/or inflammation). A 2006 study found that the continuous application of a low-level heat wrap following vigorous exercise significantly reduced pain and post-exercise effects on the lower back compared with a cold pack.

Sources: American Council on Exercise, Archives of Physical Medicine and Rehabilitation

Expert Advice for Smart Workouts

Rubina Inamdar, M.D., and Binita Mandal, M.D., offer tips for staying active even if you have allergies

Can you exercise if you have allergies? You not only can—you should. Two top allergists with Mercy Medical Group discuss how to keep symptoms at bay while working out.

Does exercise offer any special benefits for people with allergies?

DR. MANDAL: If we're talking about allergy symptoms, exercise has been shown to reduce nasal congestion and to be a natural decongestant. Exercise also builds up lung muscle and has cardiovascular benefits as well.

How about other respiratory conditions?

DR. INAMDAR: There's also some data on exercise being helpful for anxiety and mood disorders, which can exacerbate asthma symptoms. So if you exercise, it could help moderate your asthma symptoms.

For someone with allergies, what are the best times to exercise?

DR. MANDAL: Peak pollen counts are typically early to mid-morning, so you might want to avoid exercising during those times.

DR. INAMDAR: Here in the heat, there's an extra bump in the grass pollen count right before and right after sunset, so that may be another time to avoid.

What precautions should someone with allergies take while exercising?

DR. MANDAL: If somebody is going to run, there are medications and treatments available. If you exercise outdoors and have long hair, wash your hair because pollens can stick to your hair. People who have exercise-induced asthma might need the help of a rescue inhaler beforehand.

Do you have any other advice?

DR. INAMDAR: Don't minimize symptoms. But the No. 1 thing is don't let allergies or a diagnosis of asthma hold you back.





Know Your Numbers: Understanding Your Annual Checkup

From the desk of Donald B. Hufford, M.D., chief medical officer

When you're feeling well, it might be tempting to skip your annual checkup. But whether you have symptoms or not, it's important to see your doctor for a physical every year.

An annual exam offers a valuable opportunity to discuss your overall health with your doctor. Before your appointment, write down any questions you may have as well as any new symptoms you've noticed—including sleeping problems and signs of anxiety or depression—to discuss with your doctor. Also share any conditions that your blood-related family members have recently been diagnosed with so your doctor can update your family medical history.

At your physical, your doctor will assess your risks for various conditions, check vital signs and conduct important health screenings. Some conditions don't have symptoms at the beginning stages, but screenings can help detect problems early, when they're easiest to treat. Your doctor can also suggest lifestyle changes to maintain or improve your health.

It's important to understand the key numbers that you learn at your physical. Following are the healthy ranges for some annual screenings:

- Blood pressure—less than 120/80 mm Hg
- Blood sugar—from 80 to 99 mg/dl
- Body mass index—from 18.5 to 24.9

Annual exams include several screenings recommended by the U.S. Preventive Services Task Force, a panel of national experts in evidence-based medicine. Visit uspreventiveservicestaskforce.org or mywha.org/guidelines to learn which screenings are recommended based on your gender and age. Depending on your health history and your doctor's findings, other tests may also be recommended.

Preventive care and early treatment are the best medicine. If it's been one year or more since your last physical, make an appointment with your doctor today.

Playful at

We all know that exercising does wonders for the body, mind and spirit, but many of us struggle with how to make it enjoyable, too. By adding a dose of camaraderie or friendly competition, you can transform your workouts into fun and games with family and friends. Whatever your age or stage, the activities featured here promote memorable experiences and healthy hearts for all.



Heart

ADVENTURES WITH KIDS

DISCOVER THE TREASURES OF YOUR BACKYARD—AND BEYOND

THE GREAT OUTDOORS

The Presidio of San Francisco

This former military outpost boasts 24 miles of trails, eight scenic overlooks, and public art and cultural attractions. At the visitor center, pick up a Presidio Explorer Backpack stocked with an adventure map, binoculars, magnifying glass and other tools (call ahead to reserve a backpack). Visitors may also use paper maps (available at the visitor center) or their smartphones to seek more than a dozen geocaches—hidden “treasure” boxes—stashed around the Presidio. Check the calendar for special events such as the Presidio Kite Festival (June 16).

The visitor center is open 10 a.m.–5 p.m. daily. Visit presidio.gov/visit or call 415.561.4323 for more info.

Crab Cove Visitor Center (Alameda)

During low tide, visit the crabs, shrimp and other creatures that inhabit the Crab Cove Marine Protected Area at Crown Memorial State Beach. Inside the visitor center, borrow an adventure pack with activities to help you get acquainted with the resident marine life. The visitor center hosts free weekend programs, including Family Nature Fun Hour (Sat. and Sun. at 2 p.m.); Fish Feeding Time (Sat. and Sun. at 3 p.m.); and special events, including Alameda Earth Day: Coastal Cleanup on April 21, the Sand

Castle and Sculpture Contest on June 2, and a free summer concert series (second Friday, June through August).

Open Wed.–Sun., 10 a.m.–5 p.m. March–Sept. \$5/vehicle. *For more info, visit ebparks.org/crab_cove or call 510.544.3187.*

URBAN EXCURSIONS

William Land Golf Course (Sacramento)

Book a family tee time at the nine-hole William Land Golf Course, where children 18 and under play free. If your family prefers kicking around a soccer ball, try a game of FootGolf—a hybrid of golf and soccer—on the facility’s 18-hole course.

For more info, visit williamlandgc.com or call 916.277.1207.



Napa Art Walk

Discover downtown Napa while admiring nine sculptures featured in the show “Shifting Perspective” along a 1.2-mile route. Challenge your kids to observe how the art changes when viewed from different angles and distances and identify surprising materials—including bicycle parts—featured in the sculptures. Drop by the Napa Valley Welcome Center or Napa Tourist Information Center to pick up an Art Walk brochure, featuring a map and instructions for downloading a self-guided smartphone audio tour.

For more info, visit napaartwalk.org.

Fun and Games, Closer to Home

Simple amusements for the backyard or neighborhood park:

- Fun with household items: broomstick limbo, hard-boiled egg races with tablespoons and DIY obstacle course.
- Activities with minimal equipment: catch, Frisbee, jump rope, shooting hoops and flying a kite.
- Classic playground games: Simon Says, tag and hopscotch.
- Work in the backyard or community garden.
- Go on a neighborhood scavenger hunt. Create your own adventure or visit nps.gov/articles/naturephotohunt.htm for a National Park Service nature photo scavenger hunt.

Sources: American Academy of Pediatrics, American Heart Association, Berkeley Wellness, Cleveland Clinic, Mayo Clinic, National Institutes of Health, National Park Service

Adult Athletics and Fitness Challenges

BUILD UP YOUR TEAM SPIRIT—AND YOUR FITNESS—BY JOINING A RUNNING CLUB, REC LEAGUE OR COMMUNITY GROUP

UNITED FOR GOOD

Team In Training—Greater Bay Area and Greater Sacramento

Train for an endurance challenge with the support of teammates and coaches while doing your part to help fund cancer research. In June, training begins for The San Francisco Giant Race (half-marathon, 10K and 5K run/walk on Sept. 9) and Maine Lighthouse Ride (100-, 62-, 40- and 25-mile cycling event on Sept. 8).

Register for an event for \$25 with promo code WESTERN (\$100 value). For more info, visit teamintraining.org or call 800.482.TEAM.

Habitat for Humanity East Bay/Silicon Valley

Join a team of volunteers who build affordable housing in the Bay Area. Register online for a construction project, show up, and receive same-day on-site training (no experience required).

For more info, visit habitatebsv.org. The organization also serves Greater Sacramento (habitatgreatersac.org) and Greater San Francisco (habitatgsf.org).

RUN FOR FUN

These running stores host free community runs for all ages and levels.



Fleet Feet Sports Sacramento & Davis

Run Crew meets Mondays at 6 p.m. in Davis and Tuesdays at 6 p.m. in Sacramento. Earn a T-shirt after four runs. fleetfeetsacramento.com/runcrew; 916.442.3338 (Sacramento); 530.758.6453 (Davis)

Fleet Feet Sports Menlo Park

Run Squad meets Thursdays at 6:30 p.m. On the last Thursday of the month, Pub Runs conclude with complimentary beverages in store. fleetfeetmenlopark.com/run-squad, 650.325.9432

Forward Motion (Danville)

Wednesday Night Run meets at

6:30 p.m. Log your miles to reach the 100 Mile Club and beyond. forwardmotion.com/wnr, 925.820.9966

Heart & Sole Sports (Santa Rosa)

Fun Runs on Tuesdays at 5:30 p.m. heartnsolesantarosa.com/FunRun.html, 707.545.7653

GET SPORTY

Local adult sports programs include:

Auburn Recreation District

Softball and basketball leagues; indoor pickleball classes and drop-in play. auburnrec.com

Folsom Parks & Recreation

Drop-in badminton, basketball, pickleball, soccer and volleyball. Spring and summer leagues include basketball, bocce, flag football, soccer, softball and volleyball. webtrac.folsom.ca.us, 916.461.6650

Novato Parks, Recreation & Community Services

Drop-in pickleball. Upcoming leagues include men's and women's basketball; coed and men's softball; and coed, reverse coed, men's and women's volleyball. You must register with a team. novato.org/sports

Vacaville Community Services

Drop-in basketball (18-plus and 30-plus), badminton, volleyball, boxing and cardio at Georgie Duke Sports Center. 707.449.6285

Upcoming leagues include coed spring basketball; coed and women's spring volleyball; and coed, men's, women's and senior men's (50-plus) summer softball. To register, visit cityofvacaville.com and select "RecWeb."

Stay Motivated

Join the American Heart Association's Healthy For Good movement, which encourages making lasting changes through four simple steps: Eat smart. Add color. Move more. Be well. Receive healthy living tips, recipes and more via email and connect with the Healthy For Good community on social media.

To get started, visit healthyforgood.heart.org.

ACTIVE SOCIAL TIME FOR OLDER ADULTS

Get moving at the local senior center or shopping mall

FUN FOR EVERYONE

City of Sacramento's 50+ Wellness Plan

Based at Hart Senior Center, the City of Sacramento's 50+ Wellness Program offers a variety of free and low-cost activities including:

- Fitness activities. Drop in for social pingpong; join line dancing lessons and ballroom dancing practice; and sign up for strength and balance, tai chi, chair yoga classes, and more.
- Neighborhood Walks. Join an informal morning stroll around your neighborhood park.
- Arts and Adventure in the Sierras. Reserve your cabin for Senior Summer Camp at Camp Sacramento in the Eldorado National Forest (Aug. 6–10).
- Sports for Life! Soccer Tournament. Check if free agent slots are open for the 11th annual tournament (April 28–29).
- Additional activities include bridge, Craft 'n' Chat, Singers with Hart and a poetry-writing group.

For more info, call 916.808.1593 and ask for the 50+ Wellness Program coordinator.

Additional Resources for Seniors

These senior centers also offer a variety of fitness, recreation and social activities:

- Golden Gate Park Senior Center (San Francisco)
sfrecpark.org/register, 415.666.7079
- Mastick Senior Center (Alameda)
mastickcenter.com, 510.747.7506
- Pleasanton Senior Center
pleasantonseniorcenter.org, 925.931.5365
- Veterans Memorial Senior Center (Redwood City)
redwoodcity.org/seniors, 650.780.7270

MALL WALKS

For a safe and weatherproof walk, head to your local mall. These shopping centers open early for walkers and attract a dedicated following:

Sunrise Mall (Citrus Heights)

Opens Mon.–Sat. at 8 a.m. and Sundays at 10 a.m. for the free Friends-in-Fitness Mall Walking program. Each lap is three-quarters of a mile. On Saturdays, extend your stroll through the farmers market in the parking lot behind Sears (8 a.m.–1 p.m.). Visit sunrisemallonline.com/mallwalkers or call 916.728.1916 for more info.

Solano Town Center (Fairfield)

Opens early for walkers at 7 a.m. daily. One lap—including nooks and crannies—is three-quarters of a mile. For more info, call 707.207.6120.



Access Sports and Recreation

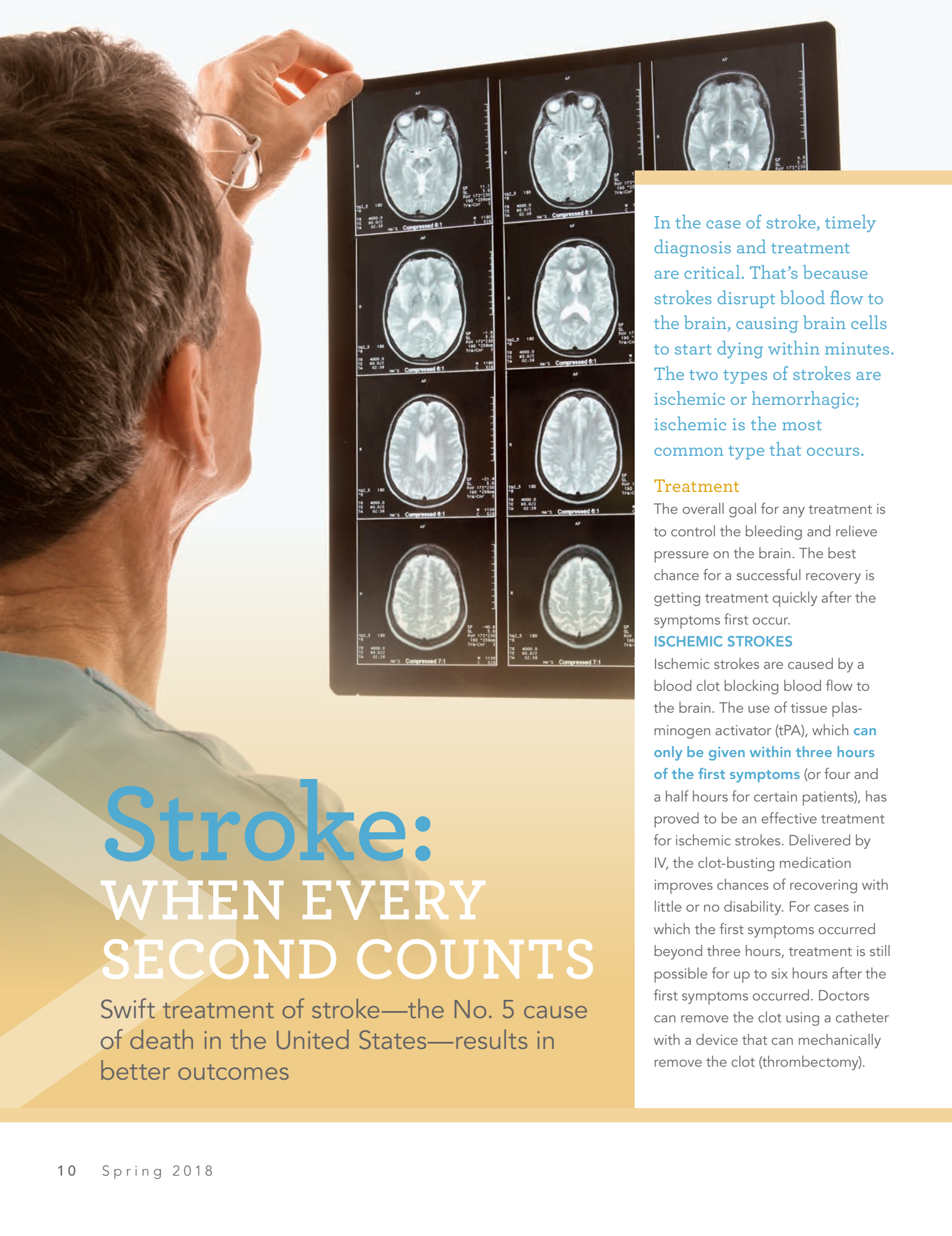
These programs for children and adults with disabilities promote inclusion, confidence and achievement.

Special Olympics Northern California

Children and adults with intellectual disabilities practice the values of sportsmanship, acceptance, inclusion and unity while training and competing in athletics programs at no cost. Spring and summer sports include track and field, swimming, tennis, bocce, and golf. To find a program near you, visit sonc.org/findprogram.

Bay Area Outreach & Recreation Program (BORP)

Berkeley-based BORP offers fitness, sports and recreation activities for children and adults with physical disabilities. Sign up for a youth or adult sports program; take a yoga or fitness class at the BORP Fitness Studio; train at the Adaptive Cycling Center in Berkeley; and go on outdoor adventures. For more info, visit borp.org or call 510.849.4663.



In the case of stroke, timely diagnosis and treatment are critical. That's because strokes disrupt blood flow to the brain, causing brain cells to start dying within minutes. The two types of strokes are ischemic or hemorrhagic; ischemic is the most common type that occurs.

Treatment

The overall goal for any treatment is to control the bleeding and relieve pressure on the brain. The best chance for a successful recovery is getting treatment quickly after the symptoms first occur.

ISCHEMIC STROKES

Ischemic strokes are caused by a blood clot blocking blood flow to the brain. The use of tissue plasminogen activator (tPA), which **can only be given within three hours of the first symptoms** (or four and a half hours for certain patients), has proved to be an effective treatment for ischemic strokes. Delivered by IV, the clot-busting medication improves chances of recovering with little or no disability. For cases in which the first symptoms occurred beyond three hours, treatment is still possible for up to six hours after the first symptoms occurred. Doctors can remove the clot using a catheter with a device that can mechanically remove the clot (thrombectomy).

Stroke: WHEN EVERY SECOND COUNTS

Swift treatment of stroke—the No. 5 cause of death in the United States—results in better outcomes

New guidelines from the American Heart Association/American Stroke Association (AHA/ASA) expand the use of tPA by:

- Including patients who have had milder strokes or recent surgery or spinal tap.
- Extending the window for a thrombectomy to up to 24 hours for some patients.

HEMORRHAGIC STROKES

Hemorrhagic strokes occur from a ruptured blood vessel in the brain. Treatment options depend on the cause of the bleeding, which can be due to high blood pressure, use of anticoagulants or head trauma, for example. Treatment includes controlling the blood pressure, stopping any medications that could increase the bleeding, giving blood clotting medications or surgical procedures performed after the hemorrhage.

Remember: A stroke of any kind is an emergency, so be sure to seek treatment as quickly as possible.

Act F.A.S.T.

To recognize a stroke and when to take action, the AHA/ASA recommends memorizing four letters—F.A.S.T.—and three numbers—9-1-1.

- Face drooping. Have the person smile. Does one side of the face sag?
- Arm weakness. Have the person raise both arms. Does one drift below the other?
- Speech difficulty. Have the person repeat a simple phrase. Is the speech

slurred or difficult to understand?

- Time to call 9-1-1. If you identify any of these symptoms—even if they go away—call 9-1-1 immediately. Be sure to note when the first signs appeared.

Also call 9-1-1 if you notice sudden:

- Numbness or weakness of face, arm or leg, particularly on one side
- Confusion or trouble speaking or understanding speech
- Vision problems
- Dizziness, loss of balance or coordination, or trouble walking
- Severe headache with no obvious cause

Calling 9-1-1 helps patients get to the hospital and start treatment sooner.

Healthy Actions for Prevention

Fortunately, up to 80 percent of strokes are preventable. While you can't control some risk factors—such as age or family history—you can lower your risk by taking the following actions:

- Controlling your blood pressure and cholesterol
- Not smoking
- Exercising for 30 minutes at moderate intensity (such as walking) at least five days a week
- Eating five or more servings of fruits and veggies daily
- Aiming for a healthy weight
- Limiting alcoholic beverages to no more than two per day for men and one per day for women
- Managing conditions, including diabetes, obstructive sleep apnea, atrial fibrillation, other heart disease and artery diseases

By taking action to reduce your stroke risk, you can also boost your heart health and overall well-being.

Sources: American Heart Association/ American Stroke Association, Centers for Disease Control and Prevention, Harvard Health Publishing, Mayo Clinic, National Institute for Neurological Disorders and Stroke, National Stroke Association

Redefining High Blood Pressure

High blood pressure (or hypertension)—the No. 1 cause of stroke—has a new, lower starting point. In November 2017, the American Heart Association declared 130/80 as the new high—down from 140/90 (normal is still less than 120/80)—meaning nearly half of American adults have hypertension.

The new guidelines reflect the fact that stroke and heart attack risk doubles when blood pressure climbs above normal to 130/80. By lowering the threshold, more patients can attempt to control their blood pressure with lifestyle changes.

Experts recommend lifestyle changes as initial treatment for elevated blood pressure as long as patients don't have cardiovascular disease or a high risk of developing it. If patients have cardiovascular disease or are at risk, medications are also recommended.

The first step to controlling your blood pressure is getting it checked. Talk to your doctor about strategies for monitoring and managing your blood pressure.

HELP YOUR CHILD HANDLE BULLYING

Bullying is unfortunately a common experience of childhood. In California, school districts are required to have anti-bullying policies. All public schools must investigate claims of bullying, and school personnel must intervene if they witness bullying. Furthermore, school officials are authorized to suspend or expel students engaged in bullying.

Signs That Your Child May Be a Victim

It can be tough for parents to know if their child is being bullied because some children, particularly teens, don't always talk about what's going on in their lives. Here are some signs that can alert parents:

- Unexplained injuries
- Lost or destroyed clothing, books,

electronics or jewelry

- Frequent complaints of illness such as headaches, stomachaches or faking illness
- Difficulty sleeping or nightmares
- Self-destructive behaviors, such as running away from home or talking about suicide

If Your Child Is Being Bullied

If you know or suspect your child is being bullied, help your child deal with his or her feelings. Then contact your child's teachers immediately. Your primary goal is getting the school's cooperation to stop the bullying. Document any cyberbullying with screenshots of posts and report it—to the school, the social media platform and the police if physical threats or potential crimes are involved.

Behavioral Health Benefits

WHA members can self-refer to see a behavioral health (BH) specialist by contacting the BH health provider for prior authorization using the phone number on the back of their ID card. Most WHA members have Magellan/HAI-CA as their BH provider and should call 800.424.1778. Members on UC 106A HMO receive BH services from Optum (888.440.8225). To learn more about BH benefits, visit mywha.org/BH.

When Talking to Your Child:

- Listen sympathetically and take the problem seriously; remind your child that it's not his or her fault and that no one deserves to be picked on.
- Advise him or her to remain calm, let the bully know of his or her disapproval and walk away.
- Talk about safe ways to act in situations that might be dangerous, such as going to a safe house or store if being chased by bullies; walking with an adult or older child; and calling the telephone number of an adult if he or she is afraid or needs help.
- Teach your child how to effectively report bullying to adults, including what is being done; who is doing it; what has been done to get the bully to quit; and what your child wants adults to do to stop the bullying.

Sources: greatschools.org, kidshealth.org, stopbullying.gov



How to Obtain After-Hours Medical Care

Health problems don't occur at our convenience. You may experience an issue late at night or on the weekend. Even though your primary care physician's (PCP) office is closed, you should still reach out for help.

URGENT CARE

If you have a non-emergency condition after clinic hours, call your PCP's office and explain your condition to the physician on call. He or she will direct your care. If you can't reach your PCP, you should go to an urgent care facility affiliated with your medical group. Please note that some medical groups require prior authorization to visit an urgent care center. You can use WHA's online provider directory to find an urgent care facility that is affiliated with your PCP's medical group.

NURSE24

Another option when you have a medical concern and are not sure what to do is to call WHA's 24/7 nurse advice line, Nurse24, at 877.793.3655. WHA's nurse advice line is staffed with experienced and highly trained California-licensed registered nurses. They will advise you on where to seek treatment. Bilingual nurses are available 24/7.



EMERGENCY CARE

If you have a medical emergency—such as a heart attack, stroke, serious injury, severe pain or a condition that is quickly worsening—call 9-1-1 or go to the closest emergency room. If you are hospitalized at a non-participating facility because of an emergency, WHA must be notified within 24 hours or as soon as possible. If you are unable to make the call, have someone else make it for you, such as a family member, friend or hospital staff member. Please note that emergency room visits are not covered for non-emergency situations.

FOLLOW-UP CARE

If you have been seen at an urgent care center or emergency room, be sure to get your follow-up care and any additional treatment from your PCP. If your health problem requires a specialist, your PCP will refer you to a participating provider. Non-emergency follow-up care received at an urgent care or emergency facility or out-of-network hospital is not covered by your health plan.

To learn more about emergency, urgent and after-hours care, visit mywha.org/er.

SPEAK ... AND YE SHALL FIND

Kelly Brothers on the power of the spoken word



What's the No. 1 fear of many Americans? Public speaking. In some surveys on fear, public speaking ranks higher than death. As Jerry Seinfeld once pointed out, that means some of the people giving a eulogy would gladly trade places with the person in the casket.

Giving a great speech requires two skills: writing or composing the speech and then executing or delivering the speech. Martin Luther King Jr. had already written a really good speech, but when he ad-libbed the phrase "I have a dream ...," the speech became immortal.

You do not have to be leading a movement or running for office to want to improve your public speaking skills. Just the ability to offer the perfect toast at a

dinner or eulogize a friend is reason enough to want to improve. Take a class, read a book, practice in front of a mirror or join Toastmasters, a group dedicated to constantly improving public speaking skills.

The seed of great confidence is preparation. Write your remarks and practice them aloud. Then distill your words into bullet points and practice again. Eventually you will have your speech down cold.

In the movie *Darkest Hour*, Winston Churchill uses the spoken word to convince his people that they must stay the course, no matter how painful, rather than agreeing to a negotiated peace with Hitler. At the end of the movie, one of Churchill's political enemies explains his success by saying, "Winston mobilized the English language." You can do the same.

Timely Access to Care

Health plans like WHA must ensure that members have timely access when seeking care. Standard wait times are shown in the chart below. Some exceptions apply. Members who have questions should contact either their provider's office or WHA's Member Services Department for assistance. For additional information, visit mywha.org/timelyaccess.

| REQUEST FOR CARE | ROUTINE | URGENT | ELAPSED TIME STANDARD |
|--|---------|--------|---------------------------------------|
| Visit for primary care | ◆ | | 10 business days |
| Prior authorization is required | | ◆ | 96 hours |
| Prior authorization is not required | | ◆ | 48 hours |
| Referral for visit to medical or behavioral health specialist | ◆ | | 15 business days |
| Prior authorization is required | | ◆ | 96 hours |
| Prior authorization is not required | | ◆ | 48 hours |
| Visit with non-physician behavioral health provider | ◆ | | 10 business days |
| Ancillary services (such as lab tests and X-rays) for diagnosis or treatment of injury, illness or other health condition | ◆ | | 15 business days |
| Telephone triage and screening services with a health professional (access WHA's Nurse24 advice line 24/7 online or at 877.793.3655) | ◆ | ◆ | Waiting time cannot exceed 30 minutes |
| Speaking with a WHA Member Services representative by phone during normal business hours | ◆ | ◆ | Waiting time cannot exceed 10 minutes |



White Bean and Avocado Wrap

This simple recipe makes for a tasty and heart-healthy lunch.

INGREDIENTS

| | |
|---|--|
| 3 tablespoons vinegar | ½ cup cherry tomatoes, quartered |
| 1½ teaspoons extra-virgin olive oil | 2 tablespoons cilantro, chopped |
| 1 teaspoon honey | 15 ounces canned, reduced-sodium white beans, drained and rinsed |
| ⅛ teaspoon pepper | 1 avocado |
| 1 carrot, shredded | 4 whole-wheat tortillas |
| 2 cups green or purple cabbage, washed and shredded | |

DIRECTIONS

In a medium-size bowl, whisk together the vinegar, olive oil, honey and pepper to create the dressing. Add the carrot, cabbage, cherry tomatoes and 1 tablespoon of the cilantro to the bowl. Toss gently to coat the vegetables with the dressing. Set aside and allow to marinate for 15 minutes.

In a small bowl, combine the white beans and avocado. Mash with the back of a fork and mix until thoroughly blended and spreadable. Place four tortillas on a flat surface. In the center of each tortilla, place 2 heaping tablespoons of the mixture. Using a knife or spatula, spread the mixture out until it is 2 inches away from the edges of the wrap.

Stir the cabbage mixture again, and place 2 heaping tablespoons on top of the bean/avocado mixture. Add cilantro as a garnish on top, if desired.

Begin folding the two sides inward. Hold with your fingers and lift the bottom portion of the wrap up with your thumbs to create an envelope. Once the bottom of the wrap is touching the two sides, begin rolling the wrap until it's completely closed. Place on a flat surface with the smooth side up.

Source: American Heart Association



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