

SimplyWell

Wellness tips and encouragement from Hally® health.

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And much more.

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

Hally health

Seasonal Fruits and Veggies

Did you know that spring and summer aren't the only time to enjoy fresh fruits and veggies? Fall and winter produce a bounty of delicious foods – many of which are quite healthy too! Here are a few tips – and a big list of the fruits and veggies that are in season during these months. Feeling hungry? Start planning some yummy meals today!

Tips to Remember

- Colors matter. To get the best variety of all the vitamins, minerals and nutrients your body needs, eat a rainbow of blue/purple, red/pink, orange/yellow, green and white fruits and veggies.
- Have fun exploring locally grown foods. Head to fall farmers markets, pick-your-own patches and seasonal produce stands. Mix it up and try things you've never had before.
- If you can't find many options for fresh fruits and veggies in your area, remember that frozen, canned and dried options are great too! Just make sure they don't have added sugar, salt, etc.

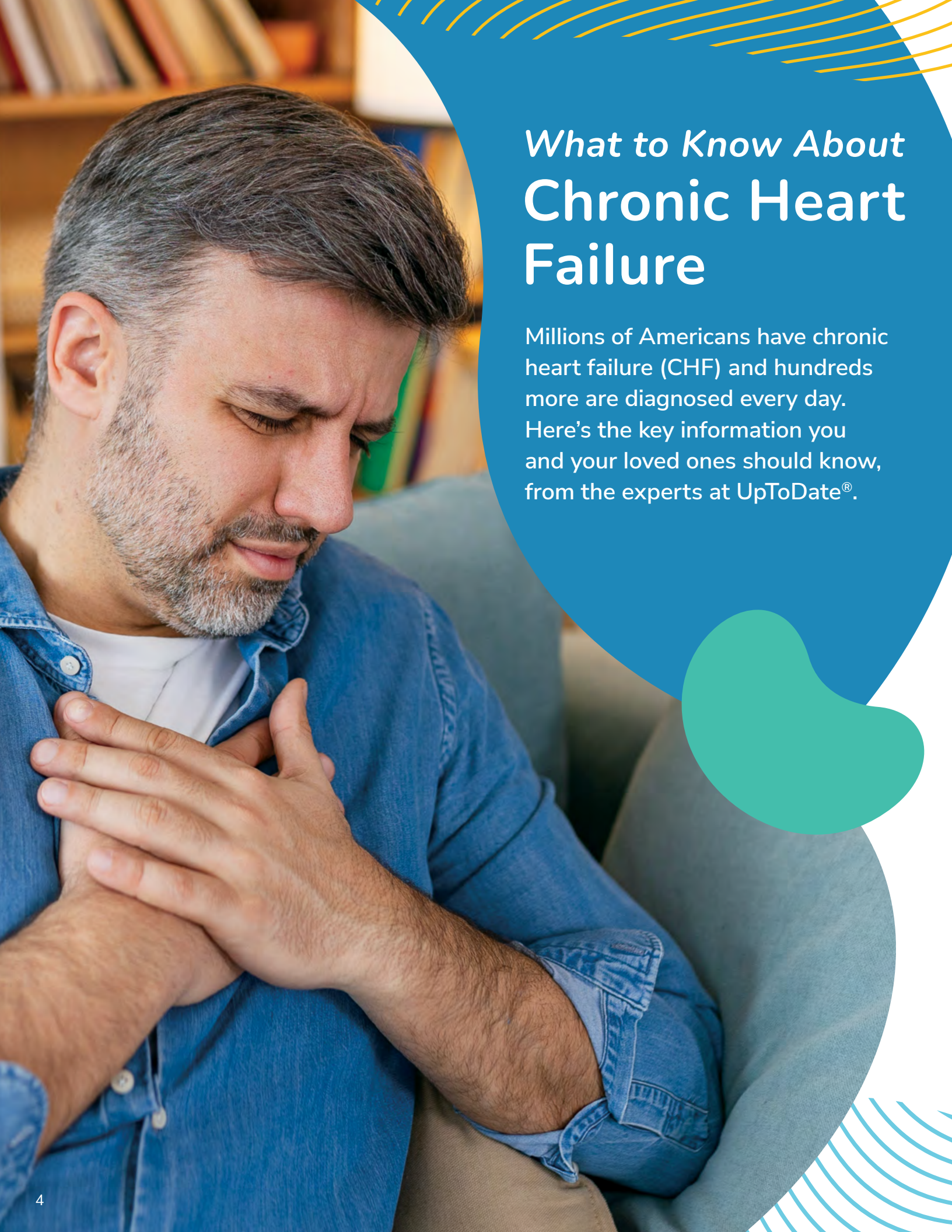
Fall Fruits and Veggies

- Apples.
- Bananas.
- Beets.
- Bell peppers.
- Broccoli.
- Brussels sprouts.
- Cabbage.
- Carrots.
- Cauliflower.
- Celery.
- Collard greens.
- Cranberries.
- Garlic.
- Ginger.
- Grapes.
- Green beans.
- Herbs.
- Kale.
- Kiwifruit.
- Lemons.
- Lettuce.
- Limes.
- Mangoes.
- Mushrooms.
- Onions.
- Parsnips.
- Pears.
- Peas.
- Pineapples.
- Pomegranates.
- Potatoes.
- Pumpkins.
- Radishes.
- Raspberries.
- Rutabagas.
- Spinach.
- Sweet potatoes, yams.
- Swiss chard.
- Turnips.
- Winter squash.

Winter Veggies and Fruits

- Apples.
- Avocados.
- Bananas.
- Beets.
- Brussels sprouts.
- Cabbage.
- Carrots.
- Celery.
- Collard greens.
- Grapefruit.
- Herbs.
- Kale.
- Kiwifruit.
- Leeks.
- Lemons.
- Limes.
- Onions.
- Oranges.
- Parsnips.
- Pears.
- Pineapples.
- Pomegranates.
- Potatoes.
- Pumpkins.
- Rutabagas.
- Sweet potatoes, yams.
- Swiss chard.
- Turnips.
- Winter squash.

Sources: American Heart Association®, U.S. Department of Agriculture



What to Know About Chronic Heart Failure

Millions of Americans have chronic heart failure (CHF) and hundreds more are diagnosed every day. Here's the key information you and your loved ones should know, from the experts at UpToDate®.

The Basics

When people have CHF, their heart can't pump blood as well as it should. As a result, some vital organs (like the kidneys) don't get proper blood flow, while other key organs experience a buildup of fluid. Heart "failure" doesn't mean the heart completely fails or stops beating, but it still can be quite serious. Some people with mild CHF only have minor symptoms that pop up during physical activity, but for many others, CHF can be severe and even life-threatening.

Common symptoms include shortness of breath, fatigue and leg swelling. For many people, CHF gets worse over time if you don't treat it. Serious complications like kidney or liver disease, or irregular heart rhythms (arrhythmias), can occur.

Causes of CHF

If you have a disease or health condition that damages your heart, you're more likely to get CHF. Common causes include having:

- **High blood pressure**, since this makes your heart work harder to pump blood.
- **Coronary heart disease**, because the arteries that bring blood to your heart become clogged, which means less blood – and oxygen – reach your heart.
- **Cardiomyopathy**, since your heart isn't pumping or relaxing properly.
- **Heart valve disease**, including narrow or leaky valves, which interferes with blood flow through your heart.

The good news? If you have one of these conditions, early treatment can help prevent or slow the development of CHF.

CHF Treatments

If you or a loved one is diagnosed with CHF, your doctor can help you begin a treatment plan. For most people, CHF is a long-term condition, so the main goal of treatment isn't to cure CHF but rather to relieve your symptoms, reduce your chances of serious complications and prevent your CHF from getting worse. Lifelong treatment usually includes a combination of lifestyle and diet changes, medication, and perhaps even a medical device to protect your heart from irregular rhythms. Your doctor will know what's best for your specific health and condition, but in general it helps to:

- **Eat less salt and drink less fluids.** Ask your doctor for guidance on amounts.
- **Avoid smoking and limit alcohol** to zero or one (at most) drink per day.
- **Maintain a healthy weight** and, if you're physically able, get **regular exercise** that your doctor recommends.
- Always **take your medications exactly as instructed.**

Finally, it's important to always be aware of your symptoms. You should **call 911** if you ever experience severe shortness of breath, chest pain or discomfort that lasts over 15 minutes and doesn't improve with rest, or fainting or passing out. And in non-emergencies, you should **call your doctor** if you have a fast or irregular heartbeat, new or worsening shortness of breath, new or worsening cough, a cough that brings up bloody or frothy material, increased leg or ankle swelling, or weight gain of 2 to 3 pounds in one day or 5 pounds in a week.

Chronic heart failure is serious, but it's treatable and you can still live your healthiest life. Talk to your doctor for even more helpful tips and info.

Breast Cancer Awareness – All Year Round

Every October is Breast Cancer Awareness Month, but as the weeks of November and December move the calendar forward, it's key we keep a focus on breast cancer all year round. Here's some of the most important information to know, from the Centers for Disease Control and Prevention (CDC).

What is breast cancer?

Breast cancer is a disease where the breast cells grow out of control. There are different types, based on which breast cells turn into cancer. Most begin in the ducts or lobules and then spread to other parts of the breast. The cancer can also spread onward to other areas of the body. Early detection is key to preventing this.

Signs, Symptoms and Risk Factors

Symptoms can be different for everyone, but common warning signs of breast cancer include:

- A new lump in your breast or underarm.
- Thickening or swelling of parts of your breast.
- Redness or flaky skin on certain areas of your breast.
- Pain in any part of your breast.

Risk factors include age (getting older), a family history of breast or ovarian cancer, a personal history of breast cancer or other (noncancerous) breast diseases, and genetic mutations, all of which you can't control. Other risk factors – including a lack of physical activity, an unhealthy weight and taking certain hormones – are in your control to change. Ask your doctor about actions you can take.

Take action – get your screenings.

The best way to detect breast cancer is by getting your regular screenings. Even though these screenings can't prevent cancer, they can find it early – when it's easiest to treat. **Mammograms** (X-rays of the breast) are the most common type of screening. Additional testing may be needed if your mammogram result is abnormal.

- It's recommended that women **age 50 to 74**, who are at **average risk** of breast cancer, should get a mammogram every two years.
- Women **40 to 49** should talk to their doctors about the best time to start screenings and how often to get them.



- If you're **75 or above**, talk to your doctor about their recommendations.
- And **women at higher risk**, because of the risk factors mentioned previously, should talk to their doctors about when and how frequently they should get their screenings.

How is breast cancer treated?

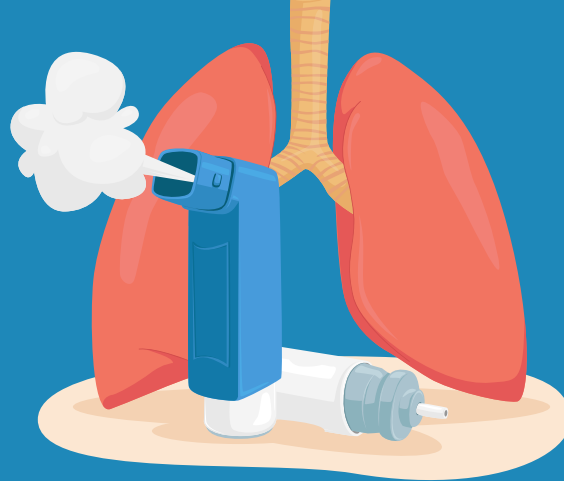
If you or a loved one has breast cancer, there are several treatment options, based on the type of breast cancer, how far it's spread and other factors. Treatments can include surgery, chemotherapy, hormonal therapy, biological therapy and radiation therapy. Your doctor and care team will help you discover what's best for you.

Breast cancer is a treatable disease, with more and more survivors every year. Take action now to spread the message about the importance of mammograms and early treatment. With your help, every month can be Breast Cancer Awareness Month.

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

COPD

Separating Fact from Fiction



We value your well-being and treat you as a partner in helping you improve your overall health and wellness. Part of this is helping you find accurate, trusted information about health conditions. It goes without saying, but you can't believe everything you read online. We'll help you separate fact from fiction. Today, let's learn the truth about COPD (chronic obstructive pulmonary disease), via the experts at the American College of Chest Physicians (CHEST®) and GSK®.

Fiction: Only older people get COPD.

Fact: Although COPD is more common in older people – often due to a longer history of smoking – adults can get the disease at any age.

Fiction: Only people who smoke get COPD.

Fact: It's true that smoking is the greatest risk factor for COPD, but some people get COPD because of their genes or their exposure to pollution (burning fuels in particular).

Fiction: If you smoke but have no COPD symptoms, you don't have COPD.

Fact: Many people have COPD for years without noticing any signs of it – but at some point their lungs worsen and they begin having symptoms.

Fiction: Once you get COPD, you might as well just keep on smoking – it won't make a difference any longer.

Fact: Even if you have COPD, quitting smoking can help your lungs stay stronger longer.

Fiction: COPD can't be treated.

Fact: Although there isn't a cure to get rid of COPD, the disease can be managed and treated, helping you feel better and live your healthiest life. In fact, there are many things people with COPD can do to improve their well-being. Stopping smoking is key, and mild exercise and pulmonary rehab can provide great benefits. Talk to your doctor – they'll help you create a plan to manage your symptoms and feel your best.

Fiction: You can become addicted to oxygen treatment.

Fact: If you're put on oxygen to help manage your COPD, it's because your doctor thinks you need it. It can help you feel better, get more physical activity and perhaps even live longer. If you stop using oxygen, you won't be addicted to it.

Fiction: Living a healthy, happy life with COPD is impossible.

Fact: You have the power to live a healthy, joy-filled life, even with COPD. The key is getting your doctor involved and together creating an action plan just for you. Based on your unique health – and your personal wellness goals – your doctor will help you find the treatment and management resources that'll help you live your best life.

Talk to your doctor today. Your well-being matters – and that's a fact!



Quick Facts About Osteoporosis

As we get older, keeping our bones strong is key. Here are some quick facts from the National Institutes of Health and the CDC about osteoporosis, one of the most common bone diseases.

What is osteoporosis?

Osteoporosis is a bone disease that develops when the bone density (the thickness and strength of your bones) decreases. It can also develop when the structure and strength of your bones change. When your bones weaken from osteoporosis, you're at a greater risk of breaking them.

Who gets it?

Osteoporosis can affect anyone and everyone, at any age. Risk does increase as you get older, and the disease affects many women a year or two before menopause. People who take certain medications, like some cancer drugs or glucocorticoid steroids, may have an increased risk. Also, women are more likely to develop osteoporosis than men are – but men can have it too.

Symptoms and Risk Factors

Osteoporosis is called the “silent disease” because there are often no symptoms – so many people don't know they have it until they break a bone.

Here are some factors that could increase your risk of developing osteoporosis:

- **Age:** As you get older, bone loss happens more quickly and newer bone growth slows.
- **Body Size:** Slender, thin-boned men and women are more at risk.
- **Family History:** If your parent had osteoporosis or a hip fracture, this can increase your risk.
- **Diet and Lifestyle:** Diets low in calcium and vitamin D raise your risk, as do smoking, heavy drinking (of alcohol) and a lack of physical activity.



What can you do?

- Stay physically active with weight-bearing exercises like walking. This will help keep your bones strong!
- Don't drink alcohol, or only drink in moderation.
- Quit smoking. If you don't smoke, don't start.
- Eat plenty of nutritious foods rich in calcium and vitamin D.
- Know if you're at risk – and get a DEXA screening.

DEXA Screenings

Ask your doctor if you should get a DEXA screening – this is the most important test to look for osteoporosis. DEXA stands for dual-energy X-ray absorptiometry, and it's a scan that measures your bone density.

The screening only takes 15 to 20 minutes, and it's key to knowing if you have osteoporosis or are at future risk for it. Since the disease often shows no symptoms until you break a bone, a DEXA screening can help you catch problems early – meaning you can start treatments earlier to help improve your health outcomes. Talk to your doctor today, and take action to keep your bones healthy and strong for the long term.



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



hally®

Let's cook
something
delish!

Smoky Mustard-Maple Salmon

Serving Size: 1 Filet
Makes: 4 Servings

Ingredients

- 3 T. whole-grain or Dijon mustard
- 1 T. pure maple syrup
- ¼ t. smoked paprika or ground chipotle pepper
- ¼ t. freshly ground pepper
- 1/8 t. salt
- 16 oz salmon (skinless, about 4 oz for each filet)

Directions

1. Preheat oven to 450°.
2. Line a baking sheet with foil and coat with cooking spray.
3. Combine mustard, maple syrup, paprika (or chipotle), pepper and salt in a small bowl.
4. Place salmon filets on a prepared baking sheet.
5. Spread the mustard mixture evenly on the salmon.
6. Roast until just cooked through (approximately eight to 12 minutes).

Nutrition Facts: Calories: 148, Total Fat: 4 g, Saturated Fat: 1 g, Cholesterol: 53 mg, Sodium: 276 mg, Total Carbohydrate: 4 g, Fiber: 0 g, Total Sugars: 3 g, Protein: 23 g, Vitamin D: 13 mcg, Calcium: 18 mg, Iron: 1 mg, Potassium: 434 mg

Source: MyPlate, U.S. Department of Agriculture,
<https://www.myplate.gov/recipes/myplate-cnpp/smoky-mustard-maple-salmon>

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

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

Diabetes 101

Your Care Calendar

We get it. When you have diabetes, there's a lot to remember. It can be overwhelming keeping track of your daily self-care tasks, routine doctor visits, regular tests/exams and more. We're here to help! Use this "calendar" to keep track of what you need to do, and how often. The information comes from the experts at the CDC. And if you have any questions about anything that's listed or need more personalized advice, reach out to your doctor – they're happy to help.

Every Day:	Every Three Months:	Every Six Months:
<ul style="list-style-type: none"> ✓ Blood Sugar: Check your blood sugar several times every day – ask your doctor how often. Write down your numbers and share them with your care team. ✓ Medicine: Always take the amount you're prescribed, at the times you're supposed to – even if you're feeling well. ✓ Feet Check: Check your entire feet – use a mirror (or a loved one) if needed. Tell your doctor right away if you have any redness, swelling, cuts, blisters, sores, corns, calluses or other changes. ✓ Get Moving: If you're physically able, get up and moving at least a half hour a day. Ask your doctor what exercises are best for you. ✓ Eat Healthy: Get the nutrients you need and pick options that keep your blood sugar in check. 	<ul style="list-style-type: none"> ✓ A1C Test: If you're having trouble meeting your blood sugar goals, or if you've started a new treatment, get this test every three months. ✓ Doctor Visit: If you're having a hard time reaching your treatment goals, see your doctor every three months. They'll check your weight and blood pressure and review your medications and self-care plan. This is also the time to ask them any questions or bring up any concerns. 	<ul style="list-style-type: none"> ✓ A1C Test: If you're successfully meeting your blood sugar and treatment goals, you'll only need this test every six months. ✓ Doctor Visit: If you're achieving your treatment goals, you'll probably only need to see your doctor every six months. They'll check your weight and blood pressure and review your medications and self-care plan. This is also the time to ask them questions or bring up concerns. ✓ Dental Exam: Get your teeth and gums cleaned. Make sure your dentist knows you have diabetes.
Every Year:	Just Once:	As Needed:
<ul style="list-style-type: none"> ✓ Kidney Tests ✓ Cholesterol Tests ✓ Flu Shot ✓ Dilated Eye Exam: If you have eye issues, you might need an exam more often. ✓ Hearing Check ✓ Complete Foot Check: If you have diabetes-related foot issues, you might need this more often. 	<ul style="list-style-type: none"> ✓ Pneumonia Vaccine: Get this as an adult, before you turn 65. (You'll need two additional doses if you get it at 65 or older.) ✓ Hepatitis B Shot: Get this vaccine if you're 60 or younger and haven't had the shot before. If you're over 60, ask your doctor for their recommendation. 	<ul style="list-style-type: none"> ✓ Mental Health Checkup ✓ New Symptoms or Issues: Call your doctor immediately if you notice new symptoms or problems, or if existing ones are getting worse.

For more information, tips and resources on diabetes management, visit hally.com and search "diabetes."

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



Pharmacy Corner

Diabetes and Statins – Key Info

If you have diabetes, statin medications can help improve your health. Read on to learn more from the experts at the CDC. We value treating you as a partner as together we work to improve your overall health and wellness.

Diabetes and Heart Disease

Diabetes can lead to many other health issues. One of the most common – and serious – complications of diabetes is heart disease. If you're diagnosed with diabetes, you should start taking action to keep your heart healthy. Lifestyle changes like exercise and healthier eating are key, but medications can help too. To help prevent heart disease, your doctor might prescribe a drug called a statin.

What are statins?

Statins are medicines that help lower your cholesterol levels. They can also reduce the buildup of plaque (cholesterol deposits) in your blood vessels, lower the chance of blood clots, decrease swelling in your blood vessels' walls and more.

Why's this important? Because plaque buildup in the blood vessels is a common cause of heart disease, which is the leading cause of death in the U.S. Plaque makes it harder for blood to flow to the heart, leads to weakened heart muscles, and increases the risk for stroke and heart attack. Statins can help prevent this, keeping your heart and blood vessels healthier – and perhaps even saving your life.

Statins and Blood Sugar

Some research has found that statins can increase your blood sugar. If you have diabetes, it's important to know this. However, even with the risk of your blood sugar rising, the CDC still recommends statins for many people – both with and without diabetes – who have high cholesterol. Why? Because this risk is usually outweighed by the greater risk of heart disease, heart attack and stroke if you don't take statins to keep your cholesterol in check.

But it's always important to ask your doctor for their personal recommendation. They know your unique health, and they're in the best position to know if statins are right for you.

Other Ways to Protect Your Heart

In addition to statins, there are plenty of other ways you can help keep your heart healthy and strong.

- **Stay active** with doctor-recommended exercise.
- **Eat healthy** meals and snacks.
- Maintain a **healthy weight**.
- Keep your **blood sugar** in your target range.
- Control your **blood pressure**.
- **Don't smoke** – ask your doctor for help quitting if needed.
- **Limit alcohol** or don't drink at all.



Reach out to your doctor.

If you have diabetes, keeping your heart healthy is key to your well-being. Talk to your doctor today about whether statins might be right for you. And get their suggestions and tips on other ways to keep your heart strong. With your doctor at your side, you have the power to live your healthiest life!



Asthma, COPD and Your Adult Vaccines

Vaccines truly are incredible. They prevent diseases or the severe complications of diseases, keeping people healthy in the face of dangerous illnesses. It's not just kids who need vaccines – it's adults too. And they're especially important for adults with asthma or COPD (chronic obstructive pulmonary disease). Here's some key information from the CDC.

Why Vaccines Matter

If you have asthma or COPD, you're often at higher risk if you get sick. For example:

- You're more likely to develop serious complications from the flu.
- You might get pneumonia and other serious respiratory illnesses. Why? Asthma and COPD build up mucus in your airways and cause them to swell. Many vaccine-preventable diseases build on this swelling to cause even more swelling – a harmful combination that can make you much sicker.

Vaccines are safe, proven, effective and your best protection against these vaccine-preventable diseases. They're key even if you're also taking prescription medications for your asthma or COPD. And any side effects from vaccines are usually mild and go away on their own, with serious side effects being very rare.

To sum it all up: Certain illnesses can be especially harmful for people with asthma and COPD. Vaccines can help prevent these illnesses. With very few exceptions (ask your doctor for specifics), the smart choice is to get these vaccines.

Which ones do you need?

Always talk with your doctor about which vaccines are right for you. Among others, they'll likely recommend:

- **Flu vaccine** every year.
- **Pneumococcal vaccine** for pneumonia and other illnesses.
- **Tdap vaccine** for tetanus, diphtheria and pertussis (whooping cough).
- **Zoster vaccine** for shingles if you're age 50 or older.

Reach out to your doctor today. Healthier living is definitely worth a shot!

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

Pharmacy Corner

What is a biosimilar?

Medications can be expensive – but there are ways you can save money. Many people know about generic drugs, but fewer know about biosimilar medications. Read on to learn more about biosimilars and how they can possibly lower your costs at the pharmacy.

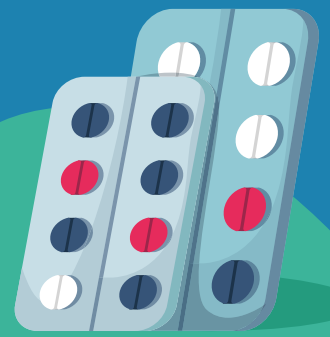


The Basics

There are two major types of drugs. **Synthetic medications** are created using human-made chemicals, while **biologic drugs** are made from living cells (such as animal or plant cells).

Generics are lower-cost, non-brand-name replacements for **synthetic medications**. They have the same health results as the brand-name drug and are 100% identical in what they're made of. Because synthetic drugs are made with chemicals, they can be copied easily and exactly.

Biosimilar medications are like generics – they're lower-cost options that have the same health results as brand-name drugs. However, they replace **biologic drugs**. Since biologic medications are made from living cells – and are much more complex – biosimilar drugs are highly similar, but not 100% identical, to the medications they replace. But they've been proven to work just as well. To gain approval, they've shown that they're as safe and effective as the brand-name drug.



BIOSIMILARS
are as **SAFE**
and as
EFFECTIVE
as brand-name drugs.

A Chance to Save Money

Biosimilars, like generics, are often less expensive than their brand-name counterparts. Prices are typically 15% to 35% lower, which – given the high cost of prescription drugs – can mean quite the savings.

Reach out.

If you think a generic or biosimilar medication might be best for you – or if you simply want to learn more – reach out to your doctor or pharmacist. Also, know that the pharmacists at your health plan can help too. Contact them to learn more about biosimilars, how they work and the different options you have.

Call the number on your health plan ID card and ask to connect to a pharmacist. They're your partner, ready to help – together with your doctor, they can help you find the best options for both your health and your wallet.

Sources: National Institutes of Health, U.S. Food and Drug Administration, American Medical Association



Survey Says: You make us better.



We're very proud of the services, programs and support we give you. We're dedicated to treating you as our partner as we work with you to help improve your overall health and wellness – and we hope you've noticed all we've done lately to help you get care and live your healthiest life. 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 from March to June, the federal government sends a survey to a random sample of our Medicare members: it's called the Consumer Assessment of Healthcare Providers and Systems® (CAHPS) survey.** It tracks 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.
- Complete your survey at your earliest convenience.
- If you have any questions, you can call the number listed on the survey.

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

CAHPS SURVEY	
PURPOSE	Used to report satisfaction with your health plan, your doctor(s) and the services you receive.
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? • In the last six months, how often was it easy to get the care, tests or treatment you needed? • When you needed care right away, how often did you get care as soon as you needed? • How often did you see the person you came to see within 15 minutes of your appointment time? • Did your health plan's customer service give you the information or help you needed? • Were the forms from your health plan easy to fill out? • Was it easy to use your prescription drug plan to get the medicines your doctor prescribed?

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 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 your health plan ID card.*

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



Cut here!



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 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 your health plan ID card for specifics.