



GlobalHealthBeat

A Newsletter for State, Federal and Group Members

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How Your Primary Care Physician (PCP) Helps You

You are much more likely to reach your optimal health with help from an expert. Your PCP is able to treat many medical problems like the flu, high blood pressure and diabetes. They also perform annual screening tests and exams.

Your PCP is your greatest ally in spotting and treating minor health concerns that may arise. Regular preventive care could help keep you out of the ER or hospital, or avoid a surgery.

You should have a PCP who knows you. A PCP who sees you regularly, is familiar with your health history, is aware of your family

history, lifestyle, and social determinants is more likely to notice health changes and catch problems earlier. This can also lead to more accurate diagnosis and allows your physician to provide you with personalized care. Familiarity is important.

Your PCP can refer you to in-network specialists who might be most appropriate for you and your unique situation should you need additional care. When you do seek care from a provider who is not your PCP, ask to have the results of any exams or tests sent to your PCP. Your PCP will provide follow-up care if appropriate. Be sure to share a list of any new prescriptions so that your PCP will be able to check for drug interactions.

All visits to your PCP, whether for sickness or preventive care, are at no cost to you.



Don't forget your GlobalHealth plan covers behavioral telehealth visits through Beacon Health Options.

To schedule your telehealth appointment or to learn more about your Behavioral Health benefit,
State employees call **1-888-434-9204 (TTY: 711)**, and Federal employees
call **1-888-434-9201 (TTY: 711)**, 7:00AM to 5:00PM Central, Monday through Friday.

Helpful Key Terms About Health Insurance

- **Coinsurance:** An amount you may be required to pay as your share of the cost for services or prescription drugs. Coinsurance is usually a percentage (for example, 20%).

- **Copayment (copay):** An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit or a prescription drug. A copayment is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

- **Cost Share:** Cost-sharing refers to amounts that a member has to pay when services or drugs are received (for example, your copayment or coinsurance).

- **Deductible:** The amount you must pay for health care or prescriptions before the plan begins to pay.

- **Drug Formulary:** A list of prescription drugs covered by the plan. The drugs on this list are selected by the plan with the help of doctors and pharmacists. The list includes both brand name and generic drugs.

- **Out-of-Pocket Limit:** The most that you pay out-of-pocket during the calendar year for covered services.

- **Network:** Group of contracted providers, facilities and pharmacies for the plan.

- **Premium:** The periodic payment to an insurance company or a health care plan for health or prescription drug coverage.

- **Prior Authorization:** For certain services or prescription drugs, you will need to get approval in advance from your insurance provider before obtaining the services or drugs. Your Primary Care Physician (PCP) or specialist may submit the necessary information to your insurance for the prior authorization.



Plan *Member* *Materials*

Do you have a question about your benefits or how your plan works?

Your Plan Member Materials are a great place to start.

The Plan Member Materials are the ***Member Handbook, Provider Directory, Pharmacy Directory and Drug Formulary.*** Your member materials are available on the GlobalHealth website at www.GlobalHealth.com or may be requested in print by calling Customer Care.

Your Plan Member Materials provide information about:

- Member rights and responsibilities
- Your covered benefits, exclusions and cost shares
- How and where to get services from your Primary Care Physician (PCP), specialists, including behavioral health and substance abuse, and after-hours emergency or urgent care
- How and when to obtain prior authorizations
- Benefit restrictions for services obtained outside the organization's system or service area
- Filing a claim or checking on its status
- Filing a complaint or appealing a coverage decision
- How to obtain language assistance
- How to change your PCP
- Availability of independent, external review of internal Utilization Management final determinations
- How the organization evaluates new technology for inclusion as a covered benefit
- Pharmaceutical management procedures if they exist
- How to determine cost share for a drug based on the pharmacy benefit
- How to initiate the exceptions process
- How to order a refill for an existing, unexpired mail-order prescription
- How to find the location of an in-network pharmacy
- How to determine the availability of generic substitutes
- What to do when a drug is recalled





Member *Outreach*

At GlobalHealth, it is our mission to provide you with genuine care to help you reach your optimal health. We perform proactive member outreach throughout the year to help you stay on track to being your healthiest you.

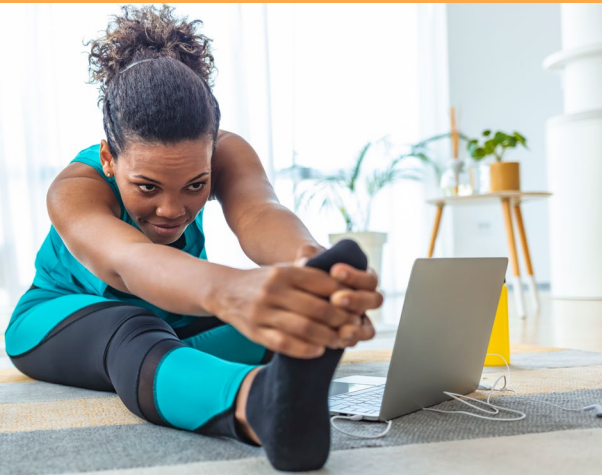
Recent *Hospital Stay*

If you had a recent hospital stay, we want to ensure you continue on the care path best for you and your recovery. GlobalHealth may reach out to you to:

- Discuss home health services
- Discuss Durable Medical Equipment (DME)
- Assist scheduling follow-up appointments
- Identify and remove barriers in receiving care
- Identify helpful resources as needed



Let's Get Fit -
GlobalFit®



As a member of GlobalHealth, you get access to a great fitness program called GlobalFit®.

GlobalFit® offers discounts on:

- Gym memberships at thousands of facilities nationwide
- Home fitness equipment
- Nutrition counseling services
- Jenny Craig®
- Healthy lifestyle programs
- Health coaching
- Digital learning programs
- Fitness apps

Members can register online at:
www.GlobalFit.com/GlobalHealth



Faking your **Commute**

It can be extremely difficult to separate work from home when you are working at home. To combat the lack of transition into the work day, many remote workers are opting to “fake” their commute by taking a walk or bike ride for the amount of time they would be commuting in the mornings. We love all of the benefits of starting your day with a brisk 20 minute walk:

- Fresh air and natural daylight to combat Seasonal Affective Disorder
- Ensuring you make time for yourself everyday
- Time to meditate or relax before starting your day
- Setting a boundary between home and work
- Adding a healthy habit and creating routine
- All the benefits of daily exercise: reducing stress, improving mental health, encouraging heart health, boosting immunity and respiratory health

Reminder to Get Your Flu and Pneumococcal Vaccines

Getting your annual flu and pneumococcal vaccines is the best way to help protect against the flu and pneumonia.

In 2020, there was a decrease in the use of routine preventive medical services, including immunizations. GlobalHealth encourages members to continue or start routine vaccinations essential for protecting people and communities from vaccine-preventable diseases and outbreaks, including flu and pneumonia.

The flu vaccination is very important to reduce flu because it can help reduce the overall impact of respiratory illnesses on the population. It can also protect vulnerable populations who are at risk for severe illness and thus lessen the burden on the health care system.

The flu is a potentially serious disease that can lead to hospitalization and, in some cases, death. Every flu season is different, but millions of people get the flu every year, with hundreds of thousands being hospitalized and tens of thousands dying from flu-related cases.

Another serious illness with a recommended vaccine is pneumococcal disease. The disease is common in young children, but older adults are at the greatest risk of serious illness and death.



COVID-19 Vaccination

Vaccination will be an important step to fight the spread of COVID-19 and to keep our communities safe and healthy.

It is important to know that, as a GlobalHealth member, you can get your vaccination at no cost to you. Your health care provider will submit vaccine-related charges to GlobalHealth and you will not be responsible for these costs.

The Oklahoma State Department of Health (OSDH) has established a four-phase vaccine distribution plan to ensure that high-risk individuals are prioritized for vaccination. Visit the OSDH website at www.oklahoma.gov/covid19 to receive real-time updates on the vaccine. You can register to receive your COVID-19 vaccine on the OSDH registration portal at <https://vaccinate.oklahoma.gov>. Dial 211 if you need assistance with registration.





Knowing When to Take Antibiotics

Antibiotic resistance is one of the biggest public health challenges of our time. Each year in the United States, at least 2.8 million people get an antibiotic-resistant infection and more than 35,000 people die.

Antibiotic resistance happens when germs like bacteria and fungi develop the ability to defeat the drugs designed to kill them.

Antibiotics are not needed for common bacterial infections and do not work on viruses such as:

- Most cases of chest colds (bronchitis)
- Colds and runny noses, even if the mucus is thick, yellow or green
- Most sore throats (except strep throat)
- Flu

Any time antibiotics are used, they can cause side effects ranging from minor to very serious health problems.

When antibiotics are needed, the benefits usually outweigh the risks of side effects or antibiotic resistance. However, sometimes antibiotics are prescribed unnecessarily or misused, which threatens the usefulness of these important drugs.

Make sure to talk with your doctor about the best treatment for your illness.

Source: <https://www.cdc.gov/antibiotic-use/community/about/should-know.html>

The GlobalHealth Kitchen Table

Zucchini Noodles with Avocado Pesto Shrimp

- 5-6 medium zucchinis, trimmed
- $\frac{3}{4}$ teaspoon salt, divided
- 1 ripe avocado
- 1 cup packed fresh basil leaves
- $\frac{1}{4}$ cup unsalted shelled pistachios
- 2 tablespoons lemon juice
- $\frac{1}{4}$ teaspoon ground pepper
- $\frac{1}{4}$ cup extra-virgin olive oil plus 2 tablespoons, divided
- 3 garlic cloves, minced
- 1 lb raw shrimp, peeled and deveined
- 1-2 teaspoon(s) Old Bay Seasoning



Directions

- 1** Cut zucchini lengthwise into long, thin strands or strips. Place the zucchini “noodles” in a colander and toss with $\frac{1}{2}$ teaspoon salt. Let drain for 15 to 30 minutes.
- 2** Combine avocado, basil, pistachios, lemon juice, pepper and the remaining $\frac{1}{4}$ teaspoon salt in a food processor. Pulse until finely chopped. Add $\frac{1}{4}$ cup oil and process until smooth.
- 3** Heat 1 tablespoon oil in a large skillet over medium-high heat. Add garlic and cook, stirring, for 30 seconds. Add shrimp and sprinkle with Old Bay; cook, stirring occasionally, until the shrimp is almost cooked through, 3 to 4 minutes. Transfer to a large bowl.
- 4** Add the remaining 1 tablespoon oil to the pan. Add the drained zucchini noodles and gently toss until hot, about 3 minutes. Transfer to the bowl, add the pesto and gently toss to combine.

Sudoku

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Answers on page 12.

Crossword

ACROSS

- 1) More impolite
 6) Peter's cottontail?
 10) Seance noises
 14) Japanese port
 15) What a nurse provides
 16) Cornell of university fame
 17) The majors
 20) Small salamander
 21) News tidbit
 22) Steep slopes
 23) Enthusiasm
 25) Harp and Bass
 26) Fairy-tale giant
 28) Synthetic
 32) Gets dimmer
 34) Settle comfortably,
 as into a chair
 35) Regal emblem
 38) Hardly a short film
- 42) Guileful
 43) Abu Dhabi honcho
 44) Put into office
 45) Ones with iron hands
 48) Gets under the skin of
 49) Racket part
 51) Biblical king
 53) Unimportant facts
 55) Trunk of a tree
 56) Sales agent
 59) A place without restrictions
 62) Jazz singing
 63) Healing houseplant
 64) Pop stars?
 65) Candidates, in brief
 66) Fancy wheels
 67) Inferior wheat

DOWN

- 1) Prizefighter's wear
 2) Amer. military fliers
 3) Malicious
 4) Barely achieve (with "out")
 5) Extremely zealous
 6) Eyeball coat
 7) Like the eye of a storm
 8) Web address
 9) Golf pegs
 10) Entertain lavishly
 11) Cloudless sky's hue
 12) Gets ready for surgery
 13) Talk back
 18) Supercollider collider
 19) College world
 24) Rural dance
 26) Kills, slangily
 27) Caesar's France
 29) The "N" of UNCF
 30) "Welcome" bearer
 31) Burning result
 33) Don't get up?
 35) Fifth gear, often
 36) Moranis of "Ghostbusters"
 37) Casino actions
 39) Maximum limits?
 40) A small drink of liquor
 41) Bit of this and a bit of that
 45) Golf course holes?
 46) Oar holders
 47) Unload, on Wall Street
 49) EL_ (Spanish painter)
 50) Qatari money
 52) Jockey's controls
 53) Cooking meas.
 54) First of all?
 55) Where to speak your
 piece online
 57) And others, in a bibliography
 58) "Hey, Mac!"
 60) By way of
 61) Janitor's implement

It's a L-L-Long Story by: Cole G. Givens

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Answers on page 12.

Sudoku and Crossword (answers)

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Important Plan Information

Helpful *Contacts*

Magellan Pharmacy Help Desk

1-800-424-1789

24 hrs a day, 7 days a week
<https://magellanrx.com/member>

Customer Care

State Employees:
Toll-Free: 1-877-280-5600
Local: 1-405-280-5600

Federal Employees:
Toll-Free: 1-877-280-2989
Local: 1-405-280-2989

9:00AM to 5:00PM Central,
Monday through Friday

Beacon Health Options-Behavioral Health

State Employees:
1-888-434-9204
(TTY: 711)

Federal Employees:
1-888-434-9201
(TTY: 711)

7:00AM to 5:00PM Central,
Monday through Friday

State Members:

For a full list of exclusions and limitations, visit globalhealth.com/state/member-materials
STMN21 MLGMH21-ST

Federal Members:

This is a brief description of the features of the GlobalHealth Federal Plan. Before making a final decision, please read the Plan's Federal brochure (RI 73-834). All Benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochure. GlobalHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-280-2989 (TTY: 711). CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-280-2989 (TTY: 711).

RI 73-834