

SimplyWell

Wellness tips and encouragement from Hally® health.

WHAT'S INSIDE

Hally health: Power your health with protein. - 2

Steady As You Go: Tips to Prevent Falls - 7

Pharmacy Corner: Important Update on Continuous Blood Glucose Monitors - 14

And much more.

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hally.com

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

Healthy health

Power your health with protein.

A healthy, balanced diet depends on many things. One of them is getting the right amount – and right kinds – of protein foods. Here's the key info you need to power forward your health, from the experts at the U.S. Department of Agriculture.



The Basics

What foods are part of the “protein food group?” It’s not just the usual meat and eggs that often come to mind. Protein foods include all of these:

- Seafood, meat, poultry and eggs.
- Beans, lentils and peas.
- Nuts, seeds and soy products.

Proteins are key to your health for many reasons. They’re the building blocks for your bones, muscles, skin and blood. And they provide calories for energy and important nutrients like B vitamins, iron, magnesium, zinc and more.

Protein Pro Tips

Ask your doctor for advice specific to your health, but in general:

- Eat a variety of protein foods. This will help you get the range of different nutrients your body needs.

- Pick lean or low-fat meat and poultry options. Think skinless chicken and turkey breasts, pork loin, and 93%-lean ground beef.
- For seafood, choose fish higher in healthy fats (called omega-3s) and lower in methylmercury. Salmon, trout and anchovies are great options. Yum!
- Instead of picking animal-based proteins every time, eat lots of beans, peas, lentils, nuts and seeds.
- Check for salt. No matter what type of protein food you choose, go for versions with lower sodium.

How much?

Finally, you might be wondering how much protein is “enough.” It depends on your age, sex, height and weight, and the amount of physical activity you get. It can also change if you’re pregnant or breastfeeding.

To find the right amount for you, ask your doctor and use this helpful tool: [MyPlate.gov/MyPlate-Plan](https://www.myplate.gov/myplate-plan). And for more general guidance, use this table.

Daily Protein Recommendations by Age*

Toddlers 12-23 Months	2 oz-equivalents	Women 19-30 Years	5 to 6.5 oz-equivalents
Children 2-3 Years	2 to 4 oz-equivalents	Women 31-59 Years	5 to 6 oz-equivalents
Children 4-8 Years	3 to 5.5 oz-equivalents	Women 60+ Years	5 to 6 oz-equivalents
Girls 9-13 Years	4 to 6 oz-equivalents	Men 19-30 Years	6.5 to 7 oz-equivalents
Girls 14-18 Years	5 to 6.5 oz-equivalents	Men 31-59 Years	6 to 7 oz-equivalents
Boys 9-13 Years	5 to 6.5 oz-equivalents	Men 60+ Years	5.5 to 6.5 oz-equivalents
Boys 14-18 Years	5.5 to 7 oz-equivalents		

*Daily recommendations are given in “oz-equivalents.” For example, 1 oz of pork counts as 1 oz-equivalent, but so does one egg, 1 tbsp of peanut butter, etc. For a list of what counts as 1 oz-equivalent, visit [MyPlate.gov/Eat-Healthy/Protein-Foods](https://www.myplate.gov/Eat-Healthy/Protein-Foods).

Diabetes 101

What to Know About Vision Loss

Did you know that diabetes can damage your eyes, causing vision loss and even blindness? Here's what you need to know, from the Centers for Disease Control and Prevention (CDC).

Common Diseases and Problems

Diabetes can cause serious eye diseases and issues, including diabetic retinopathy, macular edema (often occurring alongside diabetic retinopathy), glaucoma and cataracts. All of these can lead to vision loss.

Diabetic retinopathy is the number-one cause of blindness in working-age adults. It occurs when high levels of blood sugar damage the blood vessels in your retina (a layer of cells in the back of your eye).

Anyone with any type of diabetes is at risk of getting diabetic retinopathy – and the longer you've had diabetes, the more likely you are to get it. High blood sugar, blood pressure and cholesterol levels – as well as smoking – can also increase your risk.

Stages of Diabetic Retinopathy

There are two main stages of diabetic retinopathy.

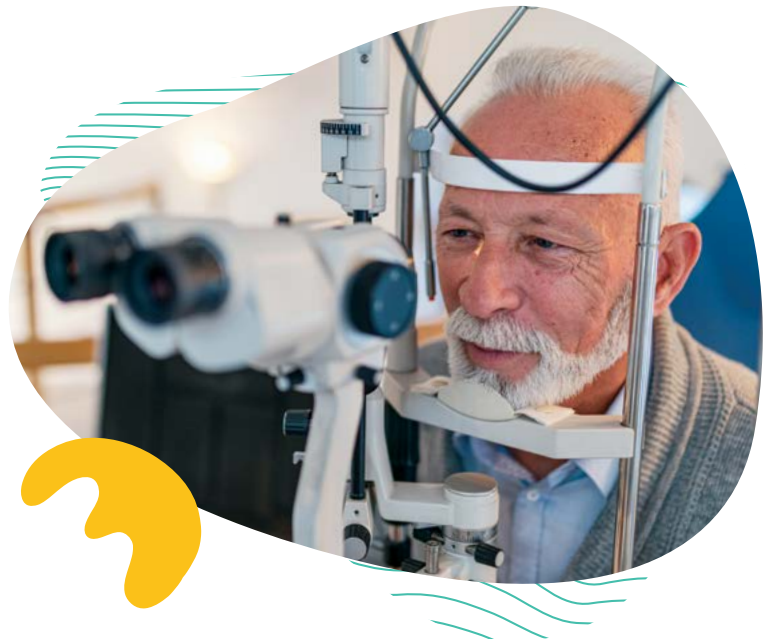
- **Early Stage (Nonproliferative):** In the retina, your blood vessel walls weaken and bulge, creating small pouches. These pouches – which are too small for you to see, but which your doctor can detect – may start leaking blood and other fluids, causing a part of your retina called the macula to swell. This swelling, known as macular edema, distorts your eyesight and can cause blindness.
- **Advanced Stage (Proliferative):** Your retina starts growing new blood vessels, which are fragile and bleed into your eye. With only minor bleeding, you might see just a few dark spots floating in your vision. But if the vessels bleed a lot, your eyesight might be completely blocked. Symptoms in the advanced stage can include blurry vision; seeing dark spots or shapes (floaters); empty or dark areas in your vision; trouble seeing colors; and full vision loss.

Protect your eyes.

There's good news – you can take action to help prevent vision problems or catch them early.

The most important step you should take, every year, is getting your annual diabetic eye exam.

Many of these eye diseases have no warning signs, so an exam's the best (and often only) way to catch them in their beginning stages. Finding and treating these issues early is key. Finally, **managing your diabetes and keeping it under control can help prevent eye problems or keep them from getting worse.** Ask your doctor for more helpful tips too, and take action today to protect your vision. You got this.



Did you know?

Your diabetic eye exam could be a covered benefit of your health plan, as long as your eye doctor codes your diabetic retinal (eye) exam visit with a medical diagnosis. For more information – and for information on coverage and costs (if applicable) for specific exams and healthcare appointments – please see your health plan materials or call the number on the back of your health plan ID card.



Doctor's Orders

Lower your risk for high blood pressure.

High blood pressure can be very harmful to your health. Here are key tips from the CDC to help lower your risk.

Lifestyle and Behaviors

You have the power to significantly decrease your risk of getting high blood pressure. Take these steps, and ask your doctor for even more advice.

- **Eat a healthier diet.** Limit how much salt (sodium) you have. Always check food labels at the grocery store and nutrition information at restaurants for salt amounts, and eat fewer processed foods. And make sure you get enough potassium – eat bananas, beans, yogurts and potatoes to get this important mineral.
- **Get moving.** Regular exercise helps your heart and blood vessels stay healthy and helps you maintain a healthy weight – both of which can help lower your blood pressure.



- **Take other actions, too, to stay at a healthy weight.** Ask your doctor for tips and resources. If you're overweight, your heart has to work harder to pump blood around your body, which adds stress to your heart and blood vessels.
- **Drink less – or no – alcohol.** Too much alcohol can raise your blood pressure. Men shouldn't have more than two drinks a day, and women shouldn't have more than one.
- **Don't use tobacco.** Nicotine raises your blood pressure, smoking can damage your heart and blood vessels, and breathing in the chemicals from smoking lowers the amount of oxygen your blood can carry.

Other Risk Factors to Know About

Some things outside your control may also raise your risk of high blood pressure. Knowing about these can help you and your doctor stay on the lookout.

- **Health conditions:** If you have certain medical issues, they can heighten your risk for high blood pressure. Ask your doctor for examples of health conditions that might put you at risk.
- **Family history:** Since family members share genes, environments and lifestyles, high blood pressure can run in a family. If close relatives have high blood pressure, keep a watch on yours. Additionally, the risk rises when family history combines with smoking, an unhealthy diet or other lifestyle factors.
- **Age:** Your risk rises as you get older. About 90% of Americans will have high blood pressure during their lives.
- **Sex:** Men and women are about equally as likely to have high blood pressure sometime in their lives.

Take action today.

We value treating you as our partner as we work together to improve your overall health and wellness. We hope the tips in this article help you take action to lower your risk of high blood pressure. Our most important advice? Talk to your doctor. Ask them for guidance and resources on healthy diets, physical activity and stopping smoking. Keep them informed of your family history. And together create a plan to keep your blood pressure low – and your well-being high!

Steady As You Go: Tips to Prevent Falls

Falls are not something to take lightly. According to the CDC, about 36 million falls are reported in the U.S. every year among older adults. And each year, these falls result in 32,000 deaths and 3 million emergency department visits. As we age, our risk of falling goes up. But this shouldn't stop us from living life and doing things we love. You can take action to help avoid falls – and we have key tips and resources to help you! Here's what you should know and do.



Talk to your doctor – they're your best resource!

We strongly encourage you to reach out to your doctor to chat about falls and fall risks.

- Have them complete a personalized fall-risk assessment with you.
- Tell your doctor if you've fallen in the past, worry about falling or have moments when you feel unsteady.
- Go over the medications you take, including over-the-counter ones. Your doctor will know if any can cause side effects like dizziness, confusion or sleepiness.
- Ask if a bone mineral density (DEXA) screening (to test the strength of your bones) or vitamin supplements (to help improve bone, muscle and nerve health) are right for you.
- Have your doctor check your feet – and ask about proper footwear (like shoes with nonskid soles rather than house slippers) and whether you may benefit from seeing a foot specialist.
- Ask if you should start using a walker, cane or other type of support.

More Steps to Take

- **“Fall-proof” your home.** Remove clutter, throw rugs, and any wires or cords that are in the way. Make sure you have enough lighting to see clearly and get night lights for your hallways. Have sturdy handrails and good lighting in all staircases. Install grab bars in the bathroom and get a nonslip mat for your shower or bath.

- **Stay active.** Certain exercises can improve your strength and balance – which can help prevent falls. Try yoga (or chair yoga), tai chi or some other fun activity! Ask your doctor what exercises they recommend.
- **Get your yearly eye exam.** Bad eyesight can lead to falls. Get new glasses or contacts if your vision's changed.

More Resources Just for You

- Visit [hally.com](https://www.hally.com) and search for “fall risk.”
- For a checklist to help you spot and fix hazards in your home, go to [cdc.gov](https://www.cdc.gov) and search “Check for Safety, A Home Fall Prevention Checklist for Older Adults.”
- Visit [nia.nih.gov](https://www.nia.nih.gov) (the National Institute on Aging's website) and search “fall prevention.”
- Check out [cdc.gov/falls](https://www.cdc.gov/falls) for facts, resources, tools and more.
- Go to [health.gov/MyHealthFinder](https://www.health.gov/MyHealthFinder) and search “Lower Your Risk of Falling” for facts and an action plan.

Falls are serious, but you have the power to help prevent them. Talk to your doctor today and take action to lower your risk and stay steady on your feet. You got this!

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



Hally health is part of your health plan.

Your Hally Health Benefits

Hally® health is the name for the comprehensive suite of resources, programs, perks and offerings that are part of your health plan – all aimed at boosting your health and well-being. Check out all that’s included, and visit hally.com for even more.* We’re here to help you live your healthiest life!

Wellness Benefits

- Annual wellness visit.
- Smoking cessation.
- Covered immunizations.
- Care kits and meal service.
- Preventive screenings.

Case and Disease Management

- Care coordination.
- Health reminders (Stars, CAHPS®, HEDIS®).
- Health coaching.
- Behavioral health.
- Holistic Behavioral Health Program.

Educational Content

- Health and disease information.
- Podcasts (*Hally Healthcast*).
- Member newsletters (“Simply Well”).
- Blog articles.

Health and Wellness Classes

- Disease management education.
- Cooking demos.
- Exercise videos.

Member Wellness and Fitness Programs

- Chronic condition improvement programs.

Member Tools

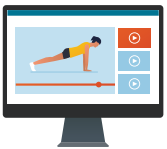
- Virtual visits.
- Nurse Advice Line.
- MyChart mobile app.

*All resources, programs, perks, offerings and services aren’t available on all plans. Call the number on the back of your health plan ID card if you have questions about what your specific plan includes.

Your Health Plan

Health Plan Services*

- ID cards.
- Member materials.
- Coverage for:
 - Inpatient care.
 - Outpatient care.
 - Doctor visits.
 - Emergency/urgent care.
 - Prescription drugs.
- Prescription savings programs.
- Provider network.
- Claims processing.
- Customer service.





hally®

Let's cook
something
delish!

Spicy Apricot-Glazed Pork with Sweet Potatoes and Peppers

Serving Size: 3 oz pork and $\frac{2}{3}$ cup vegetable mixture.
Makes: 4 servings.

Ingredients

- 1 lb pork tenderloin
- $\frac{1}{4}$ t. black pepper
- $\frac{1}{2}$ t. garlic powder
- $\frac{1}{2}$ c. sugar-free apricot preserves
- $\frac{1}{4}$ t. crushed red pepper flakes
- $\frac{1}{4}$ t. dried oregano
- 1 large sweet potato (peeled and cubed)
- 1 large green bell pepper (cut into 1-inch strips)

Directions

1. Preheat the oven to 350°. Season the pork with black pepper and garlic powder. Place the pork in a baking dish.
2. In a small bowl, mix together the apricot preserves, red pepper flakes and oregano. Microwave the glaze for one to two minutes, until the mixture gets thin and easy to stir. Pour the glaze over pork tenderloin and coat it evenly.
3. Spread the sweet potatoes and green peppers around the pork. Bake for 30 minutes or until the pork is done. (When it reaches an internal temperature of 145°).

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

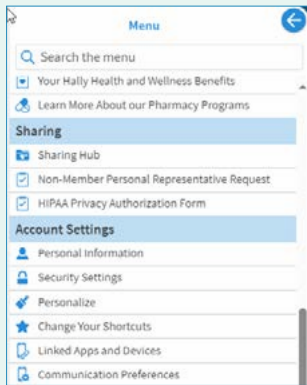
Nutrition Facts: Calories: 190, Total Fat: 3 g, Saturated Fat: 1 g, Cholesterol: 60 mg, Sodium: 60 mg, Total Carbohydrate: 17 g, Fiber: 6 g, Total Sugars: 5 g, Protein: 23 g

Source: *Spicy Apricot-Glazed Pork with Sweet Potatoes and Peppers* (DiabetesFoodHub.org)

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

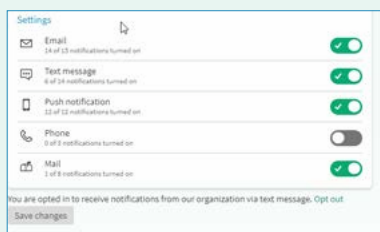
Simplify your life: Go green with

There are a number of ways to reduce the amount of paper by opting into electronic delivery of your health plan member



Elect e-Delivery for your health plan materials when you sign up and log in to your Hally member portal. Just follow these five steps:

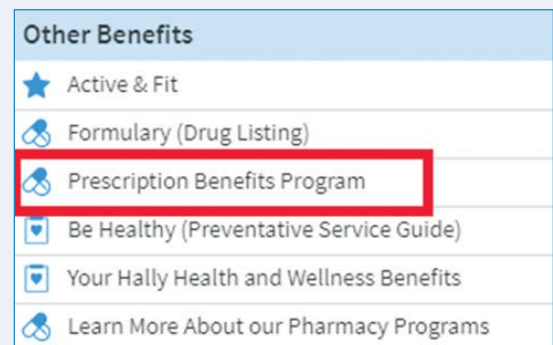
1. Log in at **hally.com**. If you've never used your Hally account, register and sign up for an account.
2. Go to "Menu" at top left of the page. Scroll down to "Account Settings."
3. Click "Communication Preferences." You can choose to go paperless in any of the categories from the menu on the right of the page.
4. Select "Portal e-Delivery." Click on "Advanced Settings" and choose what you'd like to receive online by deselecting the "Mail" option.
5. Read and confirm the information, then click "Save changes" to have your preferences captured.



We have other options for members looking to go green

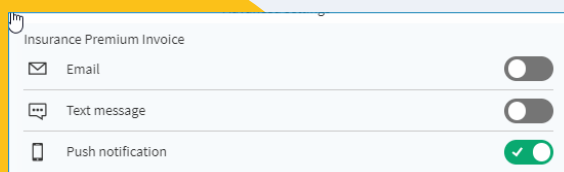
Medicare Pharmacy EOB

Medicare members can opt to receive their Part D Explanation of Benefits (EOB) electronically through Optum Rx®. With this option, you get an email each month when your EOB statement is available to view online. Start by logging into the Hally portal and click on Prescription Benefits Program.



Monthly Premium Statement E-Delivery

A paperless option is also available under "Billing" (in the Hally portal) for receiving your insurance premium invoice online only.

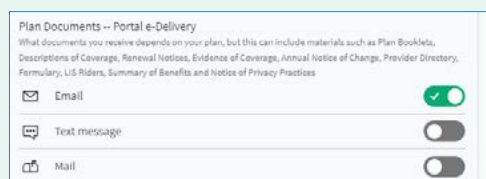


Hally health.

communications you receive
materials.

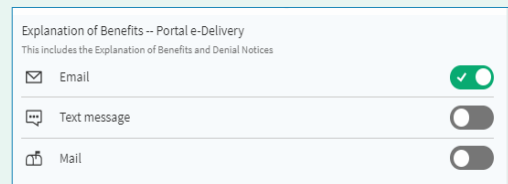
Plan Documents

The documents you receive will depend on your specific plan. This can include materials such as Plan Booklets, Descriptions of Coverage, Renewal Notices, Evidence of Coverage, Annual Notice of Change, Provider Directory, Formulary, LIS Riders, Summary of Benefits and Notice of Privacy Practices.



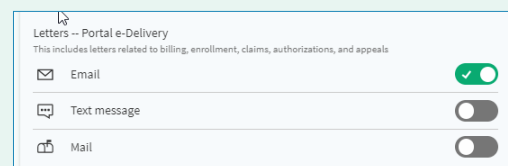
Medical EOBs

This includes Explanations of Benefits and Denial Notices.

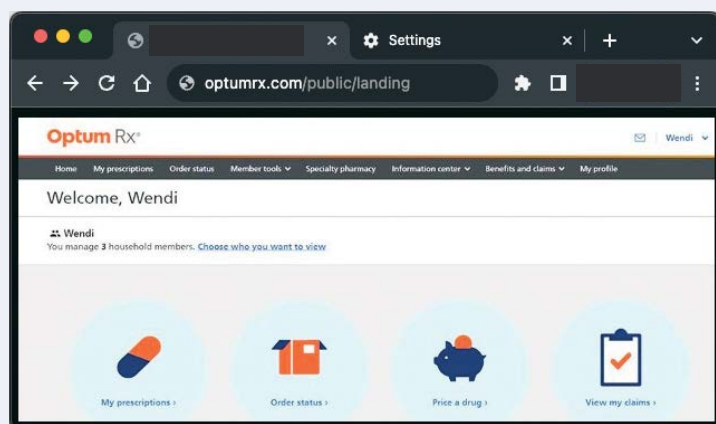


Letters

This includes letters related to billing, enrollment, claims, authorizations and appeals.



as well.



To opt for electronic delivery of your EOB, follow these six easy steps:

1. Log in at **hally.com**.
2. Go to "Menu" at the top left of the page. Choose "Prescription Drug Benefits."
3. Log on to the Optum Rx member portal at **OptumRx.com/Public/Landing**.
4. Click on the "My profile" tab.
5. Select **Communication preferences**.
6. Update your option to Paperless for the EOB.

Pharmacy Corner

Important Update on Continuous Blood Glucose Monitors

We value treating you as our partner as we work together to improve your overall health and wellness. Part of this is keeping you updated on the latest changes in your coverage. To make sure you're always getting the appropriate care and treatments, your plan sometimes requires you to meet certain criteria before it'll cover a certain drug or medical device. **Beginning this year (2024), your plan will only cover continuous glucose monitor devices if you're also on insulin therapy.** However, there are certain exceptions – read on to learn more about this recent change.

The Details

- Beginning January 1, 2024, your plan will only cover continuous glucose monitor (CGM) devices if you're also on insulin therapy (such as Humalog or Lantus).
- Even if you're on insulin, you'll still need to have your doctor ask your plan for **prior authorization** before you can get your CGM.
- Once you get prior authorization approval, head to your local in-network pharmacy to pick up your CGM. **Your plan will only cover these CGM products: FreeStyle Libre or Dexcom G6/G7.**
- If you're not on insulin, rather than CGMs, you can use **traditional blood sugar testing options**, like finger-stick checks.
- If you're not on insulin and would still like to use a CGM, you can **have your doctor ask for an exception**. They'll need to contact your plan's Pharmacy department, ask for an exception for "medical necessity" and provide appropriate documentation showing why you need to use a CGM for your health.
- In addition, there are **short-term CGMs** your doctor can order for you and use in their office (billing codes include 95249, 95250, 95251). Please note that these are only for short-term courses of a few weeks.



Why Your Plan's Making This Change

A committee of doctors and pharmacists at your health plan meets regularly to review the medications and devices your plan covers. They make decisions using research, scientific evidence and their knowledge of healthcare, making sure your plan covers the right treatments at the right times, based on your needs. Exceptions are available, and these follow the most up-to-date guidance from the federal government's Centers for Medicare & Medicaid Services. In the end, it's all about making sure your care and treatments are appropriate and will benefit your health.

If you have any questions – or for more detailed information on coverage and costs (if applicable) for CGMs and other devices – call the number on the back of your health plan ID card. We're always happy to help!

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 materials 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 virtual offerings, please see your health plan materials or call the number on the back of your health plan ID card.





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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 participants' diverse geographic, cultural and medical backgrounds.

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