

Should You Go to the ER or Visit Your PCP?

The best place to go for care is to your primary care physician (PCP). This is because your PCP knows your history and is familiar with your situation. You should go to the emergency room for life threatening and/or very serious matters, or if your PCP or another health care provider tells you to.

Everyone who goes to the ER will be seen. But the most seriously ill or injured will be seen first. This means that you could wait for hours before you are evaluated if you are there for things like a sore throat or low fever. Because of the high and increasing usage of ERs, it is likely that you will have a long wait if your problem is not serious.



It may be hard to decide whether something is really an emergency. An emergency is a situation that is life threatening. Or it is situation that is very painful or can be very harmful if not treated.

A few examples of emergencies are:

- Traumas
- Serious falls
- Possible broken bones
- Open wounds
- Inability to breathe



If you are having an emergency, go to the nearest emergency room (ER) immediately. If you go to the ER, you should follow up with your primary care provider (PCP) soon after. This allows your PCP to be up-to-date on what is happening to you medically. It also helps your PCP continue with the treatment that began in the ER.

A few examples of non-emergencies are:

- Sore throat
- Low fever
- Ear infection
- Sprained ankle
- Baby with diaper rash

When It's Ok to Get Out-of-Network Care



Sometimes you might need health care services from a doctor who is not in our network. You may also need health care services, at times, from a doctor when you are out of the state and unable to see a CHNCT doctor. There are some times when it's ok to use "out-of-network" care.

Out-of-State Services

If you or your children are out of state and need urgent medical services, please call Member Services. The phone number is 1.800.859.9889. Member Services will get all of the necessary provider information in order to authorize an out of network visit.

Emergencies are almost always covered. If you or your child are out of state and need emergency medical services, go to the nearest emergency room. Present your CHNCT ID card. Make sure to call your Primary Care Provider (PCP) within 24 hours of the emergency. You are completely covered for emergencies that take place out of state.

If you are a HUSKY A member, you are not covered for emergencies outside of the country (with the exception of Puerto Rico). If you are a HUSKY B member, you are covered for emergencies outside of the country.

Out-of-Network Specialists

If you want to see a doctor who is not in CHNCT's network, you must ask your PCP to get a referral. This means that your PCP will need to get permission from CHNCT so you can see the out-of-network doctor. The only time that you will not need a referral to see an out-of-network provider is when there is a not an in-network provider that can offer the service needed for you.

Second Opinion

You may also use an out-of-network provider if you want a second opinion. You have the right to get a second opinion from an appropriately qualified health care professional in-or out-of-network. This can be done at no cost to you. Member Services can help you with this.

Family Planning

Members may use any family planning service providers regardless of whether they are in- or out-of-network.

CHNCT was recently reaccredited by URAC. URAC stands for Utilization Review Accreditation Commission. The URAC accreditation process demonstrates a commitment to quality services and serves as a framework to improve business processes through benchmarking organizations against nationally recognized standards.



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IMPORTANT PHONE NUMBERS

| DEPARTMENT | NUMBERS | FAX |
|-----------------|--------------|--------------|
| Member Services | 800.859.9889 | 203.265.3197 |
| Fraud Reporting | 866.700.6109 | |

Community Health Network of Connecticut, Inc. "The One With the Sun"



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A NEWSLETTER FOR SUN FAMILY MEMBERS / UNA HOJA INFORMATIVA PARA MIEMBROS DE LA FAMILIA DEL SOL
Si le gustaria recibir este envio en Español, por favor llame at 1.800.859.9889

Tips for Teens with Diabetes: Stay at a Healthy Weight

Staying at a healthy weight is good for everyone. It is really important if you have diabetes. Set goals to reach and stay at a healthy weight.

Why is it good to be at a healthy weight?

Staying at a healthy weight as a teen may help you control your weight for life. Being at a healthy weight helps you feel fit, stay well and feel good about the way you look. It can also help prevent health problems like heart disease and high blood pressure. If you have diabetes and are overweight, weight loss may improve your blood glucose, also called blood sugar, and make your diabetes easier to manage.

How can I get to a healthy weight?

If your doctor says that you should not gain more weight or that you should lose weight, you need to get more physical activity every day and eat fewer calories. Here are some things to try:

1. Be active every day for at least 60 minutes. This will help you burn up extra calories and get fit. Invite some friends over to dance to your favorite music. Play a sport or go for a bike ride instead of playing computer games or going to the movies. Ask a friend or family member to join you on a walk instead of watching TV after school.
2. Cut some calories. The number of calories shows how much energy a food supplies. Calories that are not used up are stored as body fat. Calories are listed on food labels. Get in the habit of reading food labels. If you cut 100 to 200 calories a day, it can make a big difference.

| If you: | You could cut about: |
|--|----------------------|
| Drink water instead of regular soda or a sweetened fruit drink | 150 calories |
| Eat a piece of fruit instead of a candy bar or a bag of chips | 200 calories |
| Eat a small serving of french fries or share a big one | 250 calories |
| Eat one half cup of frozen yogurt or gelato instead of regular ice cream | 150 calories |



If you eat less and are more physically active, you should lose about one or two pounds a month—and feel great. It is best to lose weight a little at a time because you are still growing. If you lose weight slowly, you are more likely to keep it off.

What are some healthy eating tips I can try?

- Take your time when you eat. It takes about 15 minutes for your stomach to tell your brain that you are full. So wait 15 minutes before eating second helpings.
- Ask if you can help plan, make or shop for the family meals sometimes.
- Drink a glass of water before you eat.
- Fill up half of your plate with salad (use lemon juice or balsamic vinaigrette) and vegetables (use a canola olive oil spread as an alternative to butter).
- If you like to eat sugary foods, sweets, desserts or candy, eat only a small serving at the end of a meal and not every day... then take an extra walk. The less you eat them, the less you may crave them!

Reaching and staying at a healthy weight while you are a teen helps you stay fit as you get older. Encourage family members and friends to get fit too by making healthy food choices and joining you in physical activity.

*Courtesy of the U.S. Department of Health and Human Services' National Diabetes Education Program, which is jointly sponsored by the National Institutes of Health and the Centers for Disease Control and Prevention.

Experience CT's Local Flavor

Fresh fruits, crisp vegetables, aromatic herbs—each summer farmers from across the state bring their freshly picked produce directly to you, the consumer. They do so at events called “farmers’ markets.” Connecticut has more than 100 farmers’ markets statewide. Farmers’ markets are held seven days a week in most areas. Depending on your area, it may only be held once or twice a week. So please check your markets’ hours before going.

Farmers’ markets are not only popular, they’re beneficial too. They help the farmers who sell their goods. They help the consumers who gain access to fresh foods. And they help the community by making it a healthier place to live.

Many of the state’s farmers’ markets now accept SNAP/ EBT (formerly known as food stamps). All you have to do is bring your EBT card to the table at the market with a sign that says “SNAP/EBT Accepted Here.” You can swipe your card there for the amount you want to spend. Then you will get tokens that can be used at all of the stands at that market. In addition, nearly all of the state’s farmers’ markets are affiliated

with the Women, Infant and Children (WIC) program. Fruits and vegetables are critical to promoting good health, according to the Center for Disease Control and Prevention. They contain essential vitamins, minerals and fiber that can help prevent disease. People who eat a diet rich in fruits and vegetables have a reduced risk of chronic diseases, including stroke and other cardiovascular diseases, and certain types of cancers.

For a complete list of the state’s farmers’ markets, please visit our website at www.chnct.org.



CHNCT Teams Up with Gelato Giuliana

As we mentioned in this issue’s diabetes article, gelato is a healthier alternative to ice cream. Gelato is made with milk. Ice cream typically uses heavy cream. Because of this, gelato has about one-third less fat than ice cream. Fruit-flavored gelato contains no fat.

Did you know that ice cream makers add air to their product? This is called overrun. The top selling brand of ice cream has 97% overrun. Most gelatos have less than 30% overrun. Gelato Giuliana, a local brand produced in New Haven, has only 15% overrun. That’s a big difference.

We want you to eat healthier. But we also know it’s not realistic

to skip the sweets altogether. That’s why we’ve paired up with Gelato Giuliana, which is handcrafted daily using only the highest quality, natural ingredients. We want you to know that eating healthy tastes great too.

Throughout this summer, Gelato Giuliana is offering a \$1.00 mail-in rebate** for CHNCT members. Just buy a pint or quart of Gelato Giuliana and cut out the UPC label from the carton. Mail the original UPC label along with the form below, and send it to Gelato Giuliana. Gelato Giuliana will then send you \$1.00 check in the mail. Visit www.chnct.org or call 203.772.0607 to find a retailer near you.

\$1.00 mail-in rebate from
Gelato Giuliana

Name _____
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Zip code _____
Phone number _____

Be on the lookout for...

The next Choices workshops are scheduled for:

July 14 - Burroughs Community Center
Bridgeport - 5:45 p.m. to 8 p.m.

July 15 - Yale-Dixwell Learning Center
New Haven - 5:45 p.m. to 8 p.m.

July 20 - Wallingford Park & Recreation
Wallingford - 5:45 p.m. to 8 p.m.

July 27 - Boys & Girls Club
Meriden - 5:45 p.m. to 8 p.m.

August 11 - New London Public Library
New London - 5:45 p.m. to 8 p.m.

August 17 - Green Street Arts Center
Middletown - 5:45 p.m. to 8 p.m.

August 18 - Henry Carter Hull Library
Clinton - 5:45 p.m. to 8 p.m.

August 19 - Norwalk Public Library
Norwalk - 5:45 p.m. to 8 p.m.

August 26 - Trinity-on-Main
New Britain - 5:45 p.m. to 8 p.m.



If you would like to sign up, please call 203.949.4028. You must sign up before attending the workshop. Space is limited. Please be sure to reserve your spot early. Childcare is available for children 2-13 years old.

FRITTATA VERDE

Ingredients:

- 3 eggs
- 2 tbs reduced fat cheddar cheese, shredded
- ½ tsp salt
- ¼ tsp garlic powder
- ¼ tsp black pepper
- 1 tsp olive oil
- ½ cup sliced zucchini
- 2 tbs finely chopped green pepper
- 1 tbs finely chopped onion
- 1 cup fresh torn spinach or Swiss chard

Directions:

1. In a small bowl, beat the eggs. Add cheese, salt, garlic powder, and pepper. Mix well and set aside.
2. In a 12-inch nonstick skillet, heat oil and cook zucchini, green pepper, and onion for 4 minutes, until tender.
3. Add spinach or chard. Cook and stir until greens are wilted. Add egg mixture. As egg cooks, lift edges to allow uncooked portion to flow underneath. Cut into wedges and serve.

Makes 2 servings. Serving size: 1/2 frittata.

What is a frittata? A frittata is an open-faced omelet with other ingredients, such as vegetables or cheese, mixed into the eggs rather than used as a filling. Serve with rice and salad for a delicious and nutritious summer meal!



**The mail-in rebates must be postmarked by Sept. 21, 2010 to be eligible. Copies will not be accepted. Please allow up to six weeks for delivery. Community Health Network of Connecticut, Inc. is not liable for the loss of any rebates issued.

*Courtesy of the University of Rhode Island and Farm Fresh RI