

Health Wise

PERS HEALTH INSURANCE PROGRAM NEWSLETTER

Fall 2002

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Health Wise, Editor
Philip Bailey

Phone Training for PERS

In an ongoing effort to provide PERS Health Insurance Plan members with exceptional customer service, PERS hosted a three-hour Older Adult Sensitivity Training Program for our PERS Retiree Member Specialists on June 3. The program is sponsored by The Postgraduate Institute for Medicine that is supported by a grant from Pfizer, Inc.

Vicki Schmall, Ph.D, who presented the training, has over 25 years in teaching gerontology (study of aging). She focused on four areas of impairment for the older adult that can influence the ability for Member Specialists to be



Vicki Schmall, Ph.D, trained PERS Member Specialists on effectively communicating with older adults.

able to communicate effectively with a member. The areas of focus were vision impairment, hearing impairment,

Training,
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2003 Plan Change Meeting Schedule

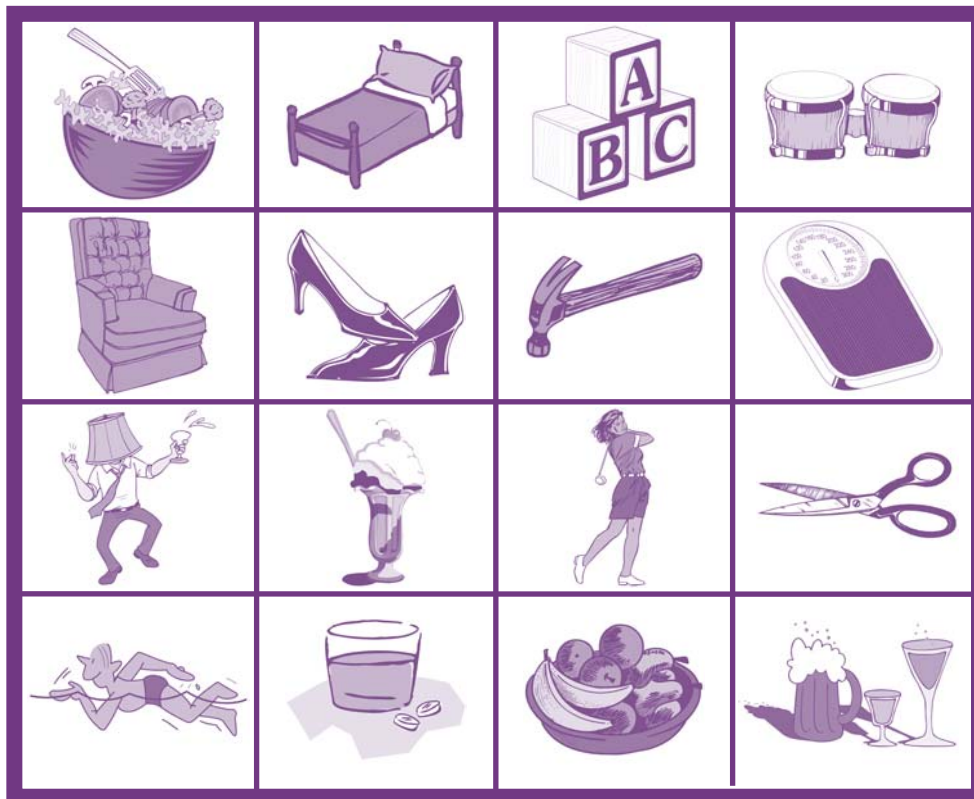
AREA	DATE	START TIMES	LOCATION
Redmond	Sept. 23, Monday	9:00 AM	Travelodge/Redmond Hotel 521 S. 6th
Prineville	Sept. 23, Monday	2:00 PM	Soroptimist Senior Center 180 N.E. Belknap
John Day	Sept. 24, Tuesday	9:00 AM	National Forest of Malheur County 431 Patterson Bridge Rd.
Burns	Sept. 24, Tuesday	2:00 PM	Harney County Historical Society 18 West "D" St.
Ontario	Sept. 25, Wednesday	9:00 AM	Holiday Inn 1249 Tapadera Ave.
Baker City	Sept. 25, Wednesday	1:00 PM	Geiser Grand Hotel 1996 Main St.
LaGrande	Sept. 26, Thursday	8:30 AM	Blue Mountain Conference Center 404 12th St.
Pendleton	Sept. 26, Thursday	2:00 PM	Pendleton Convention Center 1601 Westgate
Oregon City	Sept. 27, Friday	8:30 & 11:00 AM	Rivershore Hotel 1900 Clackamette Dr.
Gresham	Sept. 27, Friday	2:30 PM	Four Points - Sheraton 1919 N.E. 181st
Eugene	Sept. 30, Monday	8:30 & 11:00 AM, 2:00 PM	Valley River Inn 1000 Valley River Way
Roseburg	Oct. 1, Tuesday	9:00 AM	Douglas Cnty. Courthouse Church Anx. 1134 S.E. Douglas
Coos Bay	Oct. 1, Tuesday	2:30 PM	Red Lion Hotel 1313 N. Bayshore Dr.
Florence	Oct. 2, Wednesday	8:30 AM	Driftwood Shores 88416 First Ave.
Lincoln City	Oct. 2, Wednesday	2:00 PM	Best Western Landmark Inn 4430 SE Highway 101
Tillamook	Oct. 3, Thursday	8:30 AM	Tillamook Senior Citizen Club 316 Stillwell Ave.

AREA	DATE	START TIMES	LOCATION
Salem	Oct. 4, Friday	8:30 & 11:00 AM, 2:30 PM	State Capitol, Hearing Room 50 900 Court St.
Tualatin	Oct. 7, Monday	8:30 & 11:00 AM, 2:30 PM	Sweetbrier Inn 7125 S.W. Nyberg Rd.
Corvallis	Oct. 8, Tuesday	8:30 & 11:00 AM	LaSells Stewart Center, Hall C & E 875 S.W. 26th
McMinnville	Oct. 8, Tuesday	3:00 PM	McMinnville Senior Center 2250 McDaniel
Beaverton	Oct. 9, Wednesday	8:30 & 11:00 AM	Kingstad Meeting Center 15440 S.W. Millikan Way
St. Helens	Oct. 9, Wednesday	3:00 PM	Columbia Technology Center 375 S. 18th St.
Astoria	Oct. 10, Thursday	9:00 AM	Red Lion Hotel 400 Industry St.
Grants Pass	Oct. 14, Monday	8:30 AM	Riverside Inn Conference Center 971 S.E. 6th St.
Medford	Oct. 14, Monday	1:00 & 3:30 PM	Reston Hotel 2300 Crater Lake Hwy
Klamath Falls	Oct. 15, Tuesday	9:00 AM	Adult and Family Services 700 Klamath Ave.
LaPine	Oct. 15, Tuesday	2:00 PM	Best Western Newberry Station 16515 Reed Rd.
Bend	Oct. 16, Wednesday	9:00 AM	Riverhouse Resort 3075 N. Business 97
Madras	Oct. 16, Wednesday	2:00 PM	Jefferson County Senior Center 860 S.W. Madison
The Dalles	Oct. 17, Thursday	9:00 AM	Shilo Inn Portage Grill 3223 Bret Clodfelter Way
Hood River	Oct. 17, Thursday	1:30 PM	Hood River Valley Adult Center 2010 Sterling Place
Salem	Oct. 22, Tuesday	8:30 & 11:00 AM, 2:30 PM	State Capitol, Hearing Room 50 900 Court St.
Albany	Oct. 23, Wednesday	8:30 & 11:00 AM, 2:30 PM	Linn County Fair & Expo 3700 Knox Butte Rd.
Portland	Oct. 24, Thursday	8:30 & 11:00 AM, 2:30 PM	Shilo Inn Portland Airport 11707 N.E. Airport Way

Health Matters

Take the Heart Failure Puzzler!

From “Heartstrong”, the newsletter of the At Home With Heart Failure Program



Circle five things
you should do every
day to help you stay
heart healthy.

A healthy heart can pump blood to all parts of your body in a matter of seconds. When Your heart can no longer pump with enough force to do this, you have “heart failure.” Heart failure ranges from mild to severe. Blood pumped around the body by the

heart may back up in other parts of the body. This is why some people have swelling in hands, legs and feet. Most often, these symptoms can be controlled with medicines, diet and rest.

As the weak heart has to work harder, it stretches and becomes enlarged. This stretching can leave the heart

with larger and weaker chambers. This can be helped when you visit your doctor and begin a treatment plan. Treatment helps the heart to improve its pumping and reduces the work of the heart.

Heart Failure,
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Heart Failure, continued from page 4

What are the signs and symptoms of heart failure?

- Sudden weight gain (3 or more pounds in 1 day, or 5 or more pounds in 1 week).
- Shortness of breath not related to exertion.
- Swelling of the lower limbs (legs or ankles).
- Swelling or pain in abdomen.
- Trouble sleeping (awakening short of breath, using increased number of pillows).
- Frequent dry, hacking cough.
- Loss of appetite.
- Increased fatigue/tired all the time.

Notify your doctor if you notice these signs and symptoms. Be sure to take the medication that your doctor prescribes and reduce your sodium intake according to your treatment plan.

Answers:
1. Rest - bed, chair
2. Eat Healthy - salad, fruit
3. Exercise (per doctor's orders) - golfing, swimming
4. Weigh - scale
5. Take Medicine - pills

OASIS Tutoring Sign-ups

The OASIS Reading-tutoring program has been a success in enabling children to read and providing a great rewarding volunteer opportunity for adults in our elementary schools. With a new school year beginning, OASIS would like to invite you to come share your love of reading by becoming an OASIS Reading Tutor.

The Intergenreational Tutor Program matches volunteer tutors with children from kindergarten to grade three who need one-on-one help in reading.

OASIS tutors are active in seven Metro area school districts. Please call for dates of our Fall New Tutor Training and Information meetings.

- There is no experience necessary
- Free tutoring training and materials



- Monthly tutor support meetings
- One hour per week time commitment throughout the school year.

The Portland OASIS is sponsored by Regence Blue Cross Blue Shield of Oregon, Legacy Health System, and Meier and Frank. For more information on our programs or volunteer opportunities please call OASIS at 503-241-3059 or call Colleen Shannon, the Intergenerational Program coordinator, at 503-833-3636.

Fast Facts About Arthritis

Contributed by the Oregon Arthritis Coalition

Arthritis literally means joint inflammation. It refers to more than 100 different diseases called rheumatic diseases, not all of which result in inflammation. Common forms of arthritis include osteoarthritis, rheumatoid arthritis, juvenile arthritis, gout, fibromyalgia and systemic lupus erythematosus.

Many things work to help control arthritis. First, consult your doctor to find out the type of arthritis you have. It is important that your treatment begins early. You and your doctor can work together to find out the best treatment for you. Finding the right treatment may take time. With the right treatment program, most people with arthritis can still lead active lives. Be sure to let your doctor know if a treatment is not working.

You may see or hear

stories about different remedies to treat or cure arthritis. Some of these may be results of new research. Others may be unproven remedies. If you are not sure about a treatment, check with your doctor or the Arthritis Foundation.

After discussing your arthritis with your doctor and beginning a prescribed treatment program, you may also want to look for a community resource to help with arthritis. The Arthritis Foundation, Oregon Chapter, is a source for reliable and current information on the various forms of arthritis. The Oregon Chapter can also provide you a listing of their ongoing programs in your community,

Common Signs of Arthritis

- Swelling in one or more joints.
- Morning stiffness lasting 30 minutes or longer.
- Joint pain or tenderness that is constant or that comes and goes.
- Not being able to move a joint in the normal way.
- Redness or warmth in a joint.
- Weight loss, fever, or weakness and joint pain that can't be explained.

People of all ages may have arthritis.

including:

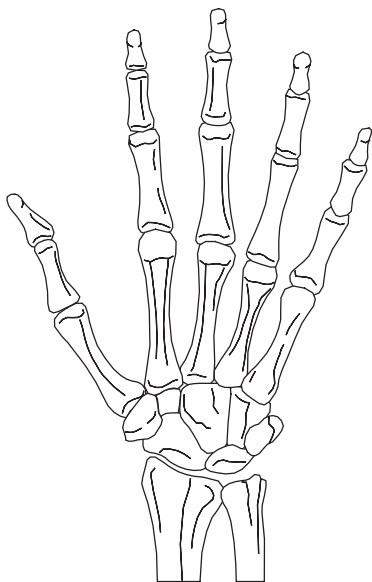
- Arthritis Self-Help Course - Learn how to take control of your own care in this six-week (15-hour) class for people with arthritis.
- Warm-water Exercise Program - Join in the fun of a six- to 10-week exercise program in a heated pool.

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Possible Treatments for Arthritis Problems

Arthritis,
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- Land Exercise Program (PACE®) - Move easier in several levels of exercise classes, or exercise at home by purchasing an Arthritis Foundation exercise videotape.
- Support Groups and Clubs - Share your successes and problems with others, and get tips on how to overcome problems caused by arthritis.



For more information about the Arthritis Foundation, Oregon Chapter, send the Oregon Arthritis Coalition an e-mail at ohd.arthritis@state.or.us or call 503-731-4273.

Possible Treatments for Arthritis

- Medicines can help reduce pain and swelling.
- Exercise lessens pain, increases movement and reduces fatigue.
- Rest and relaxation.
- Use of heat or cold over joints for short-term relief of pain and to prepare you for exercise.
- Joint protections make it easier to avoid extra stress on joints.

Please consult your doctor before beginning any arthritis treatments.

PERS Staff Welcomes More Training

Training,
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memory loss/dementia and mobility. The training was very interactive and participants were given memory and hearing exercises, glasses that reflected what it would be like to have glaucoma, macular degeneration, or other types of eye diseases, and various mobility impairment exercises.

The training was well received by the staff and feedback indicates that it helped "put it into perspective" in understanding why older member calls may be lengthier. Helpful hints were given on how to keep members focused and how to assist members with memory loss/dementia to ensure they understand the complexities of their health insurance. This is the first of a series of training programs the PERS Health Insurance program is planning for Member Specialists.

Numbers You Should Know



PERS Pension Office

www.pers.state.or.us

Mailing Address

PO Box 23700

Tigard, OR 97281-3700

Street Address

11410 S.W. 68th Parkway

Tigard, OR

503-603-7777 • 1-888-320-7377

Clear Choice Health Plans

www.clearchoicehp.com

2650 NE Courtney Dr

Bend OR 97701

541-385-5315 • 1-888-863-3637

Claims

PO Box 7469, Bend OR 97701

Carepanion

www.carepanion.com

1-877-696-2273

Providence Health Plan

www.providence.org

3601 S.W. Murray Blvd. #10

Beaverton, OR 97005

503-574-8000 • 1-800-603-2340

Mailing Address

PO Box 4327

Portland, OR 97208-4327

Ask A Nurse

1-800-365-7010

Claims

PO Box 3125

Portland, OR 97208-3125

Providence RN

503-230-6520 • 1-800-700-0481

PERS Health Insurance Program

www.pershealth.com

PO Box 40187

Portland, OR 97240-0187

503-224-7377 • 1-800-768-7377

ODS Health Plans

www.odshealthplans.com

601 S.W. Second Avenue

Portland, OR 97204-3156

Medical

503-243-3880

1-800-962-1533 (Oregon)

1-800-852-5195 (National)

Dental

503-243-4494

1-800-452-1058 (Oregon)

1-800-852-5195 (National)

Claims

PO Box 4030

Portland, OR 97208-4030

Kaiser Permanente

www.kaiserpermanente.org

500 N.E. Multnomah, Suite #100

Portland, OR 97232-2099

503-813-2000 • 1-800-813-2000

Using Electronic Fund
Transfer (EFT)
EFT, a simple way to keep
your account up to date.
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Congestive Heart Failure
Common factors and
what you can do.
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Growing Your Health
Gardening can strengthen
the mind and body.
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