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## Next Issue

### Diabetes Matters Volume IV

The latest trends in diabetes research, treatment and Medicare benefits.

## PERS Health Insurance Program changes in 2001

The PERS Board recently approved several changes to the Health Insurance Program for 2001. The changes reflect the effects of both the finances of health plans throughout the country, and the Board's mission to offer health plan choices for its members where possible.

The changes made in 1999 to the federal reimbursement payments for Medicare+Choice plans significantly affected the finances of many health plans around the country, including Oregon. As a result, changes to the PERS Health Insurance Program service area and health plan availability have been made.

### Service Area Changes

Providence Health Plans has announced the withdrawal of the **Providence Medicare Extra** plan (the **Providence Medicare+Choice** plan) from Jackson County, Josephine County and the Northern Oregon Coast.

These changes will impact approximately 1,100 members currently enrolled in Providence Medicare Extra in these areas.

The PERS Board has also approved the closure of the **Providence Medicare Special** plans in Douglas County, Coos County and Central Oregon. This will affect an additional 1,800 PERS members enrolled in these plans.

Originally, these special plans were designed by PERS and Providence to provide an alternative to the PERS Medicare supplement plan available through ODS Health Plans.

However, regional disparity in health care costs and lower federal reimbursements have severely impacted Providence Health Plans. They have filed with the Health Care Financing Administration (HCFA) to close their Medicare Extra

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# PHARMACY Corner

Karen Beauchamp, *Manager of Pharmaceutical Programs, ODS Health Plans*

## First aid kits

Be prepared for summer fun!

Whether your favorite recreation includes traveling and barbecues or boating and hiking, you need to be prepared to cope with the bumps and bruises of summer fun.

**What should a first-aid kit include?** At the very least, your first-aid kit should include items that can treat wounds, secure dressings, and soothe and treat burns.

If you plan to put your own kit together you may spend more initially, but you end up with enough of each product to make multiple kits. Most folks like to have a kit for the kitchen and one for the car.

Items to look for include: band-aids, 3x3 gauze squares, cloth adhesive tape, antibiotic ointment and individually wrapped antiseptic wipes.

In the summer especially, be sure you have the right supplies to treat burns. You need at the very least an analgesic spray like Solarcaine™ or Foille™ or a generic equivalent and then a non-stick bandage like Second-

Skin™. Be sure to include something you can take orally for pain and inflammation associated with injuries.

Most pre-packed kits include 500mg acetaminophen tablets. Acetaminophen is effective for pain and fever, less effective but still beneficial for inflammation, and has less potential to interact with prescription medications you or a family member may be taking. All pre-packed kits in drug stores and supermarkets would cover basic first-aid needs.

**Other important first aid items.** Other types of outdoor injuries you want to prepare for are insect bites, bee stings and poison oak/ivy exposures. You should be prepared to soothe and treat stings, so have a pair of tweezers handy to remove the stinger and an ice pack for swelling. Special precautions are necessary if you or a family member is allergic to bee-stings, so pack an EpiPen™ (remember the EpiPen™ requires a prescription).



Help prevent insect bites by using a repellent. For treating bites, use a topical antihistamine cream or spray like Benadryl™ for itch or hydrocortisone cream or ointment for swelling. It is a good idea to pack an oral antihistamine as well to control itching.

Products like Benadryl™ (diphenhydramine) are excellent for itchy skin or eyes, but remember they can cause profound drowsiness, making it very dangerous for anyone taking these products to drive or operate any type of machinery. All over-the-counter antihistamines currently on the market have the potential to cause drowsiness.

There are a number of products available for treatment of

*Continued, next page*

## First Aid, continued from page 2

poison ivy. All contain calamine to dry the infected area, a topical anaesthetic like pramoxine or resorcinol for pain and camphor or menthol for itching. These products can also help relieve insect bites.

Before putting your first-aid kit together, be sure and consult with your pharmacist or physician. Review your current medications and medical conditions to be sure nothing in your kit will cause a drug interaction or worsen a condition.

**After your kit is complete.** Like replacing your smoke-alarm batteries, check your first-aid kit at least twice a year. You will want to replace items once they are used and check for expiration dates.

Multi-use products, like medications in tubes and twist-top bottles, should be replaced often because their contents can become contaminated after several uses. Be aware that products are only sterile until opened and storage outdoors can compromise products that are sensitive to moisture or varying temperatures.

A first-aid kit will keep you prepared for life's little emergencies (and some not so little). It should be one of the first things you pack in your boat or RV and as essential as a spare tire and jack in your car. Have a safe and enjoyable summer!

## PERS, continued from page 1

plans in the counties noted above to attempt to curb their losses.

Providence also requested the closure of the PERS/Providence Medicare Special plans in Douglas County, Coos County and Central Oregon for similar reasons. The good news is that ODS Health Plans will continue to be available to all PERS retirees regardless of where they live.

### A new health plan joins the PERS family

Clear Choice Health Plans (CCHP) will join the PERS family of plans. CCHP will be offering a health plan to PERS retirees living in Central Oregon counties. This is essentially the same service area where PERS has offered the Providence Medicare Special plan. CCHP will also offer coverage to PERS members living in Hood River, Wasco and Sherman Counties.

### Rate Changes

2001 health plan premium rates will be higher than 2000 rates for all of the health plans sponsored through PERS. Medical inflation is currently at 8-10 percent. Prescription drug inflation is 20-30 percent. Premium rate increases for PERS members will vary depending upon the region where members live and the health options available in that area.

The changes resulting from

federal Medicare reimbursement policy changes are not exclusive to Oregonians or PERS members.

In fact, during the 1999 plan year, approximately 450,000 Medicare+Choice members around the country lost their plans due to non-renewal of contracts with HCFA. During the 2000 plan year another 327,000 Medicare beneficiaries lost their plans.

Retirees who lose Medicare+Choice plans must then choose traditional Medicare benefits and the supplemental plans available to them in the region where they live.

All PERS retirees impacted by these changes will receive detailed information during September from the PERS Health Insurance Program. This information will provide specific details of the changes to your specific service area.

### Plan Change Meetings coming soon

PERS Health Insurance Program plan change meetings have been scheduled around the state and will begin Thursday, Sept. 21, and conclude Oct. 25. These meetings provide an opportunity for you to ask questions about your benefits. PERS encourages all members to attend a meeting near you.

As a reminder, all health plan enrollment changes for Jan. 1, 2001 must be received by Nov. 17, 2000.

# Save the date!

Mark your calendar now for the PERS Plan Change meeting nearest you.



City	Day &	Time	Location
N.E. Portland	Thursday 09/21/00	8:30 a.m., 11 a.m. & 2 p.m.	Double Tree Hotel, Lloyd Center 1000 N.E. Multnomah
Burns	Monday 09/25/00	8:30 a.m.	Harney County Historical Society 18 West D Street
John Day	Monday 09/25/00	2 p.m.	Grant County Senior Center 142 N.E. Dayton, John Day
Ontario	Tuesday 09/26/00	8:30 a.m.	Four Rivers Cultural Center 676 S.W. 5th Avenue
Baker City	Tuesday 09/26/00	3 p.m.	Geiser Grand Hotel 1996 Main Street
LaGrande	Wed. 09/27/00	8 a.m.	Blue Mountain Conference Center 404 12th Street
Pendleton	Wed. 09/27/00	2 p.m.	Pendleton Convention Center 1601 Westgate
The Dalles	Thursday 09/28/00	8:30 a.m.	Shilo Inn 3223 Bret Clodfelter Way
Hood River	Thursday 09/28/00	2 p.m.	Hood River Valley Adult Center 2610 Sterling Place
Eugene	Monday 10/02/00	11 a.m. & 2:30 p.m.	Red Lion Hotel 205 Coburg Road
Roseburg	Tuesday 10/03/00	8:30 a.m., 11 a.m. & 2 p.m.	Douglas County Courthouse 1134 S.E. Douglas (Church Annex)
Coos Bay	Wed. 10/04/00	8:30 a.m., 11 a.m. & 2 p.m.	Red Lion Hotel 1313 N. Bayshore
Florence	Thursday 10/05/00	8:30 a.m.	Florence Events Center 715 Quince, Lincoln City
Lincoln City	Thursday 10/05/00	2:30 p.m.	Lincoln City Community Center 2150 N.E. Oar Place
Grants Pass	Monday 10/09/00	8:30 a.m. & 11 a.m.	Riverside Inn Conference Center 971 S.E. 6th Street

*Meetings last approximately 2 to 2.5 hours*

City	Day & Date	Time	Location
Medford	Monday-Tuesday 10/09/00 10/10/00	3:30 p.m. 8:30 am, 11 a.m. & 3 p.m.	Reston Hotel 2300 Crater Lake Highway
Klamath Falls	Wed. 10/11/00	8:30 a.m.	Adult & Family Services 700 Klamath Avenue
LaPine	Wed. 10/11/00	3 p.m.	Best Western, Newberry Station 1615 Reed Road
Bend	Thursday 10/12/00	8:30 a.m., 11 a.m. & 2:30 p.m.	Riverhouse Resort 3075 N. Highway 97
Prineville	Friday 10/13/00	8:30 a.m.	Prineville Inn 1475 S.E. 3rd Street
Madras	Friday 10/13/00	2:30 p.m.	Jefferson County Senior Center 860 S.W. Madison
Salem	Monday 10/16/00	8:30 a.m., 11 a.m. & 2 p.m.	State Capitol Building 900 Court Street, Hearing Room A
Beaverton	Tuesday 10/17/00	8:30 a.m. & 11 a.m.	Providence St. Vincent's Hospital 9155 S.W. Barnes Road
St. Helens	Tuesday 10/17/00	3 p.m.	Columbia Technology Center 375 S. 18th Street
Astoria	Wed. 10/18/00	9 a.m. & 11 a.m.	Red Lion Hotel 400 Industry Street
Tillamook	Wed. 10/18/00	3 p.m.	Shilo Inn 2535 N. Main
Corvallis	Thursday 10/19/00	8:30 a.m. & 11 a.m.	LaSells Stewart Center 875 S.W. 26th
Oregon City	Monday 10/23/00	8:30 a.m. & 10:30 a.m.	Rivershore Hotel 1900 Clackamette Drive
Gresham	Monday 10/23/00	2:30 p.m.	Briarwood Inn 2752 N.E. Hogan Road
Salem	Tuesday 10/24/00	8:30 a.m., 11 a.m. & 2 p.m.	State Capitol Building 900 Court Street, Hearing Room A
Albany	Wed. 10/25/00	9 a.m.	Linn County Fair and Expo 3700 Knox Butte Road
McMinnville	Wed. 10/25/00	1:30 p.m.	McMinnville Senior Center 2250 N.W. McDaniel Lane

*Meetings last approximately 2 to 2.5 hours*

# Giving your time

The benefits of volunteerism

You've heard the benefits of a sensible diet and regular exercise, but did you know that volunteering is also good for your health?

"Volunteering, especially when it benefits strangers, can very positively impact your physical and mental health," says Trink Easterday, Executive Director of the Oregon Retired and Senior Volunteer Program (RSVP).

"For many people, retirement can mean the loss of intellectual stimulation, social ties and a sense of identity," she adds. "Volunteering fills this void, providing an opportunity to make new friends, develop new skills and positively impact other people."

Everyone has skills to offer. Maybe you're a great event planner, a bookkeeping whiz, or an expert on wildflowers. Or perhaps you've always wanted to learn more about animals, natural history or airplanes. According to Easterday, unlikely combinations of skills and interests can create extraordinary volunteers.

"A gentleman recently came to us who wanted to combine his love of boats and trains with a desire to work with children," she recalls. "We worked together to create the perfect match: lead-

ing young people on tours for the Port of Portland."

RSVP specializes in placing volunteers aged 55 and over. They also offers perks like transportation reimbursement and supplemental insurance coverage.

After conducting a thorough interview to determine your interests, skills, experience and motivation, RSVP will provide you with the names of several project coordinators. Check your county phone listings for the office nearest you, or call RSVP's Multnomah county branch for a referral at (503) 413-7787.

You can also find volunteer opportunities through web-based services like Volunteermatch ([www.volunteermatch.org](http://www.volunteermatch.org)) and ServeNet ([www.servenet.org](http://www.servenet.org)).

Whatever your particular skills, interests or motivation, there's a volunteer opportunity to match.

If you want to give your green thumb a workout, consider assisting with habitat maintenance in local parks or acting as an interpretive guide for the Audubon Society or the Nature Conservancy.

Love kids? In the wake of recent budget cuts, public schools across the state rely on volunteer mentors and tutors more than ever. Programs like the SMART (Start Making A Reader Today) tutor program constantly need a helping hand.

Mechanically minded folks are always in demand at Portland's Community Cycling Center, and safe drivers can lend assistance to their local hospitals by providing transportation to and from medical appointments.



# Now hear this . . .

## Part 2

Continued from the Spring issue of HealthWise

Although hearing loss can be isolating, a little help from technology can keep your social life hopping.

If telephones are causing you woes, you might consider a TTY. This device looks like a typewriter and displays phone conversations in visual form. Although most TTYs plug into regular phone lines without an adapter, they only work when "talking" to a TTY on the other end. The Oregon TTY relay service (800-735-1232) interprets between standard phone users and TTY patrons.

If others in your household are complaining that the television is too loud, closed captioning may solve the problem. Because captions are sent through the television signal, this service is usually available at the press of a button! Most televisions manufactured after 1993 have built-in caption decoders that are activated by an access button or through the on-screen setup menu. Check your owner's manual for details.

If your television is an older model, you'll need to hook up a telecaption adapter box to access captions. This device requires an audio-video input to your TV and costs around \$100.

Telecaption adapters are available locally at Hearing Resources in Portland, and from several online vendors.

Hearing-impaired theater buffs now have increased access to open-captioned movies in the Portland area. The Kiggins Theater at 1011 Main Street in downtown Vancouver, Washington offers captioned shows three times a week: Wednesday at 5:30 p.m. and Thursday at 3:00 and 5:30.

According to owner Gary Hubbard, captioned screenings are quite the social event! For details, call (360)-737-3161 or visit the theater web site at [www.kiggins.com](http://www.kiggins.com).



## Closed captioning goes high tech

*The Rear Window system*, developed by the non-profit Motion Picture Access Project of WGBH-TV in Boston, allows individual movie viewers access to private captioning service.

The system displays reversed captions onto a text display at the rear of the theater. Patrons sitting anywhere in the theater use portable transparent panels to reflect the captions into their field of view. Although this technology is not yet widely available, a call to your local movie theater may help spur its growth.

## Did you know . . . ?

An estimated **24 million people** in the United States (over 11% of the total population) are affected by hearing impairment.

In 1980, **only three home video titles** were available with captioning; today, new releases are routinely captioned.

**The first U.S. broadcast** with closed captioning was a 1972 episode of the *Mod Squad*.

# Diabetes Matters

Volume III of IV

Spring 2000

Welcome to Volume III of Diabetes Matters, the four-part PERS Health Insurance Diabetes Education Series.

Each of the articles in this series were provided by Betty Brackenridge, MS, RD, CDE. Ms. Brackenridge is a former President of the American Association of Diabetes Educators, a founding member of the Advanced Studies Institute for Diabetes Education and the recipient of several national awards for her work in diabetes education.

## Get the most out of your diabetes office visit

Diabetes is a silent troublemaker. It can harm your health but cause few symptoms until problems have become serious. Heart, eye and kidney problems have absolutely no noticeable symptoms at their earliest, most treatable stages. That is why regular office visits are so important. They need to be part of any plan to protect your health with diabetes.

The first step, of course, is to make and keep your appointments. Experts recommend that people with diabetes see their health care provider every 3-4 months. Think of these visits like the regular checks children get to keep them well. They make it easier to do important tasks at a time when you and the doctor are NOT focused on the flu, a cold or something other than your diabetes.

Here are some things you can do to make those visits as valuable as possible.

**Review your glucose records before the visit to find any patterns, problems or questions.**

Bring the records with you. Reviewing food and blood sugar records together can help you and your team work toward better control.

**Ask questions and share your concerns.** Some people become very quiet when they're with the doctor. Tell the doctor what's giving you trouble or concerning you. It's the only way to focus the visit on your needs.

Some common problems encountered by diabetics are:

- Depression
- Low blood sugars
- Bloating or a change in appetite
- Pain, tingling or loss of feeling in legs or feet
- Problems with sexual function

*Continued, next page.*



Take responsibility for getting the basics: HbA1c, blood pressure, and foot checks.

Because these checks have such power to reveal important problems at a treatable stage, the American Diabetes Association (ADA) recommends they be done at least 3 to 4 times a year. You can help your provider and yourself by reminding him or her to complete them. They're too often forgotten when time is short:

**Blood pressure**  
(Goal <130/85)

**Foot check with shoes and socks removed.** Take your shoes and socks off BEFORE the provider enters the room. This increases the chances the check will be done by making it easier and quicker.

**HbA1c (Goal <8%).** This test shows the average of your blood glucose control over the last 3 months. It provides important information in addition to daily blood glucose tests to assure that your overall control is staying near the goal range.

## Important yearly checks

One of your quarterly diabetes visits will include annual tests. Expect your provider to order the tests described below around the same time each year. These tests help your provider to find any diabetes-related problems as early as possible.

**Blood fats.** Heart and circulation problems are one of the biggest risks for people with diabetes. That is why the ADA recommends that you have a thorough check of your blood fat levels each year.

The "lipid panel" should include more than just a total cholesterol number. Also ask for the breakdown between LDL (so-called "bad cholesterol") and HDL (so-called "good cholesterol") as well as your triglyceride level. All of these numbers are needed to understand your current risk for heart disease.

**Kidney tests.** Kidneys are your body's filter system. They filter out things that need to leave the body and hang on to things that need to be retained. Kidneys can be badly damaged by high blood sugars and high blood pressure. This can happen without causing any symptoms that you would notice. That is why it's so important that your kidneys be

checked every year.

There are two important ways to check kidney function. One is a urine test for "microalbumin." Microalbumin are the tiny amounts of protein in the urine. Microalbumin is the earliest sign of diabetes-related kidney problems.

There are also blood tests to measure kidney function. These are used to assess the amount and type of changes in kidney action that have taken place, if any. If your tests reveal signs of kidney changes, there are medicines and nutrition changes that can help.

**Eye exam.** Your eyes are full of tiny blood vessels. High blood sugars and high blood pressure can seriously damage them. This damage will cause absolutely no changes in your vision until the harm is very serious. That is why standards recommend that the insides of your eyes be examined every year. By dilating the pupil or taking special photographs, an eye doctor can see changes due to diabetes at a very early and treatable stage.

Work with your health care provider to see that these important checks on your health are done every year. They will help assure that you have a long and healthy history of living with diabetes.

## Walking proves beneficial

A study of more than 70,000 middle-aged women conducted by researchers at the Harvard School of Public Health shows that moderately intense activities reduce the risk of diabetes. Activities such as walking and vigorous activities such as running can substantially reduce the risk of Type 2 diabetes. The researchers, published in the Journal of the American Medical Association, found that the amount of energy expended is more important than the type of exercise.

## Diabetes with high blood pressure ranked as heart disease risk

The American Heart Association recently called diabetes a “major modifiable risk factor” for heart disease. This is due to the fact that as the population ages, diabetes continues to increase nationwide. Health officials hope the listing of diabetes will focus attention of patients and physicians on preventing or aggressively treating diabetes and its complications.

# Who can help you succeed in diabetes self-care?

You are the most important person when it comes to determining the outcome of your diabetes. After all, you are the one who lives with it every day. However, it's not a job that's easy to do alone. There are many potential sources of help and advice. None can do it for you, but each can help you succeed in certain ways.

**Your Provider.** Your doctor, nurse practitioner or physician's assistant can perform the exams and tests needed to track and protect your long-term health. They may also be able to help you identify and improve challenges to your daily blood sugar control. Because your provider has such an important role in protecting your long-term health, it's very important that you be able to talk to this person candidly about your diabetes.

### A Diabetes Educator.

Learning to care for your diabetes takes time and effort beyond your regular medical office visits. The professionals best prepared to help you learn what you need to know are diabetes educators. Most educators are nurses or dietitians, but other health professionals, such as pharmacists, may also take on this role. Many educators work for hospitals. Others work in doctor's offices or clinics. They may provide education in group classes or individ-

ual visits. Regardless of the setting or approach, they help you learn how to succeed at self-care. They can often help you with your individual needs and problem solving. Be sure to check with your insurance plan to verify your benefits, and then call the American Association of Diabetes Educators at 1-800-TEAM-UP4 for the names of educators in your area.

**Your Pharmacist.** Most people with diabetes take multiple medicines. Your pharmacist can monitor the medicines you take and advise you and your provider about interactions that might occur. Go to your pharmacist when making decisions about over-the-counter medicines like pain relievers or cold remedies. He or she can help you choose varieties that are compatible with your health conditions and prescription medicines.

**Your Health Plan.** Your health plan is here to insure you receive the best possible care for your diabetes. For more information about the specific benefits available to you, call your health plan below:

### **Providence Health Plan**

1-800-603-2340

### **ODS Health Plans**

1-800-962-1533

### **Kaiser Permanente**

Call 813-2000 and select the membership services option.

# Diabetes Resources

## Volume III of IV

The information contained in these resources is not intended to be a substitute for professional medical advice or medical care. Always seek the advice of a physician or other qualified health professional with any questions you may have regarding a medical condition or prior to starting any new treatment.

### HYPERTENSION

#### W E B S I T E S

American Heart Association  
[www.americanheart.org](http://www.americanheart.org)

American Medical Association  
[www.ama-assn.org/insight](http://www.ama-assn.org/insight)  
Click on "Consumer Health Information" for information on nutrition, exercise, hypertension, cardiovascular health and Type 2 diabetes

Mayohealth Oasis  
[www.mayohealth.com](http://www.mayohealth.com)

Novartis Foundation for Gerontology  
[www.healthandage.com](http://www.healthandage.com)

#### B O O K S

**Conquering High Blood Pressure : The Complete Guide to Managing Hypertension**

by Stephen Wood, George White, Bert J. V. Griffith (Contributor)

**Essential Guide to Hypertension : American Medical Association**

by Angela R. Perry (Editor)

### DIABETES MANAGEMENT

#### W E B S I T E S

Managing Your Diabetes Patient Education Program from Eli Lilly and Company  
[www.lilly.com/diabetes](http://www.lilly.com/diabetes)

#### B O O K S

**The Diabetes Problem Solver**  
(American Diabetes Assn)  
by Nancy Touchette, Ph.D.

**101 Tips for Staying Healthy With Diabetes : (& Avoiding Complications)**  
by Sherrye Landrum (Editor),

University of New Mexico Diabetes Care Team

**American Diabetes Association Complete Guide to Diabetes : The Ultimate Home Diabetes Reference**  
by Philip E. Cryer

### EXERCISE & NUTRITION

#### B O O K S

**The Low Blood Sugar Cookbook : Sugarless Cooking for Everyone**

by Patricia Krimmel, Edward A. Krimmel

**16 Myths of a Diabetic Diet**  
by Amy E. Peterson, Karen Hanson Chalmers

**101 Nutrition Tips for People With Diabetes**  
(American Diabetes Assn)  
by Patti B. Geil MS RD FADA CDE, Lea Ann Holzmeister RD CDE, Patti B. Geil

Read book reviews on  
[www.amazon.com](http://www.amazon.com)

# Numbers You Should Know



## **PERS Pension Office**

**[www.pers.state.or.us](http://www.pers.state.or.us)**

*Mailing Address*

P.O. Box 23700

Tigard, OR 97281-3700

*Street Address*

11410 S.W. 68th Parkway

Tigard, OR

(503) 603-7777

1-888-320-7377

## **PERS Health**

### **Insurance Program**

**[www.pershealth.com](http://www.pershealth.com)**

*General Correspondence*

P.O. Box 40187

Portland, OR 97240-0187

(503) 224-7377

1-800-768-7377

## **Providence Health Plans**

**NEW!!**

**[www.providence.org](http://www.providence.org)**

3601 S.W. Murray Blvd. #10

Beaverton, OR 97005

(503) 574-8000 • 1-800-603-2340

### **Mailing Address**

P.O. Box 4327

Portland, OR 97208-4327

### **Ask A Nurse**

1-800-365-7010

### **Claims**

P.O. Box 3125

Portland, OR 97208-3125

### **Providence RN**

(503) 230-6520 • 1-800-700-0481

## **ODS Health Plans**

**[www.odshealthplans.com](http://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) 228-6554

1-800-452-1058 (Oregon)

1-800-852-5195 (National)

### **Claims**

P.O. Box 4030

Portland, OR 97208-4030

## **Kaiser Permanente**

**[www.kaiserpermanente.org](http://www.kaiserpermanente.org)**

500 N.E. Multnomah, Suite #100

Portland, OR 97232-2099

(503) 813-2000 • 1-800-813-2000

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