

# HealthyFocus

Fall 2018



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HealthyFocus Fall  
2965 NE Conners Avenue  
Bend, Oregon 97701

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## Making Dental Care a Priority

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When was the last time you saw the dentist? We know, it's easy to put it off; life can be hectic.

But did you know that dental care is an important part of your overall health? Having unhealthy teeth and gums increases your risk of bone loss and infection. Gum disease has also been linked to chronic conditions that impact the whole body.

Taking care of gum and tooth problems can also help people with chronic conditions like diabetes, cardio vascular disease, COPD, manage their conditions and be healthier.

In most cases, a dental check-up takes less than an hour, and is only needed twice a year. An appointment for a cleaning and check-up will help remove plaque buildup and bacteria.

Between visits to the dentist, maintain healthy gums with basic at-home care:

- Brush your teeth two times a day (but be careful with how hard you brush).
- Floss daily (ask your hygienist for tips).

Pregnant or planning on becoming pregnant? It's important to see a dentist right away. Pregnancy causes changes that can affect your mouth and teeth, and even your pregnancy. If you're expecting, mention it when making an appointment.

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### **PacificSource Customer Service**

Monday to Friday:  
8:00 a.m. to 5:00 p.m.  
Toll-free: (800) 431-4135  
TTY: (800) 735-2900



## Safety Programs for High-Risk Medications

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Medications are often a necessary part of healthcare. However, some pain medications and sedatives have serious risks and side effects. Risks include addiction, overdose, and death. To help our members use these drugs safely, PacificSource has a drug management program and pharmacy safety alerts.

### **What is the drug management program?**

If you get certain high-risk medications, we may talk with your doctors or your pharmacy. We want to make sure the medications are medically necessary and that you're using them appropriately. We will send you and your doctor a letter in advance if your coverage of a medication will be affected.

### **What are pharmacy safety alerts?**

When we receive claims for certain high-risk prescription drugs, we will send a safety alert to your pharmacy. In some cases, we may need to review your prescription with your doctor.

### **Who will this impact?**

Medicaid members who are on certain high-risk medications are affected. Members with cancer or end-of-life care are not included in the program.

### **Which medications are included?**

Our programs focus on drugs that are often misused. This includes pain medications, such as morphine, hydrocodone, and oxycodone. Controlled medications used to help with sleep or anxiety are other examples.

### **Questions?**

PacificSource cares about your health and safety. If you have any questions about these programs, please contact our Customer Service team. (See page 1 for our phone number and hours.)



## The Secret to Healthy Holidays? Think Balance.

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The holiday season, while usually a happy time, can bring a disruption of our normal routines. And that can throw us off kilter when it comes to staying healthy. Here are several tips to find balance now and in the coming weeks—so you can enjoy time with friends and family, while also taking care of yourself.

### **Yes, you can still enjoy your favorite foods!**

Enjoy your favorite traditional treats, but look for ways to make some small adjustments. For example, try a low-fat version of your green bean casserole recipe, or use whole grain instead of white bread in your stuffing. Need more ideas? Check out this recipe collection from [www.FoodNetwork.com](http://www.FoodNetwork.com): <https://bit.ly/2PwkjDV>.

### **Keep moving (some exercise is better than none).**

Staying active helps you feel your best. So even if you're busy, look for ways to squeeze in ten minutes of activity a few times a day—take the stairs or do lunges during TV commercial breaks. You can also combine exercise with family time. For example, take a walk to view holiday lights or go sledding with the grandkids.

### **Protect your mental health.**

It's easy to get stressed out over the holidays. Plan ahead by setting realistic expectations for yourself, and remember it's okay to say "no." The holidays can also trigger depression. A little sadness is probably nothing to worry about; however, if you notice signs such as feeling hopeless, loss of interest, lower energy, trouble concentrating, changes in sleep, or changes in appetite, talk to your doctor or counselor.

### **Fight the flu and other bugs.**

Getting a flu shot is one of the most effective ways to keep yourself and your loved ones healthy. Flu season typically peaks in February and can last through March. As a reminder, flu shots are covered at no cost to you. In addition, there are several things you can do to reduce your risk of catching any bug: wash your hands often with soap and water for 20 seconds. Also, avoid touching your face, and if you can, stay away from people who are sick.

### **Take advantage of preventive benefits.**

Preventive care is key to your overall health, and getting regular screenings is one of the best ways to stay healthy. Most preventive care services are fully covered. Talk to your doctor about which preventive screenings are right for you.

# Pumpkin Ricotta Stuffed Shells

## Ingredients

- 12 jumbo pasta shells (½ of 12-ounce package)
- 1¼ cups nonfat ricotta cheese
- ¾ cup pumpkin puree
- ½ cup Parmesan cheese, grated
- ½ tsp. garlic powder or 2 cloves garlic
- 2 Tbsp. dried basil
- ¼ tsp. ground sage
- ½ tsp. salt
- ½ tsp. pepper
- 1 cup pasta sauce

## Directions

1. Cook pasta shells according to package directions. Drain, separate onto baking sheet, and let cool.
2. In a medium bowl, stir together ricotta, pumpkin, Parmesan, and spices. Reserve 1 tablespoon Parmesan for topping.
3. Preheat oven to 350°. Choose a baking dish that holds all the shells in a single layer.
4. Spread pasta sauce in the bottom of the baking dish. Fill each shell with about 3 tablespoons of pumpkin mixture, and place shells close together on sauce in baking dish.
5. Cover pan with foil and bake for 30 minutes. Remove foil, sprinkle with remaining cheese, and bake for 15 minutes more.
6. Refrigerate leftovers within 2 hours.



**Tip:** Freeze unused pumpkin puree and add to soup, chili, or pancake recipes.

**Makes:** 12 filled shells  
**Prep time:** 20 minutes  
**Cooking time:** 45 minutes

*Reprinted with permission from Food Hero (OSU), [www.FoodHero.org](http://www.FoodHero.org).*

## Nutrition Facts per Serving

**Serving size** 2 shells

**Calories** 210

**Total Fat** 3g

**Cholesterol** 15mg

**Sodium** 510mg

**Carbohydrate** 33g

**Fiber** 3g

**Protein** 12g

# We Value Your Feedback

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Early next year, you may receive requests from the Center for the Study of Services, by mail or by phone, to take a healthcare survey. This survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. It asks about your experience with PacificSource Community Solutions, as well as your experience with doctors and other healthcare providers. If you are contacted about the survey, we ask you to take a few minutes to complete it. Your responses will be kept private.

Why your input matters: We review the survey results every year and look for ways to improve our services. For example, we learned that getting timely care can be hard for our members. So we're working internally, and with our provider partners, to help improve access in the communities we serve.

## Nondiscrimination Statement

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PacificSource and network providers must treat you fairly. Our providers and we must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's:

- Age
- Color
- Disability
- Gender Identity
- Marital Status
- National Origin
- Race
- Religion
- Sex
- Sexual Orientation

Everyone has a right to know about and use our programs and services. We give free help when you need it. Some examples of the free help we can give are:

- Sign language interpreters
- Spoken language interpreters for other languages
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

### If You Need Help

If you need help or have a concern, please contact our Customer Service department or our Civil Rights coordinator toll-free Monday–Friday, 8:00 a.m.–5:00 p.m. at:

#### Customer Service Department

- (800) 431-4135 Central Oregon
- (855) 204-2965 Columbia Gorge
- (800) 735-2900 TTY

#### Civil Rights Coordinator

- (888) 977-9299, (800) 735-2900 TTY
- [crc@pacificsource.com](mailto:crc@pacificsource.com)
- PO Box 7068, Springfield, OR 97475-0068

### To File a Complaint

To file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR):

- [HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources](https://www.hhs.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources)
- [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
- (800) 368-1019, (800) 537-7697 (TDD)
- OCR, 200 Independence Avenue SW, Room 509F, HHH Bldg., Washington, DC 20201

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call toll-free (800) 431-4135, (800) 735-2900 TTY.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 431-4135, (800) 735-2900 TTY.

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (800) 431-4135, (800) 735-2900 TTY.

**繁體中文 (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) 431-4135, (800) 735-2900 TTY.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 431-4135, (800) 735-2900 TTY.

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 431-4135, (800) 735-2900 TTY.

**Українська (Ukrainian):** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (800) 431-4135, (800) 735-2900 TTY.

**日本語 (Japanese):** 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます ((800) 431-4135, (800) 735-2900 TTY. まで、お電話にてご連絡ください

**العربية (Arabic):** 5314-مقرب لصتا. ن اجم اب كل رفاوتت ةىوغلل ادعاسملا تامدخ نإف ،ةغلل ركذا ثدحتت تنك اذا :ةظوحلم (800) 431-4135, (800) 735-2900 TTY: ه مصل مكبل او

**ภาษาไทย (Thai):** เร็ว: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 431-4135, (800) 735-2900 TTY.

**Română (Romanian):** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (800) 431-4135, (800) 735-2900 TTY.

**ខ្មែរ (Cambodian):** ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សម្រាប់ជំនួយអ្នកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (800) 431-4135, (800) 735-2900 TTY.

**Cushite:** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (800) 431-4135, (800) 735-2900 TTY.

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 431-4135, (800) 735-2900 TTY.

**فارسی (Farsi):** (800) امش یارب ناگیار تروصب ینابز تالی هس ت ،دینک یم وگتفگ یسراف نابز هب رگا :هجوت 431-4135, (800) 735-2900 TTY.

**Français (French):** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez (800) 431-4135, (800) 735-2900 TTY.



## Where to Go for Care

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If you or one of your family members are sick or hurt, it's important to know where to get care. Here are some guidelines.



### **Your Primary Care Provider**

*For not urgent, not life-threatening care*

For normal aches and pains, or if you're sick, call your primary care provider (PCP). Many medical offices are open late and on weekends. Even when the office is closed, someone may be able to help you, including an on-call doctor. If you don't remember who your PCP is, see your ID card or contact our Customer Service team.



### **Urgent Care Center**

*For urgent, but not life-threatening care*

Call your doctor first. Even if the office is closed, someone may be able to help you. If you are not able to reach your doctor, you can go to an urgent care center if you are sick or have a minor injury. For example, you may have a fever, sore throat, headache, ear pain, or vomiting. Or you may have a nose bleed, minor burn, simple fracture, or cut.



### **Emergency Room / 911**

*For urgent and life-threatening care*

If you have a serious medical problem, call 911 or visit an emergency room right away. Examples of problems are choking, trouble breathing, severe injury, severe burn, bleeding that doesn't stop, chest pain, a seizure, or stroke. Note: The signs of a stroke can be a sudden face sag, weak arm or leg, or trouble speaking. Always call your PCP later to follow up after going to an emergency room.



### **Your Primary Care Dentist**

*For routine, urgent, and emergency dental care*

Your primary care dentist (PCD) can provide all your dental care or refer you to a specialist if needed. Don't wait until you have a dental emergency to see your PCD. See your ID card or contact Customer Service to find out who your PCD is.