

SimplyWell

Wellness tips and encouragement from Hally® health.

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Benefits and coverage may vary from plan to plan. Please review your plan documents or call the number on the back of your health plan ID card for specifics.

Hally Health

A New Year's Resolution for Your Family's Health



It's hard to believe, but 2023 is just around the corner. This New Year's, make a resolution to focus your family on eating healthy and nutritious meals and snacks. Here are some great tips, from the Academy of Nutrition and Dietetics.

- Do you have kids or grandkids? Lead by example and model healthy eating habits.
- Provide support and encouragement for picking nutritious choices.
- With kids and teens, remember to focus on health and wellness – not on weight.
- When cooking, get the whole family involved! Check out hally.com/category/food-cooking for healthy, kid-friendly recipes everyone can make together.
- Shop together too – take the family to the grocery store, and let everyone pick their favorite healthy foods!
- Mix it up. Throughout the day and week, eat a wide variety of nutrient-rich foods. “Healthy” doesn’t have to be boring – or the same thing every day!
- Each day, start the family off right with a healthful breakfast. One yummy option? Try oatmeal mixed with fruit, nuts and low-fat milk (or yogurt).
- Kids or grandkids at school? Encourage them to pick healthy, balanced options – or pack a brown-bag lunch together!
- Gather everyone to eat dinner together as often as possible.
- Encourage everyone to portion their plates half-full of fruits and veggies, a quarter-full of grains and a quarter-full of healthy protein, along with a serving of low-fat or fat-free dairy (or a calcium-fortified alternative).
- If you want expert help and guidance on food choices, reach out to a registered dietitian nutritionist. They can help set goals – and find options – perfect for your one-of-a-kind family.
- If this all seems overwhelming, start small. Pick easy goals at first – like adding fruits and veggies to your meals – and build more (and bigger) goals over time.
- Finally, stay positive! There’s no single blueprint for the “perfect” set of meals or foods. The key thing is simply trying your best to have your family eat healthy, nutritious food as much as possible.

Discover a wealth of resources – for healthy eating and [much more](#).

At Hally® health, we treat all our members and plan participants as true partners in health and wellness. That means you can count on us to help you and your family improve your overall well-being. We’ve created hally.com as a one-of-a-kind site for you to get resources, tips, tools and more for the health of both body and mind. Check it out today – and often – for the latest resources for the entire family, and make 2023 a year of renewed wellness!

Four Key Questions to Ask Before Leaving the Hospital

Being discharged from the hospital can be overwhelming. Make sure you and your loved ones have clear answers to these four questions before you head home.

1. Why was I here in the first place?

Knowing what brought you to the hospital can help you avoid coming back again for the same issue. Ask if there are preventive steps you can take to stay healthy, or signs and symptoms to look out for – and act on – early before issues might worsen. Have your loved ones listen too, and ask how they can help provide support.

2. Do I need extra care after I leave?

Your first few weeks at home might be difficult – but knowing your needs can help you properly plan for them. Ask your hospital care team questions such as:

- Can I use the bathroom on my own?
- Will I be able to dress myself?
- Can I eat normally – or are there restrictions or things I should avoid?
- Do I have any new equipment or devices I need to learn how to use?

3. Am I taking any new medicine?

Ask if you've been prescribed any new medications, and make sure your care team tells you (for each new drug):

- What the medicine is for and how it works.
- Exactly how and when to take it.
- Any possible side effects.
- How (and where) to pick up your supply.

4. What about follow-up appointments?

Ask when – and where – your next appointment is, and what you'll need to do to prepare for it. Get the contact information for the location of the follow-up appointment, and also ask for the names and numbers of the doctors who treated you at the hospital. Get two copies of your discharge paperwork – one to keep in your records, and one to bring with you to your follow-up appointment.

We can help.

Most of our health plans offer individual support to help you transition home, at no extra cost to you. Our Care Transitions Intervention (CTI) team can go over your discharge paperwork with you, review your medications (and get you help from a pharmacist, if needed), help you plan your next steps and more. Call the number on the back of your health plan ID card to connect with the CTI team before you leave the hospital. The team might also call you, if you haven't reached out, once you're settled in at home.



Doctor's Orders

Prevent flu this winter.

The flu – it might be common, but it can cause very serious illness. Protect yourself and others this winter – here's what to know and do, according to the Centers for Disease Control and Prevention (CDC).

Get the flu vaccine.

- You need the flu vaccine every year. According to the CDC, this is the most important step you can take to protect against the flu.
- Each year's flu vaccines are designed to protect against the specific flu viruses that'll be most common that particular year. That's why you need one again even if you got yours last year.
- The CDC recommends that everyone six months and older should get a yearly flu vaccine, with only rare exceptions.
- If you're at higher risk of getting seriously sick from the flu, the vaccine is especially important. Those at higher risk of serious sickness include young children, those 65 and older, pregnant people, and those with certain chronic health conditions like asthma, diabetes, heart disease and lung disease.
- Vaccination not only helps protect you – it also helps you not spread the flu to others. So if someone in your life is at higher risk for serious sickness – or if you work in healthcare, a long-term care facility for older adults, a daycare or school, or a similar setting – it's key you get your shot to protect those you see often.
- Infants younger than six months are at higher risk of serious sickness from the flu – but since they're too young to get the vaccine themselves, their caregivers need to get the shot.

Take everyday steps to help prevent flu's spread.

- Wash your hands often.
- Cover your nose and mouth with a tissue when you cough or sneeze.
- Avoid close contact with people who are sick. If you're sick, limit your contact with others.
- Clean and disinfect any surfaces and objects that may be contaminated with flu viruses.
- Avoid touching your eyes, nose and mouth.

If you get the flu, your doctor might prescribe antiviral drugs. These can help treat your illness, make your symptoms milder and shorten the time you feel sick. For those at higher risk of serious illness from the flu, these antiviral drugs can mean the difference between mild vs. serious sickness, and perhaps even prevent hospitalization. You always need a doctor's prescription for these medications, since they're not available over the counter. And an important note: antibiotics do not help against the flu.

If you have any questions whatsoever – about the flu, prevention, treatment or anything else that comes to mind – always reach out to your doctor. They'll have the expert knowledge and answers you need. This winter, vow to take action against the flu. Stay in the know, get your yearly shot, and help keep you and your loved ones safe and protected.

For information on coverage and costs (if applicable) for the flu vaccine, please see your health plan documents or call the number on the back of your health plan ID card.



Right Care, Right Place

Know where to go for care.

When you need a healthcare service, where should you go? Should you call your primary care provider? Visit the hospital or urgent care clinic? It all depends, based on what your illness, injury or need is; how severe it is; how soon you need care; your location; and more. Use this guide to help – and cut it out and put it on your fridge for easy reference.



Where to Go	When to Go	Typical Costs	Appointment Needed?
Primary Care Provider (PCP)	Non-emergency care. Physicals and wellness checks, vaccines, routine care and illness. Available in person and (often) by phone/video.	\$-\$\$	Yes. Available during usual business hours. Same-day often available.
Virtual Visits*	Non-emergency care. Illness, injury, behavioral health and more. Available from home or anywhere, by phone or video through hally.com.*	\$ Free with some plans.	No. Available 24/7, 365. Wait Time: ~15 mins.
Urgent Care Clinic	Non-emergency care. Illnesses and injuries that need care right away. Available in person.	\$-\$\$	No. Available for extended hours. Often open seven days a week.
Emergency Department	Emergency care. Immediate treatment for serious or life-threatening illnesses, injuries and issues.	\$\$\$\$	No. Available 24/7, 365. Potentially longer wait times.

For coverage information – or if you have any questions – call the number on the back of your health plan ID card. **And remember, always call 911 right away if you have a life-threatening medical or mental health emergency.**

Have you tried out virtual visits?*

Getting expert, trusted help for your physical, emotional and behavioral health needs has never been easier. Many plans offer **virtual visits**, which let you connect with board certified doctors and psychiatrists, as well as licensed therapists, by phone or secure video 24 hours a day, 365 days a year – all through your phone, tablet or computer.

Physical Health Needs – Get help for your allergies, insect bites, rashes, cold and flu

symptoms, ear problems, pink eye, nausea, vomiting, diarrhea and many other common conditions.

Emotional and Behavioral Health Needs – Get help for anxiety, stress, depression, grief, PTSD, trauma, bipolar disorder, addictions and substance issues, and more.

Easily set up a virtual visit online from hally.com.^{*} Simply log in and get started today.

**Virtual visits aren't available on all plans. Also, some plans feature virtual visits through a source other than hally.com. To see if virtual visits are available on your plan (and to see if they're offered through hally.com), please see your health plan documents or call the number on the back of your health plan ID card.*

For more information about virtual visits, or help getting started, call the number on the back of your health plan ID card.

Virtual care isn't meant to treat all medical conditions – please remember to always visit the emergency department or call 911 for emergencies.

You'll need to have an online member account (for your health plan) before you're able to access virtual visits. If you haven't already created an account, visit login.hally.com.

For more specific details and information about coverage and costs for our virtual offerings, please see your health plan documents or call the number on the back of your health plan ID card.



Cut here!

Announcing Our New and Improved Member Account and Mobile App



We're excited to announce that we're launching a brand-new Hally® member account – along with a new and improved mobile app – in February 2023. Your member experience is about to get even better!

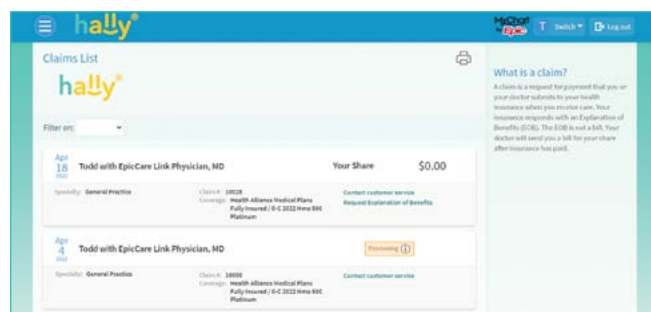
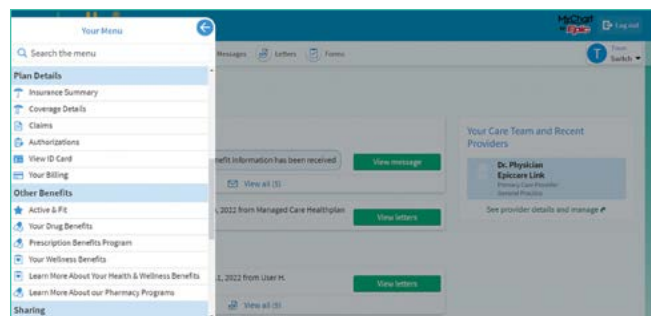
Why are we launching a new member account and member mobile app?

- It'll help us **give you a better member experience**. There'll be a new look, enhanced speed and download times, and much more!
- It'll help us **work more closely with your doctors, hospitals and clinics – resulting in better service and streamlined care for you.**
- It'll give you **more seamless and direct access to all your healthcare needs within one single app**. If your doctors or hospitals are already using MyChart, you can have easy access to both your medical records and your health plan data, all within a single app.
- Just as you do now on the current Hally app and on hally.com, **you'll get the same secure, instant access to your health plan's coverage, plan materials, directories and payment options – and to your claims, authorizations and Explanations of Benefits.**

- It'll also **keep you seamlessly connected to all the Hally health resources, programs, perks and offerings you've come to know and love!**

What's the timeline?

- Launching in **February 2023**.
- We'll keep sharing more about the new member account and mobile app – and how they'll make your experience much smoother – as February approaches.



A close-up photograph of a white ceramic bowl filled with numerous golden-brown, fried meatballs. A single sprig of fresh green rosemary is placed on top of the meatballs as a garnish. The background is softly blurred, showing hints of other dishes.

hally®

Let's cook
something
delish!

BBQ Meatballs

Ingredients

- Nonstick cooking spray
- 20 oz lean ground turkey
- 1 egg
- ½ cup old fashioned rolled oats
- 1 clove garlic (minced or grated)
- 1 Tbsp Dijon mustard
- 1 tsp hot sauce
- 1 tsp steak seasoning (salt-free)
- ½ tsp black pepper

Sauce

- ¼ cup barbecue sauce (reduced-sugar)
- ¼ cup whole berry cranberry sauce
- ¼ cup low sodium chicken broth (fat-free, low-sodium)
- 1 Tbsp hot sauce (optional)

Serving Size: 5 meatballs
5 servings

Directions

1. Preheat the oven to 400 degrees F. Coat a baking sheet with cooking spray. Set aside.
2. In a large bowl, mix together the turkey, egg, oats, garlic, mustard, hot sauce, steak seasoning and black pepper. Mix well.
3. Scoop meatballs the size of a heaping tablespoon on to the baking sheet, setting them side by side so they are touching, to make 25 meatballs. Spray the tops of the meatballs with cooking spray and bake for 20 minutes or until the internal temperature is 165 degrees F.
4. While the meatballs are baking, whisk together the BBQ sauce, cranberry sauce, chicken broth and hot sauce (optional). Bring to a boil. Reduce heat and simmer until thickened.
5. When the meatballs are done, toss them in the BBQ sauce to coat.

Find more delicious recipes at hally.com/category/food-cooking. Yum!

Nutrition facts: Calories: 270, Total fat: 10 g, Saturated fat: 3 g, Cholesterol: 125 mg, Sodium: 330 mg, Total Carbohydrate: 15 g, Fiber: 1 g, Total Sugars: 6 g, Protein: 25 g.

Source: <https://www.diabetesfoodhub.org/recipes/bbq-meatballs.html>

Photo may include foods and ingredients that aren't a part of this recipe or included in the nutrition analysis.

Diabetes 101

Your Care Schedule

Managing diabetes can be complicated – there's quite a lot to remember and do. We're here to help. Use this care schedule from the CDC to stay on track with your self-checks, exams and appointments all year long.

CARE SCHEDULE

Every Day

- **Blood Sugar:** Check up to several times daily as directed by your doctor. Keep a record of your numbers so you can share them with your care team.
- **Foot Check:** Use a mirror – or the help of a loved one – to see the bottom of your feet. Call your doctor immediately if you have any cuts, sores, blisters, calluses, corns, redness, swelling, or changes to the skin or nails.
- **Medicines:** Take your meds – and the correct amount – even when you feel good.
- **Eat healthy and get your daily exercise.**

Every Three Months

- **A1C Test:** Get this important test every three months if your treatment has changed or if you're having trouble meeting your blood sugar goals.
- **Doctor Visit:** See your doctor every three months if you're struggling to meet your treatment goals. They'll review your self-care plan and medicines, and check your blood pressure and weight. Ask to have your feet checked too if you've ever had diabetes-related foot issues.

Every Six Months

- **A1C Test:** Get this test every six months if you're meeting your treatment and blood sugar goals.
- **Doctor Visit:** See your doctor every six months if you're meeting your treatment goals. They'll check your blood pressure and weight, and review your self-care plan and medicines. Also ask to have your feet checked if you've ever had issues.
- **Dental Exam:** Get your teeth and gums cleaned – and let your dentist know you have diabetes.

Every Year

- **Kidney Tests.**
- **Cholesterol Test.**
- **Dilated Eye Exam:** If you have diabetes-related eye issues, you might need exams more often.
- **Complete Foot Check:** You may need this more often if you've ever had diabetes-related foot issues.
- **Hearing Check.**
- **Flu Shot.**



Only Once

- **Pneumonia Shot:** Ask your doctor for more information on timing and how many doses you'll need.
- **Hepatitis B Shot:** If you're 60 or younger, make sure you've had your shot. Over 60? Ask your doctor what's best.

Finally, always make sure to call your doctor immediately if you notice new health issues or symptoms, or if existing issues or symptoms worsen. Your doctor is always there to help you – not just during routine visits and exams.

For information on coverage and costs (if applicable) for specific exams, tests, vaccines and healthcare appointments, please see your health plan documents or call the number on the back of your health plan ID card.

Health Coaches and Care Coordinators – Your Partners in Health



As your trusted health plan partner, we work with you as a true ally to help you improve your overall health and wellness. And we know there's nothing quite like personal, one-on-one help made to fit your exact needs. That's why we're so proud of our health coaching and care coordination programs. Read on to discover more about these great programs, which we offer at no extra cost to you!

Health Coaching

Our health coaches are your wellness champions. Your coach will work with you to create goals for a healthier lifestyle, and they'll keep you motivated to reach them. They can help with nutrition, fitness, weight management and much more. Your coach will remind you about the vaccines, tests and preventive screenings you need based on your age and health, and they'll make sure you're getting the most out of your health plan's benefits, programs and perks. Put simply, your coach will be a planner, manager and cheerleader for your well-being, all rolled into one!

Care Coordination

If you're dealing with a more serious illness or have multiple health conditions, our care coordinators can help. Like health coaches, they'll work with you one-on-one to achieve specific goals. They'll also help you understand and manage illnesses, therapy and recovery – and make sure you get the right care at the right time. Your coordinator will work closely with your doctors and nurses on what's best for your specific health needs. They'll find answers to your medication questions and can discover ways to use your health plan to save you money. Like our coaches, they'll check in with you regularly and be a go-to person whenever you need questions answered. Your coordinator will be at your side with the knowledge, resources and encouragement you need as you manage your conditions.



Get started today.

Staying healthy isn't always easy – but you don't have to do it alone. Our one-on-one, personalized help is a built-in part of your health plan, free and simply waiting for you to use. To sign up for health coaching or care coordination – or to get more information – call the number on the back of your health plan ID card. We look forward to being your partner on your journey to improved health and wellness.

Health coaching and care coordination are not a replacement for your doctors, nurses or other healthcare providers. Our coaches and coordinators provide expertise, resources and support during your health journey.

Visit hally.com/care to find short videos and more information about our health coaching and care coordination programs!

Pharmacy Corner

What to Know About Statins

Statins are medicines that help fight high cholesterol. Here's some key information to know about these important drugs.

The Basics

High cholesterol can increase your risk of heart disease and cause heart attacks and strokes. Statins can help lower cholesterol – and therefore are a tool in preventing heart attacks, strokes and more. How do these drugs work? Basically, most of the cholesterol in your blood is made by your liver. Statins reduce the amount of cholesterol your liver makes and also help this organ remove cholesterol that's already in your blood.

Should you consider taking statins?

Ask your doctor if they think statins might be right for you if you:

- Have a history of cardiovascular disease.
- Are at risk of developing cardiovascular disease.
- Have an LDL-cholesterol level greater than 190 mg/dL.
- Are age 40 – 75 and have diabetes.

Statins can be especially beneficial for adults with diabetes. Why? According to the American Diabetes Association, cardiovascular disease is the leading cause of death in people with diabetes. Statins can help fight this.

Common Side Effects

Some people do experience side effects from statins. According to Mayo Clinic, these can include headaches, nausea, muscle and joint aches, and – rarely – more serious issues. Some side effects go away once your body adjusts to the medicine. Pregnant people and those with liver disease shouldn't take these drugs.



Talk to Your Doctor

Like with all medications, there are pros and cons. Talking with your doctor is key before deciding whether to start statins. Ask them about:

- Your individual risk for cardiovascular disease, heart attack and stroke.
- Weighing the benefits of statins vs. the possible side effects.
- What to do if you start taking the drugs and begin to feel side effects.
- Other options – vs. the standard statin treatment – that could help you lower your cholesterol and lessen your risk of cardiovascular disease. Sometimes different statins (there are multiple types), different doses or different dosing techniques (like alternate-day dosing) work better for certain people or help against side effects. And there are other medications – and even lifestyle changes – that can help lower cholesterol too.

If you do start taking statins, make sure you take them as often as your doctor prescribes. You'll need to keep taking them long term. Too many people stop using their statins when they see their cholesterol levels improve – but you need to keep taking them so your cholesterol levels stay at these lower numbers. Never stop using the medicine without talking to your doctor.

If you have any other questions, ask your doctor. Statins can be a lifesaving tool against high cholesterol and heart disease.

Medication Home Delivery

We've partnered with OptumRx® to offer home delivery anywhere in the U.S.*

- Potentially pay less for your medication when you get a three-month supply through OptumRx. See your plan benefits for details.
- Get free standard shipping on medications delivered straight to your door.
- Request a signature confirmation for delivery or have your medications sent to one of 30,000 secure FedEx or UPS locations across the nation.
- Request a free Detera® bag to dispose of your unwanted medications (and to help prevent misuse).

Three Easy Ways to Sign Up

e-Prescribe

Your doctor must send an electronic prescription to OptumRx.

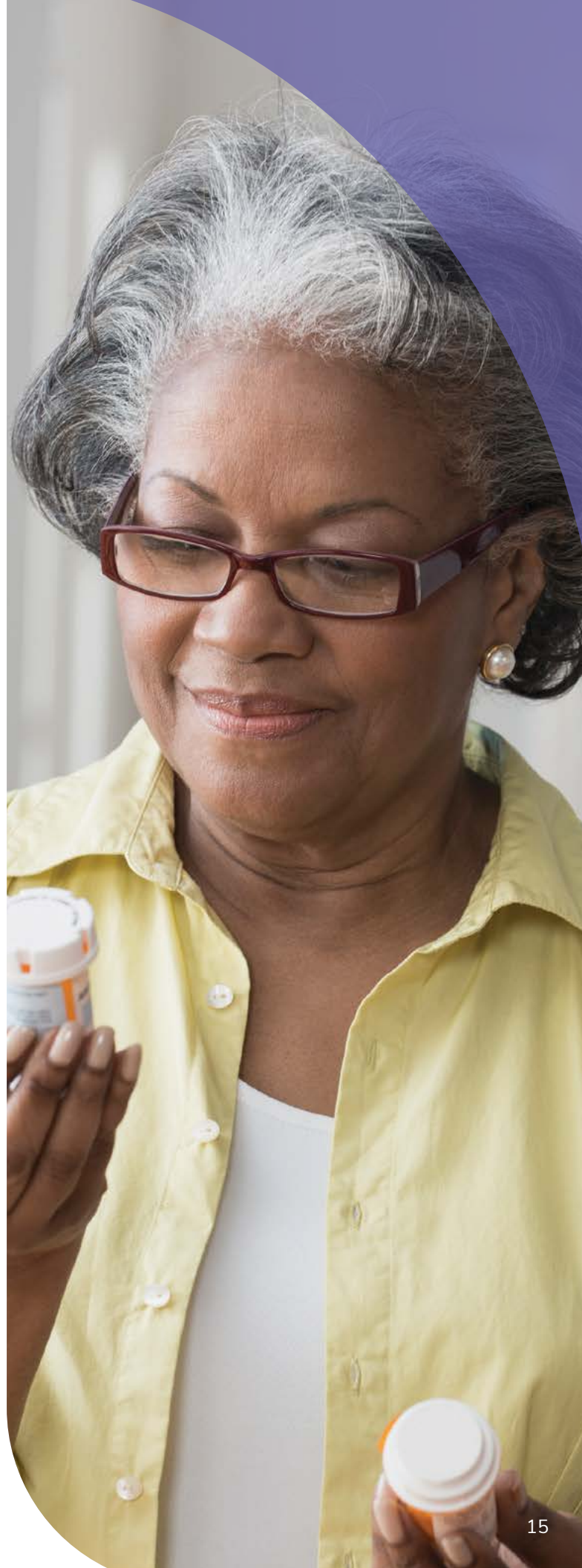
Online

Visit OptumRx.com or use the OptumRx app.

Phone

Call the OptumRx toll-free number on the back of your health plan ID card.

*Not all groups have access to OptumRx. Call the number on the back of your health plan ID card to verify.



Quick Facts About COPD

Millions of Americans live with COPD. Here's what you need to know about this common disease, according to the CDC.

The Basics

COPD stands for chronic obstructive pulmonary disease, and it actually refers to a group of different diseases that cause airflow blockage and breathing problems. COPD includes emphysema and chronic bronchitis. Some common symptoms are:

- Frequent coughing or wheezing.
- Excess phlegm, mucus or sputum.
- Shortness of breath.
- Difficulty taking deep breaths.

Risk Factors

Over 15 million Americans have been diagnosed with COPD – and many more likely have it. Some of the things that put you at greater risk for the disease include:

- Smoking.
- History of asthma.
- Long-term exposure to dust, fumes, chemicals, secondhand smoke and other air pollutants.
- Genetic factors.

How is it diagnosed?

If you're experiencing any of the listed symptoms, a simple test can determine if you have COPD. It's called spirometry, and it tests how well your lungs are working – by measuring how much air you breathe out and how fast you can blow it outward. You can ask your doctor to set up this test for you.

Treatment

Unfortunately, there's no cure for COPD – but there are proven treatments that can help you manage your symptoms and improve

your quality of life. There are multiple options – and the best type of treatment is different for everyone – so you'll need to talk with your doctor and see what they recommend. The most common treatments include:

- Medication (such as inhalers) to help with coughing and wheezing.
- Pulmonary rehabilitation – a personalized treatment program that teaches you COPD management strategies to improve your quality of life.
- Physical activity training.
- Oxygen treatment.



If you smoke, quitting is key. So is avoiding secondhand smoke and other air pollutants. You should also take extra steps to avoid lung infections (like pneumonia and the flu), which can cause serious problems for people with COPD.

Most importantly, talk with your doctor about what's best for you and your health. Together you'll come up with a plan to help you manage your COPD, breathe better and have the best possible quality of life.

Survey Says: You make us better.

As your dedicated health plan partner, we're very proud of the services, programs and support we give you. We hope you've noticed all we've done lately to help you get care and live your healthiest lives. But if there's one thing we know, it's that there are always opportunities to grow. Our goal is to constantly improve how we serve and support you and your family. And in this effort, your voice is key. We listen to your opinions and concerns – and act on them.



One way we do this is through surveys. Every year, the federal government sends two different surveys to a random sample of our Medicare members: the Consumer Assessment of Healthcare Providers and Systems® (CAHPS) survey and the Health Outcomes Survey (HOS). These track the quality of the care and coverage you receive. Your answers help determine the rating we get from the government and – more importantly – tell us areas we can improve upon.

Not everyone gets a survey. But if you do, we hope you take the time to answer honestly about what you like, what's working, what you might not like and what we can do better. We value your opinions and advice.

Here are some helpful tips if you're asked to fill out a survey:

- Some of the questions might be confusing. Or they might ask you to remember certain events, services or care from the past 12 months. Just answer the best you can – don't leave any questions blank.
- Once you finish the survey, use the postmarked envelope to mail it back. If you don't return the HOS, someone (not from your health plan) will call to offer help.
- If you have any questions, you can call the number listed on the survey.

	CAHPS SURVEY	HOS
PURPOSE	Used to report satisfaction with your health plan, your doctor(s) and the services you receive.	Used to report your health status and your plan's ability to keep you healthy, through its programs and quality of care.
EXAMPLE QUESTIONS	<ul style="list-style-type: none">• How easy was it to get after-hours care?• Does your health plan treat you with courtesy and respect?	<ul style="list-style-type: none">• Do you have serious difficulty walking or climbing stairs?• In the past seven days, how would you rate your pain (on average)?

Thanks in advance for your help. We value your voice, and we treasure our continued partnership.



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3310 Fields South Dr.
Champaign, IL 61822

HEALTH AND WELLNESS OR
PREVENTION INFORMATION

Want to Make a Difference?

We are looking for members who are comfortable sharing their perspectives and feedback on how we, as a health plan, can improve for the greater good of our plan participants. If you are interested in learning more, please email Gregg.Mottola@healthalliance.org. Meetings are typically held on a quarterly basis, so you would be asked to share your perspective three to four times a year. As always, our goal is to represent our plan participant's diverse geographic, cultural and medical backgrounds.

Benefits and coverage may vary from plan to plan. Please review your plan documents or call the number on the back of your health plan ID card for specifics.