

# HEALTHY U

MONTHLY NEWSLETTER

# YOUR HEALTHPLAN news

ISSUE TEN | NOVEMBER 2023

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### CMO Message: What does it mean to have diabetes?



Your physician can give you a textbook answer that having diabetes means that your body is not able to produce enough insulin or use the hormone effectively, leading to elevated blood glucose levels.

The real answer to what it means to have diabetes can only be answered by someone who lives with the condition every day. Feeling alone and scared, the sensitivity in your fingers after multiple fingersticks a day, stress over getting your A1c checked, and the challenges of trying to improve your lifestyle are common in the daily lives of people with diabetes. But these topics are rarely talked about by medical professionals.

Through your own trial and error of how to live better with diabetes, you have become your own expert on how to manage your blood glucose levels. You found the best-tasting low-carb

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## Continued: What does it mean to have diabetes?

alternatives. You figured out that simply walking after meals can dramatically reduce your blood glucose levels. You learned that saying “no” to extra responsibilities so you have more time for yourself actually helps your A1c. These are the practical tips that can only be learned through experience.

The best advice for how to manage daily life with diabetes doesn't always come from your care team, but rather from a peer who knows what it's like to also live with the condition. For this reason, UnitedAg has launched a special series of events called Health Forums where members with firsthand experience with a condition come together to share their stories, struggles, and practical tips. Through these Health Forums, we hope to build a community that is stronger together. Stay tuned as we announce the next set of Health Forum topics and how to sign up!

[Click Here to Read More.](#)

Contact Dr. Rosemary Ku | Email [dr.rosemary.ku@unitedag.org](mailto: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.

Team Member Spotlight



## LIZ VASQUEZ

Claims Lead

Liz has been with Unitedag Claims Department for 24 years. Her primary duties are to process medical and dental claims, assist examiners with any questions on a claim, and work with our member service dept with any call logs that need claims to be reviewed for reprocessing. Liz has enjoyed her time with Unitedag and says it's like a second family.

## 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.

### Health Chats:

### 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.

### Health Forums:

### Know Your Numbers!

**November 27 at 12 pm**

Monitoring and managing your blood glucose levels can be tricky but you are not alone.

### Foros de Salud:

### ¡Conozca sus números!

**30 de Noviembre a las 6 pm**

¡Conozca sus números! Monitorear y controlar sus niveles de glucosa en sangre puede ser complicado, pero usted no está solo.

## November Diabetes Risk Factors



November is National Diabetes Awareness Month, a time to focus on understanding the factors that contribute to this prevalent health condition. Diabetes affects millions of people worldwide, and it's crucial to be aware of the risk factors that can increase the likelihood of developing this disease.

[Click Here to Read More.](#)



## Meet Our Wellness Team

Arselia Ramirez, MA



Arselia chose to work in the medical field because she finds it exciting to continue learning, quoting that “each day presents new challenges.” She loves having the ability to be a part of taking care of her patient’s health and making them feel comfortable. She likes to make the experience calm and not stressful for her patients. Arselia’s favorite part of her job as a medical assistant is helping her patients through their health journey. Her goal is to make her patients feel comfortable and satisfied with the care that they receive. Being bilingual has helped Arselia communicate better with her patients and have a better understanding of their primary healthcare needs.

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](http://ua.clinic)

 presents



APRIL 10-11, 2024  
THE MERITAGE RESORT & SPA | NAPA, CA

For more information, visit [unitedag.org/conference](http://unitedag.org/conference)



## Diabetes Resources

### Livongo Blood Glucose Meter Kit



#### 1 Register

Tell us a bit about yourself so we can create a personalized program for you.

#### 2 Get started

Download the Livongo app to log in and start exploring your benefits.

#### 3 Open your welcome kit

We'll ship your new devices to your doorstep at no cost to you. Turn on your device to get started.

[Click here to sign up](#)

*\*To qualify for the Livongo Diabetes Program, you must be diagnosed as diabetic or prediabetic by a licensed health provider. Diabetes management services are not available to HSA plan members.*

## November 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](https://unitedag.org/chs).



NATIONAL  
**DIABETES  
AWARENESS**  
NOVEMBER

November is National Diabetes Awareness Month, a time when communities and health professionals across the country team up to raise awareness about diabetes. Diabetes can lead to damage in the eyes, kidneys, nerves, and heart, and is also linked to certain types of cancer. Diabetes refers to a disruption in how the body utilizes insulin, resulting in elevated blood glucose levels. When carbohydrates are consumed, they are broken down into glucose. [Click Here to read more.](#)

# 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 <a href="mailto:memberservices@unitedag.org">memberservices@unitedag.org</a>
Member Advocate Service	800.223.4590 <a href="mailto:memberadvocate@unitedag.org">memberadvocate@unitedag.org</a>
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 (Outside CA)	800.541.6652
SAIN (Outside U.S.)	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](https://unitedag.org/healthforums)

### Member Health Portal

[unitedag.org/healthportal](https://unitedag.org/healthportal)

### Health & Wellness Clinics

[ua.clinic](https://ua.clinic)

### Network Partner Directories

[unitedag.org/networks](https://unitedag.org/networks)

### Quick Guide

[unitedag.org/quickguide](https://unitedag.org/quickguide)

### Summary Plan Description (SPD)

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

### Summary Plan Description (SPD) For Arizona

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

## UPCOMING EVENTS

### [OPS Forum: Benefits Enhancements for 2024](#)

[December 7, 2023 at 10:00 a.m.](#)



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## YOUR HEALTHPLAN news

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