

# In Sound Health

Your Source for How to LiveWell

A New Program and  
New Opportunities  
Coming in 2020

## Jumpstart Your 2020 Health Goals with Support from the Trust

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# BE SET UP FOR SUCCESS

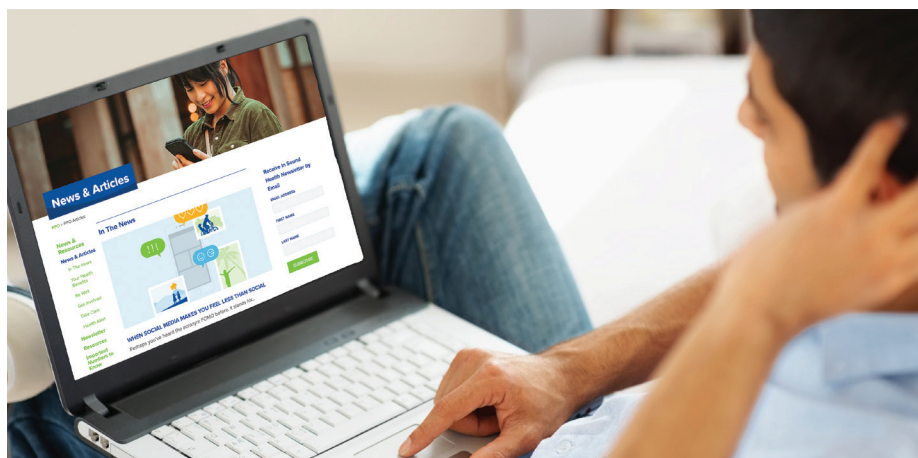
## December 2019

It's the most wonderful time of the year – to take great care of yourself. Set yourself up for success by taking the actions needed before the end of the year to fully fund your Health Reimbursement Arrangement (HRA) and avoid a higher deductible in 2020. Then get a jump start on your goals by joining one of the many wellness programs the Trust provides.

In this issue of *In Sound Health*, we share details of new programs coming in the new year and ways to improve your daily health habits – from how you get care, to staying safe online. It's all part of our goal to be your partner in better health.

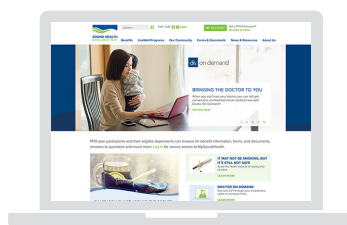
## IN THE NEWS

# INSOUND HEALTH IS NOW ONLINE! FIND USEFUL INFORMATION FROM CURRENT AND PAST ISSUES



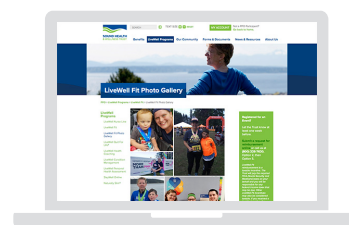
All your favorite articles from our *InSound Health* newsletter are now available on your computer, tablet or phone! You can browse articles by topic to find the latest on your benefits, health alerts, programs, success stories, and tips on staying healthy. Check back for quarterly updates, with an archive of the most relevant articles.

In addition to the online newsletter, we've added these new features to the Sound Health website:



## Updated Home Page

Both PPO and Kaiser Plan participants can access need-to-know information easier, and the latest announcements and programs are on the new homepages.



## New Photo Gallery

The LiveWell Fit photo gallery features the winning smiles of Trust participants from across the state. Visit the LiveWell Fit page to find an event near you and see who you recognize in the gallery from past events!



**WANT IN SOUND HEALTH DELIVERED TO YOUR INBOX? SIGN UP FOR THE EMAIL VERSION OF OUR NEWSLETTER.**

Visit [www.soundhealthwellness.com](http://www.soundhealthwellness.com) and click the "Sign up for In Sound Health E-News" on the homepage.

## COMING IN 2020

## FOR PPO PARTICIPANTS

YOUR OWN IN-PERSON GUARDIAN NURSE  
FOR YOUR HEALTHCARE NEEDS

The Sound Health & Wellness Trust Board of Trustees are pleased to announce a new program starting in February 2020 – Guardian Nurses' Mobile Care Coordinators (MCC). This new program is fully paid for by the Trust for all covered family members. Our team of MCC registered nurses, through Guardian Nurses Healthcare Advocates, will identify members who could benefit from in person assistance and need help with a healthcare issue.

## Your Mobile Care Coordinator will be able to:

- **Be your guide**, coach and advocate for any healthcare issue
- **Identify providers** for all care needs and second opinions
- **Make appointments** so you can be seen as quickly as possible
- **Go with you** to see doctors, to ask questions and to get answers
- **Explain a new diagnosis** to help you make informed decisions
- **Provide decision support** when you are thinking about treatments or surgery
- **Visit you in the hospital and at home** to assess your care needs
- **Get things you need** such as healthcare equipment

Watch for more detailed information about this great new program in January.



Meet your Sound Health &amp; Wellness MCC Guardian nurses!

24/7 REGISTERED NURSE TELEPHONE LINE  
NOW PROVIDED BY AETNA

Starting January 1, 2020, our 24/7 nurse line – available to all Trust participants and their covered family members will be provided by Aetna instead of Optum. You will receive the same 24/7 support, and Aetna registered nurses will provide the same level of healthcare advice to ensure you and your family get the right health care for your concerns.

Call **877-362-9969, option 1** to connect to a nurse.

QUIT TOBACCO HEALTH COACHING  
REPLACES QUIT FOR LIFE

Starting January 1, 2020, the stop tobacco program, Quit for Life by Optum will be replaced by a new Quit Tobacco Coaching program by StayWell. This is the same company that provides PPO participants' health coaching program, and they will deliver the same quality support to help you quit tobacco (and vaping) for good.

Call **877-362-9969, option 4** to connect to the Trust's Quit Tobacco Coaching Program.

## FOR KAISER PERMANENTE PARTICIPANTS

The program changes above will not impact Kaiser Plan participants. You can count on both the nurse line and the quitting tobacco program to remain the same in 2020.

REGISTERED NURSES AVAILABLE 24/7 FOR  
YOUR HEALTH CARE CONCERNS

The Trust offers all Sound Health participants a 24/7 nurse phone line for health care concerns you have for yourself or a covered family member. Call **(800) 297-6877** to reach the Consulting Nurse Line.

SUPPORT IS AVAILABLE TO HELP YOU QUIT  
TOBACCO (INCLUDING VAPING)

Kaiser Permanente will continue to offer the Quit for Life® program to Trust participants enrolled in a Kaiser plan. Call **1-(866) 784-8454** to enroll and stop tobacco (and vaping) now.



# UNDERSTANDING VAPING-RELATED ILLNESS

## WHAT IS EVALI, AND WHY YOU SHOULD BE CONCERNED

Vaping is bad for you, but until recently people didn't realize just how bad. With more than 1,300 cases and 26 deaths nationwide, the Centers for Disease Control and Prevention (CDC) recently issued an official name for the newly identified vaping-related illness: EVALI, which stands for "e-cigarette or vaping product use-associated lung injury." With more people being hospitalized each week, many states—including Washington—have issued bans on flavored vaping products.

### Vaping is just as harmful as traditional tobacco products – so, why do we think of it as a healthier alternative?

In a word: marketing. When e-cigarettes first appeared on shelves, they were sold as a product that could help adult smokers kick a deadly habit and as a healthier alternative to cigarettes. The part they left out is that the chemicals that make up the vapor and their effects on physical health over the long term are largely unknown.

### Vaping has been around for a while, why are we only seeing this illness now?

Public Health officials believe that some dangerous chemicals or combination of chemicals have been introduced into the vaping product pipeline. When people inhale this toxic 'cocktail' it sets off dangerous, even lethal, reactions inside the lungs. EVALI can look like the flu with symptoms such as fatigue, nausea, vomiting, coughing and fever, so previous cases had not been linked directly.

### How can we be sure the illness is linked to vaping?

In the cases documented to date, every patient reported using vaping products within 90 days of the onset of symptoms, and in many of the reported cases, patients had used these products more recently. In addition, none of the patients had an infection or other condition (like the flu) that would explain the lung disease.

### Does this mean vape users should return to using traditional tobacco products?

One thing is clear: both vaping and smoking are very bad for your health. While we might like to think there is a healthier smoking alternative, we now see that there simply is not. If you don't use vaping products, don't start, and if you vape or smoke, the best thing you can do for your health – and the health of those around you – is to quit.

### Need help quitting vaping or smoking?

The Trust offers programs to stop all tobacco and vaping for all participants and their eligible spouses, 18 years of age or older. These programs are fully paid for by the Trust and offer personalized phone-based sessions with a coach, and nicotine replacement therapy, if prescribed.

To find out more visit [www.soundhealthwellness.com](http://www.soundhealthwellness.com) or to enroll, PPO Plan participants can call (877) 362-9969, option 4 and Kaiser Plan participants can call (866) 784-8454.



Sources:

[https://www.cdc.gov/mmwr/volumes/68/wr/mm6841e3.htm?s\\_cid=mm6841e3\\_w](https://www.cdc.gov/mmwr/volumes/68/wr/mm6841e3.htm?s_cid=mm6841e3_w)  
<http://campaign.r20.constantcontact.com/render?m=1101678265604&ca=411570cc-4ed9-4d32-b4d7-6d38c577e6a3>



## HEALTHY APPLE MUFFINS

Make ahead for a quick breakfast full of fruit and whole grains.

### INGREDIENTS

- 1 ¾ cups whole wheat flour
- 1 ½ teaspoons baking powder
- 1 teaspoon ground cinnamon
- ½ teaspoon baking soda
- ½ teaspoon salt
- 1 cup grated apple
- 1 cup apple diced into ¼" cubes
- ⅓ cup extra-virgin olive oil
- ½ cup maple syrup or honey
- 2 eggs, preferably at room temperature
- ½ cup plain low-fat Greek yogurt
- ½ cup applesauce
- 1 teaspoon vanilla extract

### INSTRUCTIONS

1. Preheat oven to 425 degrees. Grease muffin tin with non-stick cooking spray.
2. In a large mixing bowl, combine flour, baking powder, cinnamon, baking soda and salt. Add grated and chopped apple. Stir to combine.
3. In a medium mixing bowl, combine the oil and maple syrup and beat together. Add the eggs and beat well, then add the yogurt, applesauce and vanilla. Mix well.
4. Pour wet ingredients into the dry and mix, just until combined (a few lumps are ok). The batter will be thick, but don't worry! Divide the batter evenly between the 12 muffin cups. Bake muffins for 13 to 16 minutes, or until the muffins are golden on top and a toothpick inserted into a muffin comes out clean.
5. Store any leftovers at room temperature for up to 2 days, or in the refrigerator for up to 4 days. Freeze leftover muffins for up to 3 months.

MAKES 12 SERVINGS  
(SERVING SIZE: 1 MUFFIN)

<b>192 calories</b>	<b>27.4 g carbs</b>
<b>8 g fat</b>	<b>2.6 g fiber</b>
<b>5.6 g saturated fat</b>	<b>4.5 g protein</b>

Source: modified from [www.cookieandkate.com](http://www.cookieandkate.com)

## VIRTUAL CARE CORNER

### ARE YOU HESITANT TO TRY VIRTUAL CARE?

Change is hard. Healthcare has changed a lot in the last decade, yet we are still hesitant to adopt some of the new changes, like virtual care. We're used to getting medical care in person, not over the phone or online. But virtual care has the opportunity to provide treatment for common conditions using today's technology to deliver care directly to you, wherever you are. Here are some reasons people say they are resistant to trying virtual care, and how today's care options address these concerns.

#### I want to see MY doctor

That's good. Having a great relationship with your primary care provider can help you get better care overall. Virtual care is great when you need care that falls outside this relationship – late at night, on vacation or otherwise on-the-go. You can share the records from your virtual visit with your regular doctor to keep your information up-to-date.

#### I'm anxious about using the technology

If you have ever used Facebook messenger, downloaded an app, or uploaded pictures to Instagram, you've got the skills needed to use virtual care. To make it even easier, for PPO Plan participants, we offer printable guides on the Trust website to help you get started with Doctor On Demand®, and Kaiser Plan participants can start an Online Visit right from the Kaiser website.

#### I'm concerned about quality

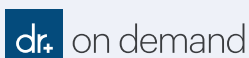
Research shows patients receive the same quality of care from their virtual care experience as they do from an in-person visit. In the case of Trust providers, all are from top medical schools, have many years of experience and are Board Certified in their specialty.

#### It seems expensive

Whether you're a PPO Plan or a Kaiser Permanente Plan participant, you can get convenient, confidential virtual care – fully paid for by the Trust, without any co-insurance costs for your visit.

Source: American Well Telehealth Index 2019 Consumer Survey, Doctor On Demand™

## HOW TO GET VIRTUAL CARE



#### For PPO Plan participants and eligible family members:

Visit [www.soundhealthandwellness.com/ppo/benefits/](http://www.soundhealthandwellness.com/ppo/benefits/) and click on "A Few Easy Steps Gets You Started" for more information.



#### For Kaiser Permanente Plan participants and eligible family members:

Visit Kaiser at [www.kp.org/wa](http://www.kp.org/wa), sign in and then select "Get Care From Home" in the lower right corner.

Please remember, if your health care issue is urgent or life threatening, call 911 or visit your local emergency room.

# MANAGING YOUR PERSONAL DATA

## KEEPING YOUR INFORMATION SAFE ONLINE

Nearly seven hours – that’s how long the average person in the U.S. spends online every day. Whether that’s checking social media, streaming shows or looking things up – it’s clear we’re on our devices a lot. With increased use we are also at higher risk of our personal information being bought, sold and used without our permission.

The good news is that with a few simple steps, you can continue using your devices, but in a safer manner. No one can prevent all identity theft, but by using these tips, you’ll help keep your personal information (especially health information) a little more “personal” online.

### OUR FOUR-PART SERIES:

- ✓ **March:** Screen Time Rules: Not Just for Kids
- ✓ **June:** Is Your Device Hurting You?
- ✓ **September:** When Social Media Makes You Feel Less than Social
- ✓ **December:** Managing Your Personal Digital Data



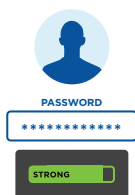
### Use passcodes for your devices

If you were to leave your phone somewhere, would the person who found it be able to access what’s on it? Everything from your email and social media accounts to all the personal information you may have stored on the device? That’s a scary scenario. Make sure to use a hard-to-guess passcode to help keep all devices, apps, accounts, and personal information protected.



### Be wary of free Wi-Fi

Free public Wi-Fi is convenient, but most free public Wi-Fi networks don’t offer much security. With the right tools, anyone else on the same network could be “eavesdropping” on your online activity. Save transactions, like logging in to your bank account or entering a credit card number, for when you’re on a secure network.



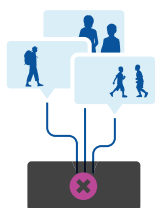
### Create strong and unique passwords

If you have an online account with a company that suffered a data breach, ideally, that account is your only concern. But if you use the same login credentials on other accounts, then that single incident could give hackers access to your other accounts, as well. That’s why it makes sense to use a unique password for each of your accounts.



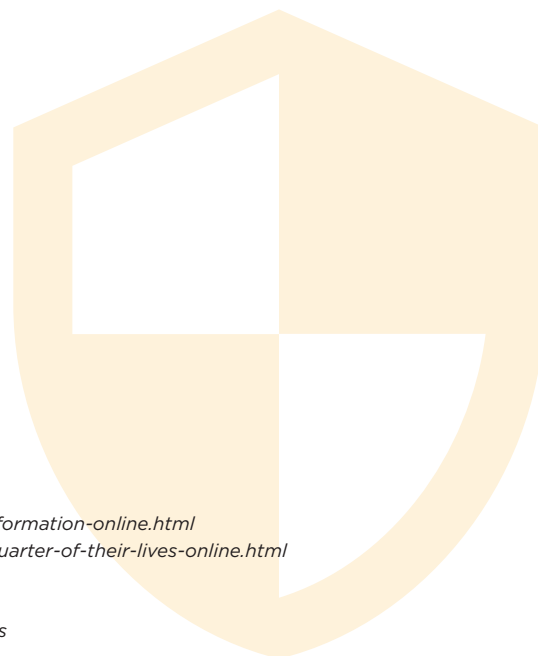
### Close unused accounts

Old unused accounts are at risk of hackers and exposing personal information attached to that account – like old bank statements and healthcare forms—which could lead to identity theft. Invest some time in shutting down unused online accounts.



### Limit social media sharing

Sharing too much on social media may put your personal information in the wrong hands. Pay attention to not only to what you share, but also to your privacy settings to limit the number of people who can see what you’re sharing. If your kids are on social media, monitor their privacy settings and pay attention to what they are sharing too.



#### Sources:

<https://www.lifelock.com/learn-internet-security-ways-to-help-protect-your-personal-information-online.html>

<https://www.digitalinformationworld.com/2019/02/internet-users-spend-more-than-a-quarter-of-their-lives-online.html>

#### Resource for managing online privacy settings

<https://identity.utexas.edu/everyone/how-to-manage-your-social-media-privacy-settings>

## IMPORTANT NUMBERS TO KNOW

### PPO PLAN PARTICIPANTS

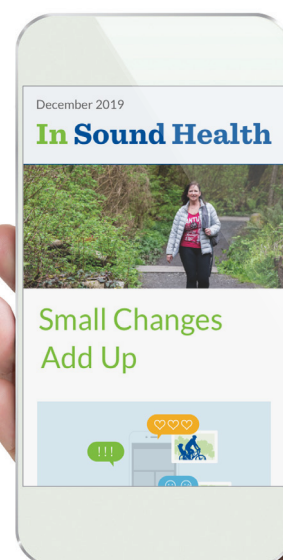
Trust Office – Benefits, Eligibility, HRA	(206) 282-4500 or (800) 225-7620
Delta Dental PPO & Schedule Plan	(800) 554-1907
DeltaCare	(800) 650-1583
VSP (Vision Service Plan)	(800) 877-7195
WellDyneRx—for Prescription Coverage	(888) 479-2000
Nurse Line	(877) 362-9969 Option 1
Health Coaching	(877) 362-9969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

### SOUND HEALTH & WELLNESS TRUST

For more information, visit  
the Trust website at  
[www.soundhealthwellness.com](http://www.soundhealthwellness.com)

### KAISER PLAN PARTICIPANTS

Trust Office – Eligibility, HRA	(206) 282-4500 or (800) 225-7620
Kaiser Permanente – Benefits and Claims Status	(888) 901-4636
Delta Dental PPO & Schedule Plan	(800) 554-1907
DeltaCare	(800) 650-1583
Consulting Nurse Helpline	(800) 297-6877
Quit for Life®	(866) 784-8484
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 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.***



## SOUND HEALTH & WELLNESS TRUST

11724 NE 195th St. Suite 300  
Bothell, WA 98011-3145

### 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.

## GET INSPIRED

After an injury, Trust participant Trinh Vo could only run one block. Thanks to LiveWell Fit and her passion for collecting medals, Trinh is now a marathon runner. Maybe you'll find your inspiration on the current list of LiveWell Fit events at [www.soundhealthwellness.com](http://www.soundhealthwellness.com). Check back often for newly added events!

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



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



Trust participants Trinh Vo finishing the Mother's Day Run in May 2019.

DATE		EVENT NAME & DESCRIPTION
<b>DECEMBER</b>		
<b>15</b>	Kirkland	<b>12ks Of Christmas</b> – 7.5 or 3.1 mile run/walk and kids dash
<b>29</b>	Port Orchard	<b>Yukon Do It</b> – 26.2, 13.1, 10 or 6.2 mile run/walk
<b>JANUARY</b>		
<b>1</b>	Seattle	<b>Resolution Run 5k &amp; Polar Bear Dive</b> – 3.1 mile run/walk
<b>1</b>	Snohomish	<b>Bling in the New Year Marathon &amp; Half Marathon</b> – 26.2 or 13.1 mile run/walk
<b>4</b>	Steilacoom	<b>Ft Steilacoom Resolution Run 5k/5 Mile</b> – 5 or 3.1 mile run/walk
<b>4</b>	Bothell	<b>Worst Day of the Year Run</b> – 6.2 or 3.1 mile run/walk
<b>11</b>	Redmond	<b>Sammamish Polar Bear 5k</b> – 3.1 mile run/walk
<b>12</b>	Bellingham	<b>Annual Lake Samish Runs</b> – 13.1 or 6.5 mile run/walk
<b>18</b>	Redmond	<b>Rain Run</b> – 13.1 mile run/walk
<b>18</b>	Sammamish	<b>Frost Eagle Trail Run</b> – 13.1 or 3.1 mile run/walk
<b>18</b>	Puyallup	<b>No Sun Fun Run</b> – 3.1 or 1 mile run/walk
<b>18</b>	Seattle	<b>MLK Weekend Run</b> – 9.3, 6.2 or 3.1 mile run/walk
<b>25</b>	Steilacoom	<b>Ft Steilacoom Resolution Run 10k/10 Mile or 5k</b> – 10, 6.2 or 3.1 mile run/walk
<b>25</b>	Tukwila	<b>Tukwila to Alki Half Marathon</b> – 13.1 mile run/walk
<b>26</b>	Woodinville	<b>Run or Wine 5k</b> – 3.1 mile run/walk