

HEALTHY U

MONTHLY NEWSLETTER

YOUR HEALTHPLAN news

ISSUE NINE | OCTOBER 2023

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CMO Message: Everything you need to know about osteoporosis



When most people think about osteoporosis, they think of a condition that causes weak bones in older women. While the hormonal changes after menopause put women at higher risk of osteoporosis, the truth is that everyone should be thinking about bone health regardless of age or gender.

Osteoporosis is more common than you might realize, affecting 1 out of 5 women over the age of 50. While it is less common in men, nearly one-third of fractures from osteoporosis occur in men. With this condition, your bones can get so weak that they can break from simple everyday activities like coughing or accidentally bumping into something. Many people might not know they have low bone density until fractures occur which can lead to pain, disability, and even death.

Loss of bone strength over time is not fully reversible so

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Continued: Osteoporosis

maintaining your bones is vital in preventing osteoporosis. Lifestyle habits such as ensuring you get enough calcium and vitamin D, strength training, and avoiding smoking and excessive alcohol all go towards keeping your bones strong.

In addition, you might benefit from a bone density test to screen for osteoporosis if you are a woman over 65 years old or a younger postmenopausal woman with risk factors such as having a parent who had a broken hip, smoking, excessive alcohol use, or low body weight. Certain health conditions such as hyperthyroidism, chronic kidney disease, eating disorders, and long-term use of some medications including glucocorticoids and aromatase inhibitors can also increase the risk of osteoporosis. If screening tests show that your bone density is low, medications and lifestyle changes can be used to prevent further bone loss.

It's never too early to think about your bone health, so talk to your healthcare provider about what you can do today to keep your bones strong for your lifetime.

Contact Dr. Rosemary Ku | Email dr.rosemary.ku@unitedag.org



Rosemary Ku, MD/MBA/MPH is chief medical officer at UnitedAg. Dr. Ku is a practicing physician with dual-board certification in Internal Medicine and Preventive Medicine.

Join Us Online for Health Forums and Chats

Led by our Chief Medical Officer, Rosemary Ku, helping our members navigate their healthcare journey is at the forefront of UnitedAg.

Join us each month for a conversation about the health issues affecting our community, and get tips on how to manage and prevent them and each quarter for our webinar chat series designed to help you live your healthiest life.

HealthChats: Diabetes Awareness

November 16 at 10 am

Insulin helps our cells convert glucose into energy. With type 2 diabetes, your body does not make enough insulin for optimal functionality. Unused glucose stays in your bloodstream, which can cause serious problems, including diabetes.

Team Member Spotlight



SONIA ROLDAN Member Service Manager

Sonia began as a Member Services Rep 9 years ago and 6 years ago became a Member Services Supervisor. She is a strong leader whose unique approach begins with grounded roots that are planted with human connections in order to understand our member's healthcare needs and the agriculture industry. She's developed the Advocacy Team which effectively ignites growth in healthcare solutions that improve process transparency, communication, benefits, quality, and cost-savings members. Sonia was recently promoted to Member Services Manager, where she focuses on raising the service levels and continues to launch improvements in support of UnitedAg members and staff.

Healthy Recipe: Spinach Salad with Warm Maple Dressing

Ingredients

- ¼ cup cider vinegar
- 1 shallot, finely chopped
- 2 tablespoons chopped pecans
- 2 teaspoons extra-virgin olive oil
- 2 tablespoons pure maple syrup
- 1 cucumber, peeled, seeded, and cut into 1/4 -inch slices
- 1 10-ounce package fresh spinach, torn, or 12 cups baby spinach
- Salt & freshly ground pepper, to taste
- ¼ cup shredded smoked cheese, such as Gouda or Cheddar



Directions

1. Toast pecans in a small dry skillet over low heat, stirring often, until fragrant, 2 to 3 minutes. Transfer to a small bowl and let cool.
2. Toss spinach and cucumber in a salad bowl.
3. Heat oil in a small skillet over medium-low heat. Add shallot and cook, stirring, until softened, about 4 minutes. Add vinegar and maple syrup and bring to a boil. Season with salt and pepper.
4. Immediately pour the dressing over the spinach and cucumber. Toss well and sprinkle with cheese and toasted pecans.



Meet Our Wellness Team

Leticia Villarreal, MA



Visiting her healthcare facility as a child, Leticia always knew she wanted to work in the medical field. Leticia loves helping people and knew it would be a great career choice for her. Her favorite part of being a medical assistant is knowing she can make a difference in someone's life by helping with their health care needs and long-term health goals. Leticia quotes, "it is a rewarding feeling when I see that my patients smile because their health is improving and they are achieving their goals. I just love my patients." Leticia's goal is to make sure her patients feel welcomed and cared for.

Schedule an appointment at your local Health & Wellness Clinic today! Call 877.877.7981 or use the QR code below to visit our appointment portal.



Visit ua.clinic

Autumn is Here!

Navigating Autumn Allergies

As October paints the world in vibrant shades of red, orange, and gold, many individuals eagerly embrace the beauty of the fall season. However, for those plagued by seasonal allergies, this time of year can be less about marveling at the scenery and more about battling sneezes and sniffles. October allergies, largely triggered by pollen from oak and sycamore trees, present a unique set of challenges.

October allergies, largely triggered by pollen from oak and sycamore trees, present a unique set of challenges. In this article, we will explore the intricacies of these allergies, delve into how oak and sycamore pollen contribute to those annoying symptoms, and discuss the myriad benefits of seeking professional help from a healthcare provider.

Seasonal allergies during October are typically set off by the proliferation of oak and sycamore pollen. These trees engage in their reproductive cycle during this season, releasing vast quantities of pollen into the air. [Click Here to read more.](#)



Team Member Spotlight



AURORA FLORES

Client Service Manager

Aurora has over 20 years of experience in the Healthcare Industry. She has a deep sense of caring about our members and it motivates her to try and deliver exceptional service. Aurora works closely with all departments including enrollment, billing, member services/claims, underwriting, legal, communications, and IT to deliver the best service possible because our members deserve it!



BREAST CANCER AWARENESS MONTH: A REMINDER TO PRIORITIZE WOMEN'S PREVENTIVE CARE

Article provided by Dr. Amanda Camposagrado, medical director at Blue Shield of California.

Breast Cancer Awareness Month, which occurs every October, shines a light on women's health. As women, we tend to put the needs of others first. Remember to prioritize yourself and your well-being. As a mother, daughter, wife, community member, and physician, I too need this reminder.

With that in mind, it's so important to advocate for ourselves and our health. You can start by both looking after your mental health and being mindful of any unexplained physical changes – as well as scheduling preventive exams and screenings, including, but not limited to, breast cancer testing. [Click Here to read more.](#)



Visiting a pumpkin farm as a family can be a lot of fun, from learning how the pumpkins are grown to each person choosing their favorite pumpkin to decorate at home. Let your personality shine through when picking your pumpkin!

Team Member Spotlight



GEORGINA CASTANEDA

Field Service Representative

Over the past 25 years, Georgina has dedicated her efforts to assisting our members in maximizing the utilization of their benefits. This role has enabled her to play a pivotal part in ensuring that our members have access to the full spectrum of advantages and resources available to them. Through a combination of dedication, expertise, and a deep understanding of the benefits we offer, Georgina has been able to guide our members in navigating the often complex landscape of benefits.

Fight the Flu in 2023

There is still time to sign up to host an Onsite Flu Shot & Health Screening Event.



Prepare for flu season with a flu shot! As it approaches, it's important to take proactive steps to safeguard your health. Discover your nearest Wellness Center and schedule your appointment* by visiting ua.clinic. Alternatively, find your nearest in-network pharmacy through unitedag.org/pharmacylocator.

If you're 65 years or older, remember that you're eligible for a higher dose available at any local in-network pharmacies. This year's flu shot, the Afluria Quadrivalent, is brought to you by Seqirus and is free from preservatives.

*Flu shots are now available at your local UA Clinic or pharmacy. Please contact your nearest Health & Wellness Clinic for details.

October Prescription Formularies

Download the latest formularies below. They are updated monthly. The coverage associated with each drug is noted on the formulary. Also included is information regarding which drug products are subject to prior authorization and quantity limits. The formulary documents do not list every covered medication.

- [Complete Formulary](#)
- [Quick Reference](#)
- [Specialty](#)
- [Prior Authorizations](#)
- [Quantity Limits](#)
- [Step Therapy](#)
- [Generic vs Brand Names](#)

For more pharmacy resources, visit our FAQ page at unitedag.org/chs.

SATISH KURIAN

Chief Digital and Technology Officer

With a proven track record in the healthcare industry, Satish Kurian brings more than 24 years of experience in spearheading digital initiatives and leading technology-driven transformations. His visionary leadership and strategic acumen are instrumental in positioning UnitedAg as a leader in the rapidly evolving digital healthcare landscape. As our Chief Digital and Technology Officer, Satish will oversee our digital transformation efforts, driving innovation and technological excellence across UnitedAg. He will collaborate closely with our teams to ensure we remain at the forefront of industry trends and that our digital strategy aligns seamlessly with our overall business objective.





IMMUNITY

Like diseases, there are different types of immunity. Existing types of immunity include active and passive immunity. Your immune system defends your body against infections and illnesses by making proteins called antibodies that kill viruses and bacteria.

Active immunity occurs when exposure to a disease triggers the immune system causing the body to produce antibodies to protect the body from the disease triggered.

Passive immunity is provided when a person is given antibodies to fight off diseases rather than producing them through their own immune system.

Active Immunity

Active immunity can be acquired through natural immunity or vaccine-induced immunity.

[Click Here to Read More.](#)

TROY RILEY

Director of Care Management

Troy brings a wealth of experience and expertise in healthcare management and patient care coordination. He has spent 16 years dedicated to enhancing the quality of patient care and optimizing care delivery processes. In his role as Director of Care Management, Troy will oversee and manage the Clinical Care Management department. He will be responsible for Developing a strong structure for the team that supports the needs and volume of cases. We are confident that his expertise and leadership will bring innovative ideas and a fresh perspective to the team. Troy will play a crucial role in enhancing patient care and the overall effectiveness of our care management services.



Member Resources

Below are important links and information to help you understand and access your health benefits.

CONTACT INFORMATION

UnitedAg Member Services

Member Services	800.223.4590 memberservices@unitedag.org
Member Advocate Service	800.223.4590 memberadvocate@unitedag.org
SMS/Text Messaging Service	English: 949.594.0788 Spanish: 949.524.4877

UnitedAg Hours of Service

Monday - Friday	6:30 am - 5:30 pm
Saturday	7:00 am - 3:30 pm

**Service Hours may vary during observed holidays.*

Network Partners

UnitedAg Health & Wellness Clinics	877.877.7981
Blue Shield of California (Pre-Authorization)	800.541.6652
Blue Shield National Coverage Network (Out-of-State)	800.541.6652
SAIN (Mexico Network)	653.536.7800
Costco Health Solutions (Pharmacy)	877.908.6024
Costco Specialty Service (Specialty Pharmacy)	866.443.0060
Teladoc (Telemedicine)	800.835.2362
myStrength (Mental Health Care)	800.945.4355
First Dental Health (Dental)	800.334.7244
VSP (Vision)	800.877.7195

HELPFUL LINKS

Health Forums

unitedag.org/healthforums

Member Health Portal

unitedag.org/healthportal

Health & Wellness Clinics

ua.clinic

Network Partner Directories

unitedag.org/networks

Quick Guide

unitedag.org/quickguide

Summary Plan Description (SPD)

[English](#) | [Spanish](#)

Summary Plan Description (SPD) For Arizona

[English](#) | [Spanish](#)

UPCOMING EVENTS

[OPS Forum: WomenAg Leadership Academy Updates](#)

[October 31, 2023 9:30 a.m.](#)



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