

# Healthy Hearts, Healthy Lives

## Prevention Toolkit



**Nicole daLomba,  
Health Net**

*We support our  
members through all  
stages of health.*







# Healthy Hearts, *Healthy Lives*

In this toolkit, you will learn how to prevent and manage heart disease.

*You will learn more about heart disease:*

What is it?

What causes it?

What are the risk factors?

How to prevent and manage it?

What are Health Net's *Healthy Hearts, Healthy Lives* resources?

*You will learn how to:*

- Eat a healthy diet
- Keep a healthy weight
- Stay active
- Reduce your stress
- Quit smoking
- Limit your alcohol
- Control your cholesterol
- Lower your blood pressure
- Manage your diabetes
- Take your medicines safely
- Talk with your doctor



**Karen Boyd,**  
**Health Net**  
*We work to make  
a difference, one  
member at a time.*

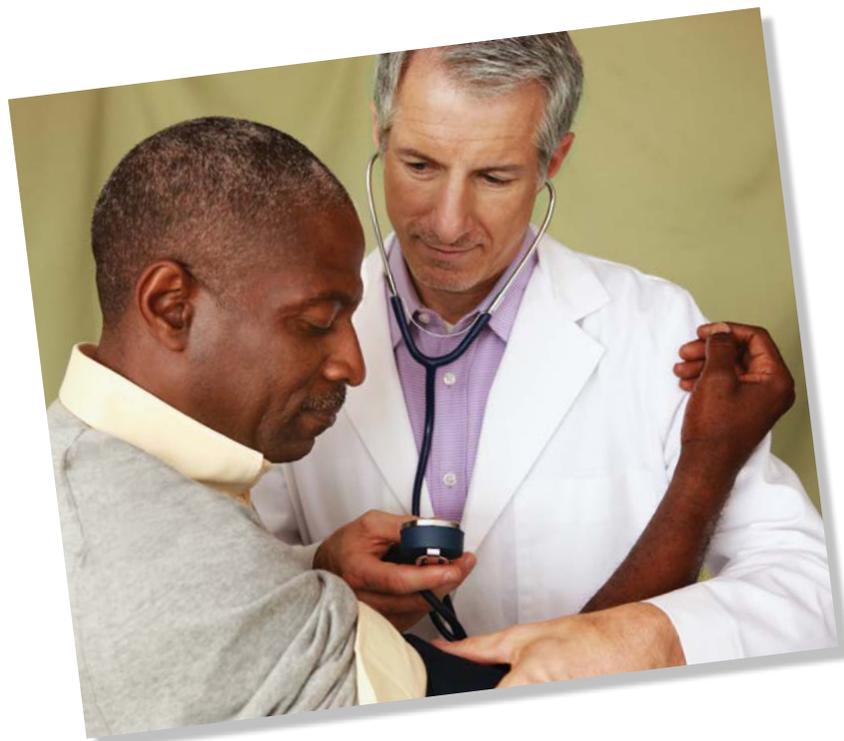


# What Is Heart Disease?

Heart disease, or cardiovascular disease, is the number one cause of death for men and women in the United States.<sup>1</sup> Heart disease is any condition that affects the heart's ability to function normally.

## *Heart disease can take many forms:*

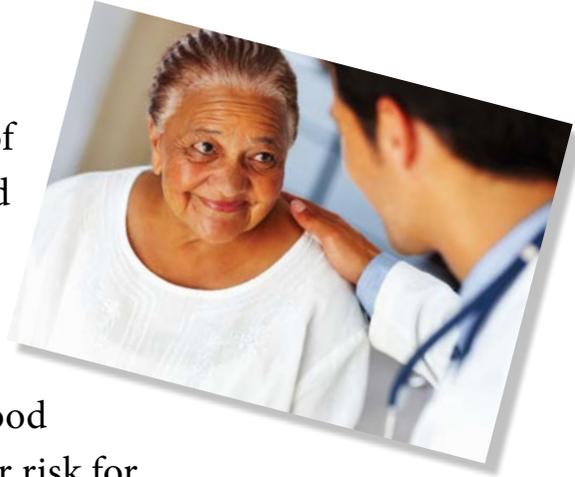
- **High blood pressure:** when the heart has to work very hard to pump blood through the body.
- **Coronary artery disease (CAD):** when plaque, (bad fat and cholesterol) builds up in the walls of the blood vessels and lowers blood flow to the heart. CAD can lead to heart attack or heart failure.
- **Heart failure:** when the heart muscle can't correctly pump blood through the body.
- **Cardiac dysrhythmia:** abnormal heartbeats.
- **Peripheral vascular disease (PVD):** when the arteries that supply blood to the organs, arms and legs become blocked.



<sup>1</sup>Centers for Disease Control and Prevention, [www.cdc.gov](http://www.cdc.gov).

# What Are Your Risk Factors for Heart Disease?

There are things called risk factors that raise your chances of getting heart disease. Some risk factors cannot be controlled such as age, race, sex (whether you are male or female), and family background of heart disease. Other risk factors can be controlled. The more risk factors you have, the greater your chances are of getting heart disease. Making good changes in your life can improve your health and lower your risk for heart disease.



## *Risk factors you **can** control*

- Overweight or obese
- High fat or high salt diet
- Not exercising
- Smoking or using tobacco
- Heavy and regular alcohol drinking
- Stress
- High blood pressure
- High cholesterol
- Diabetes
- Not taking your medicine

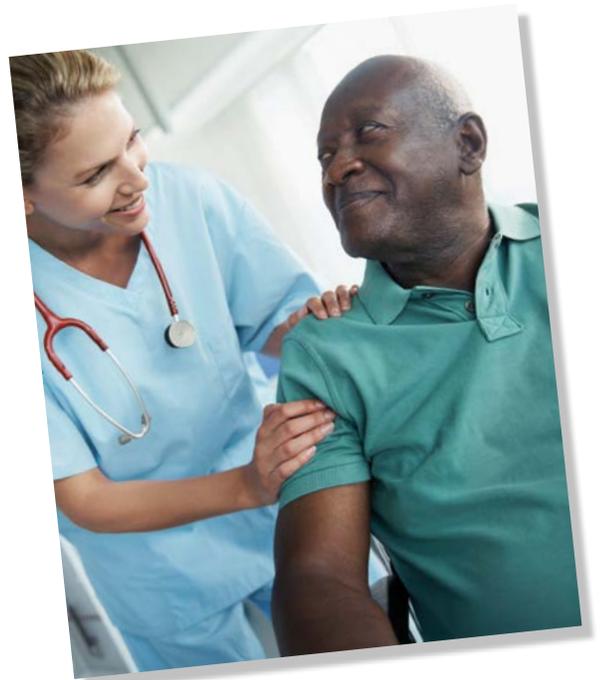
## *Risk factors you **cannot** control*

- Age
- Sex
- Family history of heart disease
- Race

# *Signs and Symptoms* of a Heart Attack

Not all of these symptoms happen every time. Sometimes symptoms will go away and come back. If you feel any of these symptoms, you should **call 911 right away!**

- Chest pain or pressure
- Shortness of breath
- Frequent coughing or wheezing
- Feeling unusually tired or weak during physical activity or at rest
- Palpitations (fast or strong heartbeats)
- Jaw, back or arm pain, weakness or numbness

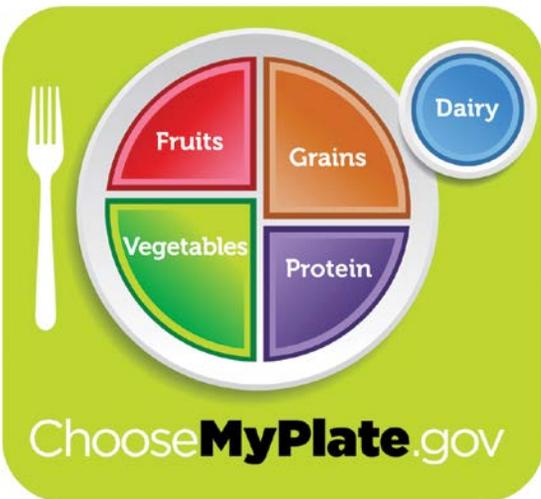


# Which Lifestyle Changes Can Help Prevent Heart Attacks?

Whether you are looking for ways to prevent or manage heart disease, you can take control by making vital and lasting changes to your lifestyle. The following tips can help you have a healthy heart and live a healthy life.

## 1 Eat a healthy diet

A healthy diet is key to a strong heart. Let MyPlate be your guide to a balanced meal. Eating healthy foods can help lower high blood pressure and bad cholesterol.



Source: United States Department of Agriculture, [www.choosemyplate.gov](http://www.choosemyplate.gov).

### Focus on fruits

- Mix the colors of fruits.
- Try apples, bananas, oranges, kiwis, and grapes.



### Vary your veggies

- Eat different colored vegetables.
- Try carrots, broccoli, spinach, and eggplant.
- Drink 100% vegetable juice.



### Get enough dairy

- Choose low fat or fat-free milk, yogurt and cheese.
- If you can't drink milk, try a lactose-free option, like soy milk.



### Eat less salt or sodium

- Limit packaged foods with high amounts of salt, such as canned foods, lunch meats, sauces, and mixes.
- Limit salt by using herbs, spices and lemon juice.
- Eating no more than 1,500 milligrams of salt or 3/4 teaspoon of salt in a day is good for you.



It's important to eat foods from each food group. Half of your plate should be fruits and veggies.

### Eat less fat

- Saturated fats, or solid fats, are fats that become solid at room temperature, like butter.
- Saturated fats contain high amounts of cholesterol that lead to plaque buildup in the arteries and lead to heart disease.

### Go lean with protein

- Choose lean beef, seafood and chicken (baked or grilled).
- Try beans, lentils and eggs.
- Snack on unsalted nuts and seeds.
- Eat soy products such as tofu.



### Eat more whole grains

- Choose 100% whole wheat bread.
- Look for foods with whole grain listed as the first ingredient.
- Try oatmeal, plain popcorn, corn tortillas, brown rice, and whole wheat pasta.



### Eat less sugar

- Added sugars are sugars and syrups added to foods when they are made.
- Too much of these sugars can lead to unwanted weight gain and diabetes.
- Choose water or low fat milk instead of sugar sweetened drinks like soda.



20 oz. soda



22 packs of sugar!



**Angel Nazir,  
Health Net**

*We support a  
healthy diet for  
a strong and  
healthy heart.*

## 2 Keep a healthy weight

Reduce extra weight to lower your blood pressure and reduce your risk for heart disease. Talk to your doctor about a weight that is right for you.

### Cut down on portions

- Reduce the amount of food you put on your plate.
- Use a smaller plate. Eat slowly, and stop eating when you are full.

### Don't skip meals

- Eat breakfast every day.
- Your body needs fuel to help you through the day.
- Avoid high-calorie snacks like candy and ice cream.

### Plan for difficult situations

- Eat a healthy snack before parties and other get-togethers.
- Avoid nibbling on unhealthy snacks in between meals.

### Exercise every day

- Adults should stay active and try to get at least 30 minutes of exercise a day.
- Always talk with your doctor before starting a new exercise program.

### Rethink your drink

- Limit sodas, energy drinks and sports drinks. Fruit juice also has a lot of sugar. Eat whole fruit instead.



### Drink more fluids

- Your body depends on fluids to work properly.
- Aim for at least 6–8 cups of fluids every day.
- Add a slice of fruit, cucumber or mint to water to give it flavor!



### Lower your body mass index (BMI)

Body mass index (BMI) is a measurement that uses your height and weight. BMI shows if your weight is normal, or if you are underweight, overweight, or obese. A normal BMI for adults is 18.5–24.9. Ask your doctor about your BMI, and if it is high, ask for tips on how to lower it.



A high BMI may put you at risk for heart disease, diabetes, high blood pressure, and other serious health issues. Work with your doctor on a plan to keep your BMI normal.

The standard weights with BMI ranges for adults are shown in the table.

| <i>BMI percentile</i> | <i>Standard weights</i> |
|-----------------------|-------------------------|
| Below 18.5            | Underweight             |
| 18.5–24.9             | Healthy/Normal weight   |
| 25.0–29.9             | Overweight              |
| 30.0 and above        | Obese                   |

Source: Centers for Disease Control and Prevention, [www.cdc.gov](http://www.cdc.gov).

### 3 Stay active

For a strong, healthy heart, exercise is important. Adults should try to get at least 30 minutes of exercise every day. It will help burn the extra calories you get from food. Choose activities you enjoy.

#### Types of exercise

There are many types of exercise to choose from. Each type has different benefits.

Take a look at the options below. Choose activities that match your fitness level and ability.

#### Cardio

Cardio exercises are also called aerobic exercises. They are good for your heart and lungs and can help delay or protect against heart disease. When doing these exercises, your heart will beat faster and you will breathe a little faster. Cardio exercises include fast walking, jogging, dancing, bicycling, swimming, and playing sports.

#### Strength

Strength exercises are meant to help build muscles. Try the following activities 2–3 times a week: push-ups, bicep curls, arm and leg raises. Refer to the Fit Families for Life DVD for these exercise tips. The DVD includes exercises for all ages.

#### Stretching

Stretching exercises help keep your muscles flexible. They also help reduce pain and stiffness in your body. With more flexibility, it becomes easier to bend and reach for things. It's best to stretch after your muscles are warmed up. Try yoga or tai chi.



#### Need more exercise ideas?

Take a look at Health Net's Fit Families for Life DVD. Try the standing or chair exercises.

#### Balance

Keeping good balance helps in many ways. You are less likely to fall and hurt yourself with proper balance. This is really important as we get older. Try balance exercises every day like standing on one foot or walking heel to toe in a straight line.

#### Start smart

When you're ready to begin:

- Start slowly. You don't have to do 30 minutes of exercise all at once. It's okay to do 10 minutes of exercise at a time, 3 times a day.
- Find a pace that's right for you. Don't overdo it. A doctor can suggest exercises for you if you have a medical condition that limits movement.
- Wear comfortable clothing and shoes and don't forget to drink water.
- Don't forget to warm up and stretch before exercising. Warm up by walking around or marching in place for a few minutes.
- Drink a cup of water before and after exercising.
- If you feel pain during your exercise, you should stop right away. Talk with your doctor to see if you should continue.

## 4 *Manage your stress*

Stress is the physical, mental or emotional tension that you may feel when there are changes or demands in your life. Stress can be caused by one big event or many small events. The causes of stress may be health problems, money concerns, family conflicts, or sudden life changes.



### Signs and feelings of stress

When you have ongoing stress, your body may get sick or have pain. Signs of stress include:

- **Chest pain/angina.** Chest pain can feel like a tight chest with sharp pains. Stress can raise your feeling of chest pain.
- **Blood pressure.** Stress can raise your blood pressure, which puts more stress on your heart.
- **Irregular heartbeat.** Stress can make you have an irregular and faster heartbeat.
- **Back and neck pain.** Stress shrinks the blood flow to your back and neck, which causes muscle aches and nerve pain.
- **Headaches.** Stress shrinks the blood flow and oxygen to the muscles in the face, head and scalp. This causes tight muscles, which may cause headaches.
- **Panic attacks.** Stress can lead to a panic attack where you feel anxious, have trouble breathing and your heart beats faster.
- **Depression.** Chronic or ongoing stress over time can cause feelings of sadness that won't go away.
- **Overeating.** Stress can lead to eating too much because people find comfort in eating certain foods.
- **Increased smoking.** Stress can cause you to smoke more, which is harmful to your body.
- **Increased drinking.** Stress can cause you to drink more alcohol, which is harmful to your body.



### Take care of your body and mind

- **Exercise daily.** Regular exercise gives you more energy and peace of mind, lowers stress, and helps with many health problems. If you're not sure if exercise is right for you, ask your doctor first.
- **Eat a balanced diet.** Eat plenty of vegetables and fruits, whole grains and lean meats. Limit saturated fats and salt.
- **Sleep** 7–9 hours each night.
- **Take a walk** to lower your blood pressure, manage your weight and boost your mood.

### Avoid drinks that are high in sugar and calories

- **Limit your caffeine.**
- **Limit your alcohol.**

### Relax

- **Breathe.** Use deep breathing to lower your heart rate and calm down.
- **Enjoy yourself.** Spend time doing things that bring you joy.
- **Relax** with exercise, yoga, tai chi, meditation, reading, or music.

### Talk and get support

- **Laugh or cry** to lower your tension and stress.
- **Ask for help** from family and friends.
- **Look for** events that cause stress, and take steps to avoid events that control how your body reacts to the stress.
- **Seek support** from family and friends because they play a vital role in keeping stress levels under control.
- **Talk to your doctor** if you feel that you can no longer manage your stress on your own.

## 5 Quit smoking

Quitting smoking is not easy, but it is possible! It is one of the best choices that you can make for your health. Quitting smoking can lower your risk of breathing problems, heart attack, stroke, and cancer. It can also raise your blood flow, lower your blood pressure and boost your energy.

The choice to quit smoking must be yours. Find the reasons why you smoke and ways to quit. Here are some ways to help you with your plan to stop smoking. Talk with your doctors about prescription and over-the-counter medications that will help you stop smoking, if they are an option for you.

### Before *quitting*

- Write down your reasons for quitting.
- Talk to your doctor and ask for advice on ways to stop smoking with medicines or other treatments.
- Set a quit date and stick to it.
- Tell your family and friends about your choice to quit smoking.
- List the activities or feelings that may cause you to smoke such as stress, drinking, caffeine, driving, watching TV, or boredom.
- Create a quit plan that includes ways to deal with causes, slips, stress, and weight gain.
- Prepare for your quit day. Throw away all ashtrays, lighters and tobacco products that are in your home or car, or at work.
- Clean your home and car to get rid of the smell of cigarettes.

### After *quitting*

- Think positively and believe in yourself and your success.
- Change your surroundings and stay away from smokers.
- Keep your list of reasons for quitting handy.
- Resist cravings by taking deep breaths, drinking water, exercising, and finding hobbies to keep busy.
- Replace the urge to smoke by chewing sugarless gum or keeping chewy low-calorie snacks, fruits and vegetables nearby.
- Reward yourself with something special.
- Surround yourself with the support of your family and friends.
- Don't give up.



Secondhand smoke is also unsafe and can raise your risk of heart problems. If you live with smokers, give them the support to help them quit.

## 6 *Limit alcohol*

Reduce the amount of alcohol you drink. That means 1 drink a day if you are a woman and 2 drinks a day if you are a man. This will help you lower your risk for unwanted weight gain, depression, stress, high blood pressure, and heart disease. Do not mix alcohol with any type of medicines.

## 7 *Control your blood pressure*

Blood pressure is how hard the blood pushes against the walls of the blood vessels.

High blood pressure raises your risk for heart disease, stroke and other serious health problems. Even though you may not have any symptoms of high blood pressure, it's important to have your blood pressure checked often. You can do this at your doctor's visit, at home or

in a local pharmacy. When you know your blood pressure numbers, you can work with your doctor to keep them in normal range.

### **Blood pressure guidelines**

Age 60 and older – under 150/90

Under age 60 – under 140/90

1. **Systolic** (the top number) – This is when the heart contracts. Your blood pressure rises and blood moves out along the vessels.
2. **Diastolic** (the bottom number) – This is when the heart relaxes. Your blood pressure falls and blood fills the heart.

Sometimes your doctor will tell you to take one aspirin a day. This will help with your blood flow and may prevent a future heart attack or stroke.



## 8 Lower your cholesterol level

Cholesterol is a fat-like substance that your body makes. It is needed for your body to function. Too much cholesterol or fat in your blood, however, can lead to health problems like heart disease, heart attacks and strokes.

### Risk factors of cholesterol

There are many risk factors that affect cholesterol in the blood. Some risk factors such as age, race, sex (whether you are male or female), or if you have a family history of heart disease cannot be controlled. Other risk factors such as smoking, blood pressure, diabetes, diet, and food choices can be controlled. The more risk factors you have, the greater your chances are of having high cholesterol. Making healthy changes in your life can improve your health and lower your risk for high cholesterol.

### The “good” and the “bad” cholesterol

HDL cholesterol is known as “good” cholesterol or “good” fat. It helps prevent arteries from being clogged. High levels of HDL will lower your risk for heart disease.

LDL cholesterol or the “bad fat” is found in your blood. It builds up on the inside of artery walls and can block the artery, which may lead to a heart attack.

- Cholesterol levels can be high based on your diet and the food that you eat.
- High levels of LDL raise your risk for heart disease and stroke.

A blood test will show how much LDL or “bad” fat you have in your blood. Your doctor will look at your risk factors and your cholesterol level to decide what treatment will work best to get your cholesterol at a healthy level.



### Lowering your cholesterol with medicine

Doctors often prescribe medicines (called statins) to lower bad cholesterol levels.

There are four groups that may need statins to lower their risk of heart disease. If you fall into one of these groups or have high cholesterol, talk to your doctor to see if statins are right for you.

1. If you have a history of a cardiovascular disease or an event like a heart attack, stroke or other heart-related problem.
2. If you have a very high level of LDL “bad” cholesterol (190 mg/dl or higher) or you have a family history of high cholesterol.
3. If you have diabetes and are 40 to 75 years old, and have an LDL cholesterol level between 79 and 189 mg/dl.
4. If you do not have heart disease but are 40–75 years old and have a high risk of having a heart attack or stroke within the next 10 years.



To find out if you have high cholesterol, get your cholesterol checked as recommended by your doctor.



## 9 *Manage your diabetes*

### **Diabetes and your heart health**

Having diabetes or pre-diabetes puts you at risk for heart disease and stroke. A person with diabetes is two to four times more likely to have heart problems than a person without diabetes.<sup>2</sup> You can lower your risk by keeping your blood sugar (also called blood glucose), blood pressure and cholesterol under control.

Diabetes is a chronic disease in which the body does not make or use insulin correctly. Insulin is a chemical released by the pancreas, an organ in your body. Insulin helps turn the food we eat into energy. After we eat, some foods become glucose or sugar in our blood. High amounts of sugar in our blood may damage blood vessels, which can lead to heart disease.

### **Risk factors for diabetes may lead to heart disease**

1. Having constant high blood sugar and high blood pressure can damage artery walls and cause plaque buildup. The plaque can prevent blood from flowing through the arteries.
2. Having a lot of bad fat also known as LDL cholesterol can block your arteries.
3. Smoking raises the harmful effects of diabetes. Your body may not be able to use the insulin your body makes. As a result, this makes your heart work harder.
4. Being overweight can make it harder for the body to control blood sugar. It can also raise your risk of getting type 2 diabetes if you have type 1 diabetes.
5. Not being active makes it harder for your heart to work.

Talk to your doctor about any health questions or problems. If you are concerned about diabetes, here are 5 things you can do now:

1. Check your blood pressure and blood sugar.
2. Learn about planning healthy meals to eat a healthy diet.
3. Add physical activity to your day.
4. Take your medicine as directed to control your blood sugar and blood pressure.
5. Stop smoking. Call your doctor or Health Net if you need help.

<sup>2</sup>World Heart Federation, [www.world-heart-federation.org](http://www.world-heart-federation.org).

It is important that you see your doctor for regular checkups, screenings and lab tests.

**The tests below are recommended if you have diabetes:**

• **A1C blood glucose (blood sugar) test**

The A1C tells what your blood glucose has been during the last few months. This lab test should be done every 3 months. It is different from the blood testing you do yourself.

- **Blood pressure** (at every office visit).
- **Blood test** to measure “good” cholesterol, “bad” cholesterol and fats in your blood (once a year).

- **Dilated eye exam** to see if the blood vessels inside your eye are healthy (once a year).
- **Urine protein test** to check for protein in your urine and if your kidneys are healthy.
- **Complete foot exam** to see if the blood flow, nerves and skin in your feet are healthy (a complete exam once a year, a brief foot exam at every office visit).
- **Exam of your gums and teeth** (every 6 months).
- **Weight** (at every office visit).
- **Flu shot** (at the start of flu season every Fall).
- **Pneumonia shot** (ask your doctor if you need it).



**Carol Kim,  
Health Net**

*We focus on getting you the health information you need, when you need it.*



## 10 *Take your medications as directed*



Many people with high blood pressure, high LDL cholesterol and heart disease need to take medicine every day. It is important to take your medicine as directed by your doctor. Doing so will help you be healthy and can help you prevent or manage heart disease.

Take the time to learn about your heart and how your medicine will help it. The more you learn, the more you will know how your medicine helps your heart and improves your health.



**Christine Varner,  
Health Net**

*We keep you connected to  
your health information.*

You can also ask your doctor questions about your medicine, such as:

- What is the name of the medicine?
- Why do I need to take it?
- When should I take it?
- Do I take it with food, water or on an empty stomach?
- Are there any foods or medicines that I should not take when taking this medicine?
- How much do I take?
- What do I do if I miss a dose?
- What are the side effects of the medicine, and when do I call the doctor?
- Is there anything that I should not do when taking the medicine?
- Does the medicine interact with any over-the-counter medicines, vitamins or herbal supplements?

## Keep track of your medicines

Taking medicines at different times each day can be hard. The key is to create a routine that fits into your life. If a medicine schedule is not working for you, it is important to let your doctor know. Your doctor can help you find a way that is right for you. It is good to keep track of your medicines and to follow the time schedule when you should take them.

- Fill all your medicines at the same pharmacy. This allows the pharmacy to have a complete record of all your medicines. The pharmacy will then be better able to help if there are any problems with your medicines. This also allows you to maintain a medical history and bond with the pharmacist.
  - Tell your doctor and pharmacist about all the prescriptions and over-the-counter medicines you take. This includes vitamins and herbal supplements.
  - Talk to your doctor or pharmacist if you have any questions about your medicines. It is very important to finish your medicine if the doctor tells you to do so.
- Report any side effects to your doctor right away.
  - Mark your calendar to refill your medicines so they don't run out.
  - Do not take medicines that have expired.
  - Keep a list of your medicine(s) in your purse or wallet so that you will always have it.
  - Set a schedule to take your medicine and stick to it.
  - Never take your medicine in the dark or if you cannot read the label.
  - Use a pillbox so that you can manage your medicine and have a routine for taking your medicine.



# Talking *with Your* Doctor

It's important to make the most of your visits with your doctor. The following checklist will help you organize your questions and ensure you fully understand your health care. Use these tips as a guide to know what information to tell and ask your doctor. These basic tips can help you make the most of your time during a visit.



- Health history:** Talk about past and current sicknesses, operations and other health issues. If you think a current health concern is something you have felt before, tell the doctor what treatment you received. Explain how the treatment plan worked or did not work.
- Medicines you are taking:** Bring a list or a bag of all your medicines. This includes all prescription drugs, over-the-counter medicines, herbal supplements, vitamins, eye drops, and laxatives. Tell the doctor about any allergies you may have.
- Flu shot:** If you have heart disease, a flu shot every year can lower your risk of flu-related problems. Talk to your health care provider about the benefits of getting a flu shot and when to get it.
- Health concerns:** Bring a written list of health problems that concern you to your doctor's visit. Talk about the most important health problems first. Describe any new feelings or symptoms you are facing, how often you feel them and what makes them go away.

- Pneumonia:** If you have heart disease, catching a cold can lead to serious health problems. Here's what you need to know about heart disease and colds to stay well.

The pneumonia shot helps prevent pneumonia caused by bacteria. The shot is usually required only once. You may need a booster if you received it before the age of 65 or have certain medical conditions.

- Life changes:** Share any life changes or any special issues that you are facing. Doctors can only suggest the best treatment for you if they know other things that are going on in your life.

### *Questions for your doctor if you have a specific condition*

#### **Medical tests**

- What kind of tests do I need?
- What will the test tell me?
- How do I prepare for the test?
- What are the risks or side effects of the test?
- When can I get the results?
- Do I have to do anything special after the test?

#### **Medical results**

- What do my test results mean?
- What other doctors should I share the results with?
- Is there any information about this condition that I can bring home?

#### **Treatment plan**

- What will be my treatment?
- How well does this treatment work?
- Are there any other treatment options?
- Can lifestyle changes help me?
- If medicine is part of the treatment, what are the side effects?

#### **Diet and exercise**

- What type of diet should I be eating?
- What types of food should I avoid?
- How much exercise is right for me?
- What types of exercise can I do?
- How long should I exercise?

#### **Follow-up**

- When do I need to return to see my doctor?
- What signs and symptoms should I look out for?



### **Talk openly with your doctor**

- Ask your doctor to explain things if you did not understand them.
- Be honest. Your doctor can only give you the best care if they know how you feel.
- Do not wait until the end of the doctor's visit to discuss important health issues.
- Make a second appointment to talk about other health issues you may have not had time for.

# *Final Prescription for a* **Healthy Heart** *and a Healthy Life*

There's no getting around it: Heart disease changes your life. For many people, living with a heart condition requires big and small changes. This may include everything from having major surgery to adding more fruits and vegetables to your diet. Change can be hard and sometimes even scary. But with support, resources and a strong will, most people are able to handle these changes.

Pick up this booklet when you need information and encouragement. Ask for support from family and friends. Keep in touch with your doctor. Make new heart healthy lifestyle choices one healthful habit at a time.

Above all, be patient with yourself. You're on a new life path that needs plenty of courage, knowledge and strong will. Try your best to stay on that path by making a daily promise to take good care of yourself and your heart. You will discover what millions of others have learned: You can live a happy and healthy life with heart disease.



**Kim Aung,  
Health Net**  
*We help members  
build healthy habits.*

# Health Net

# Member Resources

These toll-free numbers provide important Health Net resources for members.

You can also log in to [www.healthnet.com](http://www.healthnet.com) to get more information.

| <i>Health Net resource</i>  | <i>Medicare</i>   | <i>Cal MediConnect<br/>(Medicare-Medicaid<br/>Plan)</i> | <i>Medi-Cal<br/>(Medicaid Plan)</i>           |
|---|---|---|---|
| <b>California</b>   |   |   |   |
| <b>Customer Care Center</b><br>Get help and support about your benefits.  | 1-800-275-4737<br>(TTY 711)   | <b>Los Angeles</b><br>1-855-464-3571<br>(TTY 711)       | 1-800-675-6110<br>(TTY/TDD<br>1-800-431-0964) |
|   | From October 1 through February 14, our office hours are 8:00 a.m. to 8:00 p.m., 7 days a week, excluding certain holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays. | <b>San Diego</b><br>1-855-464-3572<br>(TTY 711)         | 24 hours a day,<br>7 days a week              |
| <b>Nurse Advice Line</b><br>Talk to a nurse 24 hours a day, 7 days a week if you are sick and need advice. You can also call to get health information. | 1-800-893-5597<br>(TTY/TDD<br>1-800-276-3821)   | 1-800-893-5597<br>(TTY/TDD<br>1-800-276-3821)           | 1-800-675-6110<br>(TTY/TDD<br>1-800-431-0964) |
|   | Select the Nurse Advice Line choice to get connected.   | 24 hours a day,<br>7 days a week                        | 24 hours a day,<br>7 days a week              |

*(continued)*

| <i>Health Net resource</i>  | <i>Medicare</i>  | <i>Cal MediConnect<br/>(Medicare-Medicaid<br/>Plan)</i>  | <i>Medi-Cal<br/>(Medicaid Plan)</i>   |
|---|--|--|---|
| <p><b>Health &amp; Wellness Education</b><br/>Use wellness resources at no extra cost to help you stay healthy.</p>   | <p><b>Decision Power®</b><br/>1-800-893-5597<br/>(TTY/TDD<br/>1-800-276-3821)</p> <p>24 hours a day,<br/>7 days a week</p> | <p><b>Decision Power®</b><br/><br/><b>Los Angeles</b><br/>1-855-464-3571<br/>(TTY 711)</p> <p><b>San Diego</b><br/>1-855-464-3572<br/>(TTY 711)</p> <p>24 hours a day,<br/>7 days a week</p> | <p>1-800-804-6074<br/>(TTY/TDD<br/>1-800-431-0964)</p> <p>Monday through Friday,<br/>8:00 a.m. to 5:00 p.m.</p> |
| <p><b>Quit for Life® Stop Smoking Program</b><br/>Quit smoking with phone support, education and medicine. Costs may apply to some medicines.</p>   | <p>1-800-893-5597<br/>(TTY/TDD<br/>1-800-276-3821)</p> <p>24 hours a day,<br/>7 days a week</p>                            | <p><b>Los Angeles</b><br/>1-855-464-3571<br/>(TTY 711)</p> <p><b>San Diego</b><br/>1-855-464-3572<br/>(TTY 711)</p> <p>24 hours a day,<br/>7 days a week</p>                                 | <p>1-800-804-6074<br/>(TTY/TDD<br/>1-800-431-0964)</p> <p>Monday through Friday,<br/>8:00 a.m. to 5:00 p.m.</p> |
| <p><b>Mental Health Services</b><br/>Get help for mental health or substance abuse issues.</p> <p>Most Health Net members have Managed Health Network (MHN) for mental health services.</p> | <p>Call the number on the back of your Health Net ID card.</p> <p>24 hours a day,<br/>7 days a week</p>                    | <p><b>Los Angeles</b><br/>1-855-464-3571<br/>(TTY 711)</p> <p><b>San Diego</b><br/>1-855-464-3572<br/>(TTY 711)</p> <p>24 hours a day,<br/>7 days a week</p>                                 | <p>1-800-675-6110<br/>(TTY/TDD<br/>1-800-431-0964)</p> <p>24 hours a day,<br/>7 days a week</p>                 |
| <p><b>Mail Order Pharmacy</b><br/>Order new medicines or refill your current medicines. Costs may apply to some medicines.</p>  | <p>1-888-624-1139<br/>(TTY/TDD<br/>1-866-236-1069)</p> <p>24 hours a day,<br/>7 days a week</p>                            | <p><b>Los Angeles</b><br/>1-855-464-3571<br/>(TTY 711)</p> <p><b>San Diego</b><br/>1-855-464-3572<br/>(TTY 711)</p> <p>24 hours a day,<br/>7 days a week</p>                                 | <p>For questions about your medicine and refills, call your main doctor or pharmacy for help.</p>               |

| <i>Health Net resource</i>  | <i>Medicare</i>   |
|---|---|
| <b>Arizona</b>  |   |
| <b>Customer Care Center</b><br>Get help and support about your benefits.  | 1-800-977-7522 (TTY 711)<br>From October 1 through February 14, our office hours are 8:00 a.m. to 8:00 p.m., 7 days a week, excluding certain holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays. |
| <b>Nurse Advice Line</b><br>Talk to a nurse 24 hours a day, 7 days a week if you are sick and need advice. You can also call to get health information.                         | 1-800-893-5597 (TTY/TDD 1-800-276-3821)<br>24 hours a day, 7 days a week<br>Select the Nurse Advice Line choice to get connected.   |
| <b>Health &amp; Wellness Education</b><br>Use wellness resources at no extra cost to help you stay healthy.   | <b>Decision Power®</b><br>1-800-893-5597 (TTY/TDD 1-800-276-3821)<br>24 hours a day, 7 days a week  |
| <b>Quit for Life® Stop Smoking Program</b><br>Quit smoking with phone support, education and medicine. Costs may apply to some medicines.                                       | 1-800-893-5597 (TTY/TDD 1-800-276-3821)<br>24 hours a day, 7 days a week  |
| <b>Mental Health Services</b><br>Get help for mental health or substance abuse issues.<br>Most Health Net members have Managed Health Network (MHN) for mental health services. | Call the number on the back of your Health Net ID card.<br>24 hours a day, 7 days a week  |
| <b>Mail Order Pharmacy</b><br>Order new medicines or refill your current medicines. Costs may apply to some medicines.  | 1-888-624-1139 (TTY/TDD 1-866-236-1069)<br>24 hours a day, 7 days a week  |
| <b>Oregon/Washington</b>  |   |
| <b>Customer Care Center</b><br>Get help and support about your benefits.  | 1-888-445-8913 (TTY 711)<br>From October 1 through February 14, our office hours are 8:00 a.m. to 8:00 p.m., 7 days a week, excluding certain holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays. |
| <b>Nurse Advice Line</b><br>Talk to a nurse 24 hours a day, 7 days a week if you are sick and need advice. You can also call to get health information.                         | 1-800-893-5597 (TTY/TDD 1-800-276-3821)<br>24 hours a day, 7 days a week<br>Select the Nurse Advice Line choice to get connected.   |
| <b>Health &amp; Wellness Education</b><br>Use wellness resources at no extra cost to help you stay healthy.   | <b>Decision Power®</b><br>1-800-893-5597 (TTY/TDD 1-800-276-3821)<br>24 hours a day, 7 days a week  |

| <i>Health Net resource</i>  | <i>Medicare</i>  |
|---|--|
| <b>Quit for Life® Stop Smoking Program</b><br>Quit smoking with phone support, education and medicine. Costs may apply to some medicines.                                       | 1-800-893-5597 (TTY/TDD 1-800-276-3821)<br>24 hours a day, 7 days a week                 |
| <b>Mental Health Services</b><br>Get help for mental health or substance abuse issues.<br>Most Health Net members have Managed Health Network (MHN) for mental health services. | Call the number on the back of your Health Net ID card.<br>24 hours a day, 7 days a week |
| <b>Mail Order Pharmacy</b><br>Order new medicines or refill your current medicines. Costs may apply to some medicines.  | 1-888-624-1139 (TTY/TDD 1-866-236-1069)<br>24 hours a day, 7 days a week                 |

### *Extra resources*

You can make the most of your time with your doctor by learning. This often includes finding health information on the Internet, books and articles, and through national organizations and self-help groups.

#### **American Heart Association**

*www.heart.org*

Learn more about heart disease, stroke and ways to improve your heart health, including tips on nutrition, exercise, stress, and more.

#### **Million Hearts Million Lives**

*www.millionhearts.hhs.gov*

Million Hearts® is a national initiative that was launched by the Department of Health and Human Services in September 2011 to promote heart disease awareness and community education in the U.S. The goal is to prevent one million heart attacks and strokes by 2017.

#### **National Heart, Lung, and Blood Institute – Heart and Vascular Diseases**

*www.nhlbi.nih.gov*

This site offers general information and articles about conditions and diseases related to cardiovascular health.

#### **American Diabetes Association (ADA)**

*www.diabetes.org*

The ADA leads the fight against diabetes. The mission of the ADA is to prevent and cure diabetes and to improve the lives of all people living with diabetes.



For certain kinds of drugs, you can use the plan's network mail-order services. Generally, the drugs provided through mail order are drugs that you take on a regular basis, for a chronic or long-term medical condition. The drugs available through our plan's mail-order service are marked as "mail-order" drugs in our Drug List. Our plan's mail-order service requires you to order at least a 30-day supply of the drug and no more than a 90-day supply. To get order forms and information about filling your prescriptions by mail, visit our website ([www.healthnet.com](http://www.healthnet.com)), or call Member Services at the number on the back of your Health Net ID card. TTY users should call 711. for assistance. Usually a mail-order pharmacy order will get to you in no more than 14 days. If your mail order is delayed, call Member Services at the number listed above for assistance.

The information provided is not intended as medical advice or as a substitute for professional medical care. Always seek the advice of your physician or other health provider for any questions you may have regarding your medical condition, and follow your health care provider's instructions.

For Health Net Medicare Advantage plan members: Health Net has a contract with Medicare to offer HMO, PPO and HMO SNP plans. Health Net has a contract with Medicare and the state Medicaid program to offer HMO SNP coordinated care plans. Enrollment in a Health Net Medicare Advantage plan depends on contract renewal. For Health Net Cal MediConnect plan members: Health Net Community Solutions, Inc. is a plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

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