



It's Your Health™  
Fall 2016

You belong.

MEDICA®

# You can select your very own health care 'home'

If you're sick, you'd probably like to get care from a doctor you know and trust. That's just one reason you should choose a primary care clinic.

Your primary care clinic will be your health care "home." The clinic staff will understand your health history and needs. You may feel more comfortable talking about concerns such as sexual health, mental health or substance abuse. This will help make sure you get the care you need.

## Choosing a primary care clinic

Look at your Medica ID card to see if you already have a primary care clinic.

You can always change your primary care clinic. Use the online search tool at [medica.com](https://www.medica.com), or call Customer Service at the number listed on page 7.

Please tell Medica if you would like to change your primary care clinic.

You can call our Customer Service phone number or send an email to [PCP@medica.com](mailto:PCP@medica.com).

## Using a primary care clinic

Once you have a primary care clinic, go there for all your routine care, including:

- Annual checkups
- Flu shots and other care to help you stay well
- Treatment of minor illnesses, such as sore throat and stomach ache



## How to build trust with your doctor

Honesty is the best policy, especially when talking with your primary care clinic doctor.

It's important that you trust your doctor and your doctor trusts you. Don't be scared or ashamed to tell your doctor about anything that affects your health, including:

- Your health goals, such as wanting to lose weight or quit smoking
- Problems in your relationships
- Depression, anxiety or other mental health issues
- Problems sleeping, changes in your vision or any other health concerns

Ask questions and share your concerns so you can get the best care possible.

**Tip:** Your primary care clinic doctor needs to know about all the medicines you take. This includes vitamins and over-the-counter drugs, such as aspirin.

## How to Get the Care You Need: Surf it, print it, read it

Medica's *How to Get the Care You Need* booklet is available for you to read online. This booklet has many important notices that Medica is required to provide to you each year.

Use the booklet to find information about how you can get the most out of your health plan, such as:

- Guidelines for preventive screenings and immunizations

- Your rights and responsibilities as a Medica member
- How to file a complaint or appeal

Go to [medica.com/members/list-of-plans](https://www.medica.com/members/list-of-plans) and select your plan name to view the booklet online. To ask for a printed copy, call Customer Service at the number listed on page 7.





## How healthy is your self-esteem?

When you look in the mirror, do you like the person you see? Do you respect that person? Do you think that person has worth? Your answers to these questions may say a lot about your self-esteem.

Self-esteem is the confidence you have in yourself, and the respect you have for your talents, skills and appearance. Self-esteem can affect many areas of your life, such as your physical and mental health, decision-making, and relationships with friends and family.

Your self-esteem can change over time. Money problems, a health crisis or other negative events can affect your self-esteem. So can positive events.

### Help is available

Your doctor or nurse may be able to help with some problems that lower your self-esteem. For example, your doctor can help you lose weight or manage symptoms of depression. The important thing is to ask for help and start feeling better about yourself.

**'I AM GOOD.'**  
**'I AM TALENTED.'**  
**'I AM LOVED.'**

Having healthy self-esteem means you believe in yourself. For the most part, you accept and value yourself as you are.

### Here are some tips that may boost your self-esteem:

- Spend time with the people who treat you with respect and make you feel good.
- Turn off the inner voice that says, “You messed up again,” or, “You’re not good enough.”
- Talk to yourself positively: “I am a good person.” “I am talented.” “I am loved.”
- Don’t compare yourself with other people. You are a unique, wonderful you!
- Enjoy your life! Spend time doing things that make you happy.
- Plan ways to respond more positively to people or situations that make you feel bad.
- Give yourself some credit. No one is perfect, so focus on the things you do well.

Source: [liveandworkwell.com](https://www.liveandworkwell.com)

## A no-cost online resource for you to use

You can find information about many mental health and wellness issues at [liveandworkwell.com](https://www.liveandworkwell.com).

### Use this no-cost site to:

- Learn about parenting, stress, depression, relationships and much more.
- Search for a mental health provider.
- Read up-to-date health news.

To visit the site, go to [liveandworkwell.com](https://www.liveandworkwell.com). Select the “Not a member? Register” button to create your profile and get started.

**Tip:** The site is also available in Spanish. Select the “Español” link at the top of the home page.

## Medica can connect you to the services you need

You may need a helping hand every now and then. That's why Medica Social Services offers you help with finding community resources.

We can connect you with organizations that can help you get:

- Baby supplies
- Food
- Child care
- Clothing
- Housing information
- Help with paying bills
- Furniture and household items
- Parenting classes
- And more!

### If you need this kind of help:

Turn to page 7 and call Medica Social Services at the number listed.



## Provide-A-Ride public transit program

*You have a ride!*

Medica offers help to Medica Choice Care<sup>SM</sup> members who need a ride to and from a health care appointment.

- You may be able to get a Metro Transit pass that covers your travel to and from your appointment.
- If you have three or more health care appointments in a month, you may be able to get a 31-day bus pass that covers fares up to \$2.25. The pass lets you go to covered health care appointments and anywhere else on Metro Transit bus or light rail.
- A monthly pass may be available outside the metro area through a different transit system.

Call the Provide-A-Ride<sup>SM</sup> number listed on the back of your Medica ID card to learn more.

## Mobile Market offers you fresh, affordable food



A “grocery store on wheels” is helping communities that don’t have easy access to healthy food. The Twin Cities Mobile Market, a program of the Amherst H. Wilder Foundation, brings fresh, affordable fruits, vegetables, meats and other foods to neighborhoods in Saint Paul and Minneapolis.

The markets are in remodeled buses that visit the same locations at the same time each week. Note that schedules change occasionally. Food selection includes canned food, cereal, rice, dried beans, flour and more.

Prices are low to help families eat healthy on a budget. Cash, major credit cards, debit cards and SNAP/EBT (food stamps) payments are accepted.

**“We know that fruits and vegetables can cost more than processed foods. Our goal is to bring affordable, high-quality, fresh produce directly to neighborhoods. We’re thrilled to serve more communities as a result of our partnership with Medica.”**

**– Leah Porter Driscoll,  
Twin Cities Mobile Market Manager**

Medica is partnering with Twin Cities Mobile Market to bring health care outreach and community activities to select market stops throughout the fall. Look for us in your community!

Learn more! Visit [wilder.org](http://wilder.org) > *Programs and Services* > *Twin Cities Mobile Market.*



# Flu shots protect you and your family

What's the best way to protect your loved ones from getting the flu? Make sure they — and you — get a flu shot each year. The flu shot is recommended for almost everyone age 6 months and older.

## To get a flu shot for you:

- Make an appointment with your doctor or clinic to get the flu shot. Or you may get the flu shot at a pharmacy that provides them.
- Take your Medica ID card with you.

You must have your ID card to get the flu shot at no cost. You do not need a coupon or voucher.

## To get a flu shot for your child:

- Medica will **not** cover a flu shot your child receives at a pharmacy.
- Find a provider in the Minnesota Vaccines for Children program. Your child can receive the flu shot from any provider in this program.

The flu is very dangerous for babies, older adults and anyone with a chronic

health problem. Getting a flu shot each year is especially important for them.

**Questions?** Call Medica Customer Service at the number listed on page 7.

## More flu-fighting tips:

- Wash your hands often.
- Avoid people who are sick.
- Don't touch your mouth, nose and eyes.
- Cover your mouth and nose when you cough or sneeze.



## Kids and adults need disease-fighting vaccines

Polio. Measles. Whooping cough. Before vaccines, thousands of people died each year of these diseases.\*

Today, vaccines help protect you, your family and your community from many dangerous diseases like these.

For a vaccine to work best, it needs to be given at the right time in life. You need some “shots” just once and others are given as a series over a number of weeks or months.

### Kids need vaccines

Children need many different vaccines. Babies may receive their first vaccines soon after being born. This can help keep the baby safe while it develops its natural ability to fight disease.

Children should continue to get recommended vaccines through their teenage years. In fact, your child may be required to have certain vaccines before starting school.

### Adults do, too!

You may have received a series of vaccines as a child. Some of these vaccines need to be given again from time to time so they help you stay healthy.

It's easy to forget all of the vaccines your family needs. Ask your doctor or clinic for help keeping track.

\*Source: *Centers for Disease Control and Prevention*