Spring 2023

Health & Welfare e-Newsletter

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More care options while you're away from home

No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.

Routine care at your fingertips
Use your kp.org account or the Kaiser Permanente app on the go to:
- Get medical advice from a licensed care professional 24/7
- Access care by phone[1], video[1], or e-visit – usually at no cost[2]
- Email nonurgent questions to your doctor's office

Urgent and emergency care anywhere in the world[3]
No matter where you get urgent or emergency care, you can file a claim for reimbursement. And at many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance – no need to file a claim.

- Cigna PPO Network[4] providers
- MinuteClinics®, including pharmacies[5]
- Concentra clinics[5]

Find care near you

Kaiser Permanente Cigna PPO Network
Concentra MinuteClinic®, including pharmacies

Support while you're away
Need help finding care or learning what's covered while you're away?
Visit **kp.org/travel**.

1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. **2.** If you have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits. **3.** If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. **4.** The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. **5.** MinuteClinic and Concentra payment experiences vary by plan. **6.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

Learn more at **kp.org/travel**

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923085180 July 2022

Pharmacy made easier

Save time with convenient new features

Get most medications delivered to your door

Delivery within 3 to 5 days at no extra cost – or choose same-day or next-day delivery for an additional fee.*

Opt in for reminders and updates

We'll let you know when it's time for a refill – and when your order is out for delivery or ready for pickup.

Enjoy convenient pickup options

Pick up new prescriptions on the same day at no extra cost. Plus, use your phone to pay for prescriptions quickly and safely.

Get started now

at **kp.org/pharmacy** or on the Kaiser Permanente app.

*Some exclusions apply. For more information, contact the pharmacy. Same-day and next-day prescription delivery services may be available for an additional fee. These services are not covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and delivery addresses. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente is not responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask your local pharmacy for more information.

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613667269 March 2021

Health tip: Know your numbers

Tips to help you stay on top of your health

One of the first steps to improving your health is knowing your important health numbers. These numbers include knowing your body mass index, blood pressure, cholesterol and glucose numbers.

BMI

- Healthy Weight: 18.5 to 24.9
- Overweight: 25 to 29.9
- Obese: 30 or higher

Blood Pressure

- Normal: Systolic less than 120 and diastolic less than 80
- Elevated: Systolic between 120 and 129 and diastolic less than 80
- Stage 1 Hypertension: Systolic between 130 and 139 or diastolic between 80 and 89
- Stage 2 Hypertension: Systolic 140 or higher or diastolic 90 or higher
- Hypertensive Crisis: Systolic higher than 180 and/or diastolic higher than 120

Cholesterol

- Total Cholesterol: Less than 200 mg/dL
- HDL Cholesterol for Men: Higher than 40 mg/dL
- HDL Cholesterol for Women: Higher than 50 mg/dL
- LDL Cholesterol: Less than 100mg/dL

Glucose

- Optimal Fasting Level: less than 100 mg/dL

Consider a more heart-healthy diet

Eating heart-healthy means your diet should include plenty of these food choices:

- Vegetables from all subgroups—dark green, red and orange, legumes (beans and peas), starches
- Fruits, especially whole fruits to get all the nutrients (such as fiber)
- Grains, at least half of which are high fiber whole grains. Aim for 25-30 grams of fiber a day. Look for whole-grain cereal, breads, crackers, oatmeal, noodles and brown rice
- Fat-free or low-fat dairy, including milk, yogurt, cheese, and/or fortified soy beverages
- A variety of protein foods, including seafood, lean meats and poultry, eggs, legumes (beans and peas), nuts, and seeds

continued

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Limit your intake of these foods

- Saturated and trans fats as these may raise your cholesterol
- Sodium which may increase blood pressure
- Red meat and compare food labels to select the leanest cuts available
- Sweets and sugar sweetened beverages

Practice habits that may help keep your heart healthier

- Exercise regularly
- Eat a heart-healthy diet
- Maintain a healthier weight
- Manage your blood pressure
- Take charge of your cholesterol
- Keep blood sugar at healthy levels
- Don't smoke

Consider 30 minutes of moderate physical activity

Finding time for 30 minutes of moderate exercise on most days of the week can provide many of the same benefits as strenuous exercise. Physical activity is anything that gets the body moving, including walking.

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Sources
Dietary Guidelines for Americans, 2020-2025, https://www.dietaryguidelines.gov/, accessed April 2021.
National Heart, Lung and Blood Institute, https://www.nhlbi.nih.gov, accessed April 2021.
American Heart Association, www.heart.org, accessed April 2021.

This information is for general informational purposes only and is not intended nor should be construed as medical advice. Individuals should consult an appropriate medical professional to determine what may be right for them.

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Health tip: Recognizing Burnout

Originally used to describe the consequences of severe stress and high ideals in "helping" professions, burnout may affect individuals in several career fields, from career-driven people to overworked employees, homemakers, and students.[1]

According to the International Classification of Diseases (ICD-11), burnout is an occupational phenomenon characterized by three dimensions. These dimensions include feelings of energy depletion or exhaustion, reduced professional efficacy, and increased mental distance from one's job, or feelings of negativism related to one's job.[2]

Signs and symptoms of burnout[3, 4]

There are three main groups of symptoms that are signs of burnout:

1. **Exhaustion.** Those affected feel drained and emotionally exhausted, unable to cope, tired and down, and don't have enough energy. Physical symptoms include things such as pain and gastrointestinal problems.
2. **Alienation from work-related activities.** People who have burnout find their jobs to be increasingly stressful and frustrating. They may start to be cynical about their working conditions and colleagues while also distancing themselves emotionally.
3. **Reduced performance.** Burnout typically affects everyday tasks at work, at home or when caring for family members. Those impacted are very negative about their tasks, find it hard to concentrate and lack creativity.

It is important not to confuse the signs and symptoms of burnout with those for stress or depression. Signs and symptoms that occur in both burnout and depression include feeling down, extremely exhausted and experiencing reduced performance. When seeking help, it is recommended to speak with a medical professional as self-diagnosing may lead to the wrong treatment.

In contrast, burnout may be the result of unrelenting stress, but it is not the same thing as too much stress. While stress involves **too much,** burnout is about **not enough.** Being burnt out means lack of control, lack of clear job expectations, or work-life imbalance. Most people may feel stress, but burnout develops gradually over time.

Myths about burnout

There are many myths about burnout; don't be fooled. Some myths include.

Myth. You must not be good at your job.

Myth. Burnout means you need to make a job change.

Myth. Burnout may be overcome by working harder.

Myth. One day of rest will make everything better.

Myth. Taking time away from work or investing in self-care makes you weak.

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Causes and consequences of burnout[5]

There are several possible causes and consequences of burnout. Specifically, job burnout may result from various factors including:

1. **Lack of control.** An inability to influence decisions that affect your job — such as your schedule, assignments, or workload —as well as a lack of the resources you need to do your work, could lead to job burnout,
2. **Unclear job expectations.** If you're unclear about the degree of authority you have or what your supervisor or others expect from you, then you're not likely to feel comfortable at work.
3. **Dysfunctional workplace dynamics.** Perhaps you work with an office bully, feel undermined by colleagues, or your boss micromanages your work. This may contribute to job stress.
4. **Extremes of activity.** When a job is monotonous or chaotic you need constant energy to remain focused which may lead to fatigue and job burnout.
5. **Lack of social support.** If you feel isolated at work and in your personal life you might feel more stressed.
6. **Work-life imbalance.** If your work takes up so much of your time and effort that you don't have the energy to spend time with your family and friends, you might burn out quickly.

Should burnout be unaddressed, significant consequences may occur. These consequences range from excessive stress, fatigue, and insomnia to alcohol or substance misuse, heart disease, and high blood pressure.

Coping with burnout[6]

Whether you recognize the warning signs of impending burnout or you're already past the breaking point trying to push through the exhaustion and continuing as you have been may only cause further emotional and physical damage. Now is the time to pause and change direction by learning how you may help yourself overcome burnout and feel healthier and more positive. Dealing with burnout requires the "Three R" approach:

1. **Recognize.** Watch for the warning signs of burnout.
2. **Reverse.** Undo the damage by seeking support and managing stress.
3. **Resilience.** Build your resilience to stress by taking care of your physical and emotional health.

The following tips for preventing or dealing with burnout may help you cope with symptoms and regain your energy, focus, and sense of well-being.

- **Evaluate your options.** Discuss specific concerns with your supervisor. Work together to change expectations or reach solutions. Set goals for what must get done and what may wait.
- **Seek support.** Whether you reach out to co-workers, friends or loved ones, support and collaboration might help you cope. If you have access to an employee assistance program, take advantage of relevant services.
- **Try a relaxing activity.** Explore programs that may help with stress such as yoga, meditation, or tai chi.
- **Get some exercise.** Regular physical activity may help you to better deal with stress. It may also take your mind off work.
- **Get some sleep.** Sleep restores well-being and helps protect your health.
- **Mindfulness.** Mindfulness is the act of focusing on your breath flow and being intensely aware of what you're sensing and feeling at every moment, without interpretation or judgment. In a job setting, this practice involves facing situations with openness and patience, and without judgment.

Sources:

[1] Depression: What is burnout? - InformedHealth.org - NCBI Bookshelf (nih.gov), June 2020. Accessed October 2022.

[2] Burn-out an "occupational phenomenon": International Classification of Diseases (who. int), May 2019. Accessed October 2022.

[3] Depression: What is burnout? - InformedHealth.org - NCBI Bookshelf (nih.gov), June 2020. Accessed October 2022.

[4] Burn-out an "occupational phenomenon": International Classification of Diseases (who. int), May 2019. Accessed October 2022. Burnout Prevention and Treatment - HelpGuide.org, November 2021. Accessed October 2022.

[5] Job burnout: How to spot it and take action - Mayo Clinic, June 2021. Accessed October 2022.

[6] Burnout Prevention and Treatment - HelpGuide.org, November 2021. Accessed October 2022. Job burnout: How to spot it and take action - Mayo Clinic, June 2021. Accessed October 2022.

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DELTA DENTAL
Steer Clear of Dental Hazards
Avoid oral health risks as you age
Stay on top of your dental health with proper hygiene and regular visits to the dentist.
Gum Disease
Likelihood increases after age 30
• Infection of the gum tissue
• Can lead to tooth loss
Oral Cancer
Likelihood increases after age 40.
• Linked to tobacco use
• Can be fatal if not caught in time
Dry Mouth
Likelihood increases dramatically by age 50
• Increases risk of cavities and bad breath
• Caused by many medications
Limited Dentist Access
Frequency of dental visits drops after age 64
• Regular cleanings and exams can help catch problems before they get worse
Poor Oral Hygiene
Difficulty brushing and flossing is linked to arthritis, which affects half of all Americans by age 65.
• Consider toothbrushes with modified handles and easy-to-use floss holders
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Your child's first dental visit

Your child experiences a lot of firsts before they turn age 1. It's important for dental care to be one of them. Establish a lifetime of good oral health by introducing your baby to a dental home when their first tooth erupts and before their first birthday.

What is a dental home?

A dental home is a family-centric approach to comprehensive, coordinated care. You'll build an ongoing relationship with a dentist who will manage your child's total dental needs.

What to expect

During a typical first visit, your child's dentist will:

- Review individual and family medical and dental history
- Apply fluoride varnish as needed
- Advise on how to prevent dental injuries and trauma
- Conduct a thorough dental exam
- Assess your child's risk of cares
- Give pointers on teething
- Demonstrate how to clean your child's teeth and gums
- Recommend ways to prevent tooth decay
- Discuss effects of oral habits on bite and facial bone structure

Taking this first step early in your child's oral care gives you a head start on establishing habits that lead to a lifetime of good dental health.

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LIBERTY cares about more than just teeth!

Adult Care

help sheet: Daily Oral Hygiene Tips

*For most of us, thorough daily oral hygiene lays the groundwork for a healthy smile. Just a simple routine of **brushing** and **flossing**, in addition to regular **dental checkups**, can be enough in most cases to help prevent tooth decay, gum disease and bad breath.*

Brushing up on technique

Since there are various techniques for brushing your teeth, it's a good idea to ask your dentist which one to use. Here are a few tips to help you develop a good brushing routine:

Brush twice a day
Brush your teeth in the morning and before bed

Use a toothpaste with **fluoride** to help prevent tooth decay

Brushing gums
Hold your toothbrush at a slight angle toward the gums when brushing along the gum line.

Concentrate on brushing all surfaces
Use a gentle touch—it doesn't take much pressure to remove the plaque from your teeth, and a vigorous scrubbing could irritate your gums

Brushing your tongue
Brushing your tongue gently can help remove bacteria that cause bad breath

The importance of flossing

Cleaning between your teeth is every bit as important as brushing. Since brushing can not effectively clean between teeth, it's important to use floss to get to those areas.

- Other items also are available to help you clean between your teeth. Ask your dentist which ones to use
- As with brushing, use a gentle touch to avoid injuring your gum tissue
- Clean between your teeth once a day

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EYE HEALTH
stats that might surprise you

VISION IS ONE OF OUR MOST CHERISHED SENSES

But many people overlook their eye health even though an annual comprehensive eye exam can actually save a life! A recent YouGov survey in collaboration with VSP Vision Care may have the answers.

THE SENSES CENSUS

Which of the 5 senses is most important to you?

84% VISION

7% HEARING | **4%** TOUCH | **4%** TASTE | **1%** SMELL

8 OUT OF **10** people say they ***should*** get an eye exam

but just over

1/2 see an eye doctor annually

FOUR REASONS WHY:

I don't need glasses or contacts.

It's too expensive.

I don't have vision coverage.

I didn't know an eye exam can help spot major health issues.

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