



WHOLE you



2021 Summer Bulletin

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Your healthy source for living well.

We are excited to present you with **the new issue of Whole You from Sunshine Health.**

In this issue of Whole You, you'll see articles that relate to your health plan. These topics include mental health, where to go for care and pharmacy benefits. We'll also explore how eating healthy is good for the planet. And learn how to get the kids to sleep so you can rest. You'll also find a fun picture game for your brain!

Don't forget to take a look at our last issue. We talk stress-busting foods, how to prevent skin cancer and healthy BBQ ideas. Our last issue also includes daily life hacks, and food benefits you have through your plan – plus a crossword puzzle!

As our world faces new challenges brought on by the pandemic, Sunshine Health has changed to adapt, just like all of you. Telehealth is easier now than ever. You can see a doctor from the comfort of your own home.

Our case managers are ready to help you virtually, too. They can share resources about finances, food and housing. And they can answer questions about how to stay healthy in these changing times.

Thank you for being our member, and for taking care of the whole you.
Until next time!

Stay Connected and More!

If you haven't already, make sure to bookmark our website, SunshineHealth.com/Medicaid. Stay up to date with important plan information. You can create an online member account at SunshineHealth.com/login. It takes just a few minutes to sign up.

Look at everything you can do with your account:

- Get news about your coverage and benefits
- Manage your My Health Pays® rewards
- Find or change your doctor
- View claims status and more!

Know Where to Go for Care

Make sure you know where to get medical care when you need it. If you get sick or hurt, you have several options to get the care you need.

In-Network Urgent Care Center

Go to a nearby urgent care center if your illness or injury isn't life-threatening and your primary care provider's (PCP) office is closed.

Visit for:

- Flu symptoms
- Ear infections
- High fevers
- Severe sprains, pulled muscles

Telehealth Services

Easy, 24-hour access to in-network providers for non-emergency health issues. Do it all by phone or video at no cost to you. Get medical advice, a diagnosis or a prescription from home.

Make an appointment for:

- Colds, flu and fevers
- Rash, skin conditions
- Sinuses, allergies
- Respiratory infections
- Ear infections
- Pink eye

Primary Care Provider (PCP)

Your PCP is your main provider. Call their office to schedule a visit if you don't need immediate medical care.

Make an appointment for:

- Vaccinations
- An annual wellness exam
- Help with colds, flus and fevers
- General advice about your overall health
- Care for ongoing health issues like asthma or diabetes



Free 24/7 Nurse Advice Line

Get answers to your health questions and help set up doctor appointments.

Call for:

- Help caring for a sick child
- Help knowing if you should see your PCP
- Answers to health questions

Call the Nurse Advice Line toll-free at **1-866-796-0530** (TTY 1-800-955-8770).

Emergency Room (ER)

Consider all of your options before going to the ER. Visit the ER if you're experiencing a life-threatening injury or illness.

Know Where to Go for Care (Continued)

Use the chart on this page to help you decide your best care option.



Is your illness or injury life threatening?

(Ex: shortness of breath, chest pains, bleeding that won't stop, poisoning, burns or a broken bone)

YES

NO

Remember to check and make sure that a doctor, urgent care center or hospital is in our network, unless it is an emergency.



Call 9-1-1 or go to the ER.

Immediately go to an Emergency Room for:

- Chest pains
- Bleeding that won't stop
- Shortness of breath
- Broken bones
- Poisoning
- Severe cuts or burns



Do you have a physical injury or an illness like the flu, an ear infection or a fever?

YES

NO

Would you prefer a virtual visit?

YES | NO



Do you want to see a doctor?

OR



Do you want to talk to a nurse for advice?

Is your doctor's office open?

YES | NO



Set up a Virtual Health appointment



Call your primary care provider (PCP)



Go to urgent care



Call our 24/7 nurse advice line

5 Truths About Mental Health

Your mental health, also known as behavioral health, is part of the whole you. It's just as important as your physical health! Even if you're eating all your veggies, ignoring your mental well-being is ignoring your health.

Incorrect ideas about behavioral health issues may prevent people from getting support they need. Here are five truths about mental health.

1 Mental health issues have nothing to do with your strength of character. The idea that mental health issues are a sign of weakness is harmful and untrue. These are medical disorders. Your mental health can be affected by genes and brain chemistry, injuries and diseases, trauma, high-stress jobs and home life, and family history. You cannot (and should not) "power through" mental health issues by pushing down symptoms. These things have a way of coming out, sometimes showing up as physical problems.

2 Many people have mental health issues but don't know it. In a given year, nearly one in five American adults will have a mental health condition. And, at some point their lives, 46 percent of Americans will meet the criteria for a mental health condition. Half of those people will develop conditions by the age of 14. That's a lot! But because of mental health stigma and lack of awareness, many people don't realize why they are suffering.

3 Mental health issues can worsen if left untreated. Conditions often get worse with time. That is why it's so important to seek help early – and sometimes even when you're not sure you need it! Signs that you or someone you know may have a mental health condition include:

- Feeling sad or depressed
- Trouble concentrating

- Extreme feelings (including fear, guilt, sadness, or anger)
- Withdrawal from friends or activities
- Extreme mood changes
- Alcohol or drug abuse
- Unexplained hostility or violence
- Inability to cope with stress or your feelings
- Delusions, paranoia or hallucinations (such as hearing voices)
- Thinking about hurting yourself or others

4 You can improve your mental health (often without medications). Not all treatments involve medications. This is a common myth about seeking mental health support. Psychotherapy (talk therapy) can help with many mental health issues. This often involves CBT, or cognitive behavioral therapy. CBT makes use of our brain's neuroplasticity. Neuroplasticity means we can actually rewire our own brains through changes in behavior. If you choose to try therapy, it's important to find a therapist who understands your culture and makes you feel supported. Trusting your therapist is a big part of success.

5 But there is nothing wrong with needing medications. Sometimes lifestyle changes and talk therapy are not enough to address mental health issues. In these cases, medication can play a role in treating mental disorders and conditions. This treatment may be ongoing or temporary. It should always be done under a mental health professional's care.

5 Truths About Mental Health (Continued)



1 in **5** AMERICAN ADULTS

have a diagnosable mental health condition

46% AMERICANS will meet the criteria for a **diagnosable mental health condition**



Untreated mental health issues make life harder than it has to be. If you have concerns, the best thing you can do for your health is reach out to a professional. If you want to check in on your mental well-being, it's easy to set up an in-person visit with a behavioral health specialist.

Visit **FindAProvider.SunshineHealth.com** to find an in-network provider.



Here are some questions to ask your doctor if you're worried about your mental health:

- I have some of these symptoms. Could I have a mental illness?
- What is the treatment?
- Do I need to see a psychiatrist?
- Do I need therapy?
- Can you recommend a counselor or therapist I could see?
- Is this a temporary problem or is it permanent?
- Will I need treatment for the rest of my life?
- What can I do at home to help me recover?
- How can I explain to other people the mental problem that I'm having?

More info:

<https://www.nlm.nih.gov/health/topics/psychotherapies/index.shtml>

<https://www.nlm.nih.gov/health/topics/mental-health-medications/index.shtml>

<https://www.mhanational.org/mentalhealthfacts>

<https://www.commonwealthfund.org/publications/other-publication/2018/mar/listening-low-income-patients-mental-health-stigma-barrier>

<https://familydoctor.org/mental-health-myths-stop-stigma/>

<https://psychcentral.com/blog/how-to-persuade-your-loved-one-to-see-professional-help/>

Eat Smart and Protect the Planet

Eating healthy doesn't just benefit your health. It helps the planet, too.

Fruits and vegetables do wonders for our bodies. They're also more sustainable than meats and processed foods, so they have less of an impact on the environment.

Many people want to live greener but feel overwhelmed by what that might mean. Rest assured that even small changes can help! Our world benefits when many of us commit to just a few everyday habits. Here are four ways you can move toward an eco-friendly life:

Put plants first

Experts suggest that half of every meal should be made up of fruits and vegetables. These foods give us energy and help our bodies work better. There are many types of fruits and vegetables, and they come in a rainbow of colors. Make a list and try something new each week!

Cut down on meat

Eating a plant-based diet is a great way to do your part to lower carbon emissions. It takes a lot of food, water, land and energy to produce meat – especially beef. Meat can also be harder for the body to process. Non-meat proteins, like beans and nuts, are good substitutes.



Fresh is best

When possible, buy fresh ingredients. They come with less sugars, fats and salt than packaged foods. Plus you'll cut down on packaging, which is always good for the environment.

Gains with grains

Swap out your regular pasta, white bread and flour for varieties made with whole grains. Whole grains have tons of health benefits and are known to have less sugar. They also take less of a toll on the environment, because they require less energy and water to produce. Brown rice, oatmeal and quinoa are other great whole grain options to try.

Sources: <https://www.hsph.harvard.edu/nutritionsource/2015/06/17/5-tips-for-sustainable-eating/>, <https://www.hsph.harvard.edu/nutritionsource/healthy-eating-plate/>

More info: <https://www.bbc.com/news/newsbeat-47990742>
<https://ecobnb.com/blog/2018/11/10-green-habits-save-planet/>
https://www.anthropocenemagazine.org/2017/07/we-need-to-talk-about-the-most-effective-ways-to-reduce-our-carbon-footprint/?gclid=EAIaIQobChMieH_pub_6giVg8DACH1FQgdeEAAyASAAEgIHO_D_BwE
<https://www.epa.gov/facts-and-figures-about-materials-waste-and-recycling/plastics-material-specific-data>

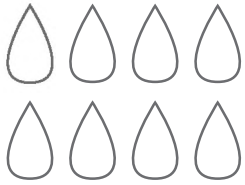
Water Tracker



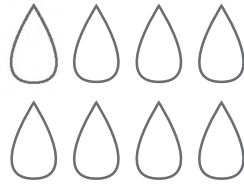
WATER TRACKER

Fill in a drop for each glass you drink. Try to finish the week with all of your drops filled!

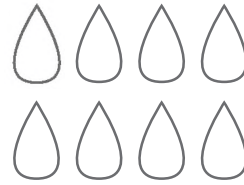
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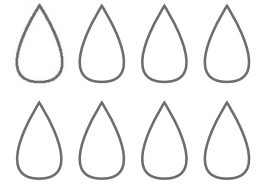
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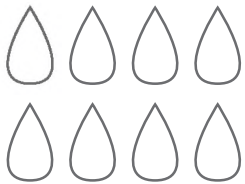
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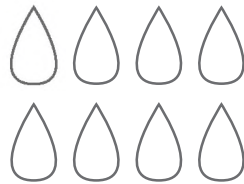
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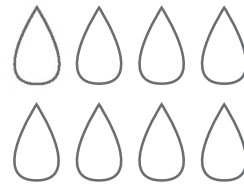
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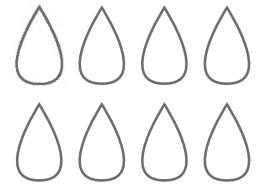
SATURDAY



SUNDAY



MONDAY



Getting Kids to Sleep So You Can Rest

Simple as sleep may seem, it can be tough for parents and children to get any! Experts say toddlers and school-aged children should get 10 to 12 hours of sleep each night. But just trying to get your child to bed can cut into that time. Lack of rest can leave you with a crabby, tired child the next day – not to mention a crabby, tired you. Here are five tips to help your kids snooze so you can catch all the Zs you need!



Routine, Repeat. Children like to know what comes next. This is also true for bedtime. A bedtime routine can include taking a bath, reading a book or singing softly in a rocking chair. Set a routine your child finds calming. Create a certain series of events and stick with it as often as you can. Your child will begin to follow along!



Go Lights-Out. Shut off gadgets 30 to 45 minutes before lying down. This includes tablets, mobile phones, computers and TVs. (Also any bright lights around the home!) These screens cause your brain to be on alert and can suppress melatonin, the natural hormone your body produces to help you sleep. Turning off devices is a great tip for adults, too! Let your mind slow down and relax so you can doze off soundly.



Soothe With Sounds. Does a little voice call out to you every time you tip-toe past your child's room? You may want to consider adding some background noise. A fan, sound machine or soft music can help lull a child to sleep and prevent wakeups. This can be extra useful if you have children with different bedtimes. The background noise will become part of the bedtime routine. Your child will connect the sound with sleep.



Quiet Cravings. It's hard to sleep if you're hungry, so don't rule out snacks! Skip caffeine and sugary foods like candy and cookies. Be on the lookout for hidden sugars in some of your child's go-to snacks. Granola bars, cereal and juice may have more sugar than you think. Don't let gluten-free or organic labels fool you, either. Honey, agave and organic sugar is still sugar! Some lower-sugar snacks include popcorn, pretzels, cheese with whole grain crackers and fresh fruits like berries or oranges. Be sure to check nutrition labels on packaged foods to avoid too much sugar before bed.



Set Up a Sacred Space. Sometimes the sleeping space is the cause of the problem. Is your child's bedroom dark enough? Is it too hot? Are there toys that are easy to access? Place items into bins and take the bins from the room at night. Invest in blackout curtains or shades for perfect darkness. The ideal temperature to sleep in is between 65 and 72 degrees. Consider a fan to level out the room temperature for max comfort.



How to Get the Most from Your Coverage: **Pharmacy Benefits**

Be sure you get the most from your plan by knowing about your pharmacy benefits. These include discounts, home delivery for prescriptions and an over-the-counter allowance.

Prescription Home Delivery

Sunshine Health offers pharmacy mail order through CVS Health. Delivery is free. You can receive up to a 34-day supply on most medicines and up to a 100-day supply on some medicines.

Prescription delivery may be right for you if you take medications regularly for conditions like high blood pressure, arthritis or diabetes. Call 1-888-624-1139 to sign up.

Over-the-Counter (OTC) Envolve OTC Mobile App

Did you know you get \$25 a month to use on OTC products? Use the Envolve OTC Mobile App to order from your phone. They'll ship right to your door. You can download the app from the Apple App Store or Google Play.

Savings at CVS

Sunshine Health members can save 20% off thousands of CVS Health Brand items, like vitamins, eye drops, cold medicines and more. Some restrictions apply. Visit Caremark.com to learn more.



Find more information about all your Sunshine Health pharmacy benefits, visit SunshineHealth.com/pharmacy or call Member Services at 1-866-796-0530 (TTY 1-800-955-8770).





Sunshine Health provides free aids and services to people with disabilities, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic and formats), and free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

This information is available for free in other languages. Please contact Member Services at 1-866-796-0530, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-866-796-0530, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Sunshine Health, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-796-0530 (TTY 1-800-955-8770).

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sunshine Health, 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 1-866-796-0530 (TTY 1-800-955-8770).