Power of Music

Music may help relieve stress, depression and boost your productivity.
Download the MyHPN or MySHL app to find care locations near you.

Easily manage your health plan information on the go and get turn-by-turn directions to contracted urgent care, convenient care and hospital locations.

Your personal medical information is confidential and is only available to you and your provider. You must be a Health Plan of Nevada or Sierra Health and Life member to use the app.
The Power of Music
The Music-Brain Connection

It’s All About You
When was Your Last PCP Visit?

Declutter Your Way to a Healthier Lifestyle

Air Fryers:
Healthier, Hype, or Hot Air

Air Fried Taco Recipe

Our Member Guide
Tools, Resources & More

12 Tips To Make the Most of Your Health Plan

24/7

We’re on Call
If you’re unsure about your condition, our 24/7 advice nurse may be able to help. Our nurse is available to answer questions, provide self-care advice, and help you decide whether to seek urgent care, emergency care, or schedule an appointment with your provider. Just call toll-free 1-800-288-2264, TTY 711.

Questions about your health plan?
Call the number on the back of your health plan ID card to speak with our Member Services team.

Or visit HealthPlanofNevada.com or SierraHealthandLife.com and sign in.

For information on COVID-19, check your health plan’s website.

Sources
1. https://www.musictherapy.org
3. https://www.mayoclinic.org

Health Matters is published as a community service for members of Health Plan of Nevada and Sierra Health and Life. Benefits discussed in this magazine may vary by plan and geographic region. If you have specific questions regarding your coverage, please refer to your plan documents or call Member Services at the number on the back of your health plan ID card.

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The Financial Information Privacy Notice is included at the end of this magazine and describes how financial information about you may be used and disclosed as an enrollee or applicant of your individual health plan.
That DA-duh, DA-duh, DA-duh theme from “Jaws” does more than send chills up your spine. Music affects many parts of the brain, and not just those controlling mood and emotion. Learn how it may help you feel better, increase your motivation, sharpen your focus, and improve your memory.
Hollywood understands the powerful role music plays in the movie-watching experience. Music helps tell the story. It may offer the audience clues when to feel happy, sad, inspired, scared or hopeful.

Even before movies had sound, theaters hired musicians to accompany the silent, black-and-white images. Some movies came with “cue sheets” suggesting which music to play. Larger-budget movies supplied their own original sheet music.

Those early Hollywood moviemakers knew what the science now supports. When you listen to music, your brain takes notice. Once the sound waves enter your ears, they go on to affect several areas of your brain.

Soothing music may lower your heart rate, reduce your blood pressure, and help you relax as a result. Music from your high school days may set the mood for game night with friends. And if you’re feeling sad or discouraged, the right “fight song” may lift your spirits and motivate you to keep trying.

Music may also affect the area of the brain linked to Alzheimer’s disease. It may put your brain to work producing neurons to help improve memory and thinking skills. Singing or playing an instrument may further strengthen the important connections between the neurons in your brain.

And your ability to benefit from music lasts a lifetime. Even those with advanced dementia may still respond to music. You may know someone who suffers from memory loss, yet still remembers every word to a special song.

Continued on page 4
Music for Better Living

While the brain knows the difference between major (happy) and minor (sad) chords, it responds to your own musical tastes. Whether it’s classical, punk, rock, jazz, rap, country, electronic or something else, your brain likes the same type of music that you do. This is why soft, classical strings may be soothing to some people, but not to all.

One scientist may have cracked the code for why some popular songs are more “feel good” than others. According to Dr. Jacob Jolij, from the University of Groningen, in the Netherlands, the “Feel Good Formula” comes down to three factors:

TEMPO:
150 beats or more per minute, which is a little faster than many pop songs.

CHORDS:
Complex, major chords are preferred.

THEME:
Happy songs about going to a party, going to the beach, or being in love.

Music may boost your creativity, effectiveness and productivity on the job. In fact, a JAMA study found surgeons perform better when listening to music, especially when it is their choice of music.

When fine-tuning your playlist, consider:

LYRICS
Words are fine when you are doing routine or repetitive tasks. But if your work requires focus or learning new information, instrumental music may be better.

VOLUME
Keep background music to no more than 70 decibels, about the sound of a washing machine. If you wear headphones, be careful with your ears. Someone standing close to you should not be able to hear it, too. And if you have to raise your voice to talk to someone else—it’s too loud.

If you find music too distracting at work, try going natural. Soft, continuous sounds of rain, a flowing stream or gentle waves may also help you feel better and get more done.
Does Your Life Need a New Soundtrack?

Take a cue from the movies. Developing your own personal playlist may improve your mood and help you enjoy life more. May we recommend “Happy” by Pharell or Justin Timberlake’s “Can’t Stop The Feeling?” Have fun experimenting with your favorite music-streaming service.

Based on this formula, Dr. Jolij ranked the following top 10 “feel good” songs:

1. Don’t Stop Me Now
   Queen
2. Dancing Queen
   ABBA
3. Uptown Girl
   Billy Joel
4. Eye of the Tiger
   Survivor
5. I’m a Believer
   The Monkees
6. Girls Just Want to Have Fun
   Cyndi Lauper
7. Livin’ On A Prayer
   Bon Jovi
8. Walking on Sunshine
   Katrina & The Waves
9. I Will Survive
   Gloria Gaynor
10. Good Vibrations
    The Beach Boys

Got Ear Worms?

Also known as “stuck-song syndrome,” the tune that won’t get out of your head is so annoying. Some experts say mentally listening to the offending song all the way through may help.
“Everyone should have a primary care provider who helps coordinate their care and looks out for their best interests.”

- Dr. John Rhodes
Senior Medical Director - Southwest Medical
When was the last time you saw your primary care provider (PCP)?

Those regular visits may be more important than you realize. They help your PCP get to know you and your health needs better.

Most medical office visits may be handled with primary care. And even if you “never get sick,” there’s still the chance of an accident or a major illness. In those situations, your PCP may be a powerful advocate on your behalf.

If you need to see a specialist, your PCP may help you find just the right one. Even within medical specialties, some doctors may focus on certain types of conditions or illnesses. For example, there are orthopedic surgeons specializing in hip and knee surgery, while others focus on sports medicine.

Most of all medical office visits may be handled with primary care

As health care becomes ever more specialized, it makes sense to enlist an expert to help coordinate it all for you.

“I see things that had they been addressed at age 40, there would not be complications at 60,” Dr. Rhodes said. “Health is not just about reacting to problems, but anticipating them to help patients get the best odds in their favor.”

To select or change your PCP, visit your plan’s website. Or call Member Services at the number on the back of your health plan ID card.

Save time and money!

Get a 90-day supply of medication through your local Walgreens pharmacy. Restrictions apply. Visit your health plan’s website for more information.
DECLUTTER
Your Way to a Healthier Lifestyle

Have you ever looked around your living area and workspace, and wondered how things piled up so quickly? It may seem harmless, but once clutter becomes unmanageable you may find yourself more anxious, overwhelmed, fatigued and irritable. Fortunately, incorporating a few new habits into your lifestyle may make a huge difference.
Fewer Choices Equal Less Stress
Research has shown that clutter is associated with stress and sleep issues. Shedding unwanted items can reduce stress by simply eliminating choices. Think about your closet, for example. If you’re not regularly clearing out unworn items, you may end up with too many choices. Take regular inventory of your clothes, shoes and accessories. If you’ve not worn them recently, pack up a box and donate them to your favorite charity. Choosing three to five items is a great way to start.

TIP: Take all papers and files off your desk every morning and put them in a pile. Then go through each item one at a time. Decide whether it’s something you need to act on, file, or throw away. Once you have those items cleared, your mind will be fresh and ready for a day’s work.

Cluttered Spaces May Cause Physical Ailments
Cluttered spaces breed allergens, like dust, dander and pet hair. An easy way to quell allergies may be to cleanse your home of excess things that are sitting, unused or forgotten, so there are fewer places for allergens to settle.

Create a Happier Home
Believe it or not, cluttered living spaces may create tension in families. The more things pile up, the more resentment you may have toward your spouse or children. A great way to keep the peace is to instill tidiness in everyone’s daily routine. For example, give each household member a chore that involves clearing a space, so everyone feels included in the effort.

Clear Your Desk and Your Mind
Excess desk clutter may dampen productivity so try clearing it once a day.

Free Up Your Schedule and Relieve Financial Pressure
Once you begin a routine decluttering plan, you may find yourself freer to do more things. The less time spent having to dig through clutter and messes, the more time you’ll have for the things that make you happy. Also, having a better handle on your inventory may help reign in the tendency to buy more things, thus relieving financial pressure.

In considering your personal decluttering plan, think of the overall picture and how bringing order into your life may help you live happier and healthier. Start small, choosing whatever methods of organizing fit your lifestyle, and soon you may see results.
We know eating large amounts of fried food may have some negative health effects. The high fat content of deep-fried foods leads to extra calories, weight gain, and may raise cholesterol levels and increase insulin resistance in some people. Heating oils and meats to high temperatures also creates chemicals that may contribute to cancer development.

But a lot of people have trouble completely giving up on foods that aren’t so healthy. Many have turned to a counter-top kitchen gadget to give their foods the crispy-on-the-outside-moist-on-the-inside texture of deep-fried foods without all the extra fat: an air fryer.
What’s an Air Fryer?

An air fryer works like a convection oven. It blows hot air around food items to create that same crispy texture as fried foods, but uses only a fraction of the oil.

What else do air fryers offer? We’re here to give you the skinny on their potential benefits.

**Fewer calories:** Foods that are breaded and deep-fried absorb a lot of the frying oil, making those foods much higher in fat and calories than grilled, baked, roasted or air-fried foods. Air-fried foods may have up to 70-80% fewer calories than their deep-fried counterparts. For example, deep-fried chicken contains 550 calories when traditionally prepared, but only 280 calories when made in the air fryer. Deep-fried French fries contain 340 calories, but only about 225 calories when air-fried.

**Less fat:** Air-fried foods contain as little as 3% fat, while deep-fried foods have up to 24% fat. Fat has a lot of calories and may contribute to heart disease and insulin resistance in some people. Here’s a typical comparison: Six ounces of deep-fried potatoes contain 26 grams of fat from a deep-fryer, but in an air fryer? Only 4.5 grams.
Fewer cancer threats:
Heating oils and meats to high temperatures may cause dangerous compounds to form that have been linked to cancer risk. Experts say fries cooked in an air fryer have 90% fewer cancer-enhancing chemicals than deep-fried French fries (chemicals such as acrylamide, polycyclic aromatic hydrocarbons and heterocyclic amines).

Other benefits: An air fryer plugs easily into a counter outlet or an RV kitchen. Clean up is fast and easy. And you can stop buying fryer oils.

Speed, heat and sound: Air fryers cook food twice as fast as an oven and faster than a convection oven. Fries may take 45 minutes to an hour in an oven but 10 to 15 minutes in an air fryer, with no preheating. Air fryers don’t heat up your kitchen like ovens do, but they may sound louder because of the hot air they circulate.

You may also use them to grill or bake food.

An air fryer can be a great tool to help make traditionally fried foods less unhealthy without sacrificing texture and flavor. But remember, a healthy diet should also include foods that are not fried at all like vegetables, fruits whole grains, and baked, grilled, or roasted lean meats.

—Carolyn Schut, MS, RD, LD, Health Plan of Nevada/Sierra Health and Life, Health Education & Wellness Department
Like most gadgets, there’s more than one option. Not surprisingly, some air fryers cook better than others. The best type of air fryer for you depends on what you plan to use it for most often.

Want to cook kebabs, poultry legs, small roasts or small chickens under 4 pounds? The best air fryer for you might be a rotisserie. Others have rotating wire baskets and turntables to fry evenly. Some come with both rotisseries and wire baskets.

Want healthier fries or drumsticks? An air fryer with a rotating arm (called a “paddle”) automatically stirs foods. Air fryers with auto-rotating bowls also tumble fries evenly.

Want to make a cake or bread? An air fryer with a basket might help. If you get an air fryer with a basket that doesn’t self-rotate, you’ll pull the basket out during the cooking process and shake it.

The drawbacks: Even large air fryers usually don’t make large enough portions for a big family. So as long as you have counter space for it, the bigger the better. Keep in mind, foods aren’t made healthy just by switching to an air fryer. Any type of fried foods should be consumed in moderation and alongside plenty of vegetables, fruits, and whole grains.

The bottom line: Changing your cooking and eating habits may get you on track to a healthier lifestyle, and an air fryer may help. Not only may you make healthier versions of some of your favorite indulgences, but you may also make delicious dishes like salmon, Brussels sprouts, sweet potatoes and more. Making healthier substitutions for unhealthier foods, eating a well-balanced diet, and getting regular exercise may lead to a longer, healthier, happier life.
DIRECTIONS

1. Mix taco seasoning or chili powder into the meat.

2. Preheat the air fryer to 360° F for 3 minutes. Place a stainless-steel taco holder in the air fryer.

3. If you don’t have a taco holder, arrange several tacos side by side, from one wall of the air fryer basket to the other to hold them in place. Or simply fill the soft tortillas and lay them on their side, leaning against each other in the basket. You can use a toothpick to keep all the taco filling inside each taco.

4. Spritz one side of the tortillas with canola oil. Put the tortillas into the taco holder, oil side out. Scoop ½ cup beef crumbles into the tortilla. Add ¼ cup of cheese to each tortilla.

5. Cook at 360° F for 8 minutes.

6. Remove the taco stand from the air fryer with tongs. Garnish each taco with ½ cup shredded lettuce, ¼ cup of tomatoes and 2 tablespoons of onions.

You may also add guacamole, salsa and sour cream to taste. For Vegans use non-dairy sour cream.

For a no-oil option: You may skip the canola oil spray, but the result may not be the puffy tacos this recipe aims for.
Achieve your health goals with the support of registered nurses and dietitians.

**WEIGHT MANAGEMENT**
Available to members age 18 and older interested in weight-loss support.

**DIABETES PROGRAM**
Available to members age 18 and older with Type 1, Type 2 or gestational diabetes.

**PREDIABETES PROGRAM**
Available to members age 18 and older with a diagnosis of prediabetes.

**ASTHMA SUPPORT**
Available to members age 5 and older with an asthma diagnosis.

**KIDNEY HEALTH**
Available to members age 18 and older with a diagnosis of stage 3 chronic kidney disease.

Our Health Education and Disease Management programs are available at no additional cost to eligible Health Plan of Nevada and Sierra Health and Life members.

To join, please call toll-free **1-800-720-7253**, TTY **711**, Monday through Friday, 8 a.m. to 5 p.m.

If you don’t want to participate in any of these programs, let us know by calling toll-free **1-877-692-2059**, TTY **711**.
Get Answers To Your Questions In Our Member Guide

Our member guide provides a comprehensive overview about your health plan, tools and resources, plus tips to help you get the most value from your benefits. To access our member guide, download the MyHPN or MySHL app from your app store or sign in on your health plan’s website.

WE PROTECT YOUR PRIVACY

Your privacy is very important to us. Health Plan of Nevada and Sierra Health and Life have a Notice of Privacy Practices, and you may ask for a copy of this notice at any time by contacting Member Services at the number on your health plan ID card or by visiting us online.

YOU’RE COVERED

Under the Women’s Health and Cancer Rights Act, also known as “Janet’s Law,” health plan members are entitled to benefits for medically necessary mastectomy and elective breast reconstruction surgeries. This includes prostheses and treatment for any related conditions, such as lymphedema. For more information, call Member Services at the number on the back of your health plan ID card.
12 TIPS TO MAKE THE MOST OF YOUR HEALTH PLAN

1. Know your rights and learn about the health plan’s quality program.

2. Read your benefit information to find out what is and what isn’t covered.

3. Learn how to use your pharmacy benefit.

4. Find out about copayments and other charges you may be responsible for and how to submit a claim.

5. Know what to do if you have an issue and how to submit a complaint.

6. Know where to get information, such as how to select a provider and make an appointment, how to get specialty and behavioral healthcare services, and find a list of hospitals contracted with your health plan.

7. Know that we research new medical technology.

8. Ask for help if you speak another language.

9. Know that the health plan does not offer incentives for prior authorization denials.

10. Learn about internal and external review for denial of benefits, coverage or your relationship with the plan.

11. Know that we have special medical programs available for members.

12. Find out what to do if you have an emergency, are out of the area, or need care after hours, and if you have any benefit limitations or additional costs.

Get to know more about your health plan. Take a look at the full version of 12 tips on your plan’s website. If you would like a printed copy, please call Member Services at the toll-free number on the back of your health plan ID card.
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Secure video chat with a provider from your computer or mobile device for $0 copay.¹

No appointment needed to get care for non life-threatening and non-urgent medical conditions.

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¹ Same day medication delivery is only available to Health Plan of Nevada (HPN) and Sierra Health and Life (SHL) members, and is for medications prescribed during a NowClinic virtual visit that are not controlled medications or medications requiring refrigeration. Service area is Las Vegas, North Las Vegas and Henderson based on delivery address. Delivery wait times may vary and may carry over to next day depending on time prescription is submitted.

² Calendar year deductible and/or coinsurance may apply to some plans.

NowClinic is not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances. NowClinic services may be covered by some health plans; copays and deductibles may apply. Members under the age of 18 must have a guardian contact NowClinic customer support for assistance in enrolling for their account. Customer support can be reached at 1-877-550-1515.
Financial Information Privacy Notice

This notice describes how financial information about you may be used and disclosed. Please review it carefully.

Effective January 1, 2019

We are committed to maintaining the confidentiality of your personal financial information. For the purposes of this notice, “personal financial information” means information about an enrollee or an applicant for health care coverage that identifies the individual, is not generally publicly available, and is collected from the individual or is obtained in connection with providing health care coverage to the individual.

Information We Collect
Depending upon the product or service you have with us, we may collect personal financial information about you from the following sources:

• Information we receive from you on applications or other forms, such as name, address, age, medical information and Social Security number;
• Information about your transactions with us, our affiliates or others, such as premium payment and claims history; and
• Information from a consumer reporting agency.

Disclosure of Information
We do not disclose personal financial information about our enrollees to any third party, except as required or permitted by law. For example, in the course of our general business practices, we may, as permitted by law, disclose any of the personal financial information that we collect about you, without your authorization, to the following types of institutions:

• To our corporate affiliates, which include financial service providers, such as other insurers, and non-financial companies, such as data processors;
• To nonaffiliated companies for our everyday business purposes, such as to process your transactions, maintain your account(s), or respond to court orders and legal investigations; and
• To nonaffiliated companies that perform services for us, including sending promotional communications on our behalf.

Confidentiality and Security
We maintain physical, electronic and procedural safeguards, in accordance with applicable state and federal standards, to protect your personal financial information against risks such as loss, destruction or misuse. These measures include computer safeguards, secured files and

Continued on page 20
buildings, and restrictions on who may access your personal financial information.

Questions About This Notice
If you have any questions about this notice, please call the toll-free member phone number on your plan ID card or call the Customer Service Call Center at one of the following numbers below:

Health Plan of Nevada Members:
1-800-777-1840 (TTY 711).

Sierra Health and Life Members:
1-800-888-2264 (TTY 711).

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We do not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free language services to help communicate with us. We offer interpreters, letters in other languages, and letters in other formats like large print. To get help, please call 1-800-777-1840 for Health Plan of Nevada Members, 1-800-888-2264 for Sierra Health and Life Members, or the toll-free phone number listed on your ID card (TTY 711). Monday through Friday, 8 a.m. to 8 p.m. ET.

**ATENCIÓN:** Si habla español (Spanish), los servicios de asistencia de idiomas están disponibles sin cargo. Los miembros de Health Plan of Nevada deben llamar al 1-800-777-1840. Los miembros de Sierra Health and Life deben llamar al 1-800-888-2264.

注意: 如果您說中文（Chinese），我們可免費提供語言協助服務。Health Plan of Nevada 會員請致電 1-800-777-1840。Sierra Health and Life 會員請致電 1-800-888-2264。

**For Members in California:**

You may be entitled to the rights and services below. You can get an interpreter or translation services at no charge. Written information may also be available in some languages at no charge. To get help in your language, please call 1-800-777-1840/TTY: 711 for Health Plan of Nevada Members or call 1-800-888-2264/TTY: 711 for Sierra Health and Life Members. If you need more help, call HMO Help Line at 1-888-466-2219 or Department of Insurance Hotline at 1-800-927-4357.

**Para miembros de California:**

Es posible que califique para los siguientes derechos y servicios. Puede conseguir un intérprete o servicios de traducción sin cargo. También es posible que haya información escrita disponible en algunos idiomas sin cargo. Para obtener ayuda en su idioma, llame al 1-800-777-1840/TTY: 711 para miembros de Health Plan of Nevada o al 1-800-888-2264/TTY: 711 para miembros de Sierra Health and Life. Si necesita más ayuda, llame a la línea de ayuda de la Organización para el Mantenimiento de la Salud (Health Maintenance Organization, HMO) al 1-888-466-2219 o a la línea directa del Departamento de Seguros al 1-800-927-4357.

對於 California地區的會員：

您享有以下權利並有權獲得以下服務。您可以獲得一位免費的口譯人員或免費翻譯服務。對於有些語言，還可免費獲得書面資訊。Health Plan of Nevada 會員如需以您的語言獲取協助，請致電 1-800-777-1840 / 聽力語言障礙服務專線：711；若為 Sierra Health and Life 會員，請致電 1-800-888-2264 / 聽力語言障礙服務專線：711。如需更多援助，請致電管理局式醫療保險機構協助專線 1-888-466-2219 或保險局熱線 1-800-927-4357

2For purposes of the Language Assistance Services and this Non-Discrimination Notice ("Notice"). "we" refers to the entities listed in the enclosed Financial Information Privacy Notice. Please note that not all entities listed are covered by this Notice.
FLU ALERT!
Colds, flu and COVID-19 have some things in common. Visit your health plan’s website for more information and where to get a flu shot.