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**A health and wellness newsletter  
from UnitedHealthcare**

volume 3, number 1

# A New Year – A New YOU!

Take the Health Assessment today. Instant feedback provides you an overall wellness score plus helpful tips to improve your health. Log on to [www.myuhc.com](http://www.myuhc.com), click on the **'Health and Wellness'** page, then click on **'Take a Health Assessment'** located in the middle of the page.

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# Prevent claim payment delays by updating your Coordination of Benefits (COB).

For two income families, it is not unusual for the family members to be covered by more than one health insurer or plan. When an individual is covered by more than one group health plan, excessive coverage is possible. The potential for excessive coverage creates a situation in which the health care payers coordinate the benefits payable to ensure that the medical provider is not paid more than the allowable medical expense. This process is called Coordination of Benefits (COB).

UnitedHealthcare requests verification from SHBP members every 12 months. Prevent claim payment delays by updating your COB information yearly. Updating COB information is easy. Sign onto [www.myuhc.com](http://www.myuhc.com) to update or contact the customer service number on your ID card.

The screenshot shows the myuhc.com website interface. At the top, there is a navigation bar with links for Message Center, Account Settings, Print, Help, Contact Us, Feedback, and Sign Out. Below this is a main menu with categories: Home, Claims & Accounts, Physicians & Facilities, Pharmacies & Prescriptions, Benefits & Coverage (selected), Personal Health Record, and Health & Wellness.

The main content area is titled 'Benefits & Coverage' and includes a sidebar with various service links such as Medical, Preventive Care, Pharmacy, Vision, Mental Health & Substance Abuse, Extra Programs, Coverage Documents, and How the Plan Works. The 'Persons Covered' section is highlighted, showing a table with the following data:

Name	Relationship	Date of Birth	Effective Date
SCOTT SMITH	Subscriber	04/29/1968	03/01/2007

Below the table, there is a prompt: 'Let us know if you or your family members have other health insurance in [Coordination of Benefits](#).' To the right of the main content, there are sections for 'Also See' (with links for Print ID card and Add or update Coordination of Benefits) and 'Common Questions' (with links for How do I add or remove a dependent or...? and Does the list of Persons Covered appl...?).

At the bottom of the page, there are links for Terms, Privacy & Security, Company Information, and Site Map. The footer indicates 'Today's Date: December 6, 2007 | © 2007 UnitedHealthcare'.

## Wellness at Work

### Georgia Department of Corrections continues its pursuit to help employees live healthy and live well.

#### Beyond Health Fairs

In addition to offering annual health fairs, GDC has implemented other strategies to help its employees lead healthier lives.

Last year, GDC implemented a mandatory fitness assessment for all its correctional officers. There are no passing grades, but employees are encouraged to improve their fitness level and are given suggestions to help them achieve their goals.

In 2005, GDC hired a wellness coordinator to oversee the statewide wellness initiatives. Among the many responsibilities, the wellness coordinator publishes a monthly newsletter; organizes events; and teaches several health and fitness classes including a two hour wellness class to all new recruits. In this class, employees learn the importance of a healthy lifestyle and are equipped with the knowledge to make healthy choices both on and off the job.

The wellness coordinator also works closely with the wellness committee comprised of 112 field coordinators located in the different facilities. This group shares best practices and challenges and helps communicate ongoing wellness initiatives.

The Georgia Department of Corrections (GDC) wants healthy employees and invests in worksite wellness initiatives to help individuals reach their goals. In 2003, the GDC began offering free health screenings and annual health fairs at several of its state facilities. These health fairs encourage healthy behaviors and offer employees the opportunity to learn about potential health risks. Employees can take advantage of health screenings to check for excess weight, high blood pressure, vision impairment, heart disease, diabetes, thyroid abnormalities, and prostate cancer (men only). Participants also receive educational materials on health related issues. The health fairs have been a big success with more than 3,500 employees attending the 47 health fairs in 2007.

#### Local Wellness Activities

Several facilities engage in innovative wellness activities and programs. Here are just a few of the many exciting initiatives.

**Weight loss programs.** Employees at Lee Arrendale State Prison pay 25 cents each week to weigh in. The participant with the most weight loss at the end of the year wins the money. Baldwin State Prison's "Weight Loss Club" has lost a total of 250 pounds and is still losing. The "Augusta Losers" club from the Augusta Judicial Circuit weigh in every Thursday, post their results in the office, then meet in the afternoon to discuss various topics dealing with weight and how it relates to health. Daily they come together for a brisk walk to the river and back. The Atlanta Judicial Circuit created a "Weigh Down and Self Improvement Challenge". The goal of the challenge was to educate employees about healthy choices and to encourage them to make better food selections based on nutritional value instead of empty calories. All of the participants lost weight and inches.



**Fitness at work.** Many of the facilities offer fitness classes for its employees. Augusta State Medical Prison offers fitness classes every day during lunch and after work each Monday through Thursday during non-

*(continued on next page)*

## Healthy vending.

Salads in the vending machine? Dooly State Prison has made this a reality offering salads for as little as \$3.50. While Autry State Prison's vending machines stock jello salads, fruit and yogurt parfaits.



work time. The Atlanta central office sponsors bi-annual fitness walks in which employees participate on non-work time. Autry State Prison conducts a walking/running class on Mondays and a kickboxing/toning class on Wednesdays. Rutledge State Prison conducts a lunch-time fitness program for their staff. Other walk/runs take place in other areas of the state. Employees in middle Georgia are encouraged to participate in the annual Forsythia 5K.

### **One-on-one with Claire Pate, wellness coordinator for GDC**

**What is your biggest challenge?** Competing with the candy bowl and helping employees find the time to be active. Unhealthy food is always around and it's hard to convince employees to make healthy choices when there is candy and sweets readily available. It's also a big challenge to encourage employees to attend educational sessions or exercise classes on their own time.

**What is your biggest success?** Having people excited about what we're doing. I often receive emails from employees saying thank you for the health fairs or the newsletter. And I feel that the word is getting out about the great things that we're doing. I now have employees from different agencies attending our aerobic and fitness classes at Twin Towers.

**What advice would you have for others starting a worksite wellness program?** Talk to the employees about what they want. Find what barriers exist for your employee population. Then, tailor your program based on employee feedback. It's unlikely that one program or solution will be right for every worksite. We have a very diverse employee population with unique needs. For instance, shift workers have very different challenges than our other employees.

**What would move your wellness program to the next level?** Time and incentives. With greater priority placed on the Governor's "Live Healthy Georgia", it would be great if the state promoted a wellness incentive of some sort. In addition, we believe that more employees would participate in exercise and education programs if they were given specific time during the work day to participate.

**Tell us about your wellness initiatives.**

**Email us at**

**[HRA\\_campaign@uhc.com](mailto:HRA_campaign@uhc.com)**

## Test your nutrition IQ



- 1 Skipping breakfast is a great way to cut calories and lose weight.  
 True     False
- 2 At fast food restaurants, grilled chicken sandwiches are the best choice.  
 True     False
- 3 Blueberry muffins make a healthy breakfast-on-the-run.  
 True     False
- 4 A small popcorn (without butter) is a great movie munchie.  
 True     False
- 5 Non-diet soda is packed with sugar.  
 True     False

### Answers:

- 1. False. Skipping breakfast may seem like a good idea, but hunger pangs often strike mid-morning, leaving you famished by lunch likely causing you to overeat. If you're not hungry at sunrise, pack a yogurt, low-fat breakfast bar or fresh fruit and eat as soon as possible.
- 2. False. Not when you add mayo, special sauce, cheese, and other fat-laden extras. One sandwich can have up to 440 calories and 20 grams of fat. Order plain grilled chicken with lettuce, tomato and mustard and bring the count down to 310 calories and 8 grams of fat.
- 3. False. Especially at 430 calories and 18 grams of fat. Substitute low-fat muffins, or better yet, choose whole wheat bagels topped with light cream cheese.
- 4. False. Even without butter, a small popcorn can have as much as 400 calories and 27 grams of fat. Instead, choose pretzel nuggets with mustard, chocolate covered raisins, or a frozen fruit bar.
- 5. True. One 12 ounce cola has 10 teaspoons of sugar and 150 calories! Don't waste calories on non-nutritious beverage. Drink flavored seltzer or sparkling water with wedges of lemon or lime instead.

Find other quizzes, tools, and information in the 'Health & Wellness' section of [www.myuhc.com](http://www.myuhc.com).

# Makeover my recipe

## Macaroni & Cheese

Light cheese, less butter and added veggies helps transform this favorite comfort food into a light and tasty dish with almost half the calories.



Original	➔	Makeover
1 cup elbow macaroni		1 cup elbow macaroni
2 1/4 cups grated Cheddar cheese		8 ounces light cream cheese
2 Tbsp butter		1 Tbsp butter
2 Tbsp all-purpose flour		2 Tbsp all-purpose flour
2 cups whole milk		2 cups skim milk
1/2 cup medium onion		1/2 cup medium onion
1 Tbsp butter		1 1/2 cup diced tomatoes
1/2 cup breadcrumbs		6 cups fresh spinach, shredded
Salt and pepper to taste		1/4 cup breadcrumbs
		Salt and pepper to taste
540 calories per cup serving	➔	315 calories per cup serving

- Cook macaroni as directed on package. Set aside.
- Mix cheese, butter, flour, and milk in large saucepan. Stir until blended, about 5 minutes.
- Add onion, tomatoes, spinach, and macaroni. Stir until mixed well.
- Pour mixture into a glass baking dish. Sprinkle breadcrumbs on top.
- Bake 25 minutes at 350 degrees. Serve hot.

**Do you have a recipe that needs a makeover?**

**Send your recipe to [HRA\\_campaign@uhc.com](mailto:HRA_campaign@uhc.com).**

# Ten steps to resolution success

It's easy to discard resolutions as quickly as used New Year's party favors. This year, set yourself up for success with these simple suggestions.

**Consider the spirit in which your resolutions are made.** If you make a resolution on a whim, you're not likely to remember it after the clock strikes midnight.

**Choose carefully.** Consider your wish list of resolutions. Choose one or two of the most important. Can you see yourself succeeding? If not, you may want to re-evaluate your choice. You also may want to balance a difficult resolution with one that will be easier to keep.

**Take baby steps.** Small changes over time can add up to big returns. If you want to fit more exercise into your life, stretch during TV commercials. If healthier eating is the goal, eat a piece of fruit every day after work. If you're hoping to clear the clutter, set aside 15 minutes a day to organize your personal or work files.

**Get it on paper.** Jot down the steps you'll take to reach your resolution. Include a time line. It may be easier to meet a goal that's written in black and white.

**Enlist a friend.** This trick is very helpful when you're gearing up for exercise. Knowing that you're accountable to someone other than yourself for that morning walk can help keep you on track.

**Complete the resolution in your mind's eye.** Visualize your resolution coming to life. See the positive impact it will have.

**Be patient.** Making a major change, such as losing weight or breaking a bad habit? Remember these will take time, energy and dedication. These changes won't happen overnight.

**Reward yourself for the resolutions you've kept.** Treat yourself to something special, such as fresh flowers, a good book or a massage.

**Look for ways to keep your resolutions fresh.** If your resolution is to eat healthier, don't bring the same boring salad for lunch every day. Try an unusual fruit one day. Bring a different type of bread the next. Or, check out your local bookstore or public library for a cookbook featuring healthy recipes. Try a new dish once a week to spice up your diet.

**Focus on yourself.** Remember, these are your resolutions. Make them first and foremost for yourself. The changes are yours to make. And, the rewards are yours to enjoy!

**Cool Tool of the Month:  
Exercise Demos**

Learn the proper techniques for crunches, calf raises, lunges and more. Watch the virtual model demonstrate different exercises.



**Log on to myuhc.com,  
click 'Health &  
Wellness,' then  
'Lifestyles' and  
'Fitness.'**

**Quick bits**

**FREE Resource**

The state of Georgia has a free Tobacco Quit Line to help you kick the habit. Trained counselors are available to help you quit smoking or using other tobacco products. Available every day from 8 a.m. to midnight. Call **1-877-270-STOP (1-877-270-6534)** today!

Learn helpful quit strategies through our online smoking cessation program. To access this program, log on to myuhc.com, click 'Health & Wellness,' then 'Online Health Coach' on the right side of the screen.

*"The time is always right to do what is right."  
**Martin Luther King Jr.***

**Did you know?**

Depression is common in those living with a chronic disease or condition. Do you know someone that may be suffering from depression? For statewide information on where to get help, the Georgia Crisis & Access Line can be accessed anytime of the day at **1-800-715-4225**. You can also get more information including local resources and find out about UnitedHealthcare benefits by calling the number located on the back of your member ID card.



Please visit  
**[www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans)**  
 to view current issues of this publication.

**Important contact information**

**Where to go when you want information**

**myuhc.com** Personalized tools, information and answers for managing your health care. Log on anytime 24/7 to get important benefit, claim and health information on the Internet when it is convenient for you!

**www.liveandworkwell.com** An informative Web site with a behavioral health clinician directory, comprehensive health articles and tools, and more.

**NurseLine Services:** 866-696-5846. Talk to a Registered Nurse 24 hours, seven days a week and access thousands of topics in the Health Information Library.

**Care Coordination<sup>SM</sup>** Refer to the customer service phone number on the back of your ID card.

**PPO/Indemnity:** 877-246-4189

**Choice HMO:** 866-527-9599

**High-Deductible Health Plan:** 877-246-4195

**Retirees:** 877-246-4190

For any claims or benefit-related questions or issues, please call the customer service number on the back of your card.

**Address updates**

You could be missing out on important mailings.

For active employees, please complete and submit a Dependent/Miscellaneous Update form that is available online at **[www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans)**. Forms should be completed and returned to your payroll location benefit manager.

**For retired employees, please submit the following information:**

- Name
- Subscriber number from your UnitedHealthcare ID card or Social Security number
  - Current address
  - New address
  - Telephone number
  - Signature authorizing the address change

**Retirees mail to:**  
 State Health Benefit Plan  
 P.O. Box 38342  
 Atlanta, GA 30334

The Connection will be made available monthly at the myuhc.com site ([www.myuhc.com/groups/gdch](http://www.myuhc.com/groups/gdch)) and at [www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans) to all State employees who are members of the UnitedHealthcare State of Georgia Health Benefit Plan.

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Insurance coverage provided by or through United HealthCare Insurance Company. Health Plan coverage provided by or through United HealthCare of Georgia, Inc.

