

NON-PROFIT ORG
U.S. POSTAGE
PAID
DETROIT, MI
PERMIT #6785

WHERE TO GET HELP

Call the **Henry Ford Concierge Team** at **(844) 436-7637**, available Monday-Friday 7:30am-5:30pm, to find a provider or schedule an appointment.

Call the **MyCare Advice Line** at **(833) 262-1949** for free, 24/7 adult and pediatric medical advice.

Contact **BCBSM Customer Service** at **(800) 482-2200** or visit **bcbsm.com** for questions about covered services and assistance with claims (Explanation of Benefits).

Send a Henry Ford **MyChart message** for non-emergency questions and receive a response within 24-48 hours.

Visit henryford.com/gm for more information.

LOOKING AHEAD TO 2020

Annual enrollment is just a couple months away. Henry Ford Health System hopes that your healthcare experience has been a good one.

Since January 1, the Henry Ford team has continued to add primary and specialty care providers to enhance the network of more than 3,000 ConnectedCare providers throughout southeast Michigan.

We welcome your questions and suggestions at ncoservice@hfhs.org or **(844) 436-7637**.

"Watch Your Back" article used information presented by:
Office of Communications and Public Liaison
National Institute of Neurological Disorders and Stroke
National Institutes of Health
Bethesda, MD 20892

NINDS health-related material is provided for information purposes only and does not necessarily represent endorsement by or an official position of the National Institute of Neurological Disorders and Stroke or any other Federal agency. Advice on the treatment or care of an individual patient should be obtained through consultation with a physician who has examined that patient or is familiar with that patient's medical history.

All NINDS-prepared information is in the public domain and may be freely copied. Credit to the NINDS or the NIH is appreciated.

GENERAL MOTORS



CONNECTED CARE

SMARTER CARE. DESIGNED AROUND YOU.

2019 Q3 Newsletter



GENERAL MOTORS



SCHOOL DAYS: BACK AGAIN

It's time to start thinking about back-to-school. These tips can help your child return to the classroom successfully:

- **Time machine.** Start moving up bedtime by 10-minute increments every other day.
- **Try on clothes.** Set aside time for your child to try on the previous year's school clothes.
- **Order or buy supplies.** Check out the condition of your child's folders and backpack. Purchase needed supplies and books to avoid last-minute shopping during the first week of school.
- **Have a chat.** If your child struggled academically or socially last year, try to stay ahead of these issues. Talk with your child regularly about how to handle these challenges. Reach out to the school counselor or seek professional counseling if you need assistance.
- **Look ahead.** Help your child set realistic expectations.
- **Create calm.** High-school students, particularly juniors and seniors, may feel overwhelmed with a demanding curriculum, assessment testing and post-graduation planning. Look for tools to help reduce your teenager's stress while at home.



WATCH YOUR BACK

Overdoing it while playing sports or working around the house can result in a wrenched back, tweaked back muscles or, even worse, damage to the discs. Some of the most common ways people hurt their backs, according to the National Institutes of Health (NIH), are the result of improper body mechanics. These damaging movements include:

- Sudden movements that jolt or strain the back
- Not maintaining proper posture
- Lifting objects improperly



Examples of these can be carrying multiple bags of mulch from the car into the yard, picking up your child and twisting to look at something over your shoulder or lunging to hit that drop-shot at your Sunday morning tennis game. It's possible to make these movements many times without issue. But at some point your back may scream: "Enough!"

1. **Stretch.** Make it a practice to stretch before any exercise or strenuous activity.
2. **Maintain a strong core.** By keeping your stomach muscles strong and engaging them when lifting (or hitting that backhand), you can help prevent injury.
3. **Sit up!** Slouching increases curvature of the spine and places stress on the back. Pay special attention to your posture when working on a computer or sitting in meetings. Keep your shoulders, back and spine straight.
4. **Maintain a healthy weight.** Through proper nutrition and exercise you can avoid gaining extra weight, which puts stress on lower back muscles.
5. **Lift from the knees and keep items close.** When lifting something, tighten your stomach muscles, engage your legs and then lift with good posture. It also helps to keep the object as close to your body as possible.

Remember these tips as we head into autumn. Back injuries can occur from raking leaves and bagging them, lifting heavy pumpkins and leaning over to trim tree branches or shrubs. If back pain persists, see your primary care physician to determine if the injury is more serious.

NIH article reference: https://www.ninds.nih.gov/Disorders/Patient-Caregiver-Education/Fact-Sheets/Low-Back-Pain-Fact-Sheet#3102_3

CONNECTEDCARE FOR COLLEGE STUDENTS

Now is a good time to review your child's healthcare options if he or she will be attending school or traveling outside the Detroit metropolitan area. Level 1 Care costs less than Level 2 Care. Visit bcbsm.com/gmplan or visit your Castlight account to confirm a provider is a Level 1 provider or facility.



Level 1 Care

- Qualified medical emergencies at the ER, no matter where you are
- Retail health clinics
- Henry Ford MyChart virtual options and BCBSM Online Doctor Visits

Level 2 Care

- Now through Dec. 31, 2019: All non-Henry Ford walk-in and urgent care facilities

To improve access to care while away from home, beginning January 1, 2020:

- All non-Henry Ford walk-in and urgent care facilities throughout Southeast Michigan will remain Level 2
- **BCBSM PPO network urgent care facilities outside of Southeast Michigan will also be considered Level 1**

If your child has a chronic condition that requires ongoing care while away, he or she will need a waiver before receiving care from a non-Henry Ford provider for care to be covered at Level 1.

Reminder: Annual physicals are important. If your child didn't see his/her primary care physician over the summer, consider scheduling an appointment now for when they are home during Thanksgiving or the winter/holiday break.

Contact the **Concierge Team (844) 436-7637** for assistance with waivers and to schedule appointments.

FALL INTO THE SEASON WITH EXERCISE

The cooler autumn weather provides a great outdoor fitness center. Before you take your exercise routine indoors, consider some of these outdoor activities:

- If you're a runner, register for some late summer/early fall runs
- Visit a Metropark and experience the activities that most appeal to you
- Create a hiking calendar through October at locations throughout Michigan
- Plan a weekend kayak trip
- Explore parks or trails by bicycle
- Walk, walk and walk some more – use your feet to run errands, enjoy your neighborhood or explore a nearby park

VIRTUAL TIP: E-VISIT

Henry Ford Health System offers E-Visits through our secure Henry Ford MyChart portal for non-urgent and follow-up care needs. To receive care through an E-Visit*

- Log into to your Henry Ford MyChart from your computer or mobile device
- Select "Begin an E-Visit" from your computer or the "E-Visit" icon from your mobile device
- Answer a questionnaire based on your symptoms
- Receive a response from your provider within one business day
- *Please note that there is a charge of up to \$35 for an E-Visit

[Learn more on henryford.com/gm](http://henryford.com/gm)