

HEALTHY U

MONTHLY NEWSLETTER

YOUR HEALTHPLAN **n**ews

ISSUE ELEVEN | DECEMBER 2023

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CMO Message: How AI Reshaped Our Year: Reflections, Values, and a Healthy Future Ahead



As I reflect on the past year, it seemed like all eyes and ears were focused on AI. The concept of AI is certainly not new but society finally got a taste of what an “AI forward” life could be like with the rise of ChatGPT.

It wasn't just a passing trend but one that has permeated many aspects of daily life. What was once relegated to backend software systems, AI has made it to the forefront of our digital user experience. From being the first thing you see when you perform a Google search to providing a pithy summary of thousands of reviews when you are shopping on Amazon, AI is making its way everywhere. Even schools have resorted to using AI to detect cheating on assignments with AI.

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Continued: How AI Reshaped Our Year

During times like these when technology is taking a big step forward, it's imperative to double down on our values. It should be our values that shape technology, not the other way around.

Over the last year at UnitedAg, our focus on launching Health Forums to build communities around chronic conditions, strengthening our connection with members, and reimagining a better care experience in the future all exemplify our core value of relationship. Better health begins with one member at a time and no amount of technology will ever change that for us.

Our membership inspires us everyday to develop new programs and services to better serve agriculture. 2023 was an incredible year of growth for UnitedAg and none of it would have been possible without our members and employers. Thank you for trusting us with your health. From all of us at UnitedAg, we hope you have a joyous holiday season and we look forward to reconnecting in the New Year!

Given that January is a popular time to set health and weight loss goals, our first HealthChats next year will be on the newest GLP-1 weight loss drugs. Fueled by celebrity users and social media, these drugs have taken the healthcare industry by storm. We'll be discussing current clinical indications for these drugs, potential side effects, and factors to consider before taking them. Keep an eye out for details on how to register for this session in the coming weeks!



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.

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

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: Weight Loss Drugs

January 25 at 10 am

HealthChats: Sleep

April 18 at 10 am

The Annual Physical Campaign Will Begin on January 1

Starting January 1, all members who schedule their annual checkup appointment at our Health and Wellness Centers will receive a gift bag filled with UnitedAg Swag. To participate in this challenge, schedule your appointment today by calling 877.877.7981 or schedule online at ua.clinic.

Start the year off on the right foot, and schedule your appointment today!

5 Tips for Striking a Balance With Alcohol During the Holidays

Dr. Nicole Stelter shares ways to keep our relationship with alcohol joyous this holiday season.

If you are trying to strike a balance with alcohol consumption over the holiday season, here are a few tips to consider:

1. Plan ahead and set a party (or drink) limit

Overcommitting to parties and other holiday activities is an easy trap to fall into if we're trying to do everything and please everyone. This isn't realistic, and there will be times when you should say "no," especially if you want to limit your consumption and are wary of certain events or people who encourage you to over-imbibe. Consider setting a drink limit for yourself and make sure to rotate in a water or non-alcoholic beverage after every alcoholic drink to avoid going over that limit.

2. Find a holiday buddy

Create a "buddy system" during the holidays with someone you trust. Whether you want to set boundaries around alcohol consumption ahead of parties or need support going into a stressful day with family, having a partner (i.e., spouse, sibling, friend, coworker) to talk things through ahead of time and set healthy boundaries can be key.

3. Be mindful of your overall intake with food and drink

Whether traveling or attending social gatherings, how, what, and when we drink and eat shifts during the holidays.

[Click here to read more.](#)



Meet Our Wellness Team

Samanta Rios, MA



As the oldest daughter of immigrant parents, Samanta developed a passion and devotion to help make any patient. She believes health care should be accessible to anyone in need of it. Her favorite part of being an MA is getting to know all of her patients and building a trustworthy relationship with them. Samanta is committed to making sure her patients feel respected, heard, and cared for.

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



Visit ua.clinic



Wash Your Hands for a Healthy Holiday Season!



With the holiday season upon us, we extend warm wishes for joy and good health! As we celebrate and come together with family and friends, it's important to prioritize our well-being. One simple yet powerful practice that often gets overlooked amid the festivities is hand hygiene. [Click Here to Read More.](#)

December 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.

Team Member Spotlight



JAN MACALINAO

EDI Technician

Jan has been a part of the IT team since 2022. As an EDI Technician, Jan is responsible for the maintenance of EDI feeds - serving as the primary link with external vendors, analyzing and auditing the data exchanged with any partners, and providing technical expertise and support for EDI communications. His main focus is in ensuring members have the access to care they need: in both supporting the e-claims that are received and processed by the trust, and in their healthcare eligibility that is kept up-to-date interdepartmentally.

Virtual Primary Care with UnitedAg

Starting January 1st, UnitedAg in collaboration with its corporate partner Elite Medical, is expanding healthcare accessibility for its members through the introduction of a new Virtual Primary Care service, available to all UnitedAg Trust participants who reside or access medical care in California. The overall goal of this new benefit is to expand the accessibility of medical care from the comfort of your home.

What is Virtual Primary Care?

Virtual healthcare, also known as telehealth or telemedicine, is a healthcare delivery model that leverages technology and digital communication tools to provide medical services and consultations remotely.

What are the Benefits of Virtual Primary Care?

Virtual primary care provides many advantages for our members. It offers convenience and accessibility, enabling members to receive medical care from home or remote locations. This reduces travel time and wait times for appointments and members with chronic conditions benefit from regular check-ins, and are cost-effective. Remote monitoring and member empowerment are also notable benefits.





Free Generic Meds At Costco Pharmacies Effective January 1st, 2024

Starting the new year, UnitedAg Trust (UABT) participants will be able to access Tier 1 generic drugs for \$0 copay at all retail Costco Pharmacies. Conveniently order your prescriptions via the Costco app or through their hassle free text message refill reminders.

Specialty generics are not included. This benefit does not apply at Costco Mail Order or Costco Specialty pharmacies.

HSA plan members will pay \$9 per 30-day supply. A \$0 generic prescription fee will apply to HSA plan members after the annual deductible is met.

Your Mental Health Network is Expanding! Spring Health

We are excited to announce that UnitedAg Trust (UABT) is partnering with **Spring Health** to expand the access to mental health support whenever and wherever it's needed.

Starting 2/1/24, this benefit will be available to UnitedAg participants enrolled in the United Agricultural Benefit Trust (UABT) health plan and their dependents. Some exclusions may apply! We encourage you to join us for the [January 18th OPS Forum](#) to learn 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 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 (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

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: Mental Health with Spring Health](#)

[January 18, 2024 10:00 a.m.](#)



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YOUR HEALTHPLAN news

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UnitedAg Holiday Hours

Friday, December 22	8:00 am - 2:00 pm
Saturday, December 23	7:00 am - 3:30 pm
Monday, December 25 - Christmas Day	Closed
Monday, January 1 - New Year's Day	Closed

Wellness Clinic Holiday Schedules

Monday, December 25 - Christmas Day	Closed
Monday, January 1 - New Year's Day	Closed