

JOHNS HOPKINS US FAMILY HEALTH PLAN

PatriotLife

SPRING 2017



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JOHNS HOPKINS
MEDICINE

US FAMILY HEALTH PLAN



2016 Member Experience Survey Results

At the Johns Hopkins US Family Health Plan, we're committed to optimizing our members' satisfaction with all aspects of their health plan and health care experience. And based on the results of our member survey conducted last spring, we are meeting that goal.

We are proud to report that in 2016, USFHP was ranked one of the top 13 health plans in the country by the National Committee for Quality Assurance, receiving a 5 out of 5 ranking. Johns Hopkins USFHP excelled especially in the following areas: Customer Service, Coordination of Care, Health Plan, and Health Care.

The 2016 survey results are reviewed with leadership to identify new opportunities to provide the best service and care for our valued members. One of our focuses will be making sure our members are getting care quickly. If you received the survey this spring, we thank you for your feedback and helping us understand your needs.

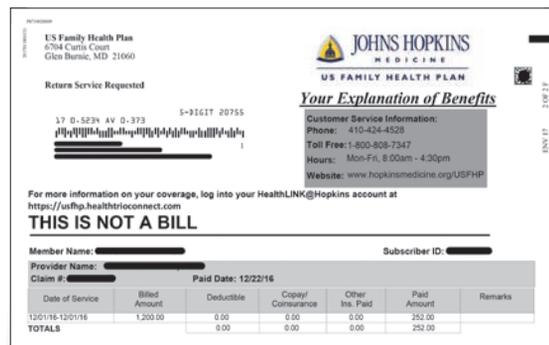
See the full survey results at hopkinsmedicine.org/usfhp/quality.

New Look for Your EOB

Johns Hopkins US Family Health Plan recently adopted a new claims system to improve our operations. As part of this conversion, the Explanation of Benefits (EOB) has been updated and simplified. The EOB provides the relevant information you need regarding the medical treatments and services the plan paid on your behalf.

Changes to the EOB include:

- Out-of-pocket expenses reflect year-to-date, not the current claim
- Only the policy holder's ID number will be featured, not the member who had services
- Removal of procedure codes, description and provider information except the provider's name



ANY QUESTIONS?

If you have any questions about an EOB you receive, please call Customer Service at **800-808-7347**.

Coming Soon: Northern Virginia

The Johns Hopkins US Family Health Plan provider network will soon include providers in Northern Virginia. Starting in late spring, Johns Hopkins USFHP will add many provider locations across Northern Virginia. We'll post updates on our website.



5 Preventive Screenings You Should Never Skip

Your health care provider is there for you when you're sick, but it's just as important to visit him or her when you're well. During your annual wellness visit, ask your provider which screenings you need. Health screenings check for signs of disease before you have any symptoms. The earlier your provider finds any problems, the easier they are to treat. Here are five screenings you should discuss with your provider at your next visit.

Breast Cancer

A mammogram is an X-ray of the breast that can find breast cancer before you have any symptoms. The U.S. Preventive Services Task Force (USPSTF) recommends screening every two years for women ages 50 to 74. Other organizations, such as the American Cancer Society and the American Congress of Obstetricians and Gynecologists, recommend starting younger. Talk with your provider about when you should start receiving mammograms and how often you should get them.

Cervical Cancer

A Pap test can find abnormal cervical cells, which your provider can treat before they become cancer. The current USPSTF guidelines recommend that women ages 21 through 65 receive a Pap test every three years.

Colorectal Cancer

Most adults should receive their first colorectal cancer screening beginning at age 50. There are many different tests available, including colonoscopy and fecal occult blood testing, so discuss with your provider which one is best for you and

how often you should repeat it. You may need to start getting tested before age 50 if you've had a close family member who had colorectal polyps—abnormal growths that can lead to cancer—or colorectal cancer, or if you have inflammatory bowel disease, such as Crohn's disease or ulcerative colitis, or a genetic condition that raises your risk for colorectal cancer.

Diabetes

If you're age 40 or older and overweight or obese, you should have your blood glucose checked. If you're a healthy weight, you may not need to start blood sugar screenings until age 45. Untreated, diabetes can lead to serious health issues, such as heart disease and stroke. Based on your results, your provider will instruct you on how often you should have your glucose levels rechecked.

Lung Cancer

In the U.S., more people die of lung cancer than any other type of cancer. A low-dose CT (computed tomography) scan of the lungs can detect the disease in its earliest stages. The USPSTF recommends the test for adults ages 55 through 80 who have a 30 pack-year smoking history (meaning a pack per day for 30 years or two packs per day for 15 years) and currently smoke, or only quit within the past 15 years. If you match this profile, you should have the test repeated every year.

DO YOU KNOW YOUR RISK FACTORS?

See page 6 for an easy way to estimate your level of health risks. For more information on these screenings, view our health library at bit.ly/2nh0lBc.



Healthy Foods to Help with Springtime Allergies

If you're one of the millions of Americans who deal with hay fever each spring, you're probably familiar with the sneezing, runny nose, scratchy throat and other symptoms that pop up when plants are in bloom.

These symptoms occur when an allergen (such as pollen) enters the body and the immune system produces inflammatory substances. Luckily, studies show that the following foods may help to ease pesky springtime allergy symptoms:

Apples

Apples contain kellin, a compound that works to keep airways open. Kellin is also part of a powerful group of nutrients called flavonoids. These antioxidants prevent your body from pumping out histamines that cause those irritating allergy symptoms.

Add more to your diet: Try applesauce and toss in raisins or cranberries. Not a fan of apples? Not to worry: Studies show that all fresh fruits and veggies can contribute to allergy relief.

Broccoli

Broccoli contains an anti-inflammatory compound called sulforaphane. This compound has been shown to reduce allergic reactions to harmful air particles.

Add more to your diet: Broccoli is a great addition to any stir-fry, soup or pasta dish. Fold a handful into your morning omelet, or steam it for a nutritious dinner side dish.

Fish, Nuts and Olive Oil

These foods are staples of the Mediterranean diet. When pregnant women followed this diet, their little ones were found to have fewer allergy and asthma symptoms years later. Another recent study found adults who followed this diet for 12 weeks had better control of their asthma symptoms.

Add more to your diet: For fish, simply bake and add herbs, spices and a drizzle of lemon juice. Add nuts to salads and stir-fries, or add nut butter to smoothies. Use olive oil for grilling, roasting or sautéing, or drizzle it over toasted bread and pasta dishes.

Yogurt

Yogurt contains probiotics—healthy bacteria—which can alter the way your immune system responds to allergens. Studies show probiotics may also help to reduce your allergy symptoms.

Add more to your diet: Use low-fat yogurt to top baked potatoes and fruit salad, or in some recipes, substitute plain yogurt for sour cream. Besides yogurt, aged cheese and kefir (a cultured, creamy product) also contain live cultures. So do nondairy foods such as miso, sauerkraut and kimchi.

ALLERGIES GOT YOU DOWN?

If allergies are consistently bothersome to you, you might want to talk with your primary care provider.





COACHES AND CLASSES: 2 WAYS TO GET HEALTHY

Health Coaching

Johns Hopkins USFHP members have the opportunity to work one-on-one with a health coach to help foster healthy behaviors. Members have partnered with a health coach to manage stress, lose weight, improve fitness and nutrition, quit smoking and more. Sessions are flexible and can be conducted over the phone.

Could you benefit from a health coach? Call **800-957-9760**.

Health Education

Attending a class is a great way to learn something new. Johns Hopkins USFHP offers members a variety of health education classes that cover topics such as child and adult weight management, diabetes, asthma, heart disease, fitness for older adults, eating on a budget and more.

View the health education calendar for upcoming classes at bit.ly/2nMraOf.



The Importance of Early Prenatal Care

As soon as you know you are pregnant, it's important to make an appointment with a provider for regular prenatal care. Your provider's office will likely schedule your first visit for when you're about eight weeks pregnant. For normal pregnancies without major problems, you will see your provider for prenatal exams as follows:

- Weeks 8–27: Every month
- Weeks 28–36: Every two weeks
- Week 37 through delivery: Every week

This schedule may vary depending on your medical history.

Why You Should Go

The goal of prenatal care is not only to provide the best care for you and your baby, but also to prepare you for a safe delivery.

What to Expect

A typical prenatal visit may include any or all of the following:

- Weight measurement
- Blood pressure measurement
- Measurement of your belly to check your baby's growth
- Measurement of your baby's heart rate
- Physical exam of the mother to identify problems or discomforts, like swelling of the hands and feet

- Urine test to check for signs of diabetes, infections and preeclampsia, or pregnancy-induced hypertension
- Special prenatal tests like chromosomal screenings to determine your baby's risk for genetic problems

Visiting your provider regularly throughout your pregnancy is important for both your health and your baby's health.

WE CAN HELP!

Join our Partners with Mom program. You'll be connected to a care manager who will guide you through your pregnancy, providing you with education and support. Call **800-261-2396** for more information or to enroll.

DO YOU KNOW YOUR RISK FACTORS?

A health risk assessment (HRA) can be a helpful starting point for your health care. This tool can help identify where your health is doing well and what you may need to improve. When you know this information, you can take the right steps to get healthier. It will also help your doctor understand your needs so he or she can give you the right kind of care.

We recommend all new members fill out this form, as well as current members. The HRA is located at bit.ly/2ktIKpP.



The ER or the Urgent Care Center?

HOW TO KNOW WHERE TO GO

It can happen at any time: You have a medical issue that needs attention, but you don't know exactly whom to call.

- You can go to the emergency room, but is this an emergency?
- You can go to the urgent care center, but what if a regular doctor's visit will suffice?
- You could call your health care provider, but what if you need care sooner than he or she is able to provide it?

Learning the Differences

- An emergency room, or ER, treats medical conditions that threaten to endanger your life or cause serious bodily harm.
- An urgent care center is designed to treat medical problems that require prompt attention but are not life-threatening. Most urgent care centers are open evenings and weekends.
- Your provider's office may be able to treat an urgent medical illness or injury with a same-day or evening appointment, but the office may not be open after normal hours or available on a weekend. Even if your provider's office is closed, you should contact its after-hours service or call USFHP's Nurse Chat Line at **844-344-4218**. Both can refer you to urgent care. Please note, referrals are not provided after services are rendered.

What Care Do I Need?

If you have any of these symptoms or conditions ...

- Severe burns
 - Terrible pain
 - A condition that is getting worse fast
 - Trouble breathing
 - Chest pain or other symptoms of a heart attack
- ... go to the ER.

If you have any of these symptoms or conditions outside a regular doctor's hours ...

- Broken bone
 - Sprain
 - Fever
 - Infection
 - Flu
 - Unexplained skin rash
- ... call or go to an urgent care center.

If you have any of these symptoms or conditions during a regular doctor's hours ...

- Sore throat
 - Mild stomachache
 - Other non-life-threatening conditions, illnesses or symptoms
- ... call or go to your provider.

ASK A NURSE

Remember! You can always call USFHP's Nurse Chat Line at any time if you are not sure where to go for care, or if you have a question about how you are feeling. Talk to a nurse 24 hours a day, 7 days a week by calling **844-344-4218**.



PatriotLife

Patriot Life, is the official member newsletter of the Johns Hopkins US Family Health Plan (USFHP). It is published three times per year by Johns Hopkins HealthCare's Marketing and Communications department.

If you have questions regarding fraud or suspected fraudulent activities involving a Johns Hopkins USFHP member, provider or employee, please contact the Corporate Compliance department at **410-424-4996**, by fax at **410-762-1527**, or by email at **compliance@jhhc.com**. All information will be kept confidential.

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FOREIGN LANGUAGE ASSISTANCE

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-808-7347**

(TTY: **800-201-7165**).

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **800-808-7347** (TTY: **800-201-7165**)

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