

# Thrive

SPRING 2020  
[AspirusArise.com](http://AspirusArise.com)



# What Are the Most Common Thyroid Issues?

According to the American Association of Clinical Endocrinologists and the American College of Endocrinology, 30 million Americans have thyroid disease, and more than half remain undiagnosed.

Your thyroid is a butterfly-like gland located in the base of your neck and plays a huge role in how the rest of your body functions. If something is wrong with your thyroid, it can influence the performance of other important organs like your heart, brain, liver, kidneys, and skin.

To understand if there's a problem with your thyroid, it's important to understand some of the most common thyroid issues and their symptoms.

1. **Hypothyroidism**—when your thyroid gland is underproducing the amount of hormones needed, which can cause fatigue, dry skin, weight gain, and muscle weakness.
2. **Hyperthyroidism**—when your thyroid gland produces too many hormones, which can cause inflammation, irregular heartbeat, tremors, and unintentional weight loss.
3. **Hashimoto's Disease**—when your immune system attacks the thyroid gland, which typically has a slow progression that can cause chronic thyroid damage. Symptoms can include constipation, joint stiffness, and fatigue.
4. **Graves' Disease**—when your thyroid overproduces the hormone responsible for regulating your body's metabolism. Symptoms include anxiety, excessive sweating, and irritability. This disease is hereditary.
5. **Goiter**—when your thyroid gland becomes enlarged. While this is often painless, it can cause difficulty for breathing and swallowing.

If you have any concerns about your thyroid or if thyroid issues run in your family, make sure to bring them up with your doctor.

**SOURCES:** healthline.com, Mayo Clinic.



## Thrive

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# The **RIGHT** Care. At the **RIGHT** Time. At the **RIGHT** Place.

Life doesn't always go as planned. Illness and injuries occur when you least expect them. Knowing how to choose the right care ensures you get the best possible support for your unique health needs.

## Where you choose to receive care matters

It's not always easy to decide where to go for your health care needs. The first place to start is usually with your primary care practitioner. Your practitioner knows you and your family, your health history, and what's best for you. But when an unexpected illness or injury occurs, you may need to seek help elsewhere.

- » **Aspirus Video Visits\* \$** On-demand care available 24/7 for minor medical concerns. Cost not covered by insurance.
- » **E-Visits\* \$** For non-emergency concerns, patients 18+ and older with a MyAspirus account. Not available for Michigan patients. Cost not covered by insurance.
- » **Primary Care Office Visit \$\$** For illnesses, minor injuries, annual exams, and management of chronic conditions.
- » **Walk-In Clinic Visit \$\$** Convenient access without an appointment. Here you will receive care for minor illnesses and injuries.
- » **Emergency Department Visit \$\$\$** Use for serious, acute, life-threatening problems. If you are experiencing an emergency, call 911.

Choosing the right place to receive care can save you time, money and stress, helping you feel better sooner. Learn more Aspirus healthcare resources at [aspirus.org/right-care](http://aspirus.org/right-care).

\*Aspirus video visits and e-visits are not currently covered by insurance.

## Select a Provider Using the Aspirus Welcome Center

Establishing a relationship with a primary care practitioner is one of the best things you can do for your health. Our Welcome Center will help you select a provider who best meets your individual needs and schedule your first appointment at the same time.

**NEED HELP**  
finding a provider?  
Call **833-811-4176**.

## MyAspirus—Your link to health

A MyAspirus account gives you online access to your important health information. You can review lab results, appointments, prescriptions, and more. Data is securely stored for quick retrieval, helping you better manage your health.

With a MyAspirus account, you can:

- » Communicate with your doctor: For nonemergency medical questions.
- » Access your test results: View results within days.
- » Request prescription refills: Send a refill request for any of your refillable medications.
- » Manage your appointments: Schedule an appointment or view past and upcoming appointments.
- » Request an e-visit: Established patients in Wisconsin can receive advice from an Aspirus provider for non-emergency health concerns.

Need an account? Visit [aspirus.org/myaspirus](http://aspirus.org/myaspirus).



# How to Transition Your Child from **Pediatric**

**Your child's pediatrician has probably known your son or daughter for a very long time.**

In fact, he or she may have been your child's doctor since the day your baby was born. However, as children become young adults, it's time to start thinking about moving on to an adult doctor. These doctors are also known as family physicians, family doctors, or primary care practitioners. Many experts recommend making this transition between ages 18 and 21. Knowing what you can expect to happen during this transition can help it go more smoothly for everyone.

## **WHAT TO EXPECT**

One of the biggest changes that occurs when young adults start seeing a family physician is they'll be expected to start taking much more responsibility for their health and medical care than before. They'll be more involved in making decisions about their health. They'll also be expected to take a more active role in their care. This may mean following their doctor's instructions, taking their medications, making appointments for screenings or follow-up appointments, and other health-related tasks you may have done for them in the past.

Another big change is the fact that they'll start seeing a new doctor altogether. Even if your teen is in perfect health, it's still important to make sure he or she finds a new doctor. Family doctors don't just treat health problems—they're trained to prevent them in the first place.

## **GETTING TO KNOW YOU**

One of the best places to start when helping your child find a new doctor is to ask family and friends if they have any recommendations. Once you have a few suggestions, call the office to gather some information. Important questions to ask:

- » Does the doctor take your insurance?
- » What are the office hours? Make sure they fit with your child's school or work schedule.
- » Which hospital does the doctor use? Is it in-network?
- » How many doctors are in the practice? Are all doctors in-network?



# to Adult Care

You may be surprised to learn that your teen or young adult can schedule an appointment to meet and talk with a doctor. This way, he or she can make sure there's a level of comfort with the new provider. Beforehand, discuss with your child important things to look for during the appointment. For example, make sure the doctor takes the time to answer all questions posed and there isn't a feeling of being rushed. Also, the doctor should explain things in a way that a teen or young adult can understand.

It's important to let your child know that it's OK if he or she doesn't feel exactly the same way about the new doctor as he or she did about the pediatrician. However, if it's someone your child trusts and feels comfortable with, then over time they can build a relationship that's just as strong.

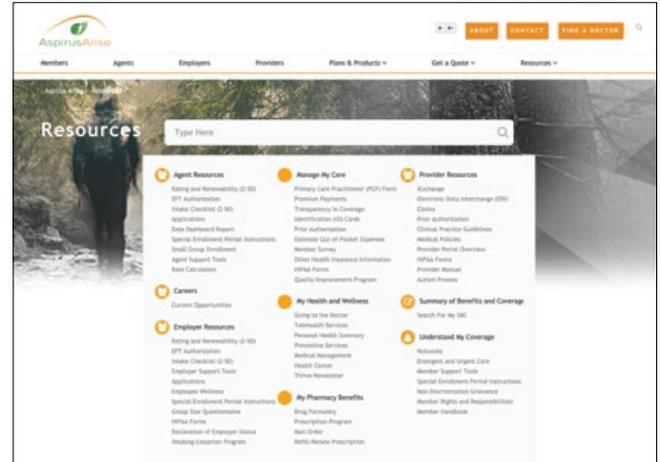
#### SOURCES:

American Academy of Family Physicians (2016);  
American Academy of Pediatrics (2011).

## Visit the Resources Page on Our Website

At [AspirusArise.com](http://AspirusArise.com), you'll find loads of helpful information on our Resources page. Whether you need help managing your care or simply understanding your health benefits, you can find links to informative resources.

Visit [AspirusArise.com](http://AspirusArise.com) and click on Resources in the top navigation bar.



### Insider Tip

#### KNOW OUR PRIVACY RULES

Do you know how Aspirus Arise can collect, use, and disclose your information? You can view our Privacy Policy by visiting [AspirusArise.com](http://AspirusArise.com) and clicking on the **Notice of Privacy Practices** link at the bottom of the home page.

If you have any questions, or if you'd like a paper copy sent to you, please call the Member Services number listed on your member ID card.

# Care Management Program

## Helps You Get the Services You Need

Are you struggling with a chronic condition or a series of complex health issues? Your Aspirus Arise health plan gives you access to the Aspirus Care Management team to help coordinate your health care and services. You don't have to go it alone when you have experienced a critical event or have a complex condition that requires a lot of resources.

Aspirus team members collaborate with you—at no added cost to you—to assess, plan, implement, coordinate, monitor, and evaluate the options and services required to meet your health needs. Our team members use communication and available resources to promote top-quality, cost-effective outcomes.

Aspirus Care Management is available to help advocate and support you to help improve your overall health. Our team is available to:

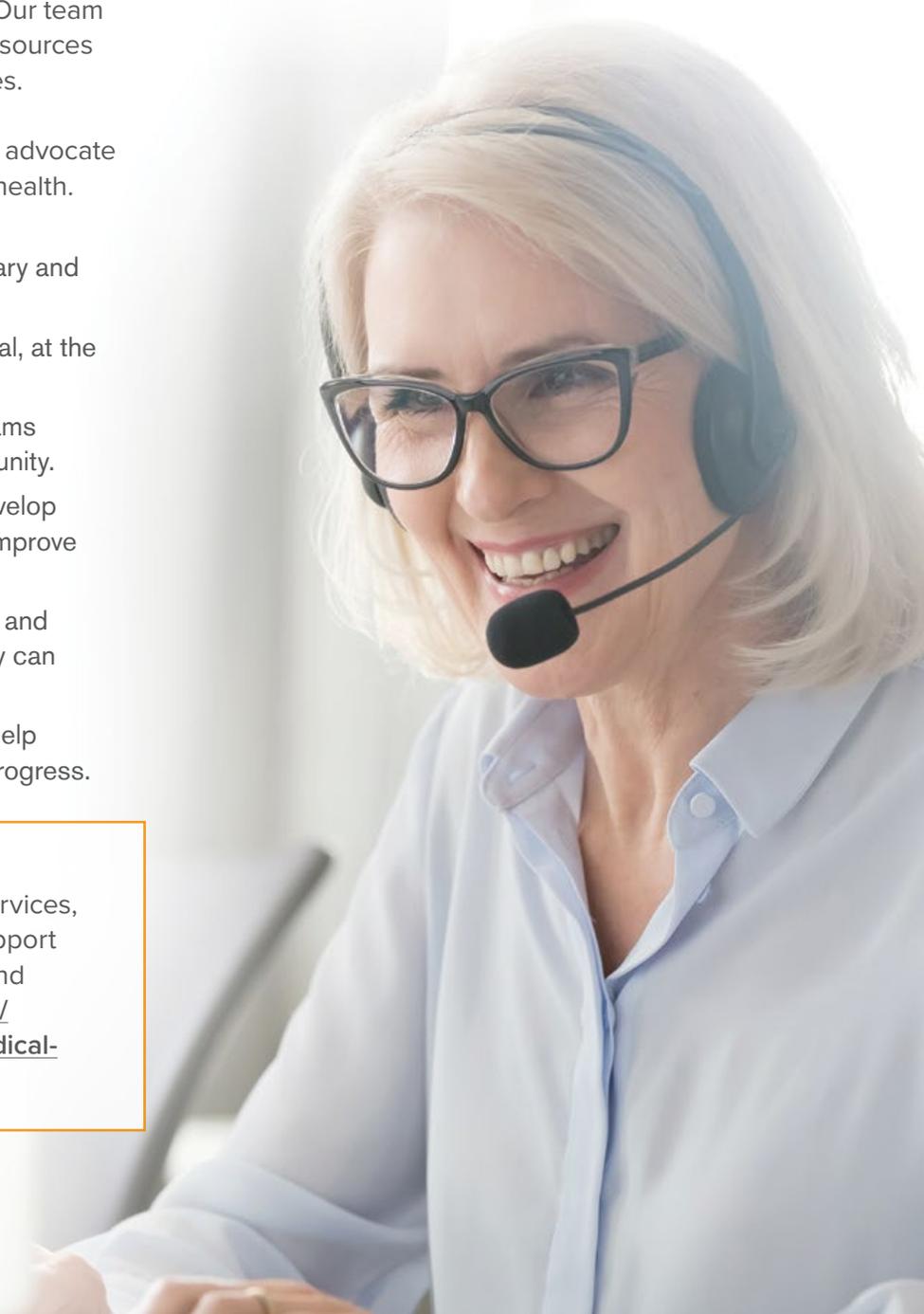
- » Assist in coordinating care among primary and specialty providers.
- » Assist in coordinating care in the hospital, at the clinic, and at home.
- » Facilitate access to services and programs available within Aspirus and your community.
- » Work with you and your providers to develop personalized plans of care to help you improve your quality of life.
- » Help you understand your health issues and treatment options so you and your family can make smart health care choices.
- » Partner with you and your providers to help identify goals and support you in your progress.

### HOW DOES CARE MANAGEMENT WORK?

When entering our care management program, our team will complete an initial assessment of your care needs. This includes, but is not limited to, exploring your current health status and history as well as your available health benefits and caregiver resources.

### WHO DO I CONTACT?

If you are interested in care management services, you or your doctor can call the customer support number on your member ID card. You can find more information online at [aspirusarise.com/wps/portal/whi/aspirus-arise/resources/medical-management](https://www.aspirusarise.com/wps/portal/whi/aspirus-arise/resources/medical-management).



# How to Register with EXPRESS SCRIPTS

Aspirus Arise has partnered with Express Scripts for pharmacy services. When you register with Express Scripts online, you can manage your prescription medications at your convenience.

Go to [express-scripts.com](https://www.express-scripts.com) or download the **Express Scripts mobile app** and select the **Register** link. Complete the information requested, and then set up your username, password, and security information. Last, click **Register now ...** and you're registered!

Tools available through the Express Scripts website and the Express Scripts mobile app let you compare prices of medicines at multiple pharmacies. You can also order refills, check the status of your orders, and track your shipments. You can even print forms and ID cards, if needed.

If you have any questions, you can call Express Scripts for help at 855-778-1422.

## Try convenient mail-order delivery

When you choose mail-order delivery from Express Scripts, you get free standard shipping, plus you can get up to a 90-day supply of your maintenance medications.

If you have questions about medications you're taking, you can talk with an Express Scripts pharmacist from the privacy of your home anytime. You can get the latest information on your medicine, including possible side effects and drug interactions.

## Did You Know?

You'll find important information online at [AspirusArise.com](https://www.aspirusarise.com). Click on the link for the **Resources** page and look under the **Understand My Coverage** heading for a link to the **Member Handbook**. That document contains information on:

- » Affirmative statement
- » External review
- » Your rights and responsibilities



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## » Active&Fit Direct™ Program Helps You Stay Healthier

The Active&Fit Direct program allows you access to a fitness center for a low monthly rate. You can get started with a low \$25 enrollment fee, \$25 for current month, \$25 for next month, and any applicable taxes. After that, it's just \$25 a month!

- » Access more than 800 on-demand workout videos, giving enrolled customers the flexibility to participate in a fitness class or perform exercises at home or on the go
- » To register, log in to your [Aspirus Arise member account](#) and click on the Active&Fit link
- » After you have registered, you can log in at [activeandfitdirect.com](http://activeandfitdirect.com)