



Compare providers to improve your quality of care

How do you know if your doctor is providing the right care for the right reason?

How does your doctor rank against other doctors who practice his or her specialty?

They're important questions to think about—because the quality of care you receive from a physician, clinic, or hospital determines the value you're getting for the money you spend on healthcare services. If you're not getting a high-quality healthcare experience, you're not getting high value from your healthcare benefits.

We don't like to think about quality varying in healthcare because we know healthcare professionals are generally caring, hardworking people. And we don't want to think that differences in quality could hurt us. Yet quality does vary widely, from one doctor's office to another, and even from one doctor's patient to another.

It's not enough to have a good doctor or a nice doctor. Or to assume that you're getting the right care, simply because you want it. No, you need to make sure you get it.

Community Checkup (www.wacommunitycheckup.org) can help. This website provides trustworthy information about local healthcare providers so patients and consumers can make informed decisions about where to go for healthcare.

Created by the **Puget Sound Health Alliance**, Community Checkup allows you to compare medical groups, clinics and

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hospitals in the region on objective measures of quality care, based on data collected by the Alliance and other nationally recognized organizations.

Using the Community Checkup website, you'll easily see the many ways quality varies within Puget Sound. Like a Consumer Reports for local healthcare providers, Community Checkup sizes up 81 medical groups, 313 clinics, and 30 hospitals within King, Kitsap, Pierce, Snohomish, and Thurston counties.

In addition, the site provides credible information and resources to help you take better care of yourself and receive the right care at the right time for the right reason.

Patients are part of the healthcare system. By making informed decisions about the care you receive, you can improve your health and get the best value for your healthcare benefits.



Own Your Health

In addition to Community Checkup, the Puget Sound Health Alliance created the **Own Your Health** campaign to

empower consumers to improve healthcare quality. Use the Own Your Health website to find trustworthy information and resources that can help you...

1. Appreciate the value of primary care
2. Ensure that you get the right care
3. Improve communication with your doctor
4. Take better care of yourself

There's a link to Own Your Health on the Carpenters Trusts of Western Washington website (www.ctww.org).

Kick Butts Day isn't just for kids

The easiest way to quit tobacco is never to start. That's a key message behind Kick Butts Day (March 20), a national observance designed to encourage young people to remain tobacco-free.

For some kids in Washington, unfortunately, tobacco is already a health concern. According to recent estimates...

- 45,600 Washington high school students smoke.
- 9.5% of male Washington high school students use smokeless tobacco.
- 7,100 youths under the age of 18 become new daily smokers every year.

And then there are the Washington youth who aren't lighting up but dealing with the health consequences of smoking just the same.

An estimated 1 in 5 children lives with an adult that smokes at home. Compared to children living in non-smoking homes, children who are exposed to secondhand smoke have a higher risk of asthma and allergy attacks, bronchitis, ear infections, respiratory infections, coughing, phlegm, reduced lung function, sore throats, and croup.

As if secondhand smoke weren't enough of a long-term health risk, children of smokers are more likely to become daily smokers themselves. A University of Washington study found that 12-year-olds whose parents smoked were more than two times likely to begin smoking on a daily basis between the ages of 13 and 21 than were children whose parents didn't use tobacco.

The study concluded that parental behavior about smoking, not attitudes, is the key factor in delaying the onset of daily smoking. Once again, actions speak louder than words.

Sources: *Campaign for Tobacco Free Kids*
University of Washington

Free patches and gum when you enroll in Quit For Life



Quit For Life[®] Program



Quitting tobacco is not easy, but there are many good reasons to try. And there's a very good program to help you succeed. **Quit For Life (866-784-8454)** will help you make a plan to quit and support you every step of the way through telephone counseling, web tools, text message support, videos and more. Eligible health plan members can enroll for free—and you can re-enroll as often as you need to kick butts for good. In other words, you cannot fail. As an added incentive, you'll receive free nicotine patches or gum for as long as you're in the program. You can also get prescription medications without a copay.

4 ways to be role model (whether you smoke or not)

Parents are anti-smoking role models, whether they smoke or not. Here's how to walk the talk.

- 1. If you don't smoke, don't start.** Research shows that children who have a parent who smokes are more likely to smoke and to be heavier smokers at young ages.
- 2. If you do smoke, quit.** When parents quit smoking, their children become less likely to start smoking and more likely to quit if they already smoke.
- 3. If you don't succeed, keep trying.** Share your struggles with your children. The reality check will challenge the common misperception that that quitting is easy.
- 4. If you smoke, maintain a smoke-free home.** A smoke-free home makes children less likely to smoke, even if their parents smoke.

Diabetes Alert: Know your risk

Type 2 diabetes can be easy to ignore, especially in the early stages when you're feeling fine. But early detection and treatment are critical to avoid permanent damage to your heart, blood vessels, nerves, eyes and kidneys. In observance of National Diabetes Alert Day on March 26, take the Diabetes Risk Test (right) and learn ways to lower your risk.

Use free wellness programs to lower your risk

You can prevent or delay the onset of type 2 diabetes through a healthy lifestyle. The Carpenters Wellness Program offers free programs to help you change your diet, increase your level of physical activity, and maintain a healthy weight. Visit the Carpenters Trusts of Western Washington website (www.ctww.org) and click on Wellness to learn about these and other helpful resources:

- 1. Mayo Clinic Health Coaching (866-834-3483)** provides telephone counseling for exercise, weight, nutrition, and stress.
- 2. Nurtur Condition Management (877-676-7700)** helps patients gain control of diabetes and other conditions. Earn \$200 when you complete six coaching calls.
- 3. Quit For Life (866-784-8454)** is a tobacco cessation program that offers telephone counseling and medication support to help you quit for good.

Use EmbodyHealth for trustworthy health information

There's no shortage of health information on the World Wide Web. The challenge is knowing which sites you can trust. The internet is not regulated, and no one is fact-checking the 630 million active websites. Some websites serve up reliable, accurate health information that is backed by solid medical research. Other sites contain health information that is questionable or just plain wrong.

EmbodHealth (www.CarpentersHealth.org) makes it simple to locate reliable health information. All content is researched, written and reviewed by the world-class medical professionals at Mayo Clinic.

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Diabetes Risk Test

	Write your score in the box
How old are you? Less than 40 years (0 points) 40–49 years (1 point) 50–59 years (2 points) 60 years or older (3 points)	
Are you a man or a woman? Man (1 point) Woman (0 points)	
If you are a woman, have you ever been diagnosed with gestational diabetes? Yes (1 point) No (0 points)	
Do you have a mother, father, sister, or brother with diabetes? Yes (1 point) No (0 points)	
Have you ever been diagnosed with high blood pressure? Yes (1 point) No (0 points)	
Are you physically active? Yes (0 points) No (1 point)	
What is your weight status? (see chart at right)	
TOTAL SCORE If you scored 5 or higher, you have a high risk for type 2 diabetes. However, only your doctor can tell for sure. Other testing may be necessary.	

Source: *American Diabetes Association*

In terms of credibility, Mayo Clinic’s reputation is well established, having been one of the country’s leading medical research facilities for more than a century.

Last year, a *New York Times* article had this to say about Mayo Clinic’s content and integrity on the web.

“No hysteria. No drug peddling. Good medicine. Good ideas,” said the *Times* columnist. “This is very, very rare in the medical Web.”

EmbodyHealth is not available to the general public. The site was created expressly for the Carpenters Health and Security Plan. Participants, spouses and dependents are strongly encouraged to make it their primary source of health information.

Are you a registered user?

Logging on to Mayo Clinic’s EmbodyHealth website gives you unlimited access to easy-to-understand articles and advice about...

- Illnesses and symptoms
- Tests and procedures
- Drugs and supplements

More than just a health and wellness library, EmbodyHealth also offers programs, trackers, calculators, and incentives designed to help you improve your health.

To keep your personal information safe and secure, registration is required to use the EmbodyHealth website. Contact **Participant Services (800-552-0635)** to get a special Rewards Number needed to create your personal account. Then visit www.CarpentersHealth.org to log on.

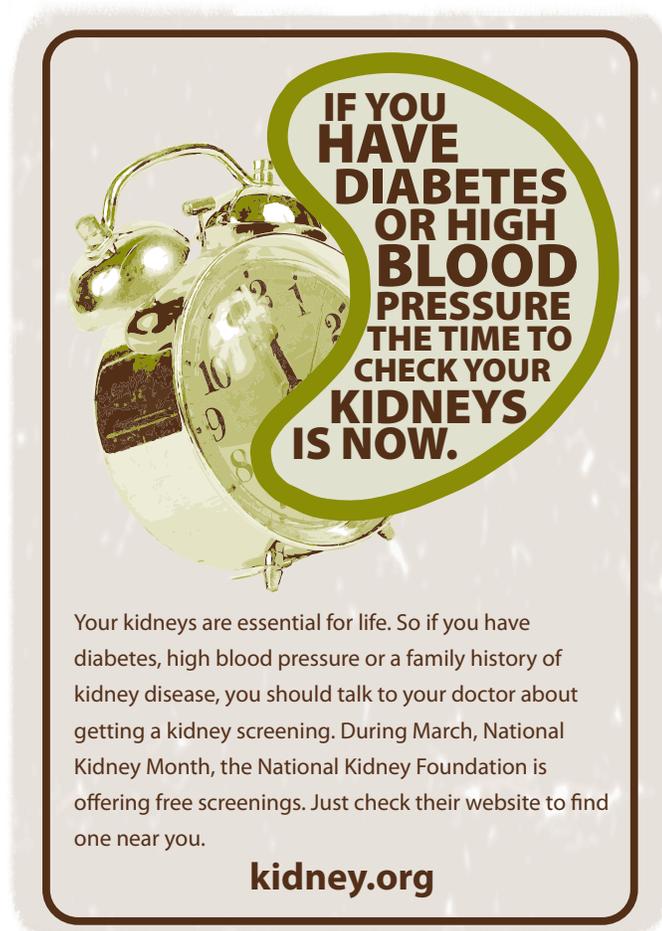
Mayo Clinic nurse line lets you click when you’re sick

Ask Mayo Clinic (800-903-1836) now offers two ways to get help choosing the right care at the right time.

In addition to toll-free phone access 24 hours a day, 7 days a week, the nurse line now offers a convenient web-based symptom assessment. This new online feature allows eligible health plan participants to get expert advice for appropriate care of illnesses and injuries without talking to a Mayo Clinic nurse. There is no additional cost to use this valuable service. All you need is a computer or mobile device with an internet connection.

Height	Weight		
	(1 point)*	(2 points)	(3 points)
4' 10"	119–142	143–190	191+
4' 11"	124–147	148–197	198+
5' 0"	128–152	153–203	204+
5' 1"	132–157	158–210	211+
5' 2"	136–163	164–217	218+
5' 3"	141–168	169–224	225+
5' 4"	145–173	174–231	232+
5' 5"	150–179	180–239	240+
5' 6"	155–185	186–246	247+
5' 7"	159–190	191–254	255+
5' 8"	164–196	197–261	262+
5' 9"	169–202	203–269	270+
5' 10"	174–208	209–277	278+
5' 11"	179–214	215–285	286+
6' 0"	184–220	221–293	294+
6' 1"	189–226	227–301	302+
6' 2"	194–232	233–310	311+
6' 3"	200–239	240–318	319+
6' 4"	205–245	246–327	328+
	*0 points if you weigh less than the amount in the left column		

Show your kidneys a little more love



IF YOU HAVE DIABETES OR HIGH BLOOD PRESSURE THE TIME TO CHECK YOUR KIDNEYS IS NOW.

Your kidneys are essential for life. So if you have diabetes, high blood pressure or a family history of kidney disease, you should talk to your doctor about getting a kidney screening. During March, National Kidney Month, the National Kidney Foundation is offering free screenings. Just check their website to find one near you.

kidney.org

March is National Kidney Month. But don't sweat it if you didn't put it on your calendar. Your kidneys don't need a party, greeting card, or gift to do their job. However, they would appreciate some TLC.

Being a kidney is one of those behind-the-scenes jobs that isn't fully appreciated until there's a mess to clean up. After all, your kidneys work in your body's waste treatment facility. Without anyone really noticing, about 60 times a day, these vital organs do a full cleanup of your blood plasma, removing excess nutrients, water, and molecular waste and expelling them in the form of urine.

When the filtration system doesn't work efficiently, dangerous levels of fluid, electrolytes and wastes begin to accumulate in the body. This is known as kidney failure.

In its advanced stage, kidney failure is called kidney disease. That's when the kidneys shut down altogether and the person needs artificial filtering (dialysis) or a kidney transplant to avoid fatality.

Tips for better kidney health

A pair of healthy kidneys can last a lifetime if you take good care of them.

- 1. Manage your medical conditions with your doctor's help.** Diabetes, high blood pressure, and heart disease are the main causes of chronic kidney disease. Condition Management programs from **Nurtur (877-676-7700)** can teach you how to control symptoms and enjoy a better life. Programs are free for eligible health plan members. Call toll free to enroll and earn a \$200 gift card.
- 2. Maintain a healthy weight.** Being overweight triples your risk for kidney failure. If you need to lose weight, talk to your doctor about strategies that involve doing more physical activity and eating fewer calories.
- 3. Drink alcohol in moderation, but try to avoid it.** For healthy adults, that means no more than one drink a day for women of all ages and men older than age 65, and no more than two drinks a day for men age 65 and younger.
- 4. Don't smoke.** Our **Quit For Life program (866-784-8454)** can help you make a plan to quit and support you with free coaching, nicotine patches and gum. You can also sign up online at www.quitnow.net/ctww.
- 5. Follow instructions with over-the-counter pain meds.** Taking too many pain relievers could lead to kidney damage. Follow the instructions when using aspirin, ibuprofen, and acetaminophen.

Staying hydrated can help prevent kidney stones

Kidney stones are pebble-like deposits of mineral and acid salts that form inside the kidneys. While it's possible that dietary factors and metabolic disorders are the root cause, the simplest explanation might be dehydration. If a person doesn't drink enough water to dilute the waste material and flush it from the kidneys, the excess minerals and salts can pile up and create stone-like deposits that are painful to pass through the urinary tract.

Just remember: Prevention begins with P(ee). Mayo Clinic doctors recommend passing at least 2.5 quarts of urine a day—more if you live in a hot, dry climate and/or exercise frequently. If your urine is light and clear, you're likely drinking enough water.



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Click when you're sick continued from page 4

- To access Ask Mayo Clinic online, go to this web address: **www.CarpentersNurseLine.org**
- To begin the online symptom assessment, enter this access code: **carpenters**

The online symptom assessment steps you through a series of questions to identify possible health conditions related to your symptoms. You'll get detailed information about the possible causes and recommendations about what to do and where to go for treatment.

This new feature does NOT replace the toll-free phone option. In fact, you can stop the online symptom assessment at any time if you decide you'd rather speak to a nurse.

Is your flu shot covered by medical insurance?

Yes—flu shots are covered 100% for eligible participants, spouses and domestic partners. If your clinic or pharmacist doesn't file the claim, just pay for the flu shot out of pocket and mail or fax an itemized statement to us so we can reimburse you. Cash register receipts are not accepted. To speak with a Claims representative, call 206-441-6514 or toll free 800-552-0635. Otherwise, send your itemized statement to:

Carpenters Trusts of Western Washington

Attn: Claims

P.O. Box 1929

Seattle, WA 98111-1929

Fax: 206-441-5839

Get pharmacy help on Express-Scripts.com

Medco is now ExpressScripts. Continue to refill your prescriptions as you normally would by using your current prescription drug ID card, refill order forms, and the toll-free telephone number on your ID card. The mail-order pharmacy website is now located at www.express-scripts.com but continues to provide 24/7 access to your prescription information and many other useful features. Using the **Express-Scripts website, (www.express-scripts.com)**, you can...

1. Download **EXPRESS SCRIPTS®** forms
2. Order prescriptions
3. Track deliveries
4. Print your pharmacy claims history
5. Look up your pharmacy benefits
6. Learn about the medications you are taking
7. Research lower-cost medications
8. Browse extensive health and wellness information, news, and videos
9. Find a mobile app to help you stay on track with your medication schedule
10. Prepare for your next doctor visit

