

# In Sound Health

## GETTING THE RIGHT CARE WITH GUARDIAN NURSES

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Tips for Navigating  
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Care for Your Back



*Trust Participant, Wayne Martens*

## A SUMMER OF SELF-CARE

June 2022

Make this summer about taking care of yourself! Sound Support programs are here for you, whether you want to make some lifestyle changes, improve your fitness, or manage a chronic illness, you can find help doing it with programs and information provided by the Trust. The best part is these programs are fully paid for by the Trust!

In this issue of *In Sound Health* we hear firsthand from a Trust participant about the benefits of finding the help you need to take charge of your health, as well as tips to manage summer COVID-19 precautions, and what to do when you experience low-back pain. We also continue our 2022 four-part series with an article on the health information websites available to you as a Trust participant.

## SUCCESS STORY: GETTING THE RIGHT CARE WITH GUARDIAN NURSES

For Wayne Martens, the Guardian Nurses program has been a key part of managing his chronic illness and helping him find a doctor who is the right fit for him.

It's common as we age to feel burdened by our health, and to want someone who makes us feel heard and respected. For Wayne, being introduced to the Guardian Nurses program through his wife's Sound Health & Wellness Trust plan was the first step in improving the day-to-day management of his health.

"Having a Guardian Nurse gives me someone to talk to. I've been retired the last four years and don't get out much," he says, "these nurses are sensible and smart and can provide tremendous emotional support."

When you participate in the Guardian Nurses program, you are paired with a Mobile Care Coordinator (MCC) nurse who provides support specifically designed to meet your needs. Wayne needed a doctor who would work with him closely to manage his symptoms while remaining compassionate and optimistic.

"Sometimes a doctor just isn't the right fit. I've learned to speak up about what I need to find the right person," he reflects, "my nurse helped me change doctors. I heard about a gentleman in my area. She set up an appointment with him, and he's been wonderful."



“ I’ve learned to speak up about what I need ”

*Trust Participant,  
Wayne Martens*

Trust Participants,  
Joanna and Wayne  
Martens



## MEDICATIONS DELIVERED TO YOUR DOOR

If you are taking certain maintenance drugs to manage your chronic illness, you may be able to have your prescriptions delivered directly to your home through the Trust's home delivery pharmacy, WellDyne Mail.



### What are maintenance drugs?

Maintenance drugs are certain designated medications used to treat chronic or long-term conditions such as diabetes, arthritis, heart conditions, high cholesterol, digestive, asthma and high blood pressure that are included on the Trust's Maintenance Medication drug list.

Maintenance prescription drugs written for a 30-day supply can be filled at a retail pharmacy. However, any maintenance prescriptions written in excess of a 30-day supply can only be purchased from certain custom network pharmacies or WellDyne Mail.

### How do I get my maintenance drugs by mail?

To order your maintenance drugs directly from WellDyne Mail you will need to ask your medical provider to send a new 90-day prescription for each of your maintenance medications to WellDyne. To make sure you don't run out of your medicine on your initial fill, allow two or three weeks for receiving your prescription. If you send in a prescription for a new medicine, request a two-to-three-week supply from your doctor to be filled at a Trust custom network pharmacy while you wait for your mail-order medication. For refills through WellDyne Mail, please allow seven business days for processing.

To learn more about this program and to download the Trust's Maintenance Medication Drug List and Custom Network Pharmacy list, visit [www.soundhealthwellness.com/homedelivery](http://www.soundhealthwellness.com/homedelivery).

To start a new prescription through home delivery, please call WellDyneRx Mail Order at **(800) 373-1568** to have the mail order form sent to you.

MCC Nurses are here to help you navigate the healthcare system, which can be complex and confusing.

It is possible to manage a chronic condition for years, and still struggle to get the supplies needed on time. This was a frequent problem for Wayne: "One time, I had to go a month without my supplies because they never filled my order. My nurse helped set me up with a new company that fills my orders in a timely manner."

Easy access to doctors and the supplies to manage your condition can relieve a huge amount of stress – and that is something everyone deserves.

"I would definitely recommend the Guardian Nurses program to friends and family," enthuses Wayne, "not too many people I know have issues like me, but they deal with other health problems and need the same support."

For you, support may mean having a nurse check in with you at home, accompanying you to appointments, or helping you understand your diagnosis and treatment options. The Trust's MCC nurses are here to help.

All Guardian Nurses services are voluntary, confidential, and are fully paid for by the Trust for PPO Plan participants and their covered dependents.

Visit [www.soundhealthwellness.com/ppo/guardian-nurses/](http://www.soundhealthwellness.com/ppo/guardian-nurses/) to learn more.

## FINDING A NEW NORMAL:

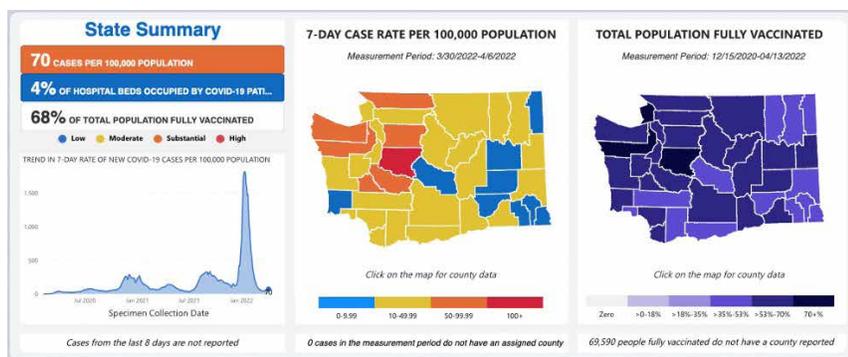
### Tips for navigating COVID-19 precautions

While many restrictions and mandates have been lifted, COVID-19 will likely be around for quite a while. As new variants appear, and if cases and hospitalizations start to rise in our communities — there may be times to increase the level of precautions we take to prevent the spread of this still potentially life-threatening virus.

Fortunately, after two years, we have a pretty good idea of what works to reduce risk of infection. Below is a list of actions you can fall back on if extra precautions become necessary.

If you have a health condition that puts you at high-risk, have young children at home, or are caring for someone who is high-risk, you may want to continue to follow these recommendations even when cases are low.

- 1. Know the number of cases in your community.** The State of Washington maintains a dashboard where you can check the number of cases per 100,000. A low number of cases is less than 10 per 100,000.



- 2. If in doubt, take a test.** If you are feeling stuffed up, or a little under the weather, take a free COVID-19 test. You can get free at-home COVID-19 tests from the State and Federal government. Just order them online, and they will be shipped to your home.
- 3. Increase your protective measures when needed.** If cases are high, consider taking extra protective measures such as masking indoors, maintaining social distancing, and avoiding unnecessary travel. If you know you are going to visit someone who is high-risk or has young children, consider taking these extra protective measures for a week before visiting, even if cases are low.
- 4. Practice patience.** The lifting of mandated protective measures can be difficult for those who work in health care or are high-risk of severe disease, or have children at home.

If we all do our part to keep cases low in our communities, we can protect ourselves, each other, and go about our lives as close to normal as possible. Remember, we are still all in this together. To get quick links to all the resources mentioned in this article, visit [www.soundhealthwellness.com/resources](http://www.soundhealthwellness.com/resources).

Source: NPR.org, Baylor College of Medicine



## SPICY GRILLED BROCCOLI

A little spice makes this a go-to grilled broccoli recipe for summer. Serves 4.

### INGREDIENTS

- Small heads of broccoli (about 1 $\frac{1}{4}$  pounds)
- Kosher salt
- $\frac{1}{2}$  cup plain whole-milk Greek yogurt
- 1 tablespoon olive oil
- 1 tablespoon whole grain mustard
- 1 $\frac{1}{2}$  teaspoons paprika
- 1 teaspoon garam masala
- 1 teaspoon ground cumin
- 1 teaspoon ground turmeric
- Vegetable oil (for grill)
- $\frac{1}{4}$  teaspoon black pepper

### PREPARATION

1. Prepare broccoli by cutting heads from stems, then trim broccoli stems and peel and slice lengthwise into  $\frac{1}{4}$ "-thick planks. Break up heads into large florets. Cook florets and stems in a large pot of boiling salted water until bright green and crisp-tender, about 2 minutes. Drain, then transfer to a bowl of ice water to cool. Drain and pat dry with paper towels.
2. Mix yogurt, oil, mustard, paprika, garam masala, cumin, and turmeric in a large bowl. Add broccoli and toss to coat; season with salt.
3. Prepare a grill for medium-high heat; oil grill to prevent sticking. Grill broccoli, turning occasionally, until charred in spots, 5-7 minutes. Transfer to a platter.

### NUTRITIONAL INFORMATION

Serving Size:  $\frac{3}{4}$  cup

**130 calories**                      **5 g fiber**  
**6 g fat**                              **8 g protein**  
**14 g carbs**

Source: modified from bonappetit.com.

# CARE FOR YOUR BODY — CARE FOR YOUR BACK

## To manage low-back pain, try these 5 tips

Back pain is one of the most common health problems and something most people will experience during their lives. If you've ever had low-back pain, you know how disruptive it can be to your daily life. In the past, doctors used to prescribe pain medication to help people manage their back pain, but that approach often masked the symptoms without getting at the cause. Today, doctors recommend starting with other remedies first for treating and managing low-back pain.

Here are a few treatments that have been found to be highly effective:



### TALK TO YOUR DOCTOR

It is always a good idea to let your doctor know when you experience new or increased pain. While most low-back injuries can be treated at home, some require medical attention. If you don't already have a primary care physician, you can start by calling the Trust's Nurse Line.



### KEEP MOVING

While you might not feel like it when you are in pain, continuing to move is probably the first thing your doctor will recommend. Sitting for too long allows the muscles that support your spine and back to weaken — and that can lead to further pain. Your doctor can help you determine how much movement is right for you.



### TRY ICE AND HEAT

There is a lot of advice out there about whether to ice an injury or add heat, but the truth is, it depends on what feels best for you. You may want to ice your back when your pain is new, but find that after a while, heat helps relax the muscles. Experiment to find what brings you relief.



### STRETCH AND STRENGTHEN

Strong, flexible muscles — especially the “core” ones that support your back and spine — can help relieve and prevent low-back pain. You may hear a lot about yoga, Pilates and tai chi — these work great, but if they are not for you, consider meeting with a physical therapist.\* They can help you find a combination of exercises and stretches that you can incorporate into your day to keep your muscles active.



### KEEP GOOD POSTURE

When your spine is in alignment, this helps ease pressure on your lower back. Try focusing on using proper form and techniques — especially when lifting, bending, and twisting. Old habits are hard to break, so if you need assistance to maintain good posture, you can try tape or a brace for support. There are even downloadable Apps to alert and help remind you.

Try these tips and incorporate nonprescription pain relievers to help aches and stiffness when needed. The Trust has programs for both PPO and Kaiser Permanente participants to help manage back pain, so you don't have to go it alone. Visit [www.soundhealthwellness.com/soundsupport](http://www.soundhealthwellness.com/soundsupport) for more information.

*\*Please check your plan booklet for coverage requirements.*

## WHERE TO TURN FOR SOUND SUPPORT:

### WebMD ONE and Kaiser Online Member Services

Did you know you have an online source to help manage your everyday wellness? PPO and Kaiser Plan participants each have access to resources at your fingertips.



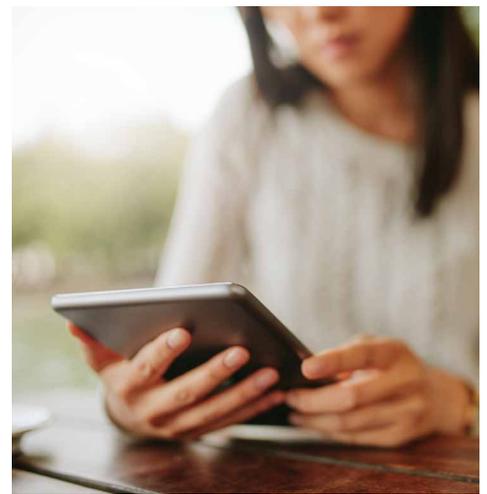
#### PPO PARTICIPANTS — GET TO KNOW WEBMD ONE

WebMD ONE provides PPO participants a personalized experience tailored to support your well-being goals and interests, including articles, quizzes and more. In addition to completing your annual Personal Health Assessment, you can also access your personal health record, chat with a health coach, and take advantage of these trusted health care resources:

- **Daily Habits** is a virtual accountability tool that encourages you to achieve your goals at your own pace.
- **Beyond Well Podcasts** is a library of podcasts focused on various topics related to mental health, such as financial and relationship stress, caring for yourself, coping techniques and more.
- **Device and App Connection Center** that allows you to sync your favorite health and fitness device or app to your well-being portal and into your health trackers.
- **WebMD Videos** provide a variety of well-being videos from quick 10-minute workouts to breathing exercises.

Log in to the [MySoundHealth](#) secure portal and click **Sound Support** → **WebMD ONE** to get started.

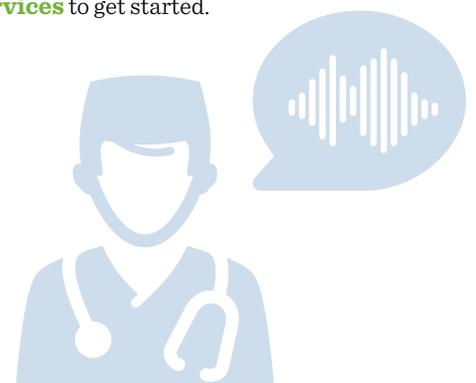
This is the second article in our “Where to turn for Sound Support” four-part series for 2022. You can view past series online at [www.soundhealthwellness.com](http://www.soundhealthwellness.com).



#### KAISER PERMANENTE PARTICIPANTS — GET TO KNOW ONLINE MEMBER SERVICES

Kaiser Permanente Online Member Services is your online health and wellness source, where you can access your personal health information, as well as tools and resources to help you make creative, positive lifestyle changes. When you register, you can take advantage of Kaiser’s Healthwise® Knowledgebase and Condition Centers. You can also participate in discussion groups, access health tools and take quizzes. For your convenience, this is where you can choose a doctor, make appointments, and take your Health Profile. To get access to Online Member Services you’ll need to register online and complete a one-time ID verification process.

Log in to the [MySoundHealth](#) secure portal and click **Sound Support** → **Kaiser Member Services** to get started.



# IMPORTANT NUMBERS TO KNOW

## PPO PLAN PARTICIPANTS

Trust Office — Benefits, Eligibility, HRA	(206) 282-4500 or (800) 225-7620
Delta Dental PPO & Schedule Plan	(800) 554-1907
DeltaCare	(800) 650-1583
VSP (Vision Service Plan)	(800) 877-7195
WellDyneRx — for Prescription Coverage	(888) 479-2000
Nurse Line	(877) 362-9969 Option 1
Health Coaching	(877) 362-9969 Option 3
Quit Tobacco Coaching	(877) 362-9969 Option 4
LiveWell Fit	(800) 225-7620 Option 2, then 5

## KAISER PLAN PARTICIPANTS

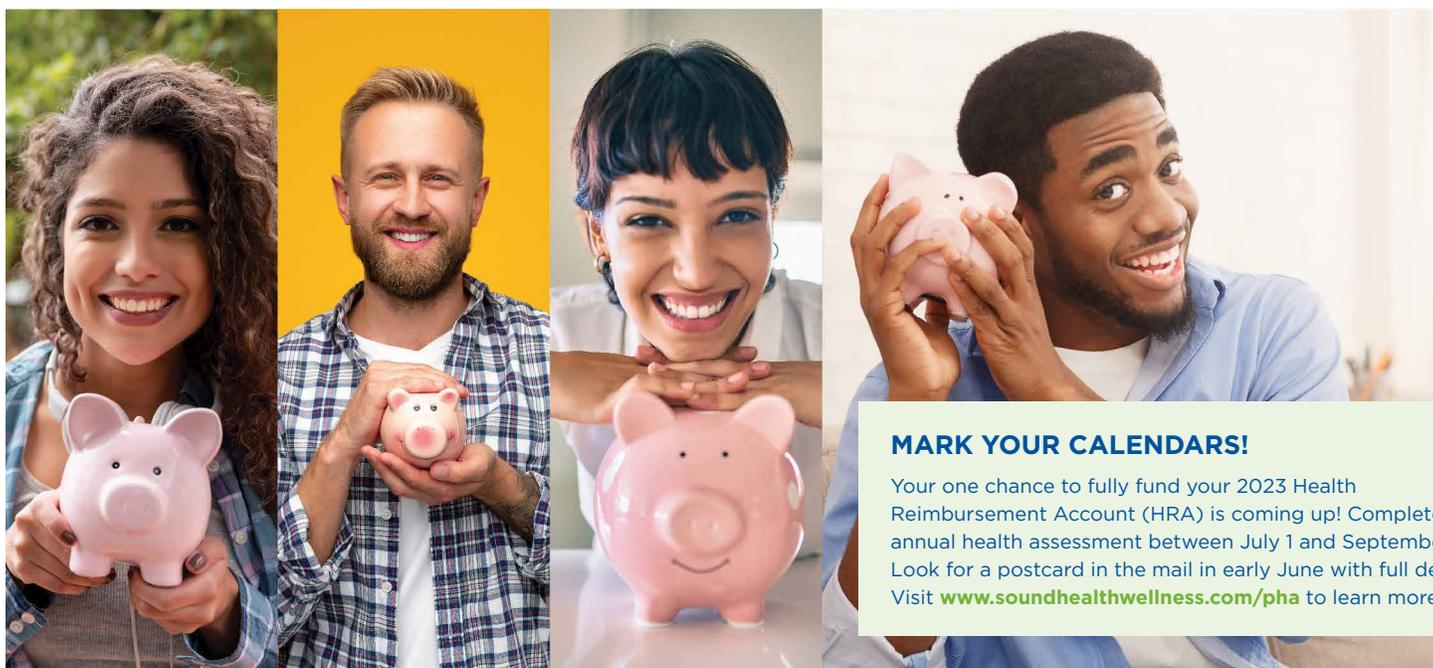
Trust Office — Eligibility, HRA	(206) 282-4500 or (800) 225-7620
Kaiser Permanente — Benefits, Claims Status	(888) 901-4636
Delta Dental PPO & Schedule Plan	(800) 554-1907
DeltaCare	(800) 650-1583
WellDyneRx — for Prescription Coverage	(800) 373-1568
Consulting Nurse Helpline	(800) 297-6877
Quit for Life® Tobacco Cessation	(800) 462-5327
LiveWell Fit	(800) 225-7620 Option 2, then 5
Chronic Conditions Workshops	(800) 992-2279

### PRIVACY POLICY

Your health information is completely confidential, protected by federal law, and cannot be shared with your union or your employer without your permission.

All wellness programs are provided and managed by independent service providers contracted by the Trust. The information on your health status and conditions, your medical and prescription drug claims, and the information you may provide when participating is only used to offer you programs that could help you meet your health and wellness goals.

***By law, your health information cannot be used to deny healthcare coverage.***



**MARK YOUR CALENDARS!**  
Your one chance to fully fund your 2023 Health Reimbursement Account (HRA) is coming up! Complete your annual health assessment between July 1 and September 30. Look for a postcard in the mail in early June with full details! Visit [www.soundhealthwellness.com/pha](http://www.soundhealthwellness.com/pha) to learn more.



**SOUND HEALTH**  
& WELLNESS TRUST

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**GET INVOLVED**

This newsletter provides a general overview of plan benefits. Please refer to your Plan Booklet for specifics about covered expenses as well as exclusions and limitations. The information in this publication is meant to complement the advice of your healthcare providers, not to replace it. Before making any major changes in your medications, diet, or exercise, talk to your doctor.

## RUN FOR THE REWARDS!

When you participate in approved LiveWell Fit activities, not only can you get reimbursed for event costs and earn HRA funding (if eligible), but you can also earn Mile Marker Rewards such as a sun shield buff, t-shirt, a fitness tracking device or reimbursement for a new pair of running or biking shoes!\*

*Eligible Trust participants and covered family members can get reimbursed for registration fees for up to four approved events per calendar year.*

Download the current list of events at [www.soundhealthwellness.com](http://www.soundhealthwellness.com).



Earn funds for your HRA with LiveWell Fit. See the full list for details.

\*Some limitations apply.

DATE	EVENT NAME & DESCRIPTION	
<b>JUNE</b>		
18	Puyallup	<b>Summer Solstice The Longest Day 5k</b> — 3.1 mile trail run/walk
18	Snohomish	<b>Evergreen Half and 5 miler</b> — 13.1 or 5 mile run/walk
18	Seattle	<b>Solstice Run</b> — 9.3, 6.2 or 3.1 mile run/walk and kids dash
19	Friday Harbor	<b>Kings San Juan Island Marathon, Half Marthon &amp; 10k</b> — 26.2, 13.1 or 6.2 mile run/walk
25	Bellingham	<b>Padden Triathlon</b> — 26.7 or 12.8 mile triathlon
25	Port Orchard	<b>Hot Foot 5k Trail Run</b> — 3.1 or 1 mile trail run/walk
25	Camano Island	<b>Camano Island Crab Dash</b> — 6.2 or 3.1 mile run/walk
<b>JULY</b>		
4	Tacoma	<b>Independence Day 5k</b> — 3.1 mile run/walk and kids run
4	Steilacoom	<b>Four on the Fourth</b> — 4 mile run/walk and 1 mile kids run
4	Puyallup	<b>Firecracker 5k &amp; Sparkler Dash</b> — 3.1 mile run/walk and kids dash
4	Edmonds	<b>Beat Brackett 5K &amp; Baby Brackett 1K</b> — 3.1 or .6 mile run/walk
4	Federal Way	<b>Miles for Meso</b> — 3.1 mile run/walk and kids dash
9	Kent	<b>Kent Cornucopia Days 5k</b> — 3.1 mile run/walk
9	Snoqualmie	<b>Snoqualmie Tunnel 5k Glow Run</b> — 3.1 mile run/walk
9	Seattle	<b>Refuse to Abuse</b> — 3.1 mile run/walk
9	Bellingham	<b>Lake Whatcom Triathlon</b> — Olympic, Sprint or Aquabike Triathlon and Relay