



## Don't let allergies get you down

If you sneeze and cough, or your nose and eyes itch and are runny during certain times of the year, you may have seasonal allergies. Mold, trees, grass and weed pollen are the most common triggers of allergies. Seasonal allergies develop when the body's immune system becomes sensitized and overreacts to something in the environment. If you're suffering from seasonal allergies, it may be a good idea to speak with a doctor.

Not sure if it's allergies? Remember: Adventist Health OnDemand provides you access to a doctor 24/7, 365 days a year.

 **SUFFERING FROM SEASONAL ALLERGIES?** Let us help. In quarter 1 of 2019, Adventist Health OnDemand had 427 total patient visits.




### Adventist Health OnDemand: What our members have to say

“Allergy season had already started, and I needed to get my prescription allergy medicine fast. I scheduled a time online and received a call the same day. I discussed the allergy medicine with the doctor, and by the end of the phone call I had a text from my pharmacy stating that my prescription was ready to pick up. It was such a great experience and exceeded my expectations. I would recommend Adventist Health OnDemand to anyone!”  
—Engaged! Premier Program member

“I used Adventist Health OnDemand when I was at home with a newborn during flu season, and didn't want to risk exposing myself and my baby to the germs at an urgent care. It was great! They were quick at making a diagnosis and thorough in their questions asked. I had a prescription called in to my pharmacy within 30 minutes. It made it so much easier to get the care I needed while unable to really leave the house.”  
—Engaged! Premier Program member

“Recently, my daughter was sick and didn't feel like getting her shoes on, riding in the car to the doctor, and sitting in the waiting room with other “sick” people and their germs. I decided to give Adventist Health OnDemand a try. I was beyond impressed! When I checked in on the app, it stated my wait was approximately 23 minutes for the doctor to be with me. Within two minutes, I had a board-certified doctor on the phone. He was thorough with his questions and so patient and kind. I won't hesitate using Adventist Health OnDemand in the future, as it was extremely convenient, professional and timely!”  
—Engaged! Premier Program member



A doctor is just a click away.

Visit [AdventistHealthOnDemand.com](http://AdventistHealthOnDemand.com) or download the app to get started.

- Talk to a doctor 24/7, anytime, anywhere—just a \$5 copay for Engaged! Plan members and a \$10 copay for Base Plan members.
- Receive diagnosis of your symptoms, treatment and a prescription when needed.
- Download the app and enjoy the convenience of quality care on the go.

# Improve your biometric screening results through health coaching

The Adventist Health Employee Health Plan offers telephonic health coaching to assist members in setting health goals, discovering motivation and planning for optimal well-being. Certified professionals trained in lifestyle improvement will support you through short, personalized conversations on topics including nutrition, exercise, sleep and stress management.

Health coaching is a telephonic lifestyle improvement program that is voluntary and 100 percent free to eligible members of the Adventist Health Employee Health Plan. Certified health coaches will assist members in setting health goals, discovering motivation and planning for optimal well-being. Here's how health coaching works:



## ENROLL

Ready to enroll? There are a few ways you can become a participant in the program:

Log on to [LivingWell.ah.org](http://LivingWell.ah.org) and click "Talk to a Trainer" or "Talk to a Dietitian," then ask for a health coach.

Call customer service at 800-441-2524, option 1, and ask to speak with a health coach. Or email the health coaching team at [healthcoaching@ah.org](mailto:healthcoaching@ah.org).



## Sync your device for LivingWell points

Syncing your activity device (such as a Fitbit) makes it easy to automatically upload your steps and/or workouts in the LivingWell portal and ensure that your activity counts toward upcoming challenges and LivingWell points.

**Remember:** You can still sync your smartphone, tablet or smartwatch to the LivingWell portal by downloading the HealthyNow app from the App Store or Google Play.

### Sync your device now!

Log in to the LivingWell portal at [LivingWell.ah.org](http://LivingWell.ah.org) and select "Connect Your Apps & Devices" in the right-hand column.

# Have you scheduled your free biometric screening?

Employees and spouses participating in the Engaged! Premier Program must complete a biometric screening and wellness assessment May 15–Aug. 31 to qualify for the 2019 Engaged! Premier Program.

Biometric screenings are free, confidential and are held on-site for your convenience. Employees and spouses enrolled in the Engaged! Plan without Premier Program participation, or in the Base Plan, are encouraged to participate as well. If you're unable to make your on-site screening, you may attend one at any Adventist Health location.

To schedule your appointment and to view all screening dates:

- Go to [screeningreg.com](http://screeningreg.com)
- Login: *adventist*
- Password: *healthy*

The screening provides information about your current health and potential risk for

chronic—and often preventable—diseases such as diabetes, heart disease and hypertension. Combined with the wellness assessment, the screening helps you identify where you can take action to improve your health.

### Qualify for the 2019 Engaged! Premier Program

By Aug. 31, 2019:

- **Complete your biometric screening.** Congratulations—you'll earn 10 LivingWell points once this is complete!
- **Complete your online wellness assessment.** Go to [LivingWell.ah.org](http://LivingWell.ah.org) to complete the assessment. Earn 10 more points!
- **Earn and log your 80 flex points.** Choose from a variety of health-related activities. Go to [LivingWell.ah.org](http://LivingWell.ah.org) to learn more and track your points.

# Your pharmacy benefit

Getting the right medication can sometimes be a little complicated. We want your experience to be as easy as possible, so we've created an online FAQ to answer your most common questions, including:

- **How** to easily sign up for the OptumRx mail-order pharmacy.
- **Who** our in-house and community partner pharmacies are.
- **What** to do if your medication isn't covered.
- **Why** you may need prior authorization for your medication.
- **How** to file an appeal.

As always, you or your doctor can call our Adventist Health Employee Health Plan pharmacy team at any time and we'll be happy to assist you.

 **VISIT THE EMPLOYEE HEALTH PLAN SITE ON CONNECT**

Call us at **800-441-2524**. We're available to help you Monday–Thursday from 8 a.m.–5 p.m. PST, and Friday from 7 a.m.–3:30 p.m. PST.



## A family guide to sunscreens

Does your idea of family fun include spending time together outdoors? Then it's important to protect the whole gang from the sun's damaging ultraviolet (UV) rays.

There's nothing cool about painful sunburns, early wrinkles or an increased risk of skin cancer. And yet that's just what too much UV exposure can bring. One way to help keep your family safe: Make sure everyone's wearing sunscreen.

Here's what you need to know to get started:

**Check the label.** When shopping for sunscreen, make sure you choose one that:

- Offers broad-spectrum protection from UVA and UVB rays.
- Has a sun protection factor (SPF) of at least 30. This dermatologist-recommended level of protection blocks 97% of the sun's rays.
- Is water-resistant.

**Apply sunscreen before you go outside.** It takes about 15 minutes for its protection to kick in.

**Use enough of the stuff.** Many people make the mistake of using too little sunscreen. Experts recommend using at least 1 ounce—about the amount you can hold in the palm of your hand—to cover exposed skin. This includes the face, ears, arms, hands, nose, neck and feet. Use a lip balm with sunscreen in it to protect your lips.

**Reapply at least every two hours.** But put some more on immediately after you swim or sweat excessively.

**Slather up the kids too.** Follow the label instructions when applying sunscreen to children's exposed skin. If you have a baby younger than 6 months, it's best to keep him or her in the shade to protect that sensitive skin.

You'll also want to help your family avoid getting too much sun. For instance, encourage everyone to seek a shady spot whenever possible. And before you head outside, hand out some wide-brimmed hats and sunglasses.

Sources: American Academy of Dermatology; U.S. Food and Drug Administration

# Health Hacks

4 TIPS FOR LOWER BLOOD PRESSURE



Contributed by Ethan Bird, System Director, Wellness

Last year, guidelines from the American Heart Association lowered the definition for high blood pressure to 130/80 from 140/90 millimeters of mercury (mm Hg), meaning more of us now meet the criteria for stage 1 hypertension. If you find yourself falling into this new lower category, here are some health hacks you can start doing today to improve your blood pressure.

**1 Drop a few pounds**

By far the most effective means of reducing elevated blood pressure is to lose weight. Even losing as little as 10 pounds can lower your blood pressure. Eat more whole fruits, vegetables, nuts and grains and less refined foods for more energy, nutrients and less unwanted weight.

**2 Reduce your sodium intake**

Keep your daily sodium intake at 1,500 milligrams or less. Watch out for salt bombs, such as deli meats, pickled foods, some canned veggies, parmesan cheese, and condiments such as teriyaki or soy sauce.

**3 Exercise regularly**

Aim for a half-hour at least five days a week. Try walking with a co-worker during your breaks or joining friends for a weekend hike. Even everyday activities such as gardening can help.

**4 Deal with stress in your day-to-day life**

Daily stress can have a direct effect on your blood pressure. To reduce stress:

- Aim for eight hours of sleep each night.
- Take time each four-hour period during work to breathe deeply and think about something relaxing.
- Unplug through inspiring music.
- Take time to be grateful, journaling your favorite blessings.
- Connect to love by reading scripture, praying or investing in time with uplifting friends.

Use one or all these tips to feel better and lower your risk for high blood pressure.

Sources: American Heart Association; Harvard Women's Health Watch

# Go H<sub>2</sub>O!

## Break the ice

Make flavored ice cubes with 100% fruit juice, unsweetened tea or chopped fruit.



## Stay hydrated with these tasty twists on water

If plain water doesn't entice you, how about giving it a refreshing change? Here are some naturally healthy flavor enhancers—and you can also have fun experimenting with what you have on hand.



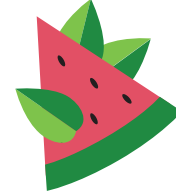
### Herbal infusion

Fresh herbs, like basil and mint leaves, add unique and flavorful notes.



### Fruit forward

Add cubed melon or fresh or frozen berries. Add slices of orange, lemon or lime, or squeeze in some juice.



### One sweet pairing:

Mint and watermelon.



### One cool combo:

Lime and cucumber.

Sources: American Diabetes Association; American Institute for Cancer Research

# inspire

Summer 2019

LivingWell and whole-person health

## What is LivingWell?

LivingWell is Adventist Health's whole-person health and wellness program. LivingWell offers tools and resources to help you set and achieve your health goals. New to LivingWell? Create an account using security code: *livingwell*.

Learn more at [LivingWell.ah.org](http://LivingWell.ah.org).

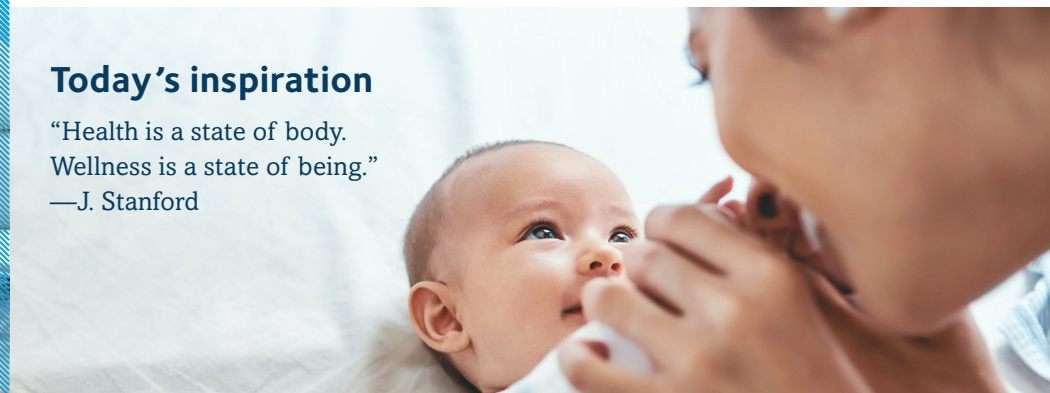


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### Today's inspiration

"Health is a state of body.  
Wellness is a state of being."  
—J. Stanford



## Meet the Team

### Employee Health Plan provider team

The provider team ensures that the health plan's facility and provider database is accurate so that when a claim is received, the benefit is paid appropriately. This is crucial in processing your member claims accurately, allowing your claim to be paid in a timely manner and the correct benefit to be received.

Did you know? The database is made up of 36,468 providers and 868 facilities.

#### Words of inspiration from our provider team:

**Denise:** "Spread love everywhere you go. Let no one ever come to you without leaving happier." —St. Teresa of Calcutta (Mother Teresa)

**Susan:** "Work willingly at whatever you do, as though you were working for the Lord rather than for people." Colossians 3:23

**Anne:** "Shine; don't whine."

**Inessa:** "Kindness is the language which the deaf can hear and the blind can see."

**Liliya:** "Don't dig up in doubt what you planted in faith." —Elisabeth Elliot

**Elizaveta B.:** "Expectation is the root of all heartache."



▶ LEARN MORE at [LivingWell.ah.org](http://LivingWell.ah.org). New to LivingWell? Create an account using security code: *livingwell*.