



# CountyCare Connection Winter 2017

## Heart Health

February is American Heart Month and CountyCare wants to help you fight heart disease. In a 2014 survey, over 100,000 people living in Cook County reported having heart disease (Source: <http://app.idph.state.il.us/brfss/>). We want to help you keep your heart healthy.

### Get Heart Smart

Let's start with the heart itself. It's the pump that sends blood and oxygen to the body through the blood vessels. Heart disease happens when something isn't working right. For example:

**High blood pressure** (hypertension) means your heart is working too hard to pump blood and oxygen to your cells. It can weaken blood vessels and damage the heart.

**Hardening of the arteries** (arteriosclerosis) is fat and cholesterol build up in the arteries, so they become narrower. Less blood can flow through the vessels.

**Angina** is a feeling of pressure, pain or squeezing in the chest. It's caused by not enough blood flowing to a part of the heart. It can be a warning sign of something more serious.

**Heart failure** is when the heart pumps less than normal. That means blood is moving slower and not carrying enough of the oxygen and nutrients the body needs.

**Heart attacks** happen when a blood clot or blockage stops blood flow to the heart.

**Strokes** happen in the brain when a blood clot or a burst blood vessel stops blood flow to a part of the brain.

### Get Screened

People with diabetes have more risk of heart problems, and both heart disease and diabetes can run in families. But you can make choices to keep your heart healthy. Getting regular screenings during doctor visits can help you avoid or manage heart disease. Make sure to talk with your healthcare provider about which tests are best for you and how often you should be checked.

## Make Better Choices

Few people will get perfect results on screening tests. Your personal risk factors make you more or less likely to get a disease. Some risk factors you can't do anything about, like your age or family history. But many risk factors for heart disease can be made better by making smart choices.

### Top 5 Smart Choices:

- 1 Stop smoking
- 2 Control your blood pressure by taking medicine when recommended by your doctor
- 3 Eat healthy foods to maintain a healthy weight
- 4 Keep physically active
- 5 Get regular checkups

"Regular exercise improves how the heart works and can improve heart failure symptoms," says Dr. Doukky, Chairman of Cardiology at Cook County Health and Hospitals System. "Even a little bit of physical activity can improve heart health."

We are here to help you make changes. If you need help call 312-864-8200 or 855-444-1661 (toll-free) or 711 (TDD/TTY) or visit [www.countycare.com/members/health-wellness](http://www.countycare.com/members/health-wellness).

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# Test Your Heart Attack

## IQ

Would you know a heart attack if you saw one—or were having one? Would you know what to do? Take this quick quiz to learn what a heart attack looks like.

### 1. Check all the possible signs of a heart attack:

- ☐ Pain, pressure, or squeezing in the chest
- ☐ Pain or pressure in the neck, jaw, back, stomach, or one or both arms (especially the left)
- ☐ Shortness of breath
- ☐ Suddenly sweaty or clammy
- ☐ Nausea or vomiting
- ☐ Feeling lightheaded

(ANSWER: All the boxes should be checked!)

### 2. True or False: Heart attacks always come on suddenly.

False: Many heart attacks start slowly, with slight discomfort, squeezing pain or fullness in the chest that can come and go.

### 3. True or False: People know right away when they're having a heart attack.

False: Sometimes the symptoms are confusing. Things just might not "feel right." If there's any question, call 911.

## Healthy Cooking

Eating heart healthy can be easy and inexpensive. Here are some tips on ways to eat better:

### More Produce Please

Studies show a link between eating more fruits and vegetables and lowering your risk of heart disease.

- Top your morning cereal or yogurt with fresh fruit.
- Add chopped spinach and tomatoes to your eggs.
- Eat a big salad or mixed vegetables as your main dish, instead of a side dish.
- When you bake, use three ripe, mashed bananas or one cup of applesauce instead of ½-cup butter, lard, shortening or oil.
- Carry fruit, cut-up veggies, nuts or seeds with you for a snack.



### Smart Flavors

Heart-healthy dishes can be tasty. Add flavor in smart ways that cut down on salt, calories, and fat.

- Try new kinds of herbs like oregano or basil.
- Cook with different kinds of pepper—and use new flavors together.
- Try citrus juice and zest (the colorful part of the peel) to add lots of bright flavor without adding any calories.



### Good Grains and Beans

Whole grains are better for you than white flour and rice. Whole beans are full of nutrition and they are filling. The fiber and nutrients from whole grains and beans may lower blood cholesterol. Some grains to look for are: quinoa, bulgur, whole-grain barley, whole-wheat couscous and brown rice. Black beans, kidney beans, pinto beans and black-eyed peas are just a few types of beans you can buy dried, frozen or canned. You can add these to soups, salad and vegetable dishes.





# Quitting Time



Susan started smoking at 13 because “everyone else smoked and it was cool.” Now, 33 years later, she quit before having joint replacement surgery.

After smoking a pack or more a day for years, Don finally stopped on his 62<sup>nd</sup> birthday, when he couldn’t blow the candles out.

Rick, who took up cigarettes to “be like my big brother,” finally quit when his wife became pregnant.

Susan, Don and Rick all have great reasons to quit. If you smoke, so do you!

Smoking is one of the worst things you can do to your body. Luckily, less people smoke now than years ago. Most likely it’s because we now know that smoking causes cancer and heart disease.

Here are just some of the things smoking does:

- Increases blood pressure
- Increases chances for a blood clot
- Increases risk of hardening of the arteries
- Lowers “good cholesterol” (HDL)
- Makes it difficult to exercise due to shortness of breath

But there’s good news! Your health gets better the minute you quit. It doesn’t matter how old you are, how long you smoked, or how many cigarettes a day. One year after quitting, your chance of a heart attack will drop 50 percent. In 10 years, it will be the same as if you never smoked.

If you decide to quit, there’s help! The Respiratory Health Association’s Healthy Lungs Initiative is available at many CountyCare hospitals and clinics. They have many tools and resources to help you quit. To find a Healthy Lungs Initiative location near you visit [www.lungchicago.org/healthy-lungs-initiative](http://www.lungchicago.org/healthy-lungs-initiative) or call 312-243-2000.

*Susan, Rick and Don are not CountyCare members.*

## Winter Blues

**Do you feel down when it gets dark and cold outside?  
You’re not alone. A lot of folks get a case of the winter blues.**

Often this cold-weather mood swing is called SAD—Seasonal Affective Disorder. SAD usually doesn’t last long. But it can make you feel tired, grumpy, or depressed for weeks at a time.

So, this year, instead of getting SAD when the weather turns chilly and gray, get GLAD. These four simple ideas might help you beat the winter blahs.

**Get moving.** Experts say exercise can improve mood. Exercising under bright lights can help the winter blues.

**Lighten up.** Chances are your body needs more sunshine. Open the blinds or curtains. Sit closer to the windows when the sun is out. Or go outside! Even though it’s hard to do when it’s cold, being in the fresh air can make you feel better.

**Adopt healthy habits.** Eat healthy food. Satisfy your hunger for carbs like pasta and potatoes with lean protein, fresh fruits and vegetables. And treat yourself to a bit of dark chocolate now and then. It can lift your spirits.

**Distract yourself.** There’s a lot you can do even in the cold! Volunteer in your community. Take a bit of time for a hobby or an activity that interests you. Plan to spend time with family or friends, even if it’s just a trip to a local museum. Studies show planning a trip or an outing can make you feel happier!

If feelings of depression get worse, it is important to get help. You can find a provider to help on the online Provider Finder at [www.countycare.com](http://www.countycare.com). Or call Member Services for help at 312-864-8200 or 855-444-1661 (toll-free) or 711 (TDD/TTY).

\*Source: <http://www.health.harvard.edu/newsweek/Exercise-and-Depression-report-excerpt.htm>



# How Caring Can Build a New Life: One Member's Story

**"Depression is a place inside your mind that no one knows. But if you have the warm touch of a human being that is constantly in your ear saying, 'I got you I got you,' ... if you hear that person saying, 'we are here to help,' it will get better."**

That's how John, a 53-year-old Chicago-area man, talks about his bout with depression and how coming to CountyCare helped him rebuild his life.

Up until 2009, John's life seemed right on track. One of four brothers who attended Dunbar High School, he admired his hard-working father. He also found another role model in George Jefferson, a 70s TV sitcom character who talked about "movin' on up" in the world. John took their example and started his own contracting business, rehabbing buildings.

But when the recession hit, things began to fall apart. His business failed. His wife left. He needed double knee replacement to repair damage from an old injury. Eventually homeless and living out of his truck, he became suicidal. His brother took him to Oak Forest Health Center where he was referred to CountyCare.

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**"They saved my life," says John. "Without them I had no idea what I would do."**

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Now back on his feet, John thanks his CountyCare Enrollment Manager, Heather Holberg and Linda Daniels, Cook County Health and Hospitals System Case Worker with helping him file for insurance, find mental health care and, most importantly, feel cared for.

"When times are stressful, you need connections and organizations that show love," he explains. "When I was so low and depressed, Heather just looked into my eyes and said, 'I've got this. Give me your papers.'" When I couldn't write or concentrate or even think straight, they both took over and did what was needed to get and keep my insurance. I think CountyCare is the best. I never got attention like that before."

If you would like to learn more about options for dealing with depression, call Member Services at (312) 864-8200, (855) 444-1661 (toll free) or 711-TDD-TTY. Select the behavioral health option. For assistance on maintaining your CountyCare plan, call 1-312-864-8200, Option 1.

*For confidentiality purposes, the member's real name was not used in the article. Also, please note that the member's identity is not portrayed in the photo.*





# What to Do When You Reach 65

Are you a CountyCare member who will soon turn 65 and become eligible for Medicare?

If you answered “yes,” it’s a good idea to plan ahead. Call us so you can learn how Medicaid and Medicare work together and how to apply.

Here are a few things you should know:

- 1 If you are eligible for Medicare, you must take action to sign up- most people aren’t signed up automatically. It’s important to sign up on time, or you could pay more for being late. Your Initial Enrollment Period for Medicare is seven months long. It starts three months before your birthday month and extends three months after.
- 2 When you sign up for Medicare you need to file for Medicaid redetermination. You will be asked to share some personal information. It is important to do this by the due date.

The sign-up process can be different for each person. Each person has different needs:

- **Medicare Part A:** Pays for covered hospital costs. Part A is free for eligible enrollees.
- **Medicare Part B:** Pays toward costs for covered doctor visits, labs, x-ray services, and other outpatient services. There is a monthly premium for Part B.
- **Medicare Part D:** Pays for covered prescription drug costs. Medicaid recipients do not need to sign up for this coverage. A monthly premium is charged.

The sign-up process can be confusing. So get help from your Care Coordinator by calling 312-864-8200, (855) 444-1661 (toll free) or 711-TDD-TTY to make the process easier. Happy birthday!



## Along for the Ride

CountyCare provides public transportation passes (CTA & Pace) for members with scheduled appointments. Please contact one of the following resources to request public transportation passes:

- Your medical home (your primary care provider’s office), or
- Your care coordinator

You qualify for transportation if you:

- Have a scheduled health care appointment.\*
- Can’t take the bus or train and don’t have access to a car (or a driver’s license).
- Have a medical condition that requires a car with special equipment- such as a wheelchair ramp.\*\*
- Require medical supervision during the ride. \*\*
- Are unable to travel or wait for a ride home.

If you need to arrange for a ride to a medical appointment, the sooner you call First Transit the better! Call (630) 403-3210 at least two business days before your appointment. Be sure to have your CountyCare ID number, details about your appointment—what, when, where and with whom— and mention any special transportation needs.

\* First Transit will need to verify that you are traveling to a scheduled health care appointment.

\*\* First Transit may request a completed Certificate of Transportation Services (CTS) from a licensed medical professional, like your doctor or nurse.

# Reminders

## Annual Notices Posted on the Website

There is a lot of information on our website that can help you manage your health and health plan. Please visit [www.countycare.com](http://www.countycare.com) for information about:

- 1 Your Rights and Responsibilities
- 2 Privacy and Confidentiality
- 3 Filing Grievances and Appeals

## Cervical Cancer Screening

Cervical cancer can be found early through a simple test called a Pap test. Treatment is most successful when cancer is found early. Pap tests are covered by CountyCare at no cost to you. Ask your provider if you are due for a Pap test and other screenings. For more information, visit [www.cdc.gov/cancer/cervical](http://www.cdc.gov/cancer/cervical).

## Keep Us Updated

Moved? Changed your phone number? Keep your CountyCare profile current so you can receive important updates about your coverage at [www.countycare.com/members/access-update-your-profile](http://www.countycare.com/members/access-update-your-profile) or call us at 312-864-8200 /855-444-1661 (toll-free) 711 TTD/TTY.

**Like us on Facebook!** 

# Nondiscrimination Statement

## Discrimination is against the law.

CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CountyCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CountyCare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - » Qualified sign language interpreters
  - » Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - » Qualified interpreters
  - » Information written in other languages

If you need these services, please contact Member Services at CountyCare: Phone: 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

If you believe that CountyCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

### CountyCare Grievance & Appeals Coordinator

Attn: Grievance and Appeals Dept.

P.O. Box 803758

Chicago, IL 60680

Phone: 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY)

Fax: 312-548-9940

Electronically: <http://www.countycare.com/members/portal>

You can file a grievance in person or by mail, fax, or via our website. If you need help filing a grievance, the CountyCare Grievance & Appeals Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue,  
SW Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

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

Below is a list of translated messages that discuss how you can receive free language assistance services.

## English

ATTENTION: If you speak ENGLISH, language assistance services, free of charge, are available to you. Call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY).

## Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 / 711 (TTY).

## Polski (Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 312-864-8200 / 855-444-1661 / 711 (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 312-864-8200 / 855-444-1661 / 711。

## 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 312-864-8200 / 855-444-1661 / 711. 번으로 전화해 주십시오.

## Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 312-864-8200 / 855-444-1661 / 711.

## العربية (Arabic)

تدعاسملا تامدخ نإف، ءغللا ركذا ثدحتت تنك اذا: تظوحلم  
مقرب لصتا 312-864-8200 / 855-444-1661 / 711. ناجملاب كل رفاوتت ءيوغللا  
مكبل او مصلا فتاه مقر (312-864-8200 / 855-444-1661 / 711).

## Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 312-864-8200 / 855-444-1661 (телетайп: 711).

## ગુજરાતી (Gujarati)

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 312-864-8200 / 855-444-1661 (TTY: 711).

## دُرّ (Urdu)

ی ک ن ابزوک پ آوت، ی ہ ے تل وب ودر اپ آرگ: رادربخ  
ل اک - ی ہ اب ای ت سد ی م ت ف م ت ام د خ ی ک دم  
312-864-8200 / 855-444-1661 (TTY: 711).

## 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 312-864-8200 / 855-444-1661 (TTY: 1-711).

## Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 312-864-8200 / 855-444-1661 (TTY: 711).

## हिंदी (Hindi)

बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 312-864-8200 / 855-444-1661 (TTY: 711) पर कॉल करें।

## Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 312-864-8200 / 855-444-1661 (ATS : 711).

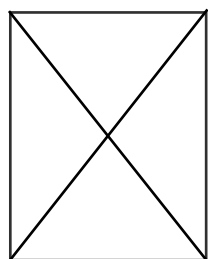
## λληνικά (Greek)

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 312-864-8200 / 855-444-1661 (TTY: 711).

## Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 312-864-8200 / 855-444-1661 (TTY: 711).





**CountyCare Member**  
123 Main Street  
Your Town, USA 12345

**CountyCare Administrative Offices**  
1900 West Polk Street  
Suite 220C  
Chicago, IL 60612

# Calendar of Events

For upcoming event information, please visit [www.countycare.com/about/events](http://www.countycare.com/about/events)



**Like us on Facebook!**

## JANUARY 2017

S	M	T	W	T	F	S
1	2	3	4	5	6	7
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