

# healthy communities

SPRING/SUMMER 2016



## ALL IN THE FAMILY | GIVING AND RECEIVING CARE AT HOME p. 4

# IMPACT OF CAREGIVING



## A message from Richard Burke, President and CEO of Fallon Health

Helping a neighbor. Talking with a friend going through a difficult time. Reading to your children—or someone else's. Acts of kindness like these may be a small part of our everyday lives and others' lives, too. But they also build relationships that can provide essential support if a chronic condition or serious illness causes a family member to need significant help at home.

The experience of being a caregiver can be physically and emotionally demanding. And it can be difficult for the person who needs care, too. Accepting support from a wider network of friends and family makes a difference. I have learned that from personal experience, as I have had to manage the challenges of caregiving in my own life, as a father, a son and a son-in-law.

In my numerous roles at Fallon, and now as President and CEO, I have also had the opportunity to learn even more about the impact of caregiving from our members, providers and community partners across the state. It's a topic that comes up again and again—the challenges, the rewards and the growing need for support as more people choose to care for loved ones at home.

As you will read on page 4, about 39% of Americans provide care for a family member with an illness, disability or significant health issue. I am very proud that many of our members and their caregivers benefit from Fallon's resources—from health education about specific conditions to specialized programs for older adults.

While many families find themselves negotiating challenging new territory—and experiencing changes in their relationships—when someone needs care at home, there are also rewards. To me, the main benefit is that families continue to be together.

## For more information

Fallon Health benefits and coverage vary by product, plan design and employer.

For specific details about your coverage, check with your employer and/or review your Evidence of Coverage or, for MassHealth members, your Fallon Covered Services List and Member Handbook.

You can also review your benefits and claims by registering on myFallon, or contact Customer Service by calling the number on the back of your member ID card. Or use the appropriate number below.

### Fallon Customer Service

1-800-868-5200 (TRS 711)

Monday, Tuesday, Thursday,  
Friday 8 a.m.–6 p.m.

Wednesday 10 a.m.–6 p.m.

### Fallon MassHealth members

1-800-341-4848 (TRS 711)

Monday through Friday,  
8 a.m.–6 p.m. ●

## What's your story?

If Fallon has made a difference for you, we want to hear your story. Email a basic description of your story and your contact information to [HealthyCommunities@fallonhealth.org](mailto:HealthyCommunities@fallonhealth.org). We may feature you in a future issue. ●

Fallon Health's health guide for members is produced by the health plan's Corporate Relations Department. The content of this magazine has been reviewed by our physicians and administrators. This publication does not advance any particular medical treatment, nor does it endorse the management of medical problems without the advice and care of health care professionals. We are not responsible for the content of websites referenced in this publication. Please note that some of the articles included in this magazine may describe services and/or procedures that are not covered benefits. Also, eligibility for programs and benefits may vary by employer, plan and product.

For clarification of your covered benefits, please contact Fallon Health's Customer Service Department at 1-800-868-5200 (TRS 711), or email [cs@fallonhealth.org](mailto:cs@fallonhealth.org).

**Publisher:** Robert Nolan **Managing Editor and Writer:** Marguerite Paolino **Senior Art Director:** Pam Spielberg **Graphic Designer:** Carol Daly  
**Production Manager:** Ron Parker

© Copyright 2016  
Visit our website at [fallonhealth.org](http://fallonhealth.org).



## Benefits for mom and baby every step of the way

When you're getting ready to welcome a baby into your life, your health matters—before, during and after the baby arrives. And Fallon has programs to help you during each of those phases.

### Before baby's arrival

If you're pregnant or planning to adopt a baby, you're eligible for Oh Baby! This health and wellness program is available at no extra cost and provides:

- Prenatal vitamins
- Lactation consulting services
- Breast pump
- Discounts on childbirth classes and birth announcements
- Home safety kit
- Temporal thermometer
- Convertible toddler car seat
- Plus a few little extras

If you run into complications during your pregnancy, Special Deliveries—Fallon's high-risk

maternity program—provides support, education and home health services. Our goal is to help you have the healthiest pregnancy possible.

### Welcoming baby, caring for mom

A baby's arrival brings a host of visits to the pediatrician. But it's important for moms to see the doctor, too. At your four- to six-week postpartum checkup, your doctor or midwife will assess your physical and emotional needs. You can also ask for information on nutrition, exercise and family planning.

And, if you have your postpartum visit within three to eight weeks of delivery, we'll send you a \$20 CVS gift card.

### Find out more

- Oh Baby!: [fallonhealth.org/members/health-wellness/Oh-Baby](http://fallonhealth.org/members/health-wellness/Oh-Baby)
- Special Deliveries: 1-800-333-2535, ext. 78002 (TRS 711)—or ask your primary care provider ●



## Taking a stand against postpartum depression

Being blue for a couple of weeks after having a baby can be normal. But if the feeling doesn't go away on its own, a visit to the doctor can help. When it comes to postpartum depression, early detection and accessible treatment are essential.

Recently, Fallon's Vice President of Medical Affairs, Dr. Lisa Price-Stevens, was sworn into the Massachusetts Special Legislative Commission on Postpartum Depression by Governor Charlie Baker.

"The Commission will help increase awareness, reduce stigma and improve screening processes," Price-Stevens said. "It's a very important initiative, and I'm proud to be representing Fallon in the conversation." ●



# ALL IN THE FAMILY

## Giving and receiving care at home

Allyson Clark's 78-year-old father had been living with her for a couple of years—still driving, taking care of himself and helping around the house—until he had a fall. Then things began to change.

"He just couldn't do as much," Allyson said. "My life and my routine became centered around his life and his needs."

### Remaining at home

Whether it happens a little at a time or suddenly, providing care for a loved one at home is becoming more common. About 36% of Americans provide care for an adult with an illness or disability. An additional 3% care for children with significant health issues.<sup>1</sup> While the personal value of this unpaid care is immeasurable, the annual economic value is \$470 billion.<sup>2</sup>

"A lot of times, taking on the role of caregiver is not really a choice," said Dr. Gerald Gleich, Medical

Director for Fallon Health's NaviCare® program. "But the commitment is there within the family or social network. In general, people are most comfortable being cared for at home by people they love and care about."

Among Massachusetts registered voters ages 45 and over, 82% say providing care at home is the ideal solution when illness or aging creates a need for assistance.<sup>3</sup> Families can make that happen by providing care on their own, hiring home care assistance, turning to a program that offers support, or combining those approaches. (See box for resources)

### Accepting help to reduce stress

Caregivers often juggle other family responsibilities, financial stresses and their own health issues, while caring for a family member. For 60% of family caregivers, paid work is also part of the equation.<sup>4</sup>



"The intimacy involved in the relationship between a person and their caregiver can be life changing. Caregiving can be quite demanding, and a drain on the caregiver's physical, emotional and even financial reserves," said Dr. Gleich.

Caregivers need the support of others—friends, family and professional resources—to help their loved one over the long term. Otherwise, stress can lead to caregivers experiencing health issues like depression, anxiety, chronic disease and short-term memory problems. That makes it important for caregivers to understand their limits and ask for help when they need it.

"As much as you can, you have

## FAMILY CARE RESOURCES

- Fallon Health caregiver resources—[fallonhealth.org/caregivers](http://fallonhealth.org/caregivers)
- Family Caregiver Alliance—[caregiver.org](http://caregiver.org) (1-800-445-8106)
- National Alliance for Caregiving—[caregiving.org](http://caregiving.org) (1-301-718-8444)
- Caregiver Action Network—[caregiveraction.org](http://caregiveraction.org) (1-202-454-3970)
- National Respite Locator—[archrespite.org/respitelocator](http://archrespite.org/respitelocator) (1-919-490-5577)
- Fallon Health chronic disease management programs, for those with asthma, COPD, cardiac issues and diabetes—[fallonhealth.org/members/health-wellness/care-management](http://fallonhealth.org/members/health-wellness/care-management)

1 Pew Research Center. (2013). *Family Caregivers are Wired for Health*, 8. Retrieved from <http://pewinternet.org/Reports/2013/Family-Caregivers.aspx>

2 Susan C. Reinhard, Lynn Friss Feinberg, Rita Choula, and Ari Houser. AARP Public Policy Institute. (2015). *Valuing the Invaluable: 2015 Update Undeniable Progress, but Big Gaps Remain*, 1. Retrieved from <http://www.aarp.org/ppi/info-2015/valuing-the-invaluable-2015-update.html>

3 AARP Research. (2015). *2015 AARP Caregiving Survey of Massachusetts Registered Voters Age 45 and Older on Caregiving*, 1. Retrieved from <http://www.aarp.org/research/topics/care/info-2015/2015-massachusetts-caregiving-survey.html>

4 Reinhart et al, *Valuing the Invaluable*, 6.



to take care of yourself and build a support network,” Allyson said. “Let people come in to help you, and get yourself out. Listen to the people in your world who are saying you need a break.”

### Having clear expectations

Those being cared for can feel stress as well. It can be difficult for adults to rely on others when they would prefer to take care of themselves. And even children with chronic conditions or serious

illnesses may chafe against having less independence.

Felicia Stone is beginning to see that in her daughter, Katelyn, age 10. Since Katelyn first had a life-threatening asthma episode three years ago, Felicia has to be much more vigilant than most parents.

“She gets tired of me being so protective of her, but there’s a lot of worry, all the time,” she said.

Felicia is teaching Katelyn how to communicate her health needs so her asthma can be managed whether

she’s at home, school, swim practice or a friend’s house.

Being up front is just as important for adults with family caregivers.

“It’s important for the person receiving care to give clear feedback about what does and doesn’t work, and the ideal caregiver would be able to accept feedback without getting defensive,” said Dr. Gleich. “It’s like relationships in other parts of life—to make them work well, there has to be a lot of give and take.” ●

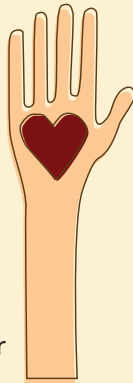
## Making a choice

Naming someone to act on your behalf can save heartache

It’s not easy to consider the possibility of a medical condition or injury preventing you from communicating your wishes or making your own decisions. Talking about it can seem impossible. Yet, having that conversation can make a difference if it were ever to happen.

A health care proxy, a simple legal document, allows you to name someone to act on your behalf if you ever become unable to make health care decisions for yourself. Most people choose a family member or close friend. Have an open and honest discussion with that person about what you would want for care and what you would consider a good decision. And then fill out the form.

Ask your doctor for more information, or visit [fallonhealth.org/members/resources/advance-directives](http://fallonhealth.org/members/resources/advance-directives). ●



Ribbon cutting at Summit ElderCare’s new Lowell location.

## Summit ElderCare® expands to Lowell area

Older adults in the Lowell area can now consider Summit ElderCare, Fallon’s Program of All-Inclusive Care for the Elderly (PACE), if they have multiple, chronic health conditions and need complete, coordinated, individualized care.

Our newest Summit ElderCare Center, on the campus of the D’Youville Life & Wellness Community, will serve Lowell, Lawrence and surrounding towns.

We also have centers in Charlton, Leominster, Springfield and Worcester. For the complete service area, call 1-800-698-7566 (TRS 711) or visit [summitelder.org/enroll/service-area](http://summitelder.org/enroll/service-area).

Summit ElderCare provides medical care, social support and health insurance, and makes it possible for participants’ health care needs to continue to be met at home. ●



## Fallon recognized for community commitment

The Worcester Business Journal recently named Fallon Health its 2016 Corporate Citizen of the Year.

As part of the selection process, WBJ looked at Fallon's ethics and integrity in working with members, business and community partners, employers and vendors. The award also recognizes our family-friendly, supportive workplace environment and our strong commitment to the community. ●

## Network update

We are proud to announce that Newton-Wellesley Hospital and the Newton-Wellesley Hospital Physician Organization are now part of our Direct Care and Select Care networks.

"We hope that having Newton-Wellesley Hospital and more than

500 additional providers to choose from will make a difference for members in the area," said Beth Helenius, Fallon's Vice President of Sales. "This change is part of our ongoing effort to ensure that all our members continue to have excellent care available close to home."

## Treatment for depression

If depression is causing problems in your day-to-day life—work, school, relationships, social activities—call your primary care provider (PCP).

Your PCP can:

- Check for other causes for your symptoms
- Do an evaluation to confirm a depression diagnosis (or refer you to a mental health professional for an evaluation)
- Talk with you about treatment options

"There are many effective treatments that can help you overcome depression and reclaim your life," said Lukey Nuthmann, LICSW, Fallon's Behavioral Health Director. "Some people find relief by making healthy lifestyle changes. Some begin talk therapy. Some take antidepressant medication. Many people respond best to a combination of those approaches."

If your provider recommends medication, it can take four to eight weeks to be effective. It is recommended that you see the provider who prescribed your medication three times in the first 12 weeks of treatment or more often if you experience side effects. ●

## Show them how it's done

### Modeling good exercise and eating habits for kids

Eating healthily and being physically active are key for adults—and even more important for children. Together, families can help children adopt habits early in life to support healthy growth and development, enhance emotional well-being and reduce the risk of chronic illness and obesity.

Here are some ways you and your child can eat better and exercise more:\*

1. Eat more fruits and veggies. They're low in calories and packed with nutrients.
2. Re-think your drink. Sodas, fruit-flavored juices and other sugary drinks pack a lot of calories and no nutrients.
3. Downsize your portions. Extra calories can add extra weight. Use smaller plates, take smaller bites, and eat slowly so you don't overeat.



4. Be active for 30 minutes a day to stay in shape, maintain your weight, and feel great.
5. Reduce screen time. We often binge on unhealthy foods while watching TV or using a computer.

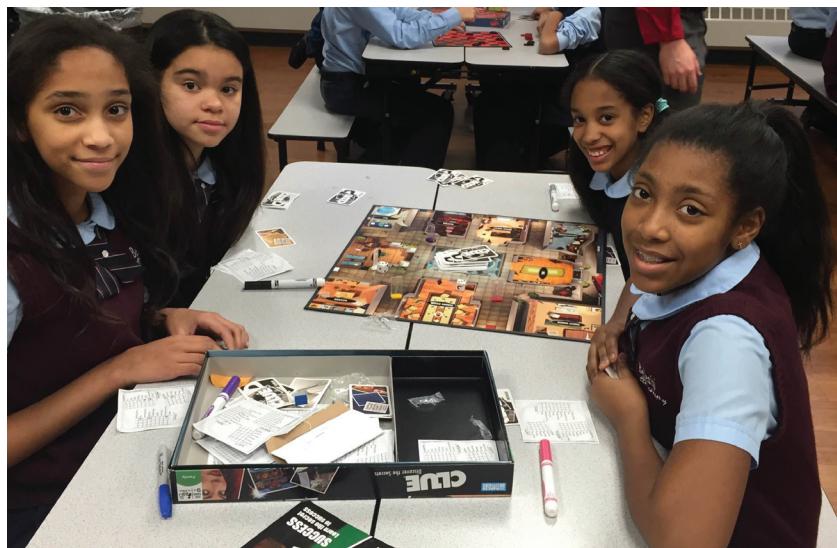
### Time for a checkup?

Your child's primary care provider (PCP) can also encourage your child toward healthy eating and exercise. Ask for nutrition and exercise tips during an annual checkup. Your child's body mass index (BMI) can also be an important tool for identifying and preventing childhood obesity.

If your child hasn't had a checkup in the last year, call today to schedule one. It's covered with no copayment. ●



\*Information from Mass in Motion, a Massachusetts Department of Public Health program



## Our mission in action

### Supporting our community partners

Fallon Health recently gave grants totaling \$100,000 to nine Massachusetts nonprofits through our Community Benefits Grant program.

These organizations were chosen because they share our commitment to issues such as:

- Opportunities for at- or proven-risk youth/young adults
- Access to good nutrition and promotion of physical activity
- Senior health and social services
- Support for those with behavioral health issues

Please join us in congratulating the following organizations:

- Appalachian Mountain Club—for outdoor experiences for young people in Lawrence, Lowell and Worcester
- Bellesini Academy, Lawrence—for an after-school and evening study program for Lawrence students
- Community Healthlink, Worcester—for integrating wellness interventions into children's behavioral health services

- Doc Wayne Youth Services, Central Massachusetts and Middlesex County—for a sports-focused program to help youth practice pro-social behaviors
- Father Bill's & Main Spring, South Shore—for programs that provide emergency and permanent housing and help people obtain skills, jobs and services
- Mary Immaculate Health/Care Services, Greater Lawrence—for programs that offer support to residents with memory loss and their families
- Saint Paul's Elder Outreach Program, Worcester—for reducing falls among older adults
- Springfield Boys & Girls Club—for helping teens with educational and career pursuits
- UTEC, Lawrence and Lowell—for mentoring, casework and parenting services for proven-risk youth

Fallon offers several funding programs that benefit the community. Learn more at [fallonhealth.org/community](http://fallonhealth.org/community). ●



## Fallon Information Center

If you are in the area, please visit our Fallon Information Center in the White City Shopping Center on Route 9 East in Shrewsbury. You can talk with a Fallon representative in person, bring your concerns about a bill or claim, or even enroll in a plan.

The Info Center also offers free and low-cost programs like:

- 50 Days to Fabulous—a healthy lifestyle behavior program
- Gentle Yoga and Yoga Flow
- Physical Activity and You—adding exercise to your life
- Quit to Win—a tobacco-cessation program
- Sleeping Better

To learn more, visit [fallonhealth.org/infocenter](http://fallonhealth.org/infocenter) or call 1-866-209-5073 (TRS 711). Some programs require pre-registration and have limited space. Hours: Mondays, Tuesdays and Thursdays 8:30 a.m.–5:00 p.m., Wednesdays 8:30 a.m.–7:00 p.m., Fridays 8:30 a.m.–3:00 p.m. and Saturdays 9 a.m.–1 p.m. ●



Non-Profit Org.  
U.S. Postage  
**PAID**  
Worcester, MA  
Permit #49

Si usted desea que se traduzca al español alguna información en esta publicación, favor de llamar a Departamento de Servicio al Cliente de Fallon Health al 1-800-868-5200 (si tiene problemas de audición, llame a número 711 de retransmisión de telecomunicaciones) de lunes a viernes de 8 a.m. a 6 p.m.

## Where to go for care

### Office visit or emergency room?

When you're not feeling well, should you call your primary care provider (PCP)—or go to the emergency room?

The ER is the right place to go when your health may be in danger. If it's not an emergency, or if you don't know what to do, call your PCP's office. Your PCP can help you more quickly and efficiently. If your PCP is not available, you can also use urgent care or a walk-in clinic such as MinuteClinic® or ReadyMED instead of an ER. ●



### Call 911 or go to nearest ER

- Difficulty breathing
- Chest pain
- Choking
- Unable to move/speak
- Fainting or unconsciousness
- Sudden confusion, change in vision or headache
- Sudden severe pain
- Poisoning or overdose
- Bleeding heavily
- Severe burns or deep wounds
- Broken bone(s)
- Severe allergic reaction with trouble breathing, swelling, hives
- Attacked by a person or animal
- Thoughts of harm to self or others

### Call your primary care provider

- If you are out of your medication
- Sore throat
- Cold or flu symptoms
- Sinus pain
- Back pain
- Pain in joints or muscles
- Tooth or dental pain
- Headache that is not severe
- Minor cut with bleeding under control
- Minor burn
- Sprain
- Earache
- Minor rash
- Nausea, vomiting, diarrhea or constipation that is not severe