

SUMMER 2011

focus

on senior health

Presbyterian has teamed with world-renowned cancer center MD Anderson to provide advanced radiation therapy as part of our complete cancer care program. See patient Tup's story at yourstory.isourstory.org.



Mammograms—gotta have 'em

What is this (and every) year's must-have for the 40-or-older woman? Her very own mammogram.

OK, it may not be a matter of fashion, but having a mammogram could be a matter of life and death. That x-ray can help find lumps in the breast before they can be felt. It can also help spot calcium deposits, called microcalcifications, which can indicate cancer.

A mammogram, combined with a clinical breast exam done by a practitioner, is the most effective way to find breast cancer, notes the U.S. Department of Health and Human Services. And finding cancer early means a better

chance of successful treatment.

The American Cancer Society recommends that women 40 and older get a mammogram every year. Women at higher-than-normal risk for breast cancer may need mammograms at a younger age. This can include women who:

- Have a personal or family history of breast cancer.
- Have certain genetic mutations.
- Had radiation therapy to their chest area when they were between the ages of 10 and 30.

Talk to your primary care practitioner about when you should have a mammogram.

4

Women and heart attacks: Know the signs

7

We want to hear your story

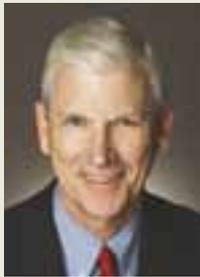
11

COPD: The benefits of exercise

 **PRESBYTERIAN**

Healthy health plan members

In addition to providing benefits, paying claims and answering questions, much of what we do as a health plan is to help members stay healthy or improve their health.



Dennis Batey, MD,
President,
Presbyterian Health Plan
and Presbyterian Insurance Co., Inc.

We know that prevention really works. We know that having preventive health screenings like blood work for cholesterol and diabetes, mammograms, or colorectal cancer screening have a definite, positive impact on your health. This is one reason why we encourage you to have a primary care provider who will get to know your health needs. We also provide information in each issue of this newsletter so you have the latest preventive health information and can make good choices for yourself and your family.

Our innovative Healthy Solutions program has helped nearly 1,500 health plan members learn to manage their chronic disease better. Our health coaches meet with members over the phone to help them with chronic health issues such as diabetes. The coach provides encouragement and ongoing education so you can learn how to better care for yourself.

We also work with our network providers to ensure our members get their needed preventive health exams and screenings.

We are continuing our work to find better ways to help you reach your health goals and help you stay healthy. You can help by enjoying your summer (remember your sunscreen and brimmed hat when you go outside), and looking through your health plan member materials so you're familiar with your benefits and resources.



Most of the fat in an avocado is monounsaturated—the “good” kind that actually lowers cholesterol levels.

Quiz: Facts about high cholesterol

High cholesterol can lead to a heart attack. That's why it's important to control cholesterol with healthy habits.

How much do you know about cholesterol? Find out with this true-false quiz.

1. True or false? All cholesterol is bad for you.

False. There are good and bad kinds of cholesterol.

Low-density lipoprotein (LDL) is known as the bad kind. LDL can build up and block arteries.

High-density lipoprotein (HDL) is the good kind. It helps to sweep out LDL.

2. True or false? You only need to know your total cholesterol.

False. Try to keep your total blood cholesterol below 200 milligrams per deciliter (mg/dL). But know these other numbers too:

- LDL. Most people should aim for below 130. Aim for below 100 if you have heart disease or diabetes.
- HDL. Above 60 helps protect

against heart disease.

Below 40 is a major risk factor for heart disease.

- Triglycerides (another type of blood fat). Aim for below 150.

3. True or false? Medicine is the only treatment for high cholesterol.

False. In fact, these good health habits may be enough to lower your cholesterol:

- Eat smart. Avoid cholesterol, saturated fats and trans fats.
- Get regular exercise. Aim for at least 30 minutes a day, five or more days a week.
- Maintain a healthy weight.
- If you smoke, quit.

If these changes don't help, your provider may suggest medicine.

4. True or false? The only way to know if you have high cholesterol is to have it checked by your healthcare practitioner.

True. High cholesterol has no symptoms. The only way to find out what your levels are is to have them checked by your healthcare practitioner.

Source: American Heart Association

CaringBridge helps patients create support network

While changing a co-worker's flat tire on the shoulder of a busy freeway, Aaron Holm was pinned between vehicles when an inattentive driver crashed into the stopped vehicles. As a result of the accident, Holm lost both of his legs above the knee.

His wife, Amanda, quickly amassed \$1,000 in cell phone overage charges as she struggled to update family and friends in the first days after the accident. This burden was soon lifted when a close friend created a CaringBridge website for the Holms to centralize communication with just one journal entry.

Because we know how important staying connected to loved ones is to the healing process, Presbyterian is a proud sponsor of CaringBridge, a charitable nonprofit organization providing free websites that connect families and friends when someone is facing a serious health event, care and recovery. A CaringBridge website saves time and energy by centralizing communication and easing the burden of updating everyone during a health event.

The CaringBridge site also helped the Holms build therapeutic connections with their support network, allowing family and friends to send messages of love and encouragement through Aaron Holm's guestbook.

"Because of the people around me and being able to engage them through CaringBridge, I was able to put the accident behind me and start planning for the future," he says.

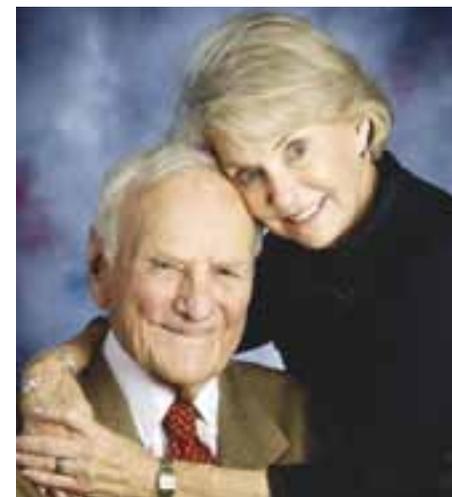
Holm's CaringBridge site is just one of 160,000 personal sites that connect more than a half-million people daily. Since its founding in 1997, the CaringBridge community has grown to include authors and visitors in all 50 states and more than 225 countries and territories around the world.

For more information, visit Presbyterian's website www.phs.org or www.CaringBridge.org.

New name for our new hospital

Presbyterian Rust Medical Center, Rio Rancho's first hospital

In recognition of the tremendous gift we received from Jack and Donna Rust for the building of our new hospital in Rio Rancho, the new medical center will be renamed "Presbyterian Rust Medical Center."



The \$10 million gift will help build and equip the 67-bed, full-service acute care medical center opening in October. The gift was made to the communities of Rio Rancho, Sandoval County and Albuquerque through a campaign for the future medical center. The Presbyterian Healthcare Foundation, the fundraising arm of Presbyterian Healthcare Services, is leading this \$25 million fundraising effort.

We are humbled by the Rusts' generous gift to our community.

FIND US ON FACEBOOK

Learn more about Presbyterian Rust Medical Center by going to www.facebook.com/PresRioRancho.

Presbyterian, MD Anderson Cancer Center team up

Through an exclusive local partnership with MD Anderson, Presbyterian brings new hope to cancer patients who require radiation as part of their treatment. To learn more about services offered at The Cancer Center at Presbyterian, including radiation therapy by the MD Anderson Cancer Center

Radiation Treatment Center in Albuquerque, call 505-559-6100 or visit us online at www.phs.org/cancer.



THE UNIVERSITY OF TEXAS
MD Anderson
Cancer Center

Making Cancer History®

Women and heart attacks



Know the signs and act fast

We all know that heart disease is the leading cause of death for both men and women in the U.S. And you might think that if you had it you'd know it. But you may not realize it until you're experiencing one of its serious effects: a heart attack.

Dara Lee, MD,
Presbyterian
Heart Group

And if you're a woman, you may not even recognize that. Sometimes heart attack symptoms are pretty obvious. But many times, they're sneaky.

They might start slowly, with just mild chest discomfort. Other times, there might not be any chest pain at all. In fact, about one out of four heart attacks has symptoms other than chest pain.

FORGET THE STEREOTYPES

Women and people with diabetes are particularly likely to have an "atypical" type of heart attack, without the usual symptom of chest pressure.

These atypical warning signs can include:

- Pain in the arms, shoulders, back, neck, jaw or stomach. It might feel like gas or indigestion.
- Trouble breathing.
- A cold sweat, nausea, unexplained fatigue, light-headedness or fainting.

Often, these symptoms worsen with physical exertion.

If you think you might be having symptoms of a heart attack, don't wait more than five minutes to get emergency help. If it is a heart attack, the sooner you get treatment, the more likely it is that permanent damage can be avoided or reduced.

To help avoid a heart attack, work with your practitioner. Learn your risks and how to lower them.

The clinicians of Presbyterian Heart Group are pleased to answer any questions you may have or to discuss your heart-related condition with other healthcare professionals. To schedule an appointment, please call the Presbyterian Heart Group office at **505-563-2500** or **1-800-734-4278** weekdays from 9 a.m. to 5 p.m.



Shake the salt habit

A dash of salt can help make food taste good. But too much can ruin a meal.

Salt contains sodium. Too much can make you sick. The more sodium you eat, the higher your blood pressure goes. High blood pressure is linked to heart disease and stroke. So how much is too much? Everyone should limit sodium intake to less than 1,500 milligrams a day. That's a little more than half a teaspoon of salt.

Instead of adding salt, look for ways to boost flavor using herbs and spices.

There are many ways to cut back. One easy way to start? Take the

saltshaker off the table. That will help, but most of the sodium we eat isn't added at meals. It's hidden in the processed foods we eat.

Foods that can be high in sodium include:

- Soups.
- Sauces.
- Condiments, such as ketchup and salad dressing.
- Canned foods.

By reading food labels, though, you may find options with little or no sodium.

Other ways to shake the habit and protect your heart:

Have salt-free snacks. Raw fruits and vegetables are good options. So are unsalted nuts or seeds.

Spice things up. Dig into your spice rack. Look for new ways to boost flavor with herbs and spices.

Use a salt stand-in if your practitioner says it's OK. Table salt substitutes add a big dose of flavor without too much sodium.

Source: American Heart Association

Protect your eyes and skin while having fun in the sun!

Summer brings many opportunities to get out of the house and enjoy clear skies and sunshine. While sunlight has been linked to increased energy levels and improved mental health, it can also cause eye and skin damage from overexposure to UV rays. Even mild overexposure can cause sunburn or dehydration, so it is important to remember these simple guidelines for keeping your skin and eyes healthy in the summer sun.

- Wear sunglasses that provide 100 percent UV protection.
- Don't take off your sunglasses in the shade. (Your eyes are at risk from UV rays that reflect off other surfaces.)
- Use the appropriate sunscreen for your skin type. Generally, light-skinned people need a minimum of 30 SPF and dark-skinned people need a minimum of 15 SPF.
- Choose sunscreen that is labeled "water-resistant, broad spectrum" and has an SPF of at least 15. This protects against UVA and UVB rays.
- To ensure adequate protection, apply sunscreen 15 minutes before going out in the sun, and reapply every two hours. However, if you've been swimming or heavily sweating, this should be done sooner.
- Protective clothing should be worn in addition to sunscreen. Large T-shirts and wide-brimmed hats help protect skin from unnecessary exposure to UV rays. It's a good idea to cover up during summer days if you are not swimming.
- Drink a lot of water to prevent dehydration.
- Stay in the shade when the sun is brightest. This time varies in different areas, but is usually between 10 a.m. and 4 p.m.

Your best defense: The flu shot

The flu (influenza) virus causes fever, cough and body aches. But it doesn't always stop there. For some people, it can lead to serious complications, such as pneumonia. It can also worsen chronic conditions like asthma and diabetes.

Seniors—especially those with certain health problems—have a high risk of developing the more dangerous effects of the flu. That's why the Centers for Disease Control and Prevention recommends that nearly everyone 6 months and older gets a flu vaccination, which now includes protection against the H1N1 strain of the flu.



Maintaining your eyesight

Few things matter more in our daily lives than our vision. That's why, as you grow older, it's crucial to have your eyes checked every one or two years by an eye care professional.

Certain vision-robbing eye problems become more common with age. Among them: cataracts, or cloudy areas in the eye's lens; glaucoma, a dangerous buildup of fluid pressure inside the eye; and macular degeneration, a disorder that affects the sharp vision we need to read, drive and see fine detail.

Fortunately, regular eye exams can help detect eye problems—many of which produce few or no symptoms—at an early stage, when treatment is most likely to protect your vision.

Here are some other tips to protect your eyesight:

- **Schedule regular physical exams. Diseases such as high blood pressure and diabetes can harm your vision if not treated.**
- **See an eye professional immediately if you suddenly can't see, everything looks dim or you see flashes of light.**
- **Don't shrug off eye pain, double vision, redness, or swelling of an eye or eyelid. Let an eye care professional know about your symptoms.**
- **Make it a habit to wear sunglasses that block ultraviolet (UV) radiation and a hat with a wide brim when you're outdoors. This will shield your eyes from too much sunlight—too much sun can raise your risk of cataracts.**



Jim Hinton,
President
and CEO,
Presbyterian
Healthcare
Services

Meeting the healthcare challenges head-on

Living in New Mexico has its definite good points, not the least of which is the wonderful smell from the green chile roasters during the summer. New Mexico also has its share of challenges, ranging from the economic downturn to the severe drought and wildfires that are claiming our beautiful real estate. As the state's largest healthcare provider, Presbyterian meets some additional challenges:

- New Mexico has the second-highest rate of uninsured people in the nation (25 percent).
- New Mexico receives less money than other states for Medicare patients (we receive only 75 percent of the national average reimbursement).
- Our state is getting older faster than the U.S. average. This will mean more healthcare spending for the aging population.

HOSPITAL AT HOME

With these many challenges in mind, we continue to look for better ways to deliver healthcare to our patients. We worked closely with The Johns Hopkins School of Medicine to develop one of these innovations, Hospital at Home. We

are one of a handful of hospitals in the nation to offer this kind healthcare option. Hospital at Home has great potential to help us serve more patients with fewer resources while delivering safe care in a way that pleases patients.

Hospital at Home is hospital-level care that is delivered in a patient's home. It includes hands-on care by nurses and daily visits by physicians. New, portable technology means that patients can get lab work, basic radiology tests and x-rays at home. Telehealth services enable two-way communication between patients and providers between visits.

More than 300 of our patients have been cared for through Hospital at Home, with an average savings of approximately \$2,000 per hospitalization. This means that we've saved approximately \$600,000 with this innovation.

Not only are we saving money that will help us provide care for more people, stretch the reimbursement dollars from Medicare and continue to care for those without health coverage, but Hospital at Home gets high marks for patient satisfaction and patient outcomes. You can see patient Peggy's experience with Hospital at Home at yourstoryisourstory.org.

Choosing the kind of care you need

If you have a serious medical problem, the Emergency Department (ED) is the place to go. But sometimes you have a minor illness or an injury that's not an emergency.

The clip-out guide below can help. If you're still not sure, remember to use the 1-2-3 tips to help you decide.

1-2-3 TIPS

1. Call NurseAdvice New Mexico at **1-800-887-9917**.
2. Call your primary care practitioner (PCP).
3. Go to Urgent Care or an Extended Hours Clinic.

But don't wait if you think you need emergency care. Call 911.

Choosing the right kind of care

CHOOSE THE EMERGENCY DEPARTMENT FOR:

- Chest pain.
- Any sudden or severe pain.
- Difficulty breathing.
- A head injury.
- Fainting or passing out.
- Sudden changes in vision.
- Difficulty speaking.
- Sudden confusion or dizziness.
- Suicidal feelings.
- Coughing up or throwing up blood.
- Major broken bones, such as a leg.
- Severe diarrhea or throwing up that doesn't stop.
- Severe bleeding or bleeding that doesn't stop.

VISIT YOUR PRIMARY CARE PRACTITIONER OR CHOOSE THE URGENT CARE CENTER FOR:

- Sprains and strains.
- Sore throats, coughs, colds or the flu.
- Ear infections.
- Sinus infections.
- Allergy flare-ups.
- Mild asthma.
- Animal bites.
- Insect bites.
- Minor broken bones, such as a finger.
- Skin rashes.
- Minor cuts that may need stitches.
- Nausea.

Sources: American College of Emergency Physicians; National Association for Ambulatory Care

(CLIP AND SAVE)

Questions or concerns?

Call the Presbyterian Customer Service Center **505-923-6060** or **1-800-797-5343** (TTY: **1-888-625-8818**), Monday through Sunday from 8 a.m. to 8 p.m. Voice mail will be returned by close of business the next business day.



Diabetes — first steps to good care

When your healthcare provider says you have diabetes, these aren't easy words to hear. Anger. Fear. Disbelief. These are some of the strong feelings you might have.

It may seem like a lot to deal with right now, but you are not alone. Your healthcare team members can help.

STEPS TO KNOW

Your healthcare team will help you learn how to check your blood sugar (glucose) levels. This is a key part of managing diabetes. You can use the results to adjust your care. This could mean changing your eating or exercise habits, for instance. You may use a glucose meter many times a day to check your levels.

You should also have a lab test called an A1C two times a year. The test will help show you and your provider how well your diabetes is being controlled.

Your healthcare team can also help you learn how to: **Use a meal plan.** Smart food choices can help you control your blood sugar and protect your heart. Your meal plan will include healthy foods, such as:

- Fruits.
- Veggies.
- Grains.
- Beans.
- Skinless chicken.
- Low-fat milk.

You can still have many of the foods you like best too. Ask how to fit them in to your meal plan.

Be active. Regular exercise can help control blood sugar. Moving more can help improve your health in other ways as well. It's as simple as taking a walk or going for a bike ride.

Take medicines as directed. This can include medicines for diabetes, blood pressure or cholesterol.

Be sure to see your healthcare provider on a regular basis. Checkups can help you stay on top of diabetes.

Sources: American Diabetes Association; National Diabetes Education Program

Your story

We hope you've seen our "Your story is our story" advertising campaign showing some of our patients, members and health practitioners telling their stories. We want to highlight the positive changes in healthcare including a program such as our Healthy Solutions disease management and Hospital at Home programs.

DO YOU HAVE A GREAT STORY TO TELL?

We know that our members and patients have great stories to tell about how Presbyterian has partnered with you to improve your health.

- Do you attend group visits?
- Do you get extra help to manage your diabetes?
- Are you working with a health coach?
- Did the mobile mammography van come to your community?

You can email your story, including photos if you wish, to us at yourstory@phs.org. You can also write to us at:

FOCUS on Senior Health editor
Presbyterian Health Plan, Suite 2400
P.O. Box 27489
Albuquerque, NM 87125-7489

We'll get in touch with you to find out more.

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WHAT MEMBERS NEED TO KNOW...

Presbyterian Senior Care (HMO) and Presbyterian MediCare PPO

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Questions or concerns?

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Important health plan information

Remember if you have questions about your health plan that you can call Customer Service at the number on your member ID card Monday through Sunday from 8 a.m. to 8 p.m. You can also look for information or ask a question (see About Us and click on Contact Us) on our website, phs.org.

ACCESS TO MEDICAL RECORDS

If you have any questions about your medical information or would like access to your medical records, call Customer Service at the number on your member ID card.

SECOND OPINIONS COVERED

You have the right to receive a second opinion. You may seek a second opinion for surgery or your treatment plan. Presbyterian will help you find a qualified practitioner to give you a second opinion. In most cases, the practitioner will be in the Presbyterian network. For more information about second opinions, call Customer Service at the number on your member ID.

MAKE YOUR WISHES KNOWN

You may wonder how to make sure your family knows what your wishes are if you are injured or sick and can't speak for yourself. Advance Directives help to make your wishes clear so they are followed.

Types of Advance Directives include:

Living Will. This lets you detail which treatments you want and don't want if you can't speak for yourself.

Durable Power of Attorney for health care. This lets you appoint a friend or relative to make medical decisions for you if you can't do that yourself.

Do-Not-Resuscitate order. This lets caregivers know you don't want to receive CPR if your heart stops beating.

Writing an Advance Directive isn't hard. A doctor can provide forms to you that you can fill out. And a doctor or lawyer can help make sure your Advance Directive meets all state laws. For more information about Advance Directives, contact the Presbyterian Customer Service Center at the number on your member ID card. You can find more information about Directives, including forms, on our website at <http://www.phs.org/PHS/patients/info/advdirective/index.htm>.

Sources: American Academy of Family Physicians; American Hospital Association

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WHAT MEMBERS NEED TO KNOW...

Presbyterian Senior Care (HMO) and Presbyterian MediCare PPO

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Questions or concerns?

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Reminder: Have you made your reservation for member appreciation?

Each year we like to say "Thank You" for your membership and for choosing Presbyterian as your partner in good health. Please be our guest at one of the 13th Annual Member Appreciation Events scheduled for August and September. You should have received your invitation in the mail and if you haven't made your reservation, we encourage you to do it today; these are popular events and often "sell out." We will serve light refreshments and each person attending will receive a gift.

To make your reservations, please be sure to call the Presbyterian Customer Service Center Monday through Friday from 8 a.m. to 8 p.m. at **505-923-6001** or **1-866-593-7436**; TTY members may call **1-888-625-8818**. We look forward to seeing you!



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Protecting your privacy

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. are serious about protecting your privacy. We know that you trust us to use your personal information to improve your health.

The *Joint Notice of Privacy Practices* contains more complete information about how we may need to use your health information and about your privacy rights. For a copy, go to our website, www.phs.org, or call the Presbyterian Customer Service Center at the number on your member ID card.

HOW INFORMATION IS USED

We collect and use your personal information to provide you with healthcare services, and pay healthcare claims on your behalf. We also collect and use your information as required by certain laws, rules and regulations. We may share your personal information with companies or individuals that perform business or healthcare functions on our behalf.

KEEPING INFORMATION SAFE

We enforce security measures to protect personal health information that is maintained on our website, network, software and applications. We do not sell, trade or rent our members' personal information to other companies or partners.

We have written policies to protect personal information about you. We train all Presbyterian employees to keep that information protected and private. We also use physical, electronic and organizational safeguards to protect your personal information. As part of our commitment to protect your privacy, we continually review our policies and practices to ensure the safety of your information.

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Questions or concerns?

Call the Presbyterian Customer Service Center **505-923-6060** or **1-800-797-5343** (TTY: **1-888-625-8818**), Monday through Sunday from 8 a.m. to 8 p.m. Voice mail will be returned by close of business the next business day.

Coming soon: Annual Notice of Change packet

As a Medicare Advantage member, your healthcare coverage renews from year to year. We send you a packet each fall that explains your benefits for the upcoming year.

Keep an eye on your mailbox for your Annual Notice of Change (ANOC) packet. This year the packets will be mailed to members by the end of September. **The Annual Open Enrollment Period is October 15 through December 7** — this is different than last year, so please be sure to take a few minutes to review what your plan benefits will be next year. If you decide you want to make a change, do so by December 7. If you do nothing, the plan you are on now will be the plan you will have in 2012.

The material in the packet has information about your medical and/or prescription drug benefits for 2012. Please keep this material for reference — we've included the 2012 Evidence of Coverage/Member Handbook, the Prescription Drug Formulary, the Provider Directory and the Summary of Benefits. The ANOC Member letter outlines the benefit changes for 2012 in the plan you are currently enrolled in.

In a second mailing, we're sending you information that members have told us they find helpful during the Open Enrollment Period:

- ANOC Seminar flyer — A list of the member seminars throughout the community. Meet with Presbyterian Medicare Plans' representatives who will walk you through the 2012 benefits and answer any questions you might have.
- Social Service Coordinators (SSC) flyer — If you need extra financial help from the federal government, SSC may be able to help you.
- SilverSneakers® Fitness Program flyer — Get fit, have fun, and make friends! Presbyterian Medicare Plans offers health club membership and fitness center amenities at no additional cost to our members.
- DentalSource flyer — Information about the DentalSource plan that is available to every member at no additional cost.

If you have questions or concerns, contact the Presbyterian Customer Service Center. We can be reached at info@phs.org or call **505-923-6060** or **1-800-797-5343**/TTY **1-888-625-8818** Monday through Sunday from 8 a.m. to 8 p.m.

Presbyterian appreciates your membership and we look forward to seeing you at an ANOC seminar near you.

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COPD and the benefits of exercise

Chronic obstructive pulmonary disease (COPD) is the fourth leading cause of death in the United States, claiming one life every four minutes, according to the National Heart, Lung, and Blood Institute. COPD can also cause long-term disability. Treatments can help patients live longer and more active lives. Many people with COPD can benefit from physical activity.

Researchers have long known that severe cases of COPD have harmful effects on the heart, decreasing its ability to pump blood effectively. If you have trouble breathing, exercise may be the last thing you feel like doing. But exercises for COPD can help your breathing and your heart, allowing you to stay as active as possible and improve your quality of life.

SilverSneakers is the nation's leading physical activity program designed exclusively for older adults. It's a benefit offered to all Presbyterian Senior Care (HMO) and Presbyterian MediCare PPO members at no additional cost to you.

Please consult your physician prior to starting SilverSneakers or any exercise program.

Exercise that works your lungs and heart has many benefits. Exercise can:

- Improve how well your body uses oxygen, which is important since people with COPD use more energy to breathe than other people do.
- Improve your breathing.
- Strengthen your heart, lower your blood pressure, and improve your circulation.
- Improve your energy, making it possible to stay more active.
- Help you maintain a healthy weight.
- Enhance your mental and emotional outlook.
- Reduce your social isolation, if you exercise with others.
- Strengthen your bones.

SilverSneakers provides tools to help you get the activity you need to improve your quality of life. In addition, SilverSneakers provides a place where you can meet others who share your interest in a healthy lifestyle. You can participate in fun social activities and learn from health education presentations. Take an active role in managing your health with the SilverSneakers Fitness Program!



The Tobacco Quit Line: Ready when you are

Presbyterian members can get confidential support by calling the Tobacco Quit Line for Presbyterian members at **1-888-840-5445**. The Quit Line is available:

- Monday through Thursday, 7 a.m. to 9 p.m.
- Friday, 7 a.m. to 7 p.m.
- Saturday and Sunday, 8 a.m. to 4:30 p.m.

When you enroll, you will receive up to five coaching sessions with a trained quit coach. You may also be eligible to receive nicotine replacement therapy products.

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Presbyterian Senior Care (HMO) and Presbyterian MediCare PPO members can get fit, have fun and make friends with SilverSneakers at no additional cost. SilverSneakers members have a fitness membership with access to more than 30 participating locations in New Mexico and over 11,000 nationwide, including use of basic amenities and encouragement from new friends. **Join SilverSneakers today!** Find the SilverSneakers locations nearest you at www.silversneakers.com; find out more about the program by calling **1-800-797-5343**, Monday through Friday from 8 a.m. to 5 p.m. TTY members, please call **1-888-625-8818**.

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Take a Class

Presbyterian Senior Connection Classes at the Healthplex

Thursdays, 1 to 2:30 p.m.

6301 Forest Hills Drive NE, Albuquerque

Reservations required.

Call **505-823-8352**.

August 18

All you should know about reverse home mortgages

Presented by: Ken Giere, retired loan officer

September 1

WWII Memorial: Video presentation on creation of memorial, historic footage, heartfelt accounts by WWII veterans. Also, brief overview of the cherry blossoms in Washington, D.C.

Presented by: Suzie Clements, marketing director, Sun Tours

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Normal vs. abnormal aging

Presented by: Ellen Coman, PhD, clinical neuropsychologist, UNM Center for Neuropsychological Services

October 6

Heart failure management in a nutshell

Presented by: Linda G. Martinex, RN, ACNS-BC, CMC, clinical nurse specialist/Presbyterian Heart Group

WHAT MEMBERS NEED TO KNOW...

Presbyterian Senior Care (HMO) and Presbyterian MediCare PPO

Healthy Solutions program helping members

Some Presbyterian Health Plan and Presbyterian Insurance Company, Inc. members need help understanding their conditions when they are diagnosed with a chronic, often life-changing disease. Education and coaching can improve their ability to better understand their condition and how to manage their health.



Healthy Solutions
for a healthy you.

That's why we started Healthy Solutions, our Disease Management Program, where trained nurses and coaches reach out to members through scheduled phone calls. This personalized outreach helps members take charge of their condition and care. The nurses and coaches help them reach their health goals for the best possible outcome.

Chronic medical conditions like diabetes and heart disease can be overwhelming at first since many people have to make lifestyle changes such as taking medications and changing their diet. Healthy Solutions creates a partnership, providing support and motivation to members. They are relieved to know they don't have to deal with their conditions on their own.

We have helped more than 1,500 members with specialized coaching through Healthy Solutions.

Call us to get started or for more information.

Phone: **505-923-5487**

Toll-free **1-800-841-9705**

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