

IN GOOD HEALTH

A Quarterly Newsletter by Children's Community Health Plan



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Not sure where to get a flu shot?
To learn more about the flu, visit
211.org or [visit our website.](#)

It's not too late to get a flu shot!

Because of COVID-19, preventing the flu is more important than ever for a few reasons:

- Both the flu and COVID-19 share similar symptoms in kids – fever, chills, cough, sore throat, congestion, body aches and fatigue – which can make quickly diagnosing and treating someone more difficult. Getting both at the same time can also make it more difficult to recover.
- Symptoms that spread COVID-19: Some symptoms of flu can actually help spread COVID-19 by releasing droplets – namely congestion and cough.
- Preventing crowded hospitals: Both the flu and COVID-19 can cause more people to need care in a hospital and we want to avoid hospitalizations as much as possible. According to the Centers for Disease Control and Prevention (CDC), a 2018 study found the flu vaccine reduces the risk of being admitted to an intensive care unit with the flu by 82 percent
- Getting a flu vaccination contributes to your overall health and the health of the community, making it less likely someone will have a severe reaction to other respiratory viruses and need hospitalization. The vaccination can also help shorten how long you have the illness and lead to less missed school and workdays.

Coping with COVID-19

Everyone reacts differently to stress, here are some ideas that may work for you!

Some things to try: Take a walk, call a friend, enjoy a hobby may relieve feelings of anxiety and worry that stress can trigger.

For others the stress may get in the way of doing daily activities or maintaining healthy relationships. Now more than ever it is important to reach out for help if this pandemic has caused or increased levels of stress, anxiety, sadness or depression.

CCHP has resources to help connect you with a therapist or other behavioral health specialist. Many providers in our network are offering virtual visits, which means you can speak with a therapist or other behavioral health specialist from your home.



To find a provider that fits your needs:

- Talk to your primary care doctor
- Visit our [website](#) which has a directory of providers and numbers to call if you need help.



“

*CCHP is here to help make sure all of your needs are met, **we are all in this together!***

The COVID-19 virus has had a devastating impact on the physical health of our community, with thousands of people suffering serious illness, disability, and death. Even for those who have not been directly infected by the virus, living through the COVID-19 pandemic has had an impact.

Changes in work environments, job loss, virtual schooling, childcare challenges, and community shutdowns have significantly altered our normal routines. Wearing masks, socially distancing, and limiting interactions with friends and families has kept us more isolated from the support systems that normally help us to cope with challenges.

To say that 2020 has been stressful would be an understatement, and it is critical that we all find [healthy ways to cope](#) with the stress this pandemic has brought.

Telehealth is important

During the COVID-19 pandemic, current guidelines suggest it's safest to limit the amount of time in close physical contact with other people.

However, life happens.

- What if your child has a fever and may need antibiotics?
- Or you trip and fall and suspect that your wrist might be broken?
- What if you think you might be experiencing depression and need support?

Many people are worried to have in-person doctor's visits because it would potentially expose them to COVID-19. Fortunately, telemedicine or telehealth is a great option to speak with a healthcare professional without putting yourself at risk for contracting COVID-19.

You may be thinking, what kind of care would I receive if I am not in the doctor's office?

Good news is that many healthcare visits can be done virtually either on a computer or over the phone. You can talk to your doctor, obtain referrals, receive mental health counseling, and get prescriptions for medication, all while maintaining social distancing.

If you're interested in learning more about telemedicine, call your healthcare provider to see if they're offering telemedicine visits.

Or, you can call CCHP's Member Advocate

Line:

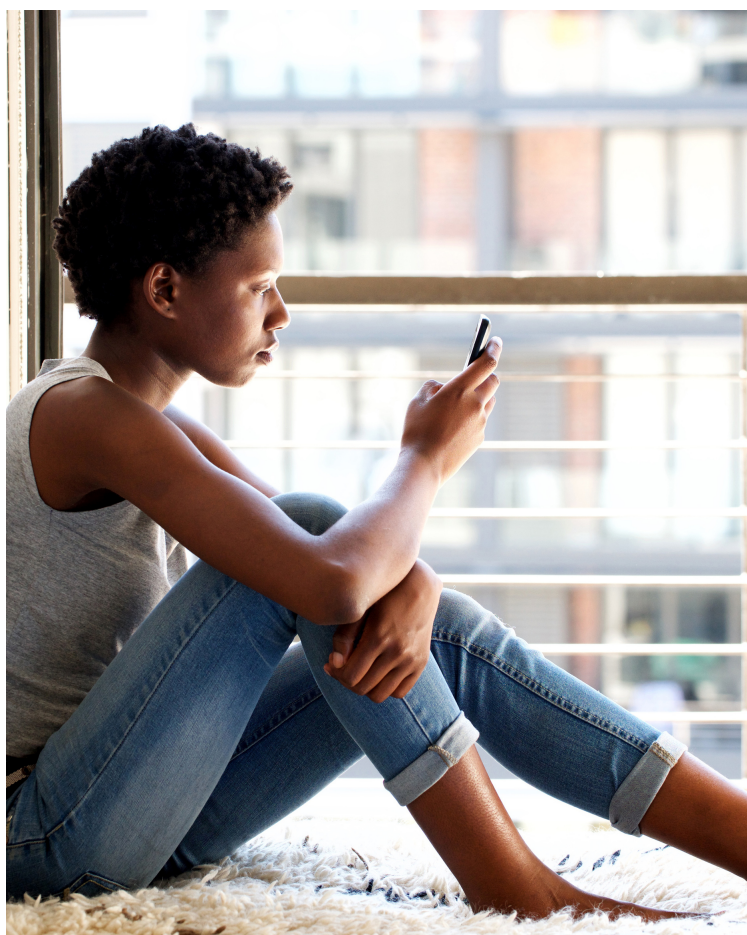
1-877-900-2247



Need help finding a primary care provider?

Call our customer service team for help choosing one and you may be able to try telemedicine for your first appointment!

1-800-482-8010



5 Healthy Holiday Nutrition Tips

Did you know that you can indulge and still be healthy during the Holidays?

Here are 10 tips from Allie Wergin, registered dietitian nutritionist at Mayo Clinic Health System, to help you have a healthier holiday.

1. Don't skip meals. Skipping a meal with the goal of saving calories prior to a holiday event can often backfire and lead to overeating due to ravenous feelings of hunger. Having a filling snack, such as fruit, string cheese, yogurt or a small handful of nuts, can help to curb your appetite and prevent overeating.
2. Contribute a healthy dish. Ensure at least one nutritious choice is available at potlucks by contributing a healthy dish.
3. Think Color. Make a plate look festive by including fruits and veggies. Aim to cover half the plate.
4. Choose drinks wisely. Stick to calorie-free drinks, such as water, tea or seltzer, instead of high-calorie festive drinks. Alcoholic beverages contribute empty calories and can cause you to make poor judgments with food. If you do choose to drink alcohol, do so in moderation, and alternate each alcoholic drink with a glass of water.
5. Eat until you are satisfied, not stuffed. No one likes that icky, stuffed feeling after a meal. Eat slowly, and check your fullness levels while you're eating. Remember — there are always leftovers!



This winter chopped salad is loaded with beets, cauliflower, cucumbers, and more.

YIELDS:	PREP TIME:	TOTAL TIME:
8	0 hours 25 mins	1 hour 0 mins

INGREDIENTS

- 1 lb. medium golden beets
- 1/2 loaf sourdough bread, torn into bite-size pieces
- 2 tbsp. olive oil
- Kosher salt
- Freshly ground black pepper
- 3 romaine hearts, chopped
- 1/4 small red cabbage, shredded
- 1/2 head cauliflower, finely chopped
- 1/4 c. roasted salted sunflower seeds
- Pan-Dripping Vinaigrette (link in step 3)

DIRECTIONS

- 1 Preheat oven to 425 degrees F. Wrap beets in a large piece of foil and bake until easily pierced with a paring knife, 35 to 45 minutes. When cool, peel and cut into wedges.
- 2 Toss together bread and oil on a baking sheet; arrange in a single layer. Season with salt and pepper. Bake until golden brown 8 to 10 minutes.
- 3 Toss together romaine, cabbage, cauliflower, cucumbers, sunflower seeds, beets, toasted bread, and 1/2 cup [Pan-Dripping Vinaigrette](#). Season with salt and pepper.
- 4 Serve with remaining vinaigrette alongside.



Out of ideas?

Try this delicious, healthy winter chopped salad recipe!

New ideas to celebrate the holidays during COVID-19:

Everyone reacts differently to stress, here are some ideas that may work for you. No matter what you're celebrating, holidays will look different this year but that doesn't mean they can't still be celebratory and filled with love.!



The Wisconsin Department of Health Services provides ideas on their website for a safer holiday celebration, which include:

- Shop online for gifts and send them rather than giving them in-person.
- Stay home. Share a meal and watch big sporting events, parades and movies with those in your household.
- Consider a virtual dinner and celebration with family and friends outside your household.
- Deliver meals and treats rather than sharing in-person together. As long as you deliver the items without contact, it's a much safer way to share the holidays, especially for those at higher risk of severe illness from COVID-19.

People are being more creative than ever and I've heard so many great ideas for making this holiday unique and celebratory, including:

- The Milwaukee Journal Sentinel partnered with some local restaurants to talk about how to make meals even more special this year. [Check it out here.](#)
- Some families are splitting up their typical holiday meals, putting each household in charge of an item to make, split up and drop on the doorsteps of others without contact.
- Online games have become very popular during the pandemic and they can be a great way to interact with other households for the holidays. [Check out Jackbox Games.](#)
- Consider a virtual holiday celebration with your typical traditions, like taking turns saying what you're grateful for this year.
- Set up a holiday-themed movie viewing from your individual households. Tools like [Teleparty](#) allow you to watch a movie together and chat throughout.
- You could make something together to help remember this unique holiday season. For example, you could set up a video chat on your phone or computer while you make ornaments from your own households.

Children's Community Health Plan wishes you a holiday season full of health, happiness, and love! To learn more about CCHP visit www.cchp-wi.org

Start the New Year off right with preventive care

Be your best self in 2021

Is one of your New Year's resolutions to have/help your family have a healthy 2021? Making sure you have a primary care provider or doctor is one of the best ways to make this happen!



Preventive care is important medical or dental care that supports your/your child's healthy development. One of the most important parts of preventive care is making sure you/your child visits your primary care provider or doctor for regular checkups.

Here are 5 reasons for having a primary care provider (PCP) or doctor:

1. Preventive care for life-long health management. Visiting your PCP or doctor regularly will help establish a baseline for tracking health over time and can help identify problems before they become bigger problems.
2. Evaluation and assessment of the urgency of a health problem.
3. Regular source of care and referrals to other medical specialists.
4. Treatment from a doctor who knows your medical history
5. A less costly option than a hospital Emergency Department



THE WISCONSIN DEPARTMENT OF HEALTH SERVICES ALSO HAS HELPFUL [HOW-TO RESOURCES](#) TO HELP. SCROLL DOWN AND CLICK, "RESOURCES" TO FIND A LIST OF DOCUMENTS TO REVIEW.

Need help finding a primary care provider near you? We are happy to help!

Contact us today and we will respond in 1 business day or if you would rather [contact us](#) by phone at 800-482-8010.

Managing your health is just a download away

Children's Community Health Plan offers free mobile apps to help guide you and your family to better health. Download them today!



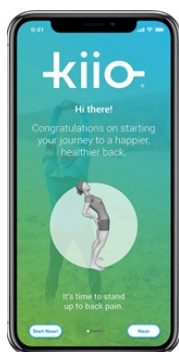
BlueStar is a diabetes app. The app is FDA-cleared for members 18 years and older that are diagnosed with type 1 or type 2 diabetes. BlueStar helps you with daily diabetes care.

Members who register for BlueStar:

- Receive personalized coaching for their condition.
- Learn how nutrition, exercise, medications, and sleep impact health.
- Can chat and share their progress with their care team.
- Earn digital rewards and badges for completing activities in BlueStar.
- Can sync the app with select glucose meters and activity trackers to keep health information all in one app.
- Have access to multiple food features: Photo Food Scanner, Restaurant Finder, Recipe Library, Meal Planner, and online grocery shopping.



Scan this QR code to download the BlueStar Diabetes app. You can also download the "BlueStar Diabetes" app from the iTunes App Store or Google Play Store. Enter access code: **CCHPCARE** to complete registration.



Kiio is an easy-to-use app to help you reduce and prevent back pain. The app is FDA-cleared for members 18 years and older.

Members who register for Kiio:

- Receive easy-to-follow exercises that are specific to their type of back pain.
- Can complete exercises in as little as 7 minutes per session.
- Go at their own pace with in-app coaching.
- Can use the app anytime and anywhere- including home.
- Have 1:1 access to the Kiio Care Team.
- Earn rewards for completing activities in Kiio.



Register for Kiio by visiting KIIO4CCHP.com --- Enter promo code: CCHP and your CCHP Member ID #

For more information about the Kiio app, please contact your case manager or Tonya Rockette- CCHP Health Promotion Program Manager- at trockette@chw.org or (414) 266-3646.

Be prepared in 2021

2020 has been an unpredictable and difficult year.

Navigating health care can be difficult and we want to help make it easier for you to understand so you and your family can be your best selves in 2021.

Know where to go BEFORE you get sick. Don't wait until you get sick!

1. Call our customer service representatives at 800-482-8010 to talk about your health plan coverage
 - a. Ask what urgent care clinics near your work or home are
 - b. Ask what hospitals in your city are covered by your plan
2. Write down all the names, numbers, and hours of any doctors or other medical professionals. Put these numbers into your cell phone.
3. Ask about [CCHP on Call](#), a no-cost, on call nurse line called CCHP on Call. You can speak directly to knowledgeable registered nurses who are available 24/7. The nurses may provide symptom assessment and help you find the appropriate level of care to help keep your costs down.



If you are sick and need care that day...

1. From the comfort of your home, [call CCHP on Call](#)- speak directly to knowledgeable registered nurses who are available 24/7. Depending on your needs, you may be told of a nearby facility that has extended hours (such as an urgent care clinic), or directed to your family doctor, given at-home treatment advice or offered a medical doctor (MD) consultation over the phone.
2. Call your primary care provider or doctor. Many clinics have openings for patients who need care that day. Doctors are also on-call at night. They may also help you over the phone.
3. Seek appropriate care for your needs:



A GUIDE TO URGENT CARE VERSUS EMERGENCY

MORE THAN HALF OF VISITS TO THE EMERGENCY ROOM ARE FOR NON-EMERGENCIES. HOW DO YOU KNOW WHEN TO GO TO URGENT CARE OR THE EMERGENCY ROOM?

 <p>Urgent care is care you need sooner than a routine doctor's visit.</p>	 <p>Emergency care is care that is needed right away.</p>
<p>Examples are:</p> <ul style="list-style-type: none">BruisesMinor BurnsMinor CutsMost broken bonesMost drug reactionsBleeding that is not severeSprains	<p>Examples are:</p> <ul style="list-style-type: none">ChokingSerious broken bonesSevere painSevere or unusual bleedingSuspected heart attackDrug overdoseGoing into laborTrouble breathing
<p>Urgent care is not emergency care. You must get urgent care from CCHP doctors unless you first get our approval to see a non-CCHP doctor.</p>	<p>If you need emergency care, try to go to a CCHP provider for help. If your condition cannot wait, go to the nearest provider (hospital, doctor, or clinic). Call 911</p>



For more information on when and where to go to receive appropriate medical care please [visit our website](#).

Member Rights and Responsibilities

As a member of Children's Community Health Plan, you have the right to:

- Ask for an interpreter and have one provided to you during any BadgerCare Plus covered service.
- Receive the information provided in your member handbook in another language or another format.
- Receive health care services as provided for by federal and state law. (All covered services must be available and accessible to you. When medically appropriate, services must be available 24 hours a day, seven days a week.)
- Receive information about treatment options including the right to request a second opinion regardless of the cost or benefit coverage.
- Participate with practitioners in making decisions about your health care regardless of the cost or benefit coverage.
- Be treated with dignity and respect – you have a right to privacy regarding your health.
- Be free from any form of restraint or seclusion used as a means of force, control, ease or reprisal.
- Receive information about Children's Community Health Plan, its services practitioners and providers and member rights and responsibilities.
- Voice complaints or appeals with Children's Community Health Plan or the care it provides
Make recommendations regarding Children's Community Health Plan's member rights and responsibilities policy.
- A candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.

As a member of Children's Community Health Plan, you have the responsibility to:

- Understand your health problems and participate in developing treatment goals.
- Tell your provider or Children's Community Health Plan what they need to know to treat you.
- Follow the treatment plan and instructions agreed upon by you and your provider.

Non-Discrimination Disclosure

Children's Community Health Plan – BadgerCare Plus complies with all applicable civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, disability, or other legally protected status, in its administration of the plan, including enrollment and benefit determinations.

Children's Community Health Plan – BadgerCare Plus provides appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and who have language services needs and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance in person, by mail, fax or email. The grievance must be filed with 60 days of the person filing the grievance becomes aware of the alleged discriminatory action. It is against the law for Children's Community Health Plan to retaliate against anyone who files a grievance, or who participates in the investigation of a grievance. Members can request CCHP's grievance procedure by contacting the Section 1557 Coordinator:

Director, Corporate Compliance
Mail Station C760
P.O. Box 1997
Milwaukee, WI 53201-1997
Telephone: (414) 266-2215
TDD-TTY (for the hearing impaired): 7-1-1 Fax: (414) 266-6409
TTwinem@CHW.ORG

Members must submit their complaints in writing with their name, address, the problem or action alleged to be discriminatory and the remedy or relief sought.

Members can also file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at:

U.S. Department of Health and Human Services 200 Independence Avenue
SW Room 509F
HHH Building
Washington, D.C. 20201

Compliant forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Language Services

ENGLISH: If you or someone you're helping has questions about Children's Community Health Plan - BadgerCare Plus, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 7-1-1.

SPANISH: Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Children's Community Health Plan - BadgerCare Plus, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 7-1-1.

CHINESE: 如果您，或是您正在協助的對象，有關於[插入SBM項目的名稱Children's Community Health Plan - BadgerCare Plus]的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 [在此插入數字7-1-1]。

HMONG: Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Children's Community Health Plan - BadgerCare Plus, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 7-1-1.

GERMAN: Falls Sie oder jemand, dem Sie helfen, Fragen zum Children's Community Health Plan - BadgerCare Plus haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 7-1-1 an.

ARABIC: (صوصخب ةلئسأ هءعاست صخش نءك وأ كءءل ناك نا) Children's Community Health Plan - BadgerCare Plus (ةفلكت ةيا ، نءءنم كءءلب ةءءرورءلا ءامولءملاو ةءعاسملا بلع لوصءلا ءف ءءلا كءءل7-1-1ب لصءا مءءرم عم .

FRENCH: Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Children's Community Health Plan - BadgerCare Plus vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 7-1-1.

TAGALOG: Kung ikaw, o ang iyong tinutulongan, ay may mga katanungan tungkol sa Children's Community Health Plan - BadgerCare Plus, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 7-1-1.

ALBAINIAN: Nëse ju, ose dikush që po ndihmoni, ka pyetje për Children's Community Health Plan - BadgerCare Plus, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin 7-1-1.

HINDI: यदि आपके ,या आप द्वारा सहायता करके जा रहे ककसी व्यक्त के Children's Community Health Plan - BadgerCare Plus के बारे में प्रश्न हैं ,तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। ककसी िभाषण से बात करने के लिए 7-1-1.पर कॉि करें।

POLISH: Jeśli Ty lub osoba, której pomagasz ,macie pytania odnośnie Children's Community Health Plan - BadgerCare Plus, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku .Aby porozmawiać z tłumaczem, zadzwoń pod numer 7-1-1.

VIETNAMESE: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Children's Community Health Plan - BadgerCare Plus, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 7-1-1.

PENNSYLVANIA DUTCH: Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut Children's Community Health Plan - BadgerCare Plus, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 7-1-1 uffrufe.

LAOTIAN: ຖ້າທ່ານ, ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ມີຄຳຖາມກ່ຽວກັບ Children's Community Health Plan - BadgerCare Plus, ທ່ານມີສິດ ອໍານວຍການຊ່ວຍເຫຼືອ ຈຳນວນຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ການໂຕ້ວົນກັບນາຍພາສາ, ໃຫ້ໂທຫາ 7-1-1.

KOREAN: 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Children's Community Health Plan - BadgerCare Plus 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 7-1-1 로 전화하십시오.

RUSSIAN: Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Children's Community Health Plan - BadgerCare Plus, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 7-1-1.