



Sales Department
919 Hidden Ridge
Irving | TX 75038



NAME
COMPANY
STREET ADDRESS
CITY, STATE ZIP



TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

The appearance of U.S. Department of Defense (DoD) visual information (imagery) does not imply or constitute DoD endorsement.



A Caregiver's Guide to Dealing with a Loved One's Hearing Loss

Hearing loss affects not only the person with the loss, but also the loved ones in their life. As a caregiver, you might be aware of the signs: withdrawal from social situations, increased volume on music and TV, and regularly misunderstanding conversations or instructions. So how can you show your support during this often difficult time?

Be a Good Communicator

You may have realized by that communicating to a person with hearing loss takes extra effort. You must be face-to-face so your hearing impaired loved one can interpret your expression and lip read. Here are some important tips to keep the lines of communication open:

- Maintain eye contact, facing the person as you speak
- Don't exaggerate your voice or lip movements, just speak clearly, using simple phrases
- Don't cover your mouth when you are speaking to hinder lip reading
- Use the person's name to capture their attention
- Rephrase what you said rather than repeat it
- Knowing context is very important, alert the person when you are about to change the subject

Be a Good Listener

As your loved one starts to realize they may have hearing loss, they may go through a grieving process. This is when you need to be a good listener and empathize with them. By letting them talk through it, you can better understand and support the grief stage they are currently experiencing.

Show Solidarity

Encourage a hearing screening to see the level of hearing loss and explore solutions, but don't let them go it alone. Schedule a hearing check for the both of you. By being there, you can alleviate their fears and assist with treatment options.

In honor of the Month of the Military Caregiver, CHRISTUS Health US Family Health Plan members can save even more. Visit amplifon.com/christushealthusfhp to search for a provider near you and to receive an additional \$ off coupon.

Spring 2019 Be Well Informed



Colorectal Cancer Awareness

Physicians recommend certain screening tests for healthy people with no symptoms in order to detect colon cancer early. A screening looks for cancer before a person has any symptoms. When abnormal tissue or cancer is found early, it may be easier to treat. Finding colon cancer at its earliest stage provides the greatest chance for a cure.

Several screening options exist — each with its own benefits and drawbacks. Different screening options include Colonoscopy, Flexible Sigmoidoscopy, Computed Tomography (CT) Colonography, Fecal Occult Blood Test (FOBT), FIT DNA (i.e., Cologuard®). If a colonoscopy is used for screening, polyps can be removed during the procedure before they turn into cancer. Please speak with your provider to see which option is best for you. Together you can decide which tests are appropriate for you.

Although colorectal cancer can present without symptoms, there are some symptoms to be aware of:

- A change in your bowel habits, including diarrhea or constipation, or a change in the consistency of your stool, that lasts longer than 4 weeks
- Rectal bleeding, or blood in your stool
- Persistent abdominal discomfort, such as cramps, gas, or pain
- A feeling that your bowel doesn't empty completely
- Weakness or fatigue
- Unexplained weightloss

Speak with your provider today about scheduling your screening.

Follow us on Facebook!

US Family Health Plan at
CHRISTUS Health



MC1226

How to Spot Skin Cancer

Skin cancer is by far the most common type of cancer. If you know what to look for, you can spot warning signs of skin cancer early. Finding it early, when it's small and has not spread, makes skin cancer much easier to treat.

Your primary care provider (PCP) can check your skin carefully during a routine check up. Many providers also recommend that you check your own skin about once a month. Look at your skin in a well-lit room in front of a full-length mirror. Use a hand-held mirror to look at areas that are hard to see.

Use the ABCDE rule to look for some of the common signs of melanoma, one of the deadliest forms of skin cancer:

- **Asymmetry:** One part of a mole or birthmark doesn't match the other.
- **Border:** The edges are irregular, ragged, notched or blurred.
- **Color:** The color is not the same all over and may include shades of brown or black, sometimes with patches of pink, red, white or blue.
- **Diameter:** The spot is larger than 1/4 of an inch across, about the size of a pencil eraser.
- **Evolving:** The mole changes size, shape or color.

Basal and squamous cell skin cancers are not as dangerous as melanoma, but they are much more common.

Basal cell carcinomas, or cancers, usually grow on areas that get the most sun, such as the face, head and neck. Look for:

- Flat, firm, pale or yellow areas, similar to a scar
- Raised reddish patches that might be itchy
- Small, pink or red, translucent, shiny, pearly bumps, which might have blue, brown or black areas
- Pink growths with raised edges and a lower area in their centers, which might contain abnormal blood vessels spreading out like the spokes of a wheel
- Open sores (which may have oozing or crusted areas) that don't heal, or that heal and then come back

Squamous cell carcinomas, or cancers, also tend to grow on areas that get sun, such as the face, ear, neck, lip and hands. Look for:

- Rough or scaly red patches, which might crust or bleed
- Raised growths or lumps, sometimes with a lower area in the center
- Open sores (which may have oozing or crusted areas) that don't heal, or that heal and then come back
- Wart-like growths

Not all skin cancers look like these descriptions, though, so point out anything you're concerned about to your provider.



Dear Friends,
Welcome to the newest issue of Be Well Informed. Spring has sprung and the temperatures are starting to warm up.

In this issue of Be Well Informed, we are highlighting the importance of colorectal cancer screenings, how to identify skin cancer, and noting some pharmacy updates.

We are also featuring a story about Wheelchairs for Warriors, a nonprofit organization that helps veterans regain their mobility. This issue's recipe is a berry sweet treat, perfect for a picnic with the family.

If you ever have any questions, please call Member Services at **800.67.USFHP** or visit USFHPenroll.com.

We thank you again for giving CHRISTUS Health US Family Health Plan the opportunity and privilege of giving you the highest quality health care. We are so thankful that you have trusted us with your health care coverage.

Anita Leal
Executive Director
CHRISTUS Health US Family Health Plan

Fraud, Waste, or Abuse?

To report potential fraud, waste, or abuse in the CHRISTUS Health Plan Network, submit details to the Special Investigations Unit via secure fax, or phone.

FWA Hotline: **855.771.8072**
Email: CHRISTUSHealthSIU@christushealth.org
Fax: **210.766.8849**
If you prefer anonymity, call the Integrity Line at **888.728.8383** or visit CHRISTUSIntegrityLink.org.

A Wheelchair for a Warrior

Wheelchairs for Warriors is a nonprofit charity, providing one-of-a-kind wheelchairs for injured veterans, law enforcement and first responders. By the time people apply to the program, they have tried everything else and have been unable to secure proper equipment.

Wheelchairs for Warriors custom fits each wheelchair to the veteran's physical and lifestyle needs. Injuries, capabilities, level of rehabilitation and lifestyles are all assessed and accounted for, along with physical measurements of each Warrior. Keeping all of this in mind leads to the creation a special wheelchair just for that person, elevating their quality of life.

In November, CHRISTUS Health US Family Health Plan proudly sponsored one of these wheelchairs for United States Marine Sgt. Eric Morante. Eric's chair was presented in Las Vegas, Nevada. Eric's chair is a custom-fit, 12-pound, titanium wheelchair.

Sgt. Morante lives by the motto, "No limitations," not letting his amputee status limit him in everyday life. He is the first Marine amputee sanctioned to box in the United States and boxes regularly in the National Amputee Boxing Association as the Iron Fist.

More photos from the ceremony can be found on the Wheelchairs for Warriors Facebook page. For more information about Wheelchairs for Warriors, visit their website at wheelchairsforwarriors.com. Eric can be found on Facebook at facebook.com/amputeeboxer.



Distracted Driving: Fast Lane to Disaster

Distracted driving is doing any activity that takes your attention away from driving. This includes using a cell phone to call or text while driving. Distracted driving causes motor vehicle accidents. Since these accidents are predictable, they are preventable. If you understand the hazards of driving distracted, you can arrive safely at your destination with enough time to make your calls and send your texts.

Texting to Death

Texting is the most dangerous form of distracted driving. Drivers who text are **23 times more likely** to crash than nondistracted drivers. Typing on the phone takes more of your attention than other distractions. When you text, your eyes are off the road for an average of 5 seconds. At 55 mph, a car travels half the length of a football field in 5 seconds. A lot can happen in that short amount of time.

Look, No Hands

Talking on a cell phone is not as hazardous as texting while driving, but that doesn't mean it's safe. One study showed that drivers who talk on cell phones are **four times more likely** to crash than nondistracted drivers, the same risk as driving drunk.



In theory, hands-free calling should be safer, but data from auto insurance companies, experiments on driving simulators and tests on tracks show that it's not. To drive safely, the National Safety Council says you should have: Your eyes on the road; Your hands on the wheel; Your mind on driving.

Pharmacy News

US Family Health Plan has expanded their network of pharmacies to over 15,000 nationwide! Long-term, maintenance medications taken regularly must be filled through MXP Mail Order Pharmacy or at a Maxor Pharmacy.

Maxor Pharmacies - up to a 90-day supply:

MXP Mail Order	Maxor - Clear Lake (Houston)
Maxor - Downtown (Houston)	Maxor - Port Arthur

Chain Pharmacies - up to a 30-day supply:

Brookshire Brothers	HEB	Super 1 Grocery	Brookshire Grocers
Market Basket	Target	CVS	Sam's Club
Walmart			

Independent Pharmacies - up to a 30-day supply

Ed's Pharmacy (Missouri City)	Inwood Pharmacy (Houston)
-------------------------------	---------------------------

Katy Pharmacy (Katy)

Maxor has been designed to fill up to a 90-day supply of prescriptions locally.

- Cost savings - Receive a 90-day supply for one copay, rather than 3 copays
- Short wait times
- Extended patient counseling by appointment
- CDC-approved vaccines available for FREE
- Bedside delivery available at St. Joseph Hospital (Houston)

MXP Mail Order Pharmacy continues to be available to provide a convenient, cost-effective way to order maintenance prescriptions, which are quickly shipped at no additional charge to you.

- Cost savings
- Multiple ways to order
 - Phone: **866.408.2459**
 - Online: maxor.com
 - the MaxorPlus App
 - Mail: MXP Pharmacy | P.O. Box 32050 | Amarillo | TX 79120
- Easy, convenient home delivery, with prescriptions delivered right to your door in an unmarked envelope or box - No more waiting in line at the pharmacy

Formulary and Non-Formulary Drugs

The DoD Pharmacy and Therapeutics Committee (a body of military physicians and pharmacists) and the Director of the Defense Health Agency (DHA) establishes the uniform formulary, which is a list of covered generic and brand name drugs. This formulary also contains a 3rd tier of drugs that are non-formulary, both brand name and generic. Prescriptions for non-formulary drugs are dispensed at a higher cost and may require step therapy or prior authorization. The formulary is updated quarterly.

Visit usfhpformulary.com to see the TRICARE formulary and see if a specific drug is covered. For Pharmacy Benefit information, please call MaxorPlus Customer Service at **800.687.0707**.

Picnic Berry Shortcakes

Ingredients

2 tbsp sugar	1/2 tsp grated lime zest
1/2 tsp cornstarch	2 individual round sponge cakes
2 tbsp water	2 cups fresh blueberries
2 cups sliced fresh strawberries, divided	
Optional, whipped topping	

Directions

In a small sauce pan, mix sugar and cornstarch. Stir in water. Add 1 cup strawberries; mash mixture. Bring to a boil; cook and stir 1-2 minutes or until thickened. Remove from heat; stir in lime zest. Transfer to a small bowl; refrigerate, covered, until chilled.

Cut sponge cakes crosswise in half; trim each to fit in bottoms of four wide-mouth half-pint canning jars. In a small bowl, mix blueberries and remaining strawberries; spoon over cakes. Top with sauce. If desired, serve with whipped topping.



Honor These Awareness Dates and Stay Healthy

March



Brain Injury Awareness Month

Colorectal Cancer Awareness Month



April

National Distracted Driving Awareness Month
Easter (21)



May

National Stroke Awareness Month

Military Caregiver Month

Melanoma Monday (6)

Mother's Day (12)

Armed Forces Day (18)