

ConnectiCare

# HEALTH MATTERS

2023, Volume 1





# Avoid Burnout. Caring for Your Mental Health Starts Today.

We all know that taking care of our mental health is just as important as taking care of our physical health. But burnout can make mental health challenges more difficult to manage. Medical professionals and business experts now agree burnout is a growing mental health crisis. This phenomenon is usually caused by workplace stress and personal challenges like parenting or managing a chronic illness.

Adults have been taking on more work with less resources. For many, caregiving responsibilities have shifted, leading to non-typical work hours.

How do you know if you're burnt out? A sense of isolation is one warning sign. Other symptoms can include:

- Lack of energy or motivation getting through tasks.
- Lack of interest, pride, or accountability in your work.
- Inability to join social events because you're too drained.
- Irritability (there are more "bad" days than good).
- Trouble getting a good night's sleep.
- Using drugs or alcohol to get through the week.

Here are some ideas that may help:

- **Find a support group.** They can provide open communication and help you develop coping skills. Reach out to employee resource groups, local non-profits, or hospitals for information about virtual or in-person groups.
- **Connect with friends, colleagues, and loved ones.** If you're feeling isolated, a phone call or Zoom call can help you stay connected with people that live far away. Try sharing your feelings with loved ones to find new solutions for easing stress.
- **Take a few minutes for self-care.** Spend five minutes a day on something that brings you joy, like a cup of coffee, reading, or meditating. Make sure that you take your allowed time off from work to recharge.
- **Give back.** Volunteering can help you establish (or reestablish) a sense of purpose. Begin by donating to a food drive or collecting old clothes.
- **Learn to say NO.** Recognizing things that will lead to further burnout is important. Explain politely, but firmly, that this is not a good time to join a new committee or bring snacks to your kid's practice.
- **Feeling overwhelmed?** You're not alone. Visit [connecticare.com/live-well/mental-health](https://connecticare.com/live-well/mental-health) for more resources, including how to get help and find a mental health provider.





# Building a Stronger Family

COVID-19 changed what was normal for many families, with parents working from home, kids learning online, and the enormous stress of managing both personal health and the health of loved ones. The mental toll of the past few years is still present today.

To tackle mental health challenges, parents should help everyone feel comfortable talking about their struggles in an age-appropriate way. Consider some out-of-the-box ideas to help foster connection and improve well-being, like volunteering together for a cause you all care about, prioritizing physical fitness, or making a game out of redecorating a room. Even something as simple as taking a few deep breaths together can help calm the nervous system. Avoid the siren song of funny memes and dance challenges, as social media is a known factor in contributing to stress and anxiety. Blocking out dedicated time without screens can do wonders for your mental health.

If you're concerned that you or your child are dealing with a serious mental health issue, consult a professional. You can find in-network doctors and therapists in our member portal, **myConnectiCare**.

# Teladoc Primary 360

Some ConnectiCare plans can receive digital primary care provider (PCP) services through Teladoc® Primary360. Teladoc's network of PCPs will create a personalized care plan, help manage conditions, and prescribe the medicines you need. They can also refer you to in-network doctors, like specialists or mental health professionals, and options for lab, imaging, and testing. With Teladoc Primary360, you can:

- Choose a PCP to care for your needs.
- Schedule video or phone visits with your PCP Monday to Friday from 7 a.m. to 6 p.m. and Saturday from 8 a.m. to 12 p.m.
- Discuss your medical history, health challenges, and goals, and schedule annual wellness exams, lab work, and prescriptions — all in one place.
- Have a dedicated Care Team, available to you 24/7, that can help you stay on track and answer follow-up questions after wellness visits.

Eligible members can also use Teladoc's network for virtual dermatology and virtual mental health, which includes psychiatrists, psychologists, and clinical social workers.

Eligible members can use Teladoc Primary360 at no cost-sharing, but will need to satisfy their deductible if enrolled in a high-deductible health plan. Review your benefit summary to confirm eligibility for Teladoc Primary360 and for cost-sharing details.

#### **For more information:**

Visit the Teladoc Primary360 website at [teladoc.com/ways-we-help/primary-care](https://teladoc.com/ways-we-help/primary-care) or call **855-617-2082**.



## Easily View Your Health Plan Information With myConnectiCare

ConnectiCare is committed to helping you stay healthy. Make the most of your health plan in our member portal, **myConnectiCare**. Sign in or register at [my.connecticare.com](https://my.connecticare.com). Once you're signed in to your account, you will be able to:

- Instantly find in-network doctors and hospitals that fit your needs. Preferred doctors will say "preferred" with a star icon.
- Pick a primary care provider (PCP).
- See your claims, copays, deductibles, and more.
- Download a virtual ID card.

#### **Go Paperless**

Go paperless to view your documents and plan materials as soon as they are available. You will be notified of new communications by email or text message, based on your preferences. Click "My Profile" and select "Go Paperless" under "Communication Preferences."

# Help To Stop Smoking or Vaping for Heart Health

Quit smoking, vaping, or other tobacco products today!



The American Heart Association reports tobacco and nicotine use can increase the risk of heart disease and stroke by two to four times. And women who smoke are 25% more likely to develop heart disease than men who smoke.

If you don't smoke or vape, don't start. But if you do and are ready to stop, we can help.

Most ConnectiCare members can join **QuitCare**, a free program that helps you quit any form of tobacco and nicotine, including e-cigarettes and vaping.

Call **800-390-3522** to enroll and meet a personal, trained tobacco cessation treatment specialist. Your heart will thank you!

# Let Us Be Your Compass

Along with going to your primary care provider (PCP) for your annual checkup, it's also important to manage your health at home. ConnectiCare's online health assessment tool – available for adults only – can help make it easier. This interactive questionnaire provides a snapshot of your health as well as suggestions for maintaining and improving it.

You will receive a personalized online report as well as recommendations for addressing current medical conditions, such as high blood pressure, and reducing risk factors that may lead to more significant health issues. You can even print out a report to share with your doctor.

Sign in to **my.connecticare.com** to start your health assessment today!



*Health Matters is published by ConnectiCare to inform members of current health issues and improve the use of services. This publication should not replace the care and advice of your doctor. Always talk to your doctor about your personal health needs. This is not a complete description of benefits. Contact the plan for more information. Limitations, cost-sharing, and restrictions may apply. They may change each year. Our network may change at any time. You will receive notice when necessary.*





Tired of scrolling through random content on your phone?  
We've got something better.

WellSpark Health's\* well-being benefits platform, MySpark Central, offers a curated health content library with topics that can help you focus more on your wellness. Create healthier habits, feel better, and help reduce your risk of preventable chronic diseases. Take advantage of the well-being resources that interest you, track your habits, and move towards your health goals.

**Sign in today to get started!**

- Visit **my.wellsparkhealth.com** or download the WellSpark Health app using the QR codes here and enter code: **WELLSPARK**.
- If signing in for the first time, click "Create A New Account."
- Complete the one-time registration process. You will need your ConnectiCare member ID number to register.
- Once registered, you will be directed to the MySpark Central homepage, where you can review WellSpark well-being resources

\*WellSpark Health is part of the EmblemHealth family of companies.



**Get Healthy  
With  
WellSpark  
Health!**





**ConnectiCare, Inc. & Affiliates**  
 175 Scott Swamp Road  
 P.O. Box 4050  
 Farmington, CT 06034-4050

PRESORT  
 STANDARD MAIL  
 U.S. POSTAGE  
**PAID**  
 NEW YORK, NY  
 PERMIT #2227

[DEPTCD] [JETPAC]  
 [FIRSTNAME] [LASTNAME]  
 [ADDRESS1]  
 [ADDRESS2]  
 [CITY], [STATE] [ZIPCODE]



## Fight Stress and Find Serenity With ConnectiCare Wellness Classes

Meditation and yoga can be great for relaxation and improved physical health, but they may also improve your mental health. Join our weekly ConnectiCare in-person and virtual meditation and chair yoga classes.

Our mindful meditation classes incorporate breathing and guided imagery exercises to help you reduce stress, manage anxiety, and promote emotional health. Our gentle yoga classes are a moving practice to help foster mental calmness, reduce stress, and increase flexibility. Chair yoga classes are also available for people with limited mobility.

Virtual Yoga In Our City sessions, presented by ConnectiCare, let you enjoy on-demand yoga classes from the comfort of your home. Yoga In Our City classes are led by independent local yoga instructors and designed for all levels of practice. Talk to your doctor about incorporating mindful-based therapy into your life.

ConnectiCare Centers can also support your wellness goals with free in-person fitness classes, health education, nutrition workshops, mental health seminars, and more. All events are free and open to the public, but registration is required. For more information, visit [connecticare.com/events](https://connecticare.com/events).