



# WHOLE you

2023 | Q2 BULLETIN



**WELCOME** to another edition of *Whole You*, a newsletter from SilverSummit Healthplan.

In this issue we're bringing you plenty of useful and informative articles. You'll learn more about how to manage stress, tips on preventing skin cancer, and the importance of prenatal and postnatal visits.



## **ATTENTION SILVERSUMMIT MEMBERS: MEDICAID SCAM ALERT!**

If someone contacts you asking for money or credit card information to get your Medicaid benefits renewed, it is a scam. SilverSummit or Nevada Medicaid will NEVER ask for any payment or credit card information from Members.



If you think someone is trying to scam you, report to the Attorney General's Office [https://ag.nv.gov/About/Consumer\\_Protection/Bureau\\_of\\_Consumer\\_Protection/](https://ag.nv.gov/About/Consumer_Protection/Bureau_of_Consumer_Protection/)

## **ALERT: DON'T LOSE YOUR COVERAGE!**

*Your SilverSummit Healthplan Medicaid coverage may expire soon.*

Watch for your renewal notice telling you it's time to renew. If your SilverSummit Healthplan Medicaid eligibility is confirmed: No further action is needed! No longer qualify for Medicaid? Your current Medicaid plan coverage will continue until your disenrollment date.

If you do not verify your eligibility, your Medicaid plan coverage may expire very soon. For questions call SilverSummit Member Services 1-844-366-2880 (TTY/TDD: 1- 844-804-6086) Visit [www.silversummithealthplan.com/members/medicaid/renewing-medicaid-benefits.html](http://www.silversummithealthplan.com/members/medicaid/renewing-medicaid-benefits.html)

## Highlighting our Community Investment Program Awardees



### SilverSummit and UMC Events

On March 22, SilverSummit proudly partnered with UMC to host an event focusing on promoting access to equity and quality care. At the clinical event, at the UMC Aliante, members had the chance to receive immunizations and preventive screenings, including A1C testing. In just 6 hours, we saw incredible results.

We are dedicated to providing our members with equitable care, and this event was just one example of how we strive to meet this commitment in tangible ways. We look forward to continuing our collaboration with UMC and other partners in the future so that together we can build healthier communities and a more equitable healthcare system.

### NORTHERN NV HOPES

The Northern Nevada HOPES clinic will offer health care for adults. This includes primary care and programs to help prevent chronic diseases. The clinic will offer mental and behavioral health programs. The new clinic was partially funded by SilverSummit Healthplan.



### PINNACLE MEDICAL GROUP

A Community Health Worker (CHW) will be hired at Pinnacle Medical Group. They will provide support and care coordination to SilverSummit Healthplan members. The CHW will also support closing HEDIS gaps. Members will be encouraged to visit their primary care doctor for routine visits. SilverSummit provided the funding for the new Community Health Worker hire.



### STEP 1

SilverSummit Healthplan gave funding to help adult men move from jail into transitional housing. They will also get help for any substance use issues and for mental health problems. They will get special programs and advice from professionals. They will also get help finding employment and permanent housing. Step 1 is committed to helping those in need and giving them resources they need to succeed.



### RISE

SilverSummit is giving funding to help young people aged 17 to 24 who have aged out of foster care. RISE Homes are helping these youth by giving them a place to stay and other resources they need. This will make it easier for them to live on their own. RISE Homes is helping to build a better future for these young people.



### NEVADA HEALTH CENTERS

Nevada Health Centers is opening a new center in Washoe County! This will help more people get good and affordable healthcare. They also developed a training on Diversity, Equity and Inclusion (DEI) and cultural competency. The health workers will learn about different cultures so they can help people from all backgrounds. SilverSummit Healthplan is helping to make this center happen by funding the project.



## Virtual Baby Shower

SilverSummit and Count the Kicks virtual baby shower is a great way for expecting parents and families to gain knowledge. Experts will help you prepare for the arrival of your new baby. You will learn about the importance of:

- counting kicks during pregnancy
- what to expect when the baby is born
- how to take care of the baby like bathing and diapering
- expert tips for breastfeeding.

You can ask questions, too. Come join us for fun information about your new baby!

Join us for a fun, informative virtual event and become one step closer to welcoming your little one into the world! SilverSummit Healthplan is proud to support this valuable awareness program in order to keep babies safe and healthy. Check our Facebook events page for future dates and to Register for the next virtual baby shower. We look forward to seeing you there.



## Grand Opening of the Client Choice Pantry for Catholic Charities of Northern Nevada

The Catholic Charities Client Choice Pantry has just opened in the Reno area. The pantry offers food and resources to needy families. They can select food options, including pantry items and fresh produce. The ability to make decisions freely is what makes the Client Choice Pantry shopping experience unique. And Members are treated with respect and dignity. Catholic Charities of Northern Nevada received funding from SilverSummit to open this pantry.



# Commit to Quit Smoking

A new year means new resolutions. 2023 is the year you finally kick your smoking or vaping habit. There are so many benefits to quitting, including how much it can improve your overall health.

## Quitting can be hard – especially if you’re not prepared.

But don’t worry. We have a few simple steps you can take to help make it all a little bit easier.

- **Plan a quit date.** January 1 is obviously a great time to start fresh, but it’s not the only time. If you’re not ready, rushing will only set you up for failure. Pick a date to quit and give yourself time to mentally prepare.
- **Calculate the savings.** Smoking and vaping are expensive habits to keep up with. The website SmokeFree.gov reports if you smoked a pack a day, quitting would save you about \$2,200 a year or more depending on where you live.
- **Find your reason.** There are so many good reasons to quit, but finding one that keeps you motivated is important. It could be something as simple as quitting for your health. You might want to do it to save money. Or you want to be healthy for a loved one or a new baby on the way. Knowing your reason will help you push through the stressful and hard times.
- **Know your triggers.** If you’re aware of the things that push you to smoke, you can better manage those triggers. Then, when you find yourself in those situations, you’re prepared to handle them.



- **Fight cravings.** The reality is that cravings will happen. But, if you know what you need to do to manage your urge to smoke, it will make all the difference. Find ways to distract yourself and curb your cravings until they pass.
- **Don’t be afraid to ask for help.** There is no shortage of tools out there to help you curb your habit. You can talk to your doctor about help that may be available. Look for support from a Quit Coach, Quitline, support texts, or even apps on your phone. Even though quitting is entirely your decision, it’s important to remember you don’t have to do this alone.

More info: <https://www.cdc.gov/tobacco/campaign/tips/quit-smoking/guide/steps-to-prepare.html>

# Centering Your Mind

*In life, we all experience ups and downs. And many of us face issues that aren't easy to deal with. That's why in our day-to-day lives it's crucial to be able to identify and manage stress.*

***Stress is a normal human reaction to situations your body finds to be overwhelming.***



Stress happens when you experience pressure from changes or challenges and your body produces physical and mental responses to those scenarios. Although stress helps you adjust to new and potentially dangerous situations, too much of it over time can wear down the mind and body. Long-term or chronic stress can lead to symptoms like aches and pains, exhaustion, high blood pressure, digestive problems, anxiety, and depression. And often people will try to manage it with unhealthy habits such as binge drinking alcohol, gambling, excessive eating, or using drugs.

But there are healthy ways we can help ourselves cope with stress. Learning how to manage your stress takes practice, but you can do it easily with time. And with mental health benefits from SilverSummit Healthplan we can help you on your journey to managing the concerns in your life. Here are a few helpful ways you can manage and relieve stress:

***Exercise:*** Working out has been proven as one of the best ways to relax your body and mind. Plus, exercise will improve your mood. But you have to do it often for it to pay off. Consider looking up a simple routine to do when you wake up in the morning.

***Eating Healthy:*** Along with exercise, nutrition is important as well. Stress can deplete certain vitamins such as A, B complex, C, and E. Proper eating helps your body and mind feel better, which allows you to better combat stress.

***Meditation:*** Stopping and taking a few deep breaths can help instill a sense of calm, peace, and balance. Relieving that pressure can benefit your mental well-being and your overall health. You can try some meditation programs online, on apps, or at many gyms and community centers.

***Stay Connected:*** Humans are social beings. So keep in touch with people who keep you calm, make you happy, and are ready to help you out. And enjoying a shared activity allows you to find support and foster relationships that keep you grounded.

# Defending Your Skin

## **Knowledge is your best defense when it comes to skin cancer.**

In the United States, about one out of five people will develop skin cancer by the age of 70. So the more you understand it, the better you can prepare and protect yourself.

Skin cancer is the out-of-control growth of abnormal cells in the skin. The main types are basal cell carcinoma (BCC), squamous cell carcinoma (SCC), melanoma, and Merkel cell carcinoma (MCC). And for many, the two main causes of skin cancer are the sun's harmful ultraviolet (UV) rays and the use of products that produce UV light.

The good news is that if skin cancer is caught early, your doctor has high odds of eliminating it. SilverSummit Healthplan can help you get the care you need, so be sure to visit your doctor regularly. Although it's hard to completely protect yourself from UV rays, it's important to be proactive in your skin protection. To help you, here are some key ways to prevent damage to your skin.

### **Avoid long exposure to the sun.**

During the peak hours of the sun's strength, try to stay in the shade. This peak time is usually between 10 a.m. and 4 p.m. And remember, UV rays can still get to you during the winter months or on cloudy days. It also helps to avoid outdoor tanning and using UV tanning beds when possible.

**Wear a broad-spectrum sunscreen.** If you know you will be exposed to the sun for an extended period of time, it is important to apply sunscreen regardless of your skin tone. Look for sunscreen with a sun protection factor (SPF) of at least 30. Make sure to reapply about every two hours if you're sweating or swimming.

**In addition to sunscreen, wear sun-protective clothing.** Hats with wide brims and clothing that covers your arms and legs are helpful to protect your skin from harmful UV damage. You can also buy sunglasses that have UV protection as well.

**Examine your skin from head to toe every month.** Take time and make note of your body. Look for new moles, any change in color, or unusual skin on both sun-exposed and sun-protected areas. If you notice strange differences or growths over time, talk with your doctor immediately.



# Time to go on an Adventure

*Whether you're going for a quick walk or an all-day adventure, hiking can be a great way to get you and your family moving.*

*But before you start blazing trails, it's important that you prepare and bring everything that you need. Thankfully, we have these tips so you can conquer that urban cityscape or forest mountainside:*

## 1 KNOW YOUR ROUTE:

First and foremost, know where you're going. Check a map and see what you can expect from your trip before you leave. Sometimes parks will have information about trails on their website so you can plan accordingly. And for urban hikes you can do the same thing. Pick your own destination or "summit" to reach, then plan your route on a map.

## 2 GO LIGHT:

Hiking doesn't require much, so think about your trip and what you need. Make sure you wear the right shoes for your journey. Be sure to bring water, snacks, a first-aid kit, and a map. But remember, a heavy backpack can make hiking feel like a chore. Bring what you need and avoid overpacking by saving weight where possible.

## 3 REALIZE YOUR LIMITS:

When you're starting out, it's best to start small. If your destination has a map, pay attention to see if the trail has a difficulty rating. Be realistic about your limits and don't pick a route that scales a cliff or spans eight hours' worth of city blocks. Remember, choosing a hike with too much distance or elevation can leave you sore, or worse, stranded.

## 4 TELL SOMEONE:

While hiking is fun, it's also important to stay safe. Try to hike with a friend or family member and avoid going alone. Make sure someone knows where you're going, the route you plan on taking, and an estimated time to complete it just in case anything happens.



**Some days things are moving so quickly that you don't have time to make a proper meal.**

***You need that simple piece of food that'll get you through your next activity.***

Well, we have the tasty and nutritious solution for you: **homemade peanut butter granola balls!** With a little bit of prep time beforehand, you can make these delicious snacks and put them in the fridge.

Then, whenever you need a quick bite to eat, you can grab one or two of these. It's a fun activity for the whole family to get involved, especially kids. And they're also super customizable. Feel free to add, substitute, or change ingredients to what suits you and your family.

### **Ingredients:**

- 1 cup peanut butter
- $\frac{2}{3}$  cup honey
- $2\frac{1}{3}$  cup oats
- $\frac{1}{2}$  teaspoon salt
- 3 tablespoons cashews or almonds (Optional: crushed)
- $\frac{1}{3}$  cup mini chocolate chips

### **Instructions:**

1. First, stir together the peanut butter, honey, and a tiny bit of salt in a bowl. Mix until all ingredients are fully incorporated.
2. Second, add the oats, chocolate chips, and cashews or almonds. Stir again until everything is fully combined.
3. Next, scoop the mixture into balls on a baking pan. You can also shape them into different shapes.
4. Finally, chill them in the fridge for one hour, now you can grab a bite to eat whenever you want.

Serves about 8





# Taking Control of Your Health



***When it comes to your health, it's important to ask questions when you need more information. And when you have questions about your care, you deserve answers.***

At SilverSummit Healthplan, we want to make sure you're always informed. And thanks to our partnership with Krames, we get you the information you need.

Krames Online is the most up-to-date patient educational resource. Sometimes a question will slip your mind during a wellness visit, or you may have an important question pop up while at home. With Krames, you can search for answers any time. With access to more than 4,000 topics, Krames gets you and your family



*Krames Online is the most up-to-date patient educational resource.*



*All you have to do is find and click the Krames search function on our website to begin.*

the answers you need. All you have to do is find and click the Krames search function on our website to begin. The best part is that this comes at no additional cost to you.

Krames gets you responses to your healthcare questions. Throughout your experience, the clinically approved content will help you reach better health outcomes. And it is SilverSummit Healthplan's commitment to make sure you get the care and answers you need. Talk to your provider about Krames and see what you can learn today.

# Caring for New Moms

## ***The connection between a mother and her child is a strong bond.***

***Becoming a mother can come with many emotions. Joy, stress, and even fear. But many new and expecting mothers run into complications. And a lot of these cases are preventable.***

They involve issues such as severe bleeding after childbirth, infections, and high blood pressure during pregnancy. The risk of these complications and others can all be reduced with the right prenatal and postnatal care.

Prenatal care is assistance that helps decrease risks during pregnancy and delivery. Regular visits help doctors monitor and identify any problems before they become serious. Babies of mothers who lack prenatal care have triple the chance of being born at a low birth weight. And low birth weight can lead to complications or death.

Postnatal care helps new mothers adjust to the physical, social, and psychological changes that result from giving birth. This period typically lasts six to eight weeks and involves getting proper rest, nutrition, and vaginal care as well as instructions on caring for your new baby. It can also help with postpartum depression, a depressive state that can occur after giving birth. In the United States, about 1 in 8 women experience symptoms of postpartum depression after giving birth.

It's for these reasons that women should make sure to attend their prenatal and postnatal visits with their doctor. The assistance and monitoring performed during these visits is incredibly important to keep mothers and



their babies healthy. And with SilverSummit Healthplan and the Start Smart for Your Baby® program, we can help ensure your family gets the help they deserve. Talk to your doctor and ask what care is right for you. And visit our Benefits Overview page for information on the program and the Notice of Pregnancy form [www.silversummithealthplan.com/members/medicaid/benefits-services/benefits-overview.html](http://www.silversummithealthplan.com/members/medicaid/benefits-services/benefits-overview.html) to get access to all the information you need.

## Stay connected and more:

Your [online member account](#) is a great way to not only stay up to date with important plan information but also to help improve your health!

### Look at everything you can do:

- Manage your **myhealthpays**® rewards
- Find or change your doctor
- Get care through our virtual health services
- Join our Start Smart for Your Baby®
- View your claims status and more!



## You can contact SilverSummit in different ways.

- Call us at **1-844-366-2880 (TTY/TDD 1-844-804-6086)** from 8am to 5pm Monday to Friday.
- Email us at [communitysolutions@silversummit.com](mailto:communitysolutions@silversummit.com)
- If you want to send a secure message, log into your member portal and use the secure messaging system.
- Send us a message on Twitter or Facebook.



### WE ARE HERE FOR YOU!

[silversummithealthplan.com](https://silversummithealthplan.com)

 [facebook.com/SilverSummitHealthplan](https://facebook.com/SilverSummitHealthplan)

 [twitter.com/SilverSummitHP](https://twitter.com/SilverSummitHP)

Marketplace Plan: 1-866-263-8134 (TTY/TDD 1-855-868-4945)

Medicaid Plan: 1-844-366-2880 (TTY/TDD 1-844-804-6086)

**English:** Language assistance services, auxiliary aids and services, and other alternative formats are available to you free of charge. To obtain this, please call the number above.

**Español (Spanish):** Servicios de asistencia de idiomas, ayudas y servicios auxiliares, y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

**Tagalog (Tagalog):** Mayroon kang makukuhang libreng tulong sa wika, auxiliary aids at mga serbisyo, at iba pang mga alternatibong format. Upang makuha ito, mangyaring tawagan ang numerong nakasulat sa itaas.

**简体中文(Chinese):** 可以免费为您提供语言协助服务、辅助用具和服务以及其他格式。如有需要, 请拨打上述电话号码。

**한국어(Korean):** 언어 지원 서비스, 보조적 지원 및 서비스, 기타 형식의 자료를 무료로 이용하실 수 있습니다. 이용을 원하시면 상기 전화번호로 연락해 주십시오.

**Tiếng Việt (Vietnamese):** Các dịch vụ trợ giúp ngôn ngữ, các trợ cụ và dịch vụ phụ thuộc, và các dạng thức thay thế khác hiện có miễn phí cho quý vị. Để có được những điều này, xin gọi số điện thoại nêu trên.

**አማርኛ (Amharic):-** ከክፍያ ነጻ የቋንቋ ድጋፍ አገልግሎቶች፣ ተቀጽላ እርዳታዎች እና አገልግሎቶች፣ እና ሌሎች አማራጭ ቅርጸቶች ያገኛሉ። ይህን ለማግኘት እባክዎን ከላይ ባለው ቁጥር ይደውሉ።

**ไทย (Thai):** บริการช่วยเหลือด้านภาษา อุปกรณ์และบริการเสริม รวมทั้งรูปแบบทางเลือกอื่น ๆ มีให้ท่านใช้ได้โดยไม่เสียค่าใช้จ่าย หากต้องการขอรับบริการเหล่านี้ กรุณาติดต่อทางโทรศัพท์ที่หมายเลขข้างต้น

**日本語 (Japanese):** 言語支援サービス、補助器具と補助サービス、その他のオプション形式を無料でご利用いただけます。ご利用をお考えの方は、上記の番号にお電話ください。

**العربية (Arabic):** خدمات المساعدة اللغوية والمعينات والخدمات الإضافية وغيرها من الأشكال البديلة متاحة لك مجاناً. للحصول عليها، يرجى الاتصال بالرقم أعلاه.

**Русский язык (Russian):** Вам могут быть бесплатно предоставлены услуги по переводу, вспомогательные средства и услуги, а также материалы в других, альтернативных, форматах. Чтобы получить их, позвоните, пожалуйста, по указанному выше номеру телефона.

**Français (French) :** Des services gratuits d'assistance linguistique, ainsi que des services d'assistance supplémentaires et d'autres formats sont à votre disposition. Pour y accéder, veuillez appeler le numéro ci-dessus.

**فارسی (Farsi) :** خدمات ترجمه، حمایت های ؛ خدمات کمکی و سایر انواع دیگر به صورت رایگان در اختیار شما قرار می گیرند. برای به دست یابی به این خدمات، لطفاً با شماره تلفن بالا تماس بگیرید.

**Samoan (Samoan):** Auaunaga e lagolago i lau gagana, auaunaga fesoasoani atu, ma isi auaunaga e maua fua atu e leai se totogi. Pe a mana'omia ia auaunaga, vili le numera o loo tāua i luga.

**Deutsch (German):** Sprachunterstützung, Hilfen und Dienste für Hörbehinderte und Gehörlose sowie weitere alternative Formate werden Ihnen kostenlos zur Verfügung gestellt. Um eines dieser Serviceangebote zu nutzen, wählen Sie die o. a. Rufnummer.

**Ilokano (Ilocano):** Makaala kayo iti libre nga tulong para iti serbisyo nga kasapulan maipanggep iti lengguwahe, dadduma nga tulong ken serbisyo, umawag kayo laeng iti numero nga adda iti ngato.