



healthspans

WINTER 2010

THE SOURCE OF YOUR SNEEZE

**Sneezing? Itchy throat?
Is it a cold or allergies?**

Colds start slowly. You might start sneezing one day and then have a sore throat the next day.

Allergy symptoms start quickly when you're near what you're allergic to. People can be allergic to flowers, animals or foods.

Colds last about a week. Allergies don't go away unless you take medicine or stay away from what bothers you.

Talk to your doctor to learn more about how to help your sneezing.



Cultural Competency

At Bridgeway, we do our best to make sure that members get the healthcare they need that respects their culture. We have staff that is able to speak many languages and relate to the different cultures our members live in.

For example, we have been able to match some of our Navajo members with case managers who were able to speak Navajo and had grown up in their culture so were able to understand things about treatments. Also, we have a case manager who assisted one of our members by speaking their native language, Russian.

Because these members are able to discuss their beliefs freely, we are able to understand the decisions that sometimes have to be made. These beliefs can sometimes go against medical treatment decisions. Having the ability to give members a voice to express their concerns with someone that can understand is valuable.

We are here to talk to you about other treatments, in case you are faced with a treatment that is not within your belief.

If you have questions, call Member Services at 1-866-475-3129.

HBA

1-866-475-3129

Tempe, AZ 85282

Suite 201

1501 W. Fountainhead Parkway

BRIDGEWAY HEALTH SOLUTIONS

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TELEMONITORING

Telemonitoring is the wave of the future! What makes it so valuable to doctors and patients? It allows a doctor to care for a patient without the patient leaving his or her home.

We are excited to bring this program to our members!

In order to be a part of this program, you must meet certain conditions. Members may be approved for this program based on ONE of these four conditions:

- Diabetes
- High blood pressure
- Asthma or chronic obstructive pulmonary disease (COPD)
- Congestive heart failure

Anyone can call to tell us that a member has one of these conditions and wants to be a part of the program. Just call the Member's Case Manager or Member Services and let us know. We will get the process started right away.

It is important that our members are taken care of if they are not able to get out of their home.

For more information, please call Member Services at 1-866-475-3129.

Have You Met Gus?

A therapy dog gives love and support to people he or she does not know. The people that the dog visits may live in hospitals, retirement homes, nursing homes or schools.

Did you know that Bridgeway has a therapy dog? Gus is our own therapy dog, and he lives in Yuma, Arizona. He has played a big part in helping our members. He travels around and meets members and becomes their friend.

We are lucky to have Gus as part of our team. He gives so much laughter, love and support to our members.

If you would like more information about Gus, call Member Services at 1-866-475-3129.



QUESTIONS? CALL US!

1-866-475-3129



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