

# Healthmate

*A Publication of Health Tradition Health Plan*

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A MAYO HEALTH SYSTEM CHOICE IN WISCONSIN

WINTER 2008/09



## Stop Stressing Out & Enjoy the Holidays

Does your holiday "HO, HO, HO" turn into "Oh, Oh, NO"? Here are tips for relaxing and enjoying this holiday season.

**Be realistic.** As families change and grow, traditions and rituals often change as well. Hold on to those you want to, but accept that you may have to let go of others.

**Stick to a budget.** Before you go shopping, decide how much money you can afford to spend on gifts and other items. Then be sure to stick to your budget.

**Forget about perfection.** Holiday TV specials are filled with happy endings. But in real life, you may get stuck late at the office and miss your daughter's school play, your sister may dredge up an old argument, your partner may burn the cookies, and your mother may criticize how you're raising the kids. All in the same day. Accept imperfections in yourself and in others.

**Enjoy yourself.** Set aside specific days for shopping, baking, visiting friends and other activities.

**Learn to say no.** Believe it or not, people will understand if you can't do certain projects or activities. If you say yes only to what you really want to do, you'll avoid feeling resentful, bitter and overwhelmed. If it's really not possible to say no, try to remove something else from your agenda to make up for the lost time.

## Starting in January, Watch for Your New Member Cards!

Health Tradition members will receive new member cards in January 2009. The new cards will have a new unique membership number to provide greater security for personal information and to improve regulatory compliance.

Please continue to use your current card until the new cards are received. Once the new cards are received, please discard the old cards and present your new cards to your provider each time you receive services.

If you need additional membership cards for covered dependents – such as college students – or if a replacement card is needed, contact Customer Service at 1-877-832-1823 and a card(s) will be mailed your home. You can also request a membership card(s), view claims and eligibility information, or find a physician near you at HealthTradition.com.

A sample of a membership card is shown at right. Your card will be customized to your plan.

### The back of your new card will list contact numbers for:

- Customer Service (eligibility, benefits and claim status).
- Ask Mayo Clinic (24-hour nurse line)
- In-patient admissions, emergency admissions, authorizations, and mental health/substance abuse authorization services.
- Claim filing address information for medical and chiropractic claims.
- Assistance in finding a physician.

### Health Tradition Health Plan Premier Plus

*A Mayo Health System Choice in Wisconsin*

HTW12345601 SAMPLE, JOSEPH Q  
HTW12345602 SAMPLE, SUSAN  
HTW12345603 SAMPLE, BRANDON  
HTW12345604 SAMPLE, JESSICA  
HTW12345605 SAMPLE, PEGGY  
HTW12345606 SAMPLE, ANN  
HTW12345607 SAMPLE, KIM

Group #: XXXX Group Name: Your Group Name Here

Plan Type: Medical/Pharmacy  
RX Group: MCL PCN: SXC RX Bin: 610593



Ask Mayo Clinic 24-hour nurse line 1-877-817-0936

Member must obtain approval prior to non-emergency hospital admission and within 48 hours of an emergency hospital admission. Call 1-888-758-7848 (toll-free) in the United States or 608-781-2118 (local).

Medical claims are administered by MMSI. For benefit information contact:  
Customer Service 1-877-832-1823 (toll-free) or TDD 1-800-407-2442

Submit medical claims to: MMSI, 4001 41st Street NW, Rochester, MN 55901-8901

To locate a provider outside the Health Tradition network area:  
Call NPPN at 1-800-557-1656 or visit [www.planvista.com](http://www.planvista.com)  
Submit chiropractic claims to: Health Services Management,  
7805 Hudson Rd, Suite 190, Woodbury, MN 55125



[www.healthtradition.com](http://www.healthtradition.com)



**If you have any questions, contact Customer Service at 1-877-832-1823.**










New Provider Directories are available.  
Call Customer Service at 1-877-832-1823 for a copy.  
The Provider Directory is also available online at  
**HealthTradition.com.**



## A New You in the New Year? Make Your Plan now!

Want to make a New Year's resolution to quit smoking, lose weight, exercise more or to eat healthy foods? The key to your success could be in your preparation. That's right – making a strong, realistic plan now can help you stick to your resolution and live a more healthy lifestyle in 2009 and beyond!






-  **Put it on paper** – Why do you want to change a behavior? Do you want to have more energy? Fit into your old clothes? Reduce your risk of a heart attack? Have more energy? Set a good example for your kids? Write them all down. When you're feeling the urge to revert to old behaviors, take out the list and remember why you want to be more healthy.
-  **Seek support** – ask others to join you. Form your own support network. Enroll in a tobacco cessation program, exercise class, weight loss program, or nutrition education program. Arrange walking times with a friend. Plan for a few friends to do a Pilates DVD together! Peer pressure can be good!
-  **Identify triggers** – come up with a plan to avoid problem situations. List all the places where smoking isn't allowed, such as movie theaters. Identify healthy choices on menus at restaurants. Pick a favorite TV show and plan to exercise during it instead lying on the couch.
-  **Replace old habits** – think of new routines that aren't associated with your old behaviors. Load up on gum, or find new routes to work to avoid smoking. Buy new placemats so you enjoy sitting down for a healthy meal. Load your Ipad® with great music to enjoy while exercising. Buy a fun dancing DVD. Find delicious, new recipes to replace your old unhealthy ones.
-  **Distract yourself** – Have a plan for when you want to smoke or eat junk food – such as calling a friend, taking a brisk walk or dancing. To keep your mouth busy, chew sugarless gum, cinnamon sticks, toothpicks or straws. If you can hold out long enough — usually just a few minutes — the craving may pass. Don't fool yourself into thinking that it's OK to have just one cigarette. It's not.
-  **Don't over indulge now** – don't let the holidays become a dietary free-for-all with no exercising. Some indulgence is OK, but overindulgence only makes new habits harder to form. Have a healthy snack before holiday parties so that you don't go overboard on sweets, cheese or drinks. Start exercising a little now so it's easier on January 1. Also, start cutting back on smoking now.
-  **Rethink resolutions** – don't resolve to change your whole life. Instead, try to return to basic, healthy lifestyle routines. Don't totally cut out sweets – replace them with 5 fruits and vegetables a day. Don't plan to run a marathon if you're not a runner. Be realistic and healthy!

—Source: MayoClinic.com

## Check out our new Website!

Health Tradition has launched a new Website with a fresh new look, improved navigation, and more great information. The new site will make it even easier for you to find the information you need.

### IMPROVEMENTS INCLUDE:

-  **Frequently requested information on the Home page**
-  **Built-in search functionality**
-  **Health and Wellness information**
-  **Login for *Mayo Clinic EmbodyHealth*, now on every page**
-  **New promotional area on each page with timely, relevant information about new additions or events**

Spend some time browsing through the site—we think you'll like what you see!

# 5th Annual Women's Wellness Retreat

## Press Pause...

Friday, March 13–Saturday, March 14, 2009

Stoney Creek Inn

3060 South Kinney Coulee Road, Onalaska, WI

*It's time for women of the Coulee Region to  
"Press Pause ... to Listen to Your Heart"*

Join us for the 5<sup>th</sup> Annual Franciscan Skemp Healthcare Women's Wellness Retreat. This year you are invited to "Press Pause... to Listen to Your Heart." Your heart plays an important role not

only in your physical health, but also your personal happiness and relationships. We want you to take some time to focus on your heart, bond with your family and friends and do something nice just for you!

In honor of our 5<sup>th</sup> anniversary, we are bringing back one of our favorite speakers – Dr. Deb Kern! Dr. Deb, as she likes to be called, is passionate about

helping women create health, balance, serenity and joy in their lives. Her years of practice as a nurse, health scientist, educator, personal trainer, yoga and Nia teacher have given her lifestyle insights not found in books. Dr. Deb will share how listening to

your heart can bring you more pleasure, improve your relationships and give you the life your soul desires in three inspirational sessions. This year's Activity Sessions will let you pause: to eat well, to be inspired, to sleep, for creativity, to love and to get to the heart of the matter.

Franciscan Skemp and Sue Kolve's Salon & Day Spa are teaming up to offer wonderful relaxation and pampering experiences – manicures/pedicures, massage and more! Your shopping wishes will be fulfilled by our exhibitors including: The Canticle, Organic Glasswork Jewelry, Handmade Natural Beauty, Barnes and Noble and more! We will also be having a fashion show featuring items from CityWear and Kick.

The 2008 retreat was a sell-out, so make your reservations early! Retreat brochures will be available in January. To request a brochure, contact Cathy Pupp at 608-392-4172 or [pupp.cathleen@mayo.edu](mailto:pupp.cathleen@mayo.edu) or visit [www.franciscanskemp.org](http://www.franciscanskemp.org). Registration is due March 2.



## Give the gift of relaxation and well-being



We all feel anxiety and stress, don't always sleep well, may be burdened with chronic pain, or not sure of our life's direction. We want to understand our total health better. Not just of the body, but of the mind and spirit. We all want to enhance our own natural healing process – to feel more empowered, have more energy and experience more tranquility. The Center for Health and Healing offers a menu of healing offerings for the whole person:

- **Massage Therapy**
- **Acupuncture**
- **Aromatherapy**
- **Biofeedback**
- **Healing Touch**
- **Life Coach**
- **Reiki**
- **Yoga and more!**

**Gift  
Certificates  
available!**

For more information, call the Center for Health and Healing at (608) 392-5005.

## New Providers

### ARCADIA

Franciscan Skemp – Arcadia

- ◆ Marilyn Motszko, FNP, Family Medicine

### BLACK RIVER FALLS

Krohn Clinic

- ◆ Sarah Wolpe, MD, Family Medicine

### BOSCOBEL

Bluff Street Clinic

- ◆ Gert Hasselhof, MD, Family Medicine

### CASHTON

Scenic Bluffs Community Health Center

- ◆ Ann Prell, APNP, Family Medicine

### COLFAX

Luther Midelfort – Chippewa Valley – Colfax

- ◆ Michael Shipman, PA-C, Family Practice

### EAU CLAIRE

Luther Midelfort – Clairemont

- ◆ Muaj Lo, MD, Family Medicine
- ◆ Andrea Skinner, DO, Family Medicine
- ◆ Wayne Wu, MD, Ophthalmology

Midelfort Clinic – Express Care Mega Foods

West Urgent Care/Walk-In location

Midelfort Clinic – Express Care South Point

Urgent Care/Walk-In location

Luther Midelfort – Luther

- ◆ Rebecca Simington, SA, Orthopedics
- ◆ Jennifer Bantz, MD, Womens Health

### FENNIMORE

Fennimore Family Medicine

- ◆ Judy Lyness, APNP, Family Medicine

### FENNIMORE AND MUSCODA

Fennimore Family Medicine

Riverside Family Practice

- ◆ Jean Tobin, PA-C, Family Medicine

### HILLSBORO/PDC/BOSCOBEL

Associated Podiatrists

- ◆ Nicholas Lombardo, DPM, Outreach Podiatric Services

### HOLMEN

Franciscan Skemp – Holmen

- ◆ Richard Rogge, MD, Family Medicine

### LA FARGE

La Farge Medical Clinic

- ◆ Shawn Sedgwick, MD, Family Medicine

### MAUSTON

Mile Bluff Clinic

- ◆ Robert Riedle, MD, Orthopedics
- ◆ Bradley Ingraham, PA-C, Family Medicine
- ◆ Rebecca Tuley, PA, Family Medicine

Hess Memorial Hospital

- ◆ Judith Bessac, LCSW, Behavioral Health

### MENOMONIE

Red Cedar Medical Center

- ◆ Lyle Mac Iver, MD, OB/GYN

- ◆ Richard Renwick, MD, OB/GYN

### ONALASKA

Franciscan Skemp – Onalaska

- ◆ Mamatha Bollineni, MD, Int. Medicine

### VIROQUA

Family and Children's Center

- ◆ Kathy Rohr-Ninmer, LCSW, Beh. Health

### WINONA, MN

Winona Health – Winona Clinic

- ◆ David Lofgren, MD, Family Medicine

- ◆ Mary Funk, FNP, Geriatric Medicine

- ◆ Katy Wait, LMFT, Marriage & Fam. Therapy

### REEDSBURG

Reedsburg Physicians Group

- ◆ Spencer Fast, MD, Family Medicine

## IMPORTANT REMINDER

### Health Tradition 65Plus Members:

The following providers and facilities are not currently included in the Health Tradition network for members on the 65Plus plan.

- ◆ Luther Midelfort providers and facilities
- ◆ Red Cedar Medical Center

For a current list of provider updates, refer to [www.healthtradition.com](http://www.healthtradition.com)

# Health Tradition

*A Mayo Health System Choice in Wisconsin*

Executive Director  
 Medical Director  
 Associate Medical Director  
 Director of Operations & Clinical Services  
 Director of Sales & Marketing

Steven M. Kunes  
 Alan Krumholz, MD  
 Martha Binn, MD  
 Beverly Larson, RN  
 Michael Eckstein

**The purpose of Healthmate is to inform and communicate with health plan members. Please submit suggestions or ideas to:**

Health Tradition Health Plan  
 1808 East Main Street, Onalaska, WI 54650

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## Providers Leaving our Network

### LA CROSSE

Franciscan Skemp – La Crosse

- ◆ Hari Pandya, MD, Gastroenterology

### BOSCOBEL

Boscobel Area Health Care

- ◆ Irinel Chiriac, MD, Psychiatry

Bluff Street Clinic

- ◆ Scott Walker, MD, Family Medicine

### EAU CLAIRE

Luther Midelfort – Luther

- ◆ Sean Cabbage, PA-C, Cardiovas. Surgery

### HOLMEN

Franciscan Skemp – Holmen

- ◆ Sally Williams, MD, Family Medicine

### RUSHFORD

Winona Health – Rushford Clinic

- ◆ Carmen Scudiero, MD, Int. Medicine

### WINONA, MN

Winona Health Psych. & Counselg. Services

- ◆ Kevin Quinn, MD, Psychiatry

### MENOMONIE

Red Cedar Medical Center

- ◆ Elton Fennell, MD, OB/GYN

## Providers on the Move

### BLACK RIVER FALLS TO LA CROSSE

Family and Children's Center

- ◆ Paula Bank, MD, Psychiatry

### BLACK RIVER FALLS TO VIROQUA

Family and Children's Center

- ◆ Mary Cortesi, LCSW, Behavioral Health

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