

Member Newsletter

March 2005

CAPSTONE HEALTH PLAN

Serving Those With Special
Health Care Needs

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Healthy Goals for 2005 ~ Easy as 1-2-3

So you know what's good for you, but how will you merge your health goals into your daily life?

The best way to start: Divide each goal into 3 parts and outline your steps to meet them.

1. Improve Your Diet

- Swap one daily carbohydrate – a bagel, doughnut or chips – for a low-carb alternative.
- Introduce low-fat or low-salt versions of dairy and other foods, one per week.
- Have water within reach and refilled throughout the day.

2. Get Regular Exercise

- Walk around the block a couple of times per week; jump rope 20 times during your favorite TV show; try 10 sit-ups after your shower.
- Take 3-minute breaks to stand and stretch if you sit for long periods. When you sit, make sure you sit up straight.
- Make your workouts convenient. Pack the gym bag; leave your running shoes at the foot of the bed; arrange to meet an exercise partner.

3. Maintain Good Health Habits

- Plan now to schedule health screenings and dental cleanings.
- Keep a file that contains a log of your health care visits and copies of lab work.
- Inform your physician of the frequency of any pain, head and muscle aches or stomach troubles; there may be a simple solution.

BOTTOM LINE: When you take care of YOU, you are in much better shape to take care of those you love.

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PLEASE

Let us know what you would like to see in your member/caregiver newsletters!
Call or write Member Services with your ideas and suggestions.

Q & A Snack Attack

Q How can I curb my family's junk food cravings?

A First, keep in mind the basics of healthy eating when buying food for your family. Be sure to offer them plenty of vegetables, fruits, and grains, and limited amounts of meat, cheese, and highly processed foods like potato chips and doughnuts.

Limit foods containing sugar and other sweeteners such as high fructose corn syrup. These foods contain lots of empty calories and will leave your kids wanting more.

Consider having regularly scheduled mealtimes to reduce too much snacking and to help make more routine "family time".

Encourage your children to start with smaller portions and only reach for seconds if they're really hungry.

Hint: The old rule, "Eat everything on your plate," should be avoided because it can promote overeating. Starting out with smaller portions is a great way to stop overeating!

About Our Organization...

Capstone Cares

Our mission is to manage a health plan responsible for providing health care and related services to the developmentally disabled. Our members are the focus of our organization and the reason for our existence. We strive to make available the resources needed to give quality, comprehensive, yet cost-effective care. We work with the covered members and their families as well as all providers, vendors, agencies and others to ensure that health care needs are met while maintaining the dignity of, and respect for our members.

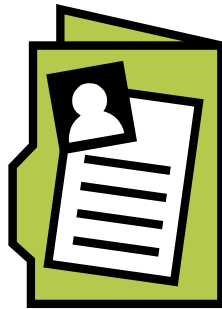
Capstone Health Plan is a non-profit organization funded in part by the state of Arizona.

How To Be Really Alive BY: SARK

"Live juicy. Stay in bed all day. Dream of Gypsy wagons. Develop an outstanding appetite for books. Drink sunsets. Draw out of your feelings. Amaze yourself. Be ridiculous. Stop worrying. NOW. If not NOW, when? Make "YES" your favorite word. Stamp out conformity. Marry Yourself. Dry your clothes in the sun. Eat mangos naked. Keep toys in the bathtub. Spin yourself dizzy. Hang upside down. Follow a child. Celebrate an old person. Send a love letter to yourself. Be advanced. Try endearing. Invent new ways to love. Transform your negatives. Delight someone. Wear pajamas to a drive in movie. Allow yourself to feel rich without money. Be who you truly are and the money will follow. Believe. You are always on your way to a miracle. THE MIRACLE IS YOU!"

**"The great law of culture:
Let each become all that
he was created
capable of being."**

**Carlyle
(1795-1881, Scottish
philosopher, author)**



**"True merit is like
a river, the deeper
it is, the less noise
it makes."
~ Edward Halifax**

Capstone Health Plan ID Numbers

If your Capstone Health Plan ID number *was* your social security number you should have gotten a new ID number and card the first part of January.

Due to new privacy laws, the state of Arizona finds it necessary to reassign identification numbers to those who have been using their social security number as their health plan ID number.

Capstone issued new ID cards for those of you who have been using your social security number. You should have received it by now. Please contact Member Services if you have not received your new card.

So, when you are calling a provider to set up your first appointment, please let them know that you are a Capstone "Health Plan member, assigned to that office for health care.

REMEMBER: While it is important to show your ID card at every appointment:

YOU ARE MORE THAN YOUR ID NUMBER!

WHAT ABOUT THOSE MEDICAL BILLS?!

From time-to-time our members get medical bills from different types of medical facilities.

In most cases you are not responsible for these bills, DO NOT PAY THEM!

Often times the facility is not given the correct billing information. This information is on your Capstone ID card.

When you show your ID card the facility lets their billing people know that Capstone is responsible for payment.

If you get a bill, PLEASE contact the billing office immediately and give them our billing information with your Capstone ID number:

**Capstone Health Plan
Claims Dept.
914 N San Francisco St.
Ste. A
Flagstaff, AZ 86001
PH: 928-779-2113
800-336-3874**

Do not hesitate to call Member Services for assistance.

**"In difficult
situations, when
hope seems
feeble,
the boldest plans
are safest."**

**~ Titus Livy
(BC 59-17 AD,
Roman historian)**

The Bitter Truth About Sugary Drinks

Dr. Zorba; Top Health Promotion & Wellness Newsletter

A recent study shows the hazards of drinking soda and punch. Women from the Nurses Health Study who drank 1 soda or 12 ounces of punch a day gained 10 pounds over a 4-year period. But more important, they increased their risk of developing diabetes by a whopping 83%. What does this mean for you? Cut down on soft drinks. Sugary drinks put your pancreas into overdrive, increasing your risk of developing diabetes.

Advance Directives Making it Legal & Who Should Get a Copy

If there had been a death in your family yesterday, what would you be doing today? Which direction would you turn tomorrow? If this had happened to you yesterday, would you be able to answer these 2 questions with certainty:

- What would THEY have wanted?
- Did I do the right thing?

There are 4 types of Advance Directives:

1. Living Will
2. Medical Power of Attorney
3. Mental Health Care
4. Power of Attorney

**"Learn to get in touch with the silence within
yourself and KNOW that
everything in this life has a purpose."**

**~ Elisabeth Kubler-Ross
(1926-, Swiss-born American Psychiatrist)**



Making it Legal

To make an Advance Directive legal, you must:

1. Sign and date it in front of another person, who also signs it. This person cannot:
 - Be related to you by blood, marriage, or adoption;
 - Have a right to receive any of your personal and private property;
 - Be appointed as your agent; or
 - Be involved with the paying of your health care.

OR

2. Sign and date it in front of a notary public. The notary public cannot be your agent or any person involved with the paying of your health care.

Pre-Hospital Medical Directive under Arizona law, the following types of health directives are used:

1. **Living Will.** A written statement about follow up health care you may or may not want if you cannot make your own health care decisions. For example, a living will can state whether or not you want to be fed through a tube if you cannot eat or drink on your own; or if you want to be kept alive with machines if you are unconscious and unlikely to recover.
2. **Medical Power of Attorney.** A written statement in which you name an adult to make health care decisions for you. That person will make health care decisions for you only when you cannot make or communicate such decisions.
3. **Mental Health Care Power of Attorney.** A statement in which you name an adult to make mental health care decisions if you are found incapable to do so.
4. **Pre-Hospital Medical Care Directive.** A piece of paper that states your wishes about refusing certain life-saving emergency care given outside a hospital or in a hospital emergency room. You must complete a special orange form.

You should get help writing your Living Will and Medical Power of Attorney. Ask your doctor or DDD support coordinator for help. For both a Living Will and a Medical Power of Attorney, you must choose someone to be your agent. Your agent is the person who will make decisions about your health care if you cannot make these decisions. You can choose a family member or a close friend.

Who should get a copy?

It is very important that you give copies of the Advance Directives to your doctors right away and a copy to any health care facility upon admission. You should give copies to anyone you have named to make health care decisions for you in a health care power of attorney. You may also want to give copies to close family members and to your DDD Support Coordinator. Be sure to keep extra copies for yourself.

You should review your Advance Directives and update it as needed.

REMEMBER: 3 simple steps today can prevent 3 difficult steps tomorrow:

1. Get documents gathered and organized.
2. Make funeral and/or cremation arrangements.
3. Make cemetery or memorialization arrangements.