

# MEMBERMATTERS

PROVIDING HEALTH RELATED NEWS FOR HEALTH NEW ENGLAND MEMBERS

**It's your  
newsletter...**

*Do you like  
what you see?*

**WE WANT TO  
HEAR FROM  
YOU!**

■ *Are there any  
topics you  
want to read  
about?*

■ *Do you have  
any questions  
you want  
answered?*

*Your comments  
and suggestions  
are welcomed  
and always  
appreciated.  
See page 3 for  
information  
about contacting  
Joe Kane,  
Communications  
Manager.*

## HNE in the Community



HNE associates volunteered their time to work the phones for the Children's Miracle Network Radiothon.

**Y**ou knew that HNE was a member of the community, but did you know that we are committed to making our community a better place? As a local business with its origin and roots in Western Massachusetts, a major part of HNE's mission is to support our community. Whether through sponsorship of local events, direct support of local agencies, or through our associates—working side by side with their friends and neighbors to promote local causes and activities—HNE is there to make a difference where we live and work.

Here are some examples of places where we were proud to have lent a hand in 2003:

HNE sponsored the third annual Spirit of Champions Run/Walk to benefit Baystate Medical Center's Children's Cancer Programs. Paul O'Reilly, a high school teacher and basketball coach, created this event. In 2000, Paul

died from Burkitt's lymphoma, a rare form of lymphoma, which usually affects children. To date, children throughout the community have raised more than \$30,000 (in pennies, nickels, dimes, and dollars). Fund raising, however, is not the only goal. The event also helps children build a sense of compassion and responsibility by helping others. Proceeds fund projects and activities that support the pediatric oncology unit at Baystate Medical Center. This may include medical equipment, items for the waiting room, fun activities for children in treatment, or any other needs.

HNE sponsored the Children's Miracle Network Radiothon. In addition to sponsorship, HNE associates volunteered their time to work the phones at this important event. Part of the annual Children's Miracle Network Telethon, this and other related events raised more than half a million dollars.

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**MARCH 2004**

 **Health  
New England**

## QUESTIONS Answered

### Why am I being billed for an ambulatory surgical copayment when I did not have surgery?

► If you get certain services in a hospital setting, you will have to pay an ambulatory surgical copayment. Some examples of these types of services are: sigmoidoscopies, endoscopies, colonoscopies, arthroscopies, needle aspirations, and biopsies. Call HNE Member Services if you have a question about whether you will have to pay a copayment for an upcoming procedure.

### Should I receive a new ID card every year?

► No, we will send you a new ID card only if the information printed on your card changes. For example, if your copayment or PCP information changes, we will send you a new ID card. If you need a new ID card or extra ID cards, simply call HNE Member Services at 413.787.4004 or 800.310.2835.



### Why do certain medications require Prior Authorization?

► The HNE Pharmacy and Therapeutics Committee makes benefit determinations about specific drugs, including whether or not to require prior authorization. Local practicing physicians make up this Committee. HNE will often require prior authorization for drugs that are fairly new to the market, drugs that are costly, or drugs for which there are less expensive alternatives available.

### Why doesn't HNE cover my prescription?

► There are times when HNE does not cover certain drugs. If you have a prescription for a drug that falls into one of the following categories, HNE will not cover it:

**NEW BRAND NAME DRUG:** HNE typically does not add brand name drugs to its list of covered drugs for at least six months after FDA approval. Once the FDA approves a drug, HNE's committee of doctors and pharmacists reviews the drug's safety, effectiveness, and value. During this clinical review period, HNE does not cover the drug.

**DRUGS FOR COSMETIC PURPOSES:** HNE does not cover drugs for cosmetic purposes. Cosmetic drugs are used to alter, improve, or enhance appearance or self-image. They are not needed to maintain or restore



an essential body function or they are administered for psychological or emotional reasons.

For information about specific drugs, contact HNE Member Services at 800.310.2835 or MedImpact, HNE's Pharmacy vendor at 800.788.2949.

### What is the copayment for a compounded medication?

► To make a compounded medication, a pharmacist mixes raw chemicals and ingredients to meet the specific needs of a patient according to a doctor's orders. You pay a Tier 2 copayment for most compounded medications. If the main ingredient in the compounded medication is Non-Formulary, you pay a Tier 3 copayment.

### What should I do if I receive a bill from a provider?

► First, you should contact the billing department at the number provided on the billing statement. The provider might not have your HNE insurance information and could not submit a claim to us. If this is not the case, please contact HNE Member Services and we will assist you further. ✨



## Meet Joe Kane

In September 2003, I joined HNE as its new Communications Manager. I am excited to be working in Springfield for a company with such a strong community focus and commitment to you, our members.

As part of this commitment, I want to make sure that the materials we send to you meet your needs. Whether it is a newsletter, an evidence of coverage, a benefit decision, or anything else you might find in your mailbox from HNE, the information should be easy to read and understand. This is one of the ways that we build a relationship with you that is both personal and accountable: personal because you are not just another member getting another form letter, and accountable because our message is clear, honest, and sincere.

If you have comments about this newsletter or any of the other materials HNE has sent to you, please feel free to call me at 413.233.3229 or drop me a line at: HNE, One Monarch Place, Suite 1500, Springfield, MA 01144. You can also e-mail me at [jkane@hne.com](mailto:jkane@hne.com).

I look forward to communicating with you! \*

## HNE Is Involved in the Community

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Last September, we held the Third Annual Girl Scouts of the Pioneer Valley Golf Tournament. Our co-sponsor for the event was Friendly's Ice Cream Corporation. In three years, the event has raised over \$75,000 for the Girl Scouts.



HNE sponsored the Step Out for Hospice Walk in June 2003. Proceeds will help Hospice agencies meet growing costs and the needs of patients and their families.

HNE also has created community partnerships with businesses and organizations throughout Western Massachusetts. HNE Members can receive discounted fees for child care from Springfield Day Nursery. Through our relationship with the Ludlow Boys and Girls Club, HNE members can receive a discounted membership that allows them to use the fitness facility, gym, and indoor pool.

In addition, we are pleased to be able to support the following community agencies and programs:

- Berkshire County ARC
- Berkshire County Red Cross
- Bright Nights
- Channel 57
- Children's Miracle Network Golf Tournament
- Leukemia and Lymphoma Society
- Pioneer Valley Girl Scouts
- Pioneer Valley Symphony
- Rays of Hope
- She Theatre
- Spirit of Springfield
- Springfield Symphony Orchestra
- The Basketball Hall of Fame
- United Way Campaign



At HNE we are committed to the success of our vibrant and diverse communities. Look for us in 2004—we will be right there with you, making a difference. \*



## Wellness Coach

Alres Dinnall, R.N., M.Ed.,

Alres Dinnall, R.N., M.Ed., is Clinical Disease Management Program Coordinator at Health New England in Springfield, Mass. She manages the Asthma Disease Management Programs for adults and children, and teaches asthma education classes.

## Know Your Inhalers

Knowing which medicine to take, and when to take it, is an important first step toward managing your asthma. The two main types of medication for asthma are controller medicines and rescue medicines. Do you know the difference? Using a controller inhaler to treat an asthma attack can be deadly because it will not provide quick relief of symptoms. And using a rescue inhaler for daily control is not effective.

★ **CONTROLLER MEDICINE** is taken every day to keep asthma symptoms under control and prevent flare-ups. Taking medicine daily to control asthma symptoms is an important step to being a good self-manager. Your daily asthma treatment may include two different controller medications, which may work better than either one can by itself. The two medicines (e.g., inhaled corticosteroids and long-acting beta2-agonists) can be taken separately using two different inhalers. However, there is an inhaler that contains both medicines. The doctor will prescribe controller medicine based on your symptoms, so it's important to report your symptoms accurately.

★ **RESCUE MEDICINE** is taken to get quick relief when your asthma symptoms worsen. Albuterol is a commonly prescribed rescue inhaler medication. Use it when you experience flare-up of your symptoms, including coughing, wheezing, chest tightness, and shortness of breath. Rescue inhalers save lives and can prevent a mild asthma attack from getting worse. ALWAYS have a rescue inhaler on hand. However, if your symptoms persist or get worse after you use your rescue inhaler, seek medical attention immediately.

You are in charge of your care on a day-to-day basis. Knowing about asthma medicine will empower you to manage your asthma effectively. ✨



## Stepwise Approach to Asthma Management

by Alres Dinnall, R.N.

Asthma is categorized into four steps, based on your present symptoms. As symptoms improve or worsen, asthma treatment can step up or step down. Daily controller medicine is recommended for people with asthma symptoms at **Step 2** and higher. And everyone should have a rescue inhaler on hand, including people at **Step 1**.

### Step 4 Severe Persistent Asthma

Continuous, severe symptoms such as coughing, wheezing, shortness of breath, and frequent nighttime waking

### Step 3 Moderate Persistent Asthma

Symptoms every day and nighttime waking more than once a week

### Step 2 Mild Persistent Asthma

Symptoms three to six times a week, and nighttime waking more than twice a month

### Step 1 Mild Intermittent Asthma

Symptoms no more than twice a week and nighttime waking no more than twice a month

*Remember: When you experience an asthma attack, reach for your RESCUE inhaler!*

- ✦ Work with your health care provider to find the treatment plan that is right for you.
- ✦ To check your technique, show the doctor how you use your inhalers at every office visit.
- ✦ Keep seasonal allergies and other asthma triggers (e.g., dust, pet dander, dust mites) under control. Uncontrolled allergies can cause asthma flare-ups. ✨

# Step by Step

Walking is a great way to add activity to your day. But if “walking” sounds a bit vague or open-ended, here’s a way of measuring your progress that may be more satisfying.

A pedometer is a small, battery-powered device that attaches to your waistband and counts the number of steps you take. Its value in a basic walking program is that it counts the total number of steps you take in a day. Most people walk between 900 and 3,000 steps per day, which is significantly fewer

than the recommended 10,000 steps. However, walking 10,000 steps throughout your day gives you approximately the same health benefit as the recommended total of 30 minutes of physical activity.

Be sure to check with your doctor first if you have any health problems. Then, when you are ready to begin, fasten your pedometer to your waistband, close to your hip. Then count your steps from first thing in the morning to the last thing at night for several days.



Once you know about how many steps per day you are taking now, set your sights on increasing your total number of steps. Beginning with your average, increase your number of steps gradually by 300 to 500 steps until you reach 10,000 per day. Increase at a rate that is comfortable for you. You may want to stay at one level for a week or more.

Perhaps the best part about using a pedometer

with your walking program is that you get “credit” for all walking—through the hallways at work, down the aisles at the store, up and down the stairs at home—all day long!

If you want to increase your aerobic fitness, include at least 3,000 fast steps in your 10,000 steps. If you want successful, sustained weight loss, you’ll need to reach between 15,000 and 17,000 steps each day. ✨

*Resource: Shape Up America!, 15009 Native Dancer Road N. Potomac, MD 20878 240.631.6533, www.shapeup.org*

## Calendar

### April 2-4

#### Alcohol-Free Weekend

Sponsor: National Council on Alcoholism and Drug Dependence, Inc.  
800.NCA.CALL; www.ncadd.org

### April 19-24

#### National TV Turn-Off Week

Sponsor: TV Turn-Off Network  
202.333.9220; www.tvturnoff.org

### May

#### National Stroke Awareness Month

Sponsor: National Stroke Association  
800.STROKES; www.stroke.org

#### Skin Cancer Awareness Month

Sponsor: American Cancer Society  
800.ACS.2345; www.cancer.org

## Who Needs Them?



Some people may benefit by taking a multivitamin supplement as “vitamin insurance.” This includes pregnant and nursing women, the elderly, athletes, teenagers with irregular eating habits, people with deficiency diseases or absorp-

tion disorders, vegetarians, dieters, smokers, and those taking certain prescription medications. For the rest of us, taking a multivitamin may be a good idea to make sure we are getting the nutrients we need. Otherwise, enjoy from five to nine servings of fruits and vegetables every day—it’s a colorful, interesting, and tasty way to maintain your health and vitality. ✨

*Resource: National 5 A Day Partnership, www.5aday.org*

# Finding Your Body Mass Index

Weight management is one of the most popular requests we receive from our members. The Health Programs Department plans to pilot its new 10-week Weight Management Program in April. Members who have a Body Mass Index (BMI) of 27 or more are eligible to participate.

To find out if you are eligible, please use the chart to the right to find your BMI level.

Simply follow the left column down and find your height in inches, then move to the right until you find your current weight. Circle your current weight and then look up at the top box to determine your BMI. For example, if you are 5 feet, 2 inches (62 inches) and you weigh 150 pounds, your BMI is 28. ✨

BMI (kg/m <sup>2</sup> )	19	20	21	22	23	24	25	26	27	28	29	30	35	40
Height (in.)	Weight (lb.)													
58	91	96	100	105	110	115	119	124	129	134	138	143	167	191
59	94	99	104	109	114	119	124	128	133	138	143	148	173	198
60	97	102	107	112	118	123	128	133	138	143	148	153	179	204
61	100	106	111	116	122	127	132	137	143	148	153	158	185	211
62	104	109	115	120	126	131	136	142	147	153	158	164	191	218
63	107	113	118	124	130	135	141	146	152	158	163	169	197	225
64	110	116	122	128	134	140	145	151	157	163	169	174	204	232
65	114	120	126	132	138	144	150	156	162	168	174	180	210	240
66	118	124	130	136	142	148	155	161	167	173	179	186	216	247
67	121	127	134	140	146	153	159	166	172	178	185	191	223	255
68	125	131	138	144	151	158	164	171	177	184	190	197	230	262
69	128	135	142	149	155	162	169	176	182	189	196	203	236	270
70	132	139	146	153	160	167	174	181	188	195	202	207	243	278
71	136	143	150	157	165	172	179	186	193	200	208	215	250	286
72	140	147	154	162	169	177	184	191	199	206	213	221	258	294
73	144	151	159	166	174	182	189	197	204	212	219	227	265	302
74	148	155	163	171	179	186	194	202	210	218	225	233	272	311
75	152	160	168	176	184	192	200	208	216	224	232	240	279	319
76	156	164	172	180	189	197	205	213	221	230	238	246	287	328

If you have a BMI that is 27 or greater and are interested in participating in a 10-week Weight Management Program, please contact Mike Gauvin at 413.787.4000, ext. 3388 or send an e-mail to mgauvin@hne.com. This program is being offered on a first come, first serve basis to members.

## Provider Update

### Primary Care Physicians (PCPs) joining HNE:

#### Family Practice

**Elizabeth A. Coates, M.D.**  
Hilltown Community Health Center  
58 Old North Road  
Worthington, MA 01098  
413.238.5511

**Joseph O. Cooney, M.D.**  
Community Health Center of the Berkshires  
29 Lewis Avenue  
Great Barrington, MA 01230  
413.528.8580

**Gordon G. Gieg, M.D.**  
West County Physicians  
25 Heath Stage Terrace  
Shelburne Falls, MA 01370  
413.625.9717

**Paul A. Lagac, M.D.**  
774 College Highway  
Southwick, MA 01077  
413.569.5837

**Thomas J. Linberg, M.D.**  
Lee Family Practice  
135 Stockbridge Road  
Lee, MA 01238  
413.243.0536

### Internal Medicine

**Jose Azocar, M.D.**  
Northgate Medical  
1985 Main Street  
Springfield, MA 01103  
413.733.9955

**Greta Boynton, M.D.**  
140 High Street  
Springfield, MA 01199  
413.794.2511

**Melissa A. Hession, M.D.**  
Enfield Medical Associates  
Mt. Laurel Professional Center  
701 Enfield Street  
Enfield, CT 06082  
860.741.6058

**Sarah K. Lynaugh, M.D.\***  
140 High Street  
Springfield, MA 01199  
413.794.2511

**David A. McDougall, D.O.**  
Springfield Southwest  
Community Health Center  
1145 Main Street  
Springfield, MA 01103  
413.693.1022

*\*Accepting established patients only.*

### Pediatrics

**Francesca M. Bajaj, M.D.**  
Pediatric & Adolescent  
Medicine  
2207 Boston Road  
Wilbraham, MA 01095  
413.599.1201

**Lisa S. Visscher, M.D.**  
Pediatric & Adolescent  
Medicine  
2207 Boston Road  
Wilbraham, MA 01095  
413.599.1201

### PCPs leaving HNE:

**Nourdjihane Adams, M.D.**

**William A. Long, M.D.**

**Ann McIntosh, M.D.**

**Siobhan M. McNally, M.D.**

**Hyung M. Paek, M.D.**

CORRECTION TO PREVIOUS  
MEMBER MATTERS:

**Niloufar H. Shoushtari, M.D.**

HAS NOT DISENROLLED  
FROM HNE

### Address changes:

**Jeanne D. Johnson, M.D.**  
Belchertown Medical  
Associates  
95 Sargent Street  
Belchertown, MA 01007  
413.323.7212

**Suiyin T. Kleinberg, M.D.**  
83 South Street, Suite 5  
Ware, MA 01082  
413.967.0202

**Roberto Salva-Otero, M.D.**  
Northgate Medical  
1985 Main Street  
Springfield, MA 01103  
413.733.9955

**Change in address for  
South Hadley office:**  
Holyoke Pediatric Associates  
84 Willimansett Street  
South Hadley, MA 01075  
413.532.0300

### Now practicing as PCPs:

#### Family Practice

**Victoria Peters, D.O.**  
Primary Care Associates  
780 Chestnut Street  
Springfield, MA 01107  
413.787.2800

### Pediatrics

**David A. Steele, M.D.**  
Northampton Area Pediatrics  
193 Locust Street  
Northampton, MA 01060  
413.584.8700

### Now practicing as a PCP and has an address change:

**Richard C. McGinn, M.D. PhD**  
Franklin Healthcare  
Associates  
51 Sanderson Street  
Greenfield, MA 01301  
413.773.8464

### No longer practicing as PCPs:

**Samina Ahmed, M.D.**

**Margaret E. Ferry, M.D.**

**James E. Peterson, M.D.**

For changes to provider addresses, phone numbers, and additional changes, please see the Provider Directory on the Web site, [www.hne.com](http://www.hne.com)



*Log on to*

# HNE.com

*and get moving in a healthy direction!*

**Your link to the latest  
health-related information!**

- Explore health information on a wide variety of topics.
- Find information to help you get healthy and stay healthy.
- Complete educational modules at the virtual classroom.
- Play fun games for children or enjoy interactive activities for adults.
- Learn about HNE's diabetes and asthma management programs.
- Read HNE newsletters like *Living Well* and *Member Matters*
- Download childhood immunization schedules and preventive health recommendations.
- Find out about upcoming classes and events.
- Find support groups.
- Take informative quizzes.
- Learn how to control high blood pressure.
- Get tips on weight control and proper nutrition.
- Get information about depression, menopause, osteoporosis, breast cancer, and prostate cancer.

**Go to HNE.com  
and click on  
"Healthy Directions."**

# Ask the Fitness Expert!

Go to HNE.com's "Home Page" and scroll down

Get answers to your questions on all aspects of fitness and exercise from our fitness expert, Michael Gauvin. He has a master's degree in exercise physiology. He is the Head Coach for Men's Cross Country at Springfield College, the Boy's Track and field Coach at Ludlow High School, and he coaches Pioneer Valley Women's Running Club.

He can help you solve an exercise dilemma or simply answer a quick fitness question.

Your answers will be e-mailed to the address you provide, and it's all completely confidential!



*"One of the main reasons people do not adhere to, or even begin exercise routines, is that they have no idea where to start."  
—Michael Gauvin*



## My Health Zone

Go to HNE.com and click on "Healthy Directions."

**Sign Up for My Health Zone, an online library of health information.**

- Develop action plans to help you reach your goals.
- Discover helpful tools. Track your blood pressure, cholesterol levels, hemoglobin A1C, and blood sugar.
- Visit the Risk Assessment Wizard and take the Health Status Survey.
- Use the Exercise Calculator to find out how many calories you burn doing various activities.
- Visit the Diabetes Zone.
- Access a Health Encyclopedia of 4,500 topics from Acne to Zinc!
- Check daily pollen levels...and much more!

*Confidential and secure—HNE cannot access your personal information*

# Diabetes Education Center

Go to HNE.com and click on "Healthy Directions."

From "Healthy Directions," click on Health Management Programs and scroll down to Diabetes Education Center Web site.

- Learn simple preventive measures to reduce the risk of diabetes complications.
- You will be taken on a simple, step-by-step tour of six key areas of diabetes health: hemoglobin, A1C, foot care, blood pressure, lipids, eye care, and kidney checks.
- Get personalized recommendations for monitoring and testing based on your confidential responses to questions.
- You will be rewarded with delicious diabetes recipes and a helpful calendar when you complete your tour.
- It's more than just a Web site. It's a unique Internet classroom.
- Access 24 hours a day, 7 days a week.



# ACE and Furlis.com

Discover HNE's pediatric asthma program

Go to HNE.com's "Home Page" and scroll down

Parents and children can learn and have fun while at Aceandfurlis.com.

- Learn about seasonal asthma triggers.
- Learn the different types of asthma medicines, and when to use what.
- Play the "Get Back Dust Bunnies Get Back!" game.
- Play the Memory Card game.
- Color ACE and Furlis in the virtual coloring book.



Visit us often! There's always something new at Healthy Directions. Here's a preview of some things that are coming soon.

## WHIZ KIDZ



**Presenting Seymour's Weight Loss Challenge: A children's book. Coming soon to "Healthy Directions"**

**You have already met ACE, a boy with asthma who becomes an asthma control expert during his journey through a castle to save his cat, Furlis.**

In 2004, HNE will introduce you to another whiz kid, Seymour.

Seymour's challenge is to learn how to eat healthier and be physically active so that he can lose weight. The story is fun and educational, and parents and children can read it together.

*Making healthy choices is empowering and helps build self-esteem!*

## Virtual Grocery Store Tour

**Coming soon to "Healthy Directions"**

**You'll be able to take a guided virtual tour through your local supermarket with a registered dietician, in the comfort of your own home, at your own pace!**

- Learn how to read food labels, count carbohydrates, determine portion sizes, fat, cholesterol, sodium, content, and more!
- We created this virtual tour because we are committed to helping you live a healthy life.
- The more you know, the better choices you can make to take charge of your health.
- Also available in VHS video or CD-Rom format for HNE members who have diabetes, high cholesterol, high blood pressure, and coronary heart disease. Order your free copy today. Call HNE at 413.233.3391 or 800.842.4464, ext. 3391.



# Health Education Classes

**H**NE wants to keep you healthy! Find what interests you and take advantage of our educational and self-help programs.

Pre-registration is required for most classes. For more information, visit [www.hne.com](http://www.hne.com) and click on “Healthy Directions.”

**Adult Asthma Education.** For members diagnosed with asthma, this class will teach you how to manage your asthma, measure peak flow, and develop an asthma action plan. For more information or to register, call 413.787.4000 or 800.842.4464, ext. 3553.

Classes are held from 6:00–8:30 p.m. at the Best Western Sovereign Hotel, West Springfield.

**Diabetes Education and Meal Planning.** A nurse/diabetes educator and a dietician/nutritionist teach this exciting new workshop for HNE members who have been diagnosed with diabetes. Learn about daily diabetes management, preventing complications such as high and low blood sugar, and important tests for people with diabetes. Learn ways to make better food choices and still enjoy your meal plan. Free to HNE members who have been diagnosed with diabetes—you may bring a guest. To register, call HNE at 413.787.4000 or 800.842.4464, ext. 3391 or 3381. Classes are held from 6:00–8:30 p.m. at the Best Western Sovereign Hotel, West Springfield.

**Living Well Grocery Store Tours.** Take advantage of this exciting new program for HNE members who have diabetes, high cholesterol, or coronary heart disease. Walk through the grocery store with a registered dietician and learn how to read food labels, count carbohydrates, determine portion sizes, fat and cholesterol content, and much more! Space is limited! For more information or to register, call 413.787.4000 or 800.842.4464, ext. 3031.

**NEW!! HNE’s Virtual Grocery Store Tour.** HNE is delighted to present the Virtual Grocery Store Tour, an informative guide to help you to read food labels, count carbohydrates, determine portion sizes, fat, sodium, cholesterol content, and much more! We created this virtual tour because we are committed to helping you live a healthy life. The more you know, the better you will be able to make healthy choices and take charge of your health. For more information or to order a copy, call 413.787.4000 or 800.842.4464, ext. 3031. Please specify your choice of either VHS or CD-ROM format.

**Living Well Program.** This six-week program teaches self-management techniques that help relieve symptoms and control chronic illness. Meets weekly; fee is \$35 for materials. To register or for more information, call 413.787.4000 or 800.842.4464, ext. 3030.

**Smoking Cessation.** HNE wants to help you quit smoking! If you are an HNE member with asthma, diabetes, cardiovascular diseases, and/or who is pregnant, attend a smoking cessation program. We will reimburse you up to \$50 for the cost of the class. For more information, call 413.787.4000 or 800.842.4464, ext. 3553.

Area hospitals also offer instruction and education on a wide range of topics. Below is a partial listing of classes and resources available through our local contracted providers. For more information, please call the individual hospitals directly.

## CPR CERTIFICATION

**BAYSTATE MEDICAL CENTER**  
413.794.9441

Community Heartsaver CPR  
CPR-Healthcare Provider

**BERKSHIRE MEDICAL CENTER**  
800.377.4325

CPR Certification Program

**FAIRVIEW HOSPITAL** 413.229.0010

CPR Certification Program  
CPR Renewal

**NOBLE HOSPITAL** 413.572.5172

CPR Classes

## DIABETES

**BERKSHIRE MEDICAL CENTER**  
413.447.2000

Free Diabetes Clinic

**COOLEY DICKINSON HOSPITAL**  
413.582.2400

Managing Your Diabetes  
Families of Children with Diabetes

**HOLYOKE MEDICAL CENTER**  
413.534.2789

Diabetes Self-Management

**MARY LANE HOSPITAL**  
413.967.6211

Blood Glucose Screenings

**MERCY MEDICAL CENTER**  
413.748.7000

Diabetes Basics

## GENERAL HEALTH

**BAYSTATE MEDICAL CENTER**  
413.794.2255 OR

800.377.HEALTH

Cholesterol Screenings

**FAIRVIEW HOSPITAL WELLNESS CENTER**  
413.528.0790

Blood Pressure Screenings

**FRANKLIN MEDICAL CENTER**  
800.377.HEALTH

Basic First Aid

**HOLYOKE MEDICAL CENTER**  
413.534.2789

Blood Pressure Screenings

**MARY LANE HOSPITAL**  
413.967.6211

Health Screenings

## PRE/POSTNATAL

**BAYSTATE MEDICAL CENTER**  
800.377.HEALTH

Preparation for Childbirth  
Vaginal Birth after Cesarean

**COOLEY DICKINSON HOSPITAL**  
413.582.2736

Becoming a Family  
Breastfeeding Clinic

**FAIRVIEW HOSPITAL** 413.528.0790

Breastfeeding Clinic (Postpartum)  
Prepared Childbirth (Basic)

**HOLYOKE MEDICAL CENTER**  
413.534.2700

Breastfeeding Classes  
Childbirth Classes  
Pre/Postnatal Exercise Classes

**MARY LANE HOSPITAL**  
413.967.6211

Childbirth Classes

**MERCY MEDICAL CENTER**  
413.748.7295

Prenatal Exercise Class  
Childbirth Classes  
New Mother & Baby Fun Fitness

**NOBLE HOSPITAL** 413.562.3522

Exercise and Pregnancy

## PARENTING

**COOLEY DICKINSON HOSPITAL**  
413.582.2736

Beyond Birth: Parenting Your  
Newborn  
Gentle Baby Touch—Infant  
Massage

**FRANKLIN MEDICAL CENTER**  
413.774.4444

Parenting Teenagers Effectively

**MERCY MEDICAL CENTER**  
413.748.7295

Sibling Class  
Infant Massage  
Adoption Education Workshops &  
Informational Meetings

## SMOKING CESSATION

**COOLEY DICKINSON HOSPITAL**  
413.582.2400

Quit Now/Tobacco Treatment  
Program

**FAIRVIEW HOSPITAL**  
413.528.8600 EXT. 3136

Better Breathers Pulmonary Rehab  
Program

Massachusetts Smokers Quit Line:  
800.TRY-TO STOP or  
800.897.8678 or [www.trytostop.org](http://www.trytostop.org)

## SUPPORT GROUPS

**BAYSTATE MEDICAL CENTER**  
800.377.HEALTH

Better Breathers Support Group  
Menopause Support Group  
Osteoporosis Support Group

**BERKSHIRE MEDICAL CENTER**  
413.447.2000

Diabetes Support Group

**COOLEY DICKINSON HOSPITAL**  
413.582.2000

Breast Cancer Support Group  
413.582.2028

Chronic Illness Support Group  
Prostate Cancer Support Group

**FAIRVIEW HOSPITAL** 413.528.0790

Chronic Mental Illness Support  
Group

Diabetes Support Group

**FRANKLIN MEDICAL CENTER**  
413.773.2570

Breast Cancer Support Group  
Breastfeeding Support Group  
Cancer Support Group

**HOLYOKE MEDICAL CENTER**  
413.534.2789

Breast Cancer Support Group

**MARY LANE HOSPITAL**  
413.967.9077

Bereavement Support Group  
Cancer Support Group  
Caregiver Support Group

**MERCY MEDICAL CENTER**  
413.748.7295

Cancer Support Group  
Pulmonary Support Group  
Chronic Pain Support Group

**NOBLE HOSPITAL** 413.568.2811

Caregivers Support Group

Diabetes Support Group

Stroke Support Group

## WEIGHT MANAGEMENT

**FAIRVIEW HOSPITAL** 413.528.8600  
EXT. 3061

Weight Management

HOSPITAL	WEB SITES
Baystate Medical	<a href="http://baystatehealth.com">baystatehealth.com</a>
Berkshire Medical	<a href="http://berkshirehealthsystems.com">berkshirehealthsystems.com</a>
Cooley Dickinson	<a href="http://cooley-dickinson.org">cooley-dickinson.org</a>
Fairview	<a href="http://berkshirehealthsystems.com">berkshirehealthsystems.com</a>
Franklin Medical	<a href="http://baystatehealth.com">baystatehealth.com</a>
Holyoke	<a href="http://holyokeyhealth.com">holyokeyhealth.com</a>
Mary Lane	<a href="http://baystatehealth.com">baystatehealth.com</a>
Mercy Medical Center	<a href="http://mercycares.com">mercycares.com</a>
Noble	<a href="http://noblehospital.org">noblehospital.org</a>
North Adams Regional	<a href="http://nbhealth.org">nbhealth.org</a>

# HNE presents



Our program this year will kick off with a live production of FOODPLAY, the National Award-Winning Show that turns kids on to healthy habits! The date for this production is March 31, 2004 and the location is the Best Western Sovereign Hotel and Conference Center in West Springfield. The program will begin promptly at 6:30 p.m. and end at 8:00 p.m. FOODPLAY doesn't just make good eating great fun, its messages are very important! As you may know, today's kids are being bombarded by media messages and advertisements promoting junk food diets along with the idea that you have to be one size and shape to be attractive. Unfortunately, these messages are taking a toll on children's health and self-esteem. The majority of today's children are not meeting their daily recommended nutritional requirements; one quarter are already showing signs of high cholesterol levels; and obesity is on the rise. Attend this live theater show of FOODPLAY with your elementary school children, ages 5 to 12. Learn how to see right through those media messages and take charge of growing up healthy and fit. Learn how to read food labels, cut down on sugar and fat, and eat a wide variety of wholesome foods. The importance of eating breakfast and being active everyday will also be highlighted! Remember, everybody comes in different shapes and sizes. All attendees will receive a home snack guide, which has healthy snack ideas, and tips on how to treat your body right!

On May 26, 2004, HNE will be bringing you a Menopause Management Update. A couple of years ago we invited the researchers and physicians working on the Women's Health Initiative to do a Menopause Management Town Meeting. We are welcoming back, by popular demand, Carol Landau, PhD., Michelle G. Cyr, M.D., and Anne W. Moulton, M.D. of Brown University School of Medicine to help demystify menopause; to help us learn the facts about hot flashes, medication management options, stress and depression, cardiac health, and to give us an update on the findings of the Women's Health Initiative. Dr. Landau is a Clinical Psychologist and Drs. Moulton and Cyr are internists who all specialize in women's health. They co-founded the practice Women's Health Associates in Rhode Island, co-authored *The Complete Book of Menopause: Every Woman's Guide to Good Health*, and they are nationally known lecturers. The program will be held at the Best Western Sovereign Hotel and Conference Center in West Springfield. It will begin promptly at 6:00 p.m. and end at 8:00 p.m. \*

**Building Your Personal Health Improvement Plan**  
**WEDNESDAY, MAR. 31**  
**COST: \$10 PER MEMBER; \$1 PER CHILD**  
**COST: \$15 PER NON-MEMBER; \$2 PER CHILD**  
*Children must be accompanied by a parent or guardian.*

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Phone (daytime): \_\_\_\_\_  
 Total number of people registering: \_\_\_\_\_  
 Name of each additional person: \_\_\_\_\_  
 \_\_\_\_\_  
 Total amount enclosed: \$ \_\_\_\_\_

HNE charges a small, non-refundable fee to cover costs of speakers and conference space. HNE does not profit from this program.

*Please make checks payable to HNE. Mail form and payment to:*  
 Health New England, One Monarch Place,  
 Springfield, MA 01144-1500  
 Attn: Health Programs Dept.

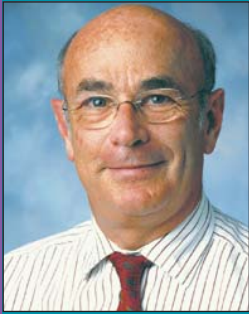
**Menopause Management Update**  
**Wednesday, May 26**  
**COST: \$10 PER MEMBER**  
**COST: \$15 PER NON-MEMBER**

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Phone (daytime): \_\_\_\_\_  
 Total number of people registering: \_\_\_\_\_  
 Name of each additional person: \_\_\_\_\_  
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 Springfield, MA 01144-1500  
 Attn: Health Programs Dept.

## Ask Dr. Ebert



Thomas Ebert, M.D.,  
medical director for  
Health New England

**Question:** Why do I need to continue the course of my medication if I am feeling better? The medication can be expensive and I would like to save some for the next time I am not feeling well.

It is very important that you take your medication as it is prescribed. This means that you take the correct amount of the prescribed medicine, at the proper time, and for the prescribed length of time.

The reason you are feeling better after beginning a medication is because the medication is working. However, if you vary the course of therapy you are actually decreasing the medication's effectiveness.

For example, let's say you are prescribed an antibiotic for a urinary tract infection. The doctor has told you to take it twice a day for five days. You begin to feel better after three days and decide to stop taking the antibiotic. A couple of things may happen: The urinary tract infection may not be cured and it actually could turn into pyelonephritis, an infection within the kidney itself. In addition, your body may have built up resistance to the antibiotic. Now you may need something

stronger to treat your illness, or you may need hospitalization for the more serious infection.

Taking an antibiotic for a prescribed length of time can be difficult, but taking a medication for the management of a chronic condition with few initial symptoms, such as elevated cholesterol, can be even harder. To help you remember to take your medication as prescribed, try to link it to your daily routine. For example, if you are taking three pills each day, take one with breakfast, one with lunch and one with dinner. This will make it easier to remember.

Many people also decide to discontinue their medication because of side effects. If you are concerned about potential side effects of a medication talk with your doctor or the pharmacist. Do not discontinue a medication without speaking with your doctor first. There may be a different medication that you can try that has fewer or no side effects.

In the end, not taking your medication as prescribed may cost you more, financially and health-wise. ✨

## Ask the Fitness Expert! featuring Mike Gauvin, HNE's Health Programs Coordinator

### The Great Outdoors

Spring is the perfect time to take your exercise routine outside and eliminate boredom, which often challenges a "regular exerciser's" adherence. Now that the cold winter is behind us, we all have a great opportunity to get out and add excitement to our stale winter routines. It may be just what you need to overcome your fitness plateau. Outdoor activities such as walking, running, jogging, or a combination of all three are excellent cardiovascular exercises, as long as you play it safe.

- ▶ **MAKE CERTAIN YOUR SURROUNDINGS ARE SAFE.** Wear proper shoes and gear for your outdoor activity. At dawn, dusk, and during evening hours, wear a reflective vest and shoes, or at least white or light-colored clothing.
- ▶ **DON'T PROGRESS TOO QUICKLY.** Be careful not to do too much, too soon. Increasing intensity or duration drastically is a leading cause of exercise burnout.

▶ **FACE THE TRAFFIC.** If you can see the vehicles, you will have time to react to their actions.

▶ **LEAVE YOUR TUNES BEHIND.**

Headphones may hide the sound of approaching cars, or footsteps. Music also is distracting—you might trip on that huge crack in the sidewalk or that exposed tree root.

▶ **KNOW YOUR ROUTE.** Are there stores or businesses open along the way? Where are the pay phones? Are there deserted streets, areas with few or no people?

▶ **CHANGE YOUR ROUTE FREQUENTLY.** This will help energize your routine and keep you interested in continuing your program.

▶ **EXERCISE WITH A FRIEND.** Exercise is more fun with a friend and it will help keep you safe.

Following these outdoor exercise tips will help you enjoy the warm weather and spice up your exercise routine. ✨



*They say this and they say that...*

## Who Are They, Exactly?

**T**oday, we have a wealth of health information at our fingertips through TV, books, magazines, and the Internet. However, we need information that is accurate, up-to-date, and not misleading. It's a challenge to identify reliable information.

### In the Age of Anxiety

**E**very day, reminders of elevated security alerts, threats to Americans, and the dangers to members of our military may make us feel uneasy. Fear and anxiety are natural reactions to events we cannot control. But adding more fears to your normal daily stress may leave you with anxiety that limits your effectiveness and affects your enjoyment of your work and personal life. Here are three ways fear and anxiety may be affecting you:

- ◆ You may be afraid to take risks (e.g., avoiding air travel).
- ◆ You may seek safety in routine rather than taking action to innovate or try new solutions.
- ◆ You may develop physical and emotional problems. Sleep problems, depression, alcohol or substance abuse, and general pessimism all can impact your effectiveness at work and the quality of your life.

While we can't control world events, we can pay closer attention to our own reactions. Contact your EAP (if available), your doctor, or a mental health professional if sadness or anxiety feel overwhelming. \*

Resource: Anxiety Disorders Association of America, [www.adaa.org](http://www.adaa.org)



When you find health information that interests you in a book, magazine, or on a Web site, it pays to do some investigating. In general, you can trust medical information from the following:

- Health care professionals, medical institutions (e.g., hospitals, universities)
- Medical journals (e.g., New England Journal of Medicine)
- Medical professional organizations (e.g., American Dental Association)
- Other respected organizations (e.g., American Cancer Society)
- Government agencies (e.g., Centers for Disease Control and Prevention)

*Hint: On the Internet, look for Web site addresses ending in .org, .gov, or .edu.*

Other books and publications may have accurate medical information that has been simplified for the average reader. Check to be sure that the content is backed by reliable medical sources. Ask the following questions:

- Who is the author?
- Who is the publisher?
- What are their credentials?
- Is there a hidden agenda (for profit, such as selling dietary supplements)?
- Is the information up-to-date?
- Is the information based on scientific evidence?
- Are additional resources listed to back up the information?

Avoid sources that contain the following “red flags”:

- Information that does not identify the author
- Miracle cures or secret formulas or an obvious pitch to buy a product
- One-sided information or criticism of recognized medical practices
- Outdated information

*Hint: On the Internet, Web site addresses ending in .com indicate commercial or “for profit” sites. \**

**S**kin rashes that come from contact with poisonous plants can be mildly irritating or downright painful. When skin comes in contact with the urushiol resin present on both poison ivy and poison oak, some people develop a red rash with itchy blisters within 24 to 48 hours. Neither fluid from broken blisters nor scratching will spread the rash. However, scratching can cause bacterial infection. Severe cases may require medical treatment, but usually, rashes clear up on their own within two or three weeks. The best medicine: Learn to recognize and avoid poison ivy and poison oak. A general rule of thumb is: "Leaves of three, let them be." \*

# What can I do for Poison Ivy/Oak?

Symptoms and Signs:	Talk to Your Doctor If:	If physician referral is not recommended at this time, Try HomeCare™:	
<ul style="list-style-type: none"> <li>❖ Raised, red patches or streaks on the skin</li> <li>❖ Blistering and minor swelling in affected areas</li> <li>❖ Moderate to severe itching at rash site</li> <li>❖ Watery liquid seeping from blisters</li> </ul> <p><i>This article is intended to increase awareness of health and medical care issues. None of the information in this text is intended to be a substitute for appropriate physician diagnosis and medical care.</i></p>	<ul style="list-style-type: none"> <li>❖ You have a reaction involving your eyes, face, or genitals or that covers a large area.</li> <li>❖ The rash is accompanied by fever or swollen lymph nodes, indicating that an infection has set in.</li> </ul>	<p><b>CLEAN</b></p> <p>Wash thoroughly (within 5 to 10 minutes of exposure) any skin that has come in contact with a poisonous plant. Use generous amounts of soap and water or isopropyl alcohol. Soap and water or alcohol can help prevent infection after blisters have broken.</p> <p><b>Never</b> clean skin with bleach, gasoline, or other household chemicals.</p> <p><b>MEDICATION</b></p> <p>Plain calamine lotion (without antihistamines) may soothe the itch and act as a drying agent.</p> <p><b>HEAT/COLD</b></p> <p>Cold, wet compresses applied as needed will reduce itching and inflammation, especially after blisters have broken.</p>	<p><b>COVER</b></p> <p>Don't cover affected areas (except with loose, breathable clothing).</p> <p><b>PREVENTION</b></p> <p>Remove poisonous plants from your property. Wear protective clothing, goggles, gloves, and a dust mask.</p> <p>Never burn poisonous plants. The smoke they produce carries urushiol resin dust. Avoid handling pets, clothing, or other objects that may have come in contact with poisonous plants.</p> <p>Try the OTC barrier lotion Ivy Block® that can protect for up to four hours.</p>

## Ask the Doctor



**Q.** *I have hay fever, especially in the spring. I take antihistamines to control symptoms, but there are so many to choose from. What should I ask my doctor about using antihistamines?*

**A.** *It's important to be involved in decisions affecting your care. When you and your doctor work together to solve your health problems, you'll feel more confident and satisfied with your care.*

## Good Questions!

- What symptoms will antihistamines treat?
- What symptoms will not be helped by antihistamines?
- Do all antihistamines have the same side effects?
- Is it safe to take antihistamines if I have glaucoma? Asthma? If I'm pregnant?
- What should I do if antihistamines don't seem to be controlling my symptoms well enough?
- Do the over-the-counter antihistamines interact with any of my prescription medicines? \*

✂ Clip these questions and take them with you to your next appointment.

# Bulletin Board

## SAVE THE DATE!

Here are some upcoming events sponsored by HNE:

**MARCH 4–6, 2004:** Children’s Miracle Network Radiothon

**APRIL 7, 2004:** UMASS Fine Arts Center—Rockapella

**APRIL 22, 2004:** Franklin Medical Center Health Fair

**APRIL 24, 2004:** Kids Day—Springfield Partners for  
Community Action

**APRIL 24, 2004:** Kiwanis Bike Rodeo

**MAY 3, 2004:** Children’s Miracle Network—  
Children’s Hospital Golf Tournament

**MAY 16, 2004:** American Heart Walk

**MAY 19, 2004:** Leukemia and Lymphoma Golf  
Tournament

**JUNE 5, 2004:** Visiting Nurse Association—Step Out  
for Hospice Walk

**JUNE 19, 2004:** HNE Spirit of Champions—Western  
New England College

**SEPTEMBER 22, 2004:** Girl Scouts of Pioneer Valley  
Golf Tournament

**SEPTEMBER 26, 2004:** Alzheimer’s Association Memory Walk

**OCTOBER 24, 2004:** Rays of Hope Walk

**NOVEMBER 6, 2004:** Bright Nights Ball

### TBA:

➔ Boy Scouts of Pioneer Valley Golf Tournament

➔ Kindervision

➔ Northampton Music Center Springfest

In addition, at HNE we are proud of our ongoing sponsorship of the Pioneer Valley Symphony and Springfield Falcons Hockey.

## MEMBERMATTERS

PROVIDING HEALTH RELATED NEWS FOR HEALTH NEW ENGLAND MEMBERS

Published quarterly by HNE Communications.

### How can we help you?

For information on your plan:

- Call Member Services at 413.787.4004 or 800.310.2835
- Visit us in person at: One Monarch Place, Springfield, MA.

For questions or comments on Member Matters: Contact Joe Kane, [jkane@hne.com](mailto:jkane@hne.com), 413.787.4000 Ext. 3229

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