

WHOLE you

2025 | Q1 BULLETIN



Member Information Meetings - English

- Thursday, Feb. 13, 2025 - 5–6pm
- Tuesday, Feb. 25, 2025 - 4–5pm
- Thursday, March 6, 2025 - 5–6pm
- Tuesday, March 18, 2025 - 4–5pm

[Click Here to Register!](#)

Member Information Meetings - Spanish

- Thursday, Feb. 27, 2025 - 4–5pm
- Thursday, March 27, 2025 - 4–5pm

[Click Here to Register!](#)

Happy New Year!

Cheers to the new year. I'm excited to bring you the latest edition of *Whole You* — a newsletter from Carolina Complete Health.

We hope you had a great holiday. We have tips to help you keep your New Year's resolutions. Then we'll talk about mental health resources. Finally, we'll take a look at heart healthy tips for American Heart Month and more.

We also want to pass along an important reminder about Medicaid redetermination. It's the eligibility process you must go through to keep your Medicaid coverage. You may get a notice from the state about the steps you need to take to renew your coverage. (You may not need to do anything at all.) You can also visit <https://medicaid.ncdhhs.gov/> to see what steps you need to take to confirm your eligibility. If you no longer qualify, our ambetterofnorthcarolina.com plans may be an option.

Be sure to look at the calendar <on the left> for events near you. Did you miss our last newsletter? Take a look [here](#). I hope you enjoy this issue and that it helps you take care of the whole you.

Break the ice at the next Member Information Meeting!

And so the snow day begins! Get the most out of Carolina Complete Health by attending the Member Information Meeting! It is where you will get information about your health plan. These live, online sessions are open to all members every month.

At our Member Information Meetings, you will learn about:

- Your health plan benefits and how to use them.
- Extra value-added services, including a Visa® rewards card when you complete healthy activities.
- Member resources, such as the website and member handbook.
- How to find providers and specialists to get the care you need.
- Enrolling in care management programs.
- Upcoming member events.
- Who to contact when you have questions or need help.

Register for a session today! For more information, please visit <http://www.carolinacompletehealth.com/orientation>.



Make the most of mental health resources

Maybe you haven't been feeling like yourself lately, or you're worried about things that never bothered you before. Everyone worries from time to time. When worrying makes it hard to focus or enjoy life, it may be time to ask for help. We're here to let you know you have options to get the help you need.

Visit your doctor. Your doctor is your partner in understanding your physical and mental health. If you don't have a doctor, it's time to find one that's right for you. Click [HERE](#) to find a provider.

Call the Nurse Advice Line at 1-833-552-3876, when you have questions or concerns about your health that you want answered right away.

Video visit with a doctor. Telehealth is good when there's not an emergency or when you can't see your doctor. Pick a mental health expert to talk to right away, or make an appointment. Create an account to get started [here](#).

Call, text or chat for fast mental health help. With the Suicide & Crisis Lifeline, you can get 24/7 help for you or a loved one. Call or text 988, or chat at 988lifeline.org.

Your mental health matters. Contact us if you need help finding resources for you and your family.



It's the time of year when goals are set but not always completed. Studies show that it can be hard to meet our goals without the right tools. Here's a short list of helpful tips.

1 Teamwork makes the dream work

Being with people with similar goals can be inspiring and motivating. Plus, they can help you stay focused.

2 Lend a helping hand

Try volunteering at an animal shelter, visit a retirement home or donate clothes. There's added health benefits when you help others, including lower risk of depression and reduced stress.

3 Eating good feels good

Pay attention to the food you eat and how it makes you feel. Understanding what you're putting into your body can help you make healthier choices.

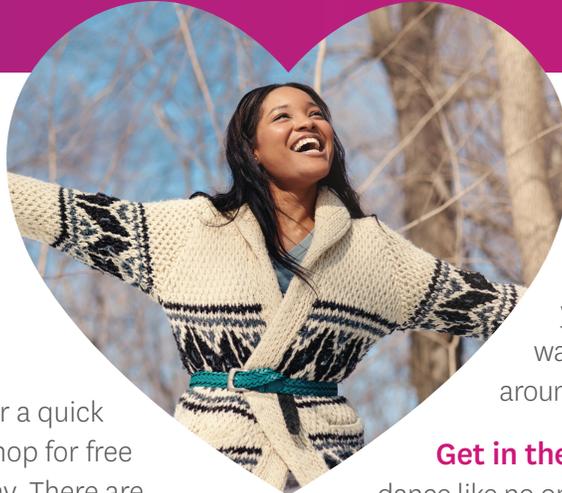
4 Adding a piece of fruit can make a difference

There's nothing wrong with the occasional sweet treat, but **try swapping it out with a piece of fruit from time to time.** Feel like you could be drinking more water? Have a 12-ounce glass of water before and after meals. You'll feel fuller longer. Plus, there's health benefits like improved brain function, better skin and more.

5 Shake it up

Try signing up for an event like a 5K walk or run. Having an end goal and mixing up your routine can be just the thing to get you out of a slump. Most events benefit nonprofit groups, so you'll be giving to a good cause while you're at it!

Healthy habits for a happy heart



Let's celebrate American Heart Month with some free and easy ways to add a little cardio to your day. Boost your heart health without hitting the gym.

Hit up some free apps. Looking for a quick workout? Browse your phone's app shop for free apps that can add exercise to your day. There are a lot of workouts that focus on specific areas of the body, including your arms, chest, back and legs. Or you can find ones that provide short workouts that fit your schedule.

Jump around. Short on time and space? Get jumping, jack! Try doing 10 sets of jumping jacks, and increase your reps by 10 each week to build up your strength. The average calories burned for 10 minutes of jumping jacks is more than 100 for a 150-pound person! Plus, there's the added bonus of lowered blood pressure, stronger muscles and reduced stress.

Walk it out. Take a stroll and enjoy nature. Too cold or not in a walkable area? Hit the mall, take advantage of the space to window shop and get your steps in. You can even "house walk" — which is the practice of walking around your home or marching in place.

Get in the groove. Turn up the tunes, and dance like no one is watching. Get creative and try different styles like hip-hop, swing or salsa. Different dance styles can help you use a variety of motions and engage multiple muscle groups. You'll not only get your heart pumping, you'll burn calories and increase your energy too!

Every step counts. tackle your to-do list by walking instead of driving to pick things up? If taking a leisurely walk isn't possible, you can still add other activities. Find a parking spot further away from where you're going. Switch it up and take the stairs. If you're using public transit, hop off one or two stops early and walk the extra distance.



Carolina Complete Health drives Member Experience through the Advisory Committees

The Member Advisory Committee and LTSS Member Advisory Committee meet four times a year and offer a platform for members to share their opinions on how to improve their plan. Members will receive information about Carolina Complete Health benefits and services. Members discuss a range of topics including Medicaid Eligibility and Expansion, Value Added Services and more! Meetings are held online or in person, which members will receive a \$75 stipend for their participation!

Let your voice be heard! To participate, members must be a Carolina Complete Health member over the age of 18. Parents, guardians, or caregivers of a member are welcome. Participants are asked to provide at least one piece of feedback during the meetings.

Enroll today by visiting www.carolinacompletehealth.com/mac. For questions, please contact Member Services at **1-833-552-3876** (TTY 711).

Registration is now open!

Sign up for the upcoming meetings:

Region 3: March 11, 2025
at 5:30 p.m. - 7:00 p.m.

Region 4: March 12, 2025
at 5:30 p.m. - 7:00 p.m.

Region 5: March 13, 2025
at 5:30 p.m. - 7:00 p.m.

WeightWatchers Starts the New Year with Healthier Living



Carolina Complete Health offers a Weight Watchers Health program to eligible members to help support weight loss and management through behavior change, nutrition science, and digital support.

Weight Watchers is all about helping you achieve a healthier way of eating over time. This program includes a holistic approach to help members develop sustainable lifestyle habits and a healthy diet. It also provides members the tools and support needed to reach goals while navigating through a weight loss journey.

To sign up for Carolina Complete Health's Weight Watchers program, members must be age 18+ with a Body Mass Index (BMI) of 25 or greater. Please visit our website at www.carolinacompletehealth.com to enter your height and weight which help us calculate your BMI.

Carolina Complete Health's Weight Watchers Health program offers a personal assessment and behavior change science to help build healthy habits that go beyond the plate. Eligible members can get a Weight Watchers voucher for 10 weeks of digital, web-based classes and workshops. Members will also have access to 14 weeks of online tools per year. Through the online Weight Watchers program, members will get:

- **A customized weight-loss plan** that supports healthy, lasting, totally livable weight loss.
- **A supportive community** of Weight Watchers members and expert coaches.
- **A mobile app** with science-backed tools to help members succeed This includes food and activity tracking to meal planning and action plans.

Warm your soul with this healthy Winter Beef Stew Recipe by WeightWatchers®



This classic beef stew is the ultimate comfort food. Slow-cooked in a red wine-based broth, the meat becomes meltingly tender & enveloped in a deeply flavorful sauce-perfect for chilly nights.

Total Time: 2 hrs 20 min | **Prep:** 20 min
Cook: 2 hrs | **Serves:** 4 | **Difficulty:** Easy
Calories: 260 calories per 1.5 serving
Points®: 9

Here's a fantastic meal in a bowl. We seared the beef first to maximize its flavor.

Ingredients:

- Canola oil
- 1 Tbsp
- Uncooked lean trimmed sirloin beef
- 1 pound(s), cut into 1 1/2-inch chunks (boneless beef top sirloin)
- Red onion
- 1 large, cut into 1/2-inch-thick slices
- Garlic
- 2 clove(s), peeled, crushed with side of large knife
- Red wine vinegar
- 5 tsp
- Bay leaf
- 1 leaf/leaves
- Fresh thyme
- 3 sprig(s)
- Table salt
- 1/2 tsp
- Black pepper
- 1/4 tsp
- Apple juice
- 1 cup(s), or apple cider
- Canned beef broth
- 1 cup(s)
- Carrots
- 2 medium, thinly sliced
- Cooked egg noodles
- 2 cup(s), kept hot
- Fresh parsley
- 2 Tbsp, flat-leaf, minced

Instructions:

1. Heat oil in Dutch oven or pot over medium-high heat. Add beef and cook until browned on all sides, about 6 minutes, transferring beef to plate as it is browned; set aside.
 2. Add onion and garlic to Dutch oven. Reduce heat to medium and cook, stirring occasionally, until onion is golden, about 10 minutes. Stir in vinegar, bay leaf, thyme, salt, and pepper. Add apple juice, scraping to loosen any browned bits on bottom of pot. Add broth and bring to simmer. Return beef with any accumulated juices and carrots to pot. Reduce heat and simmer, covered, until beef is fork-tender, and carrots are softened, about 1 1/2 hours. Remove and discard bay leaf and thyme sprigs.
 3. Divide noodles evenly among 4 plates or large shallow bowls, top evenly with stew and sprinkle with parsley.
 4. Serving size: 1 c stew and 1/2 c noodles
- Note: This stew tastes even better if you make it a day in advance. Leave the bay leaf and thyme in the stew until you are ready to serve it.*

Colorectal Cancer Saves Lives, But Only If You Get Tested

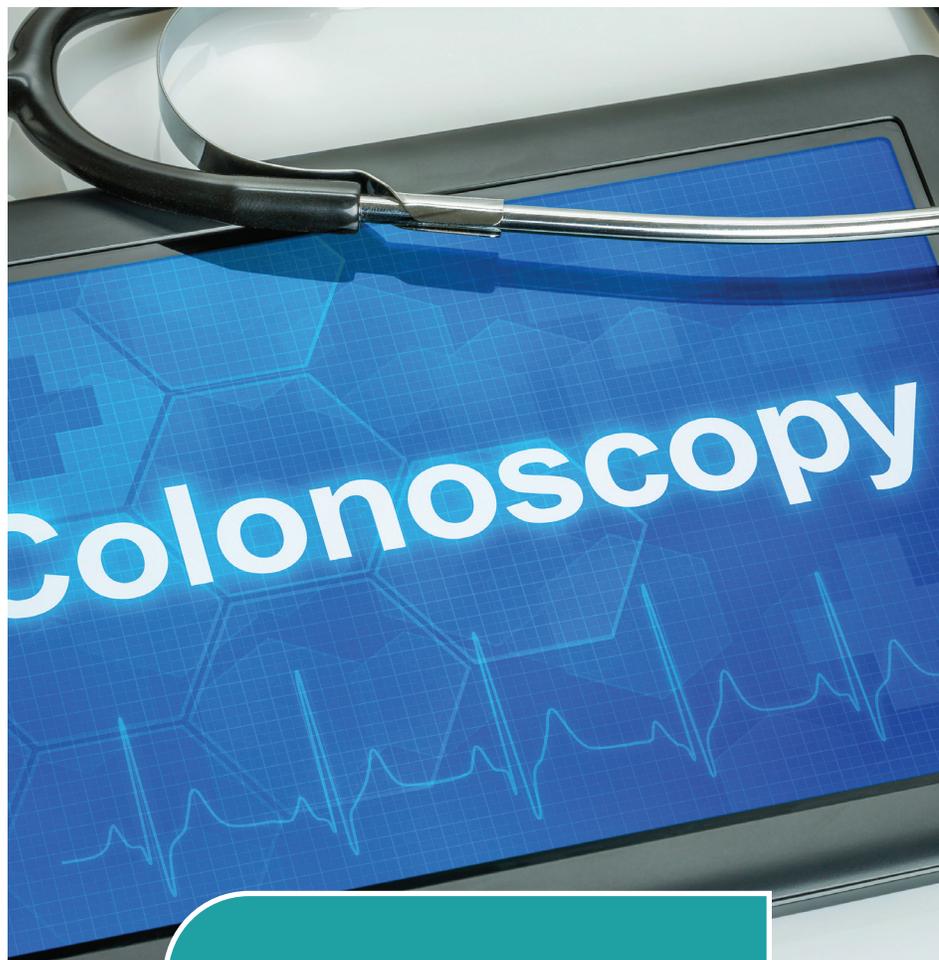
1 IN 23 MEN AND 1 IN 25 WOMEN WILL BE DIAGNOSED WITH COLORECTAL CANCER IN THEIR LIFETIME.

Colorectal cancer is the second-leading cause of cancer death in the US when men and women are combined. It develops from precancerous polyps (abnormal growths) in the colon or rectum. Individuals with low socioeconomic status have a high likelihood of developing colorectal cancer (CRC) due to associated risk factors and lower reported rates of screening. Screening tests can find precancerous polyps, so that they can be removed before they turn into cancer. When treatment is most effective, colorectal cancer screenings can:

- **Prevent cancer:** Screening tests can find precancerous polyps, which can be removed before they turn into cancer.
- **Save lives:** Screening can save lives and reduce the risk of death from colorectal cancer.
- **Reduce health care costs:** Screening can reduce health care costs. Screening tests can also find colorectal cancer early, when treatment works best.

It is recommended that adults age, 45 to 75 be screened for colorectal cancer. If you are older than 75, talk to your doctor about screening. People at an increased risk of getting colorectal cancer should talk to their doctor about when to begin screening, which test is right for them, and how often to get tested.

Schedule your colorectal screening today! Members at least 45 years or older can earn \$25 on your My Health Pays reward card for completing a colonoscopy. Contact Member Services at 1-833-552-3876 to connect with a Care Manager.



Do I need a colonoscopy?

A colonoscopy is one of several screening tests for colorectal cancer. Talk to your doctor about which test is right for you. This is similar to flexible sigmoidoscopy, except the doctor uses a longer, thin, flexible, lighted tube to check for polyps or cancer inside the rectum and the entire colon. During the test, the doctor can find and remove most polyps and some cancers.

Carolina Complete Health Promotes Infant and Maternal Health

Prenatal care is important for both the mother and the baby's health.

Prenatal care is important for both the mother and the baby's health. It is important to have a prenatal visit in the first trimester. If there are any risk factors, the number of prenatal visits may increase. Listed below is the recommended schedule of prenatal visits:

- Weeks 4 to 28: 1 prenatal visit a month
- Weeks 28 to 36: 1 prenatal visit every 2 weeks
- Weeks 36 to 40: 1 prenatal visit every week

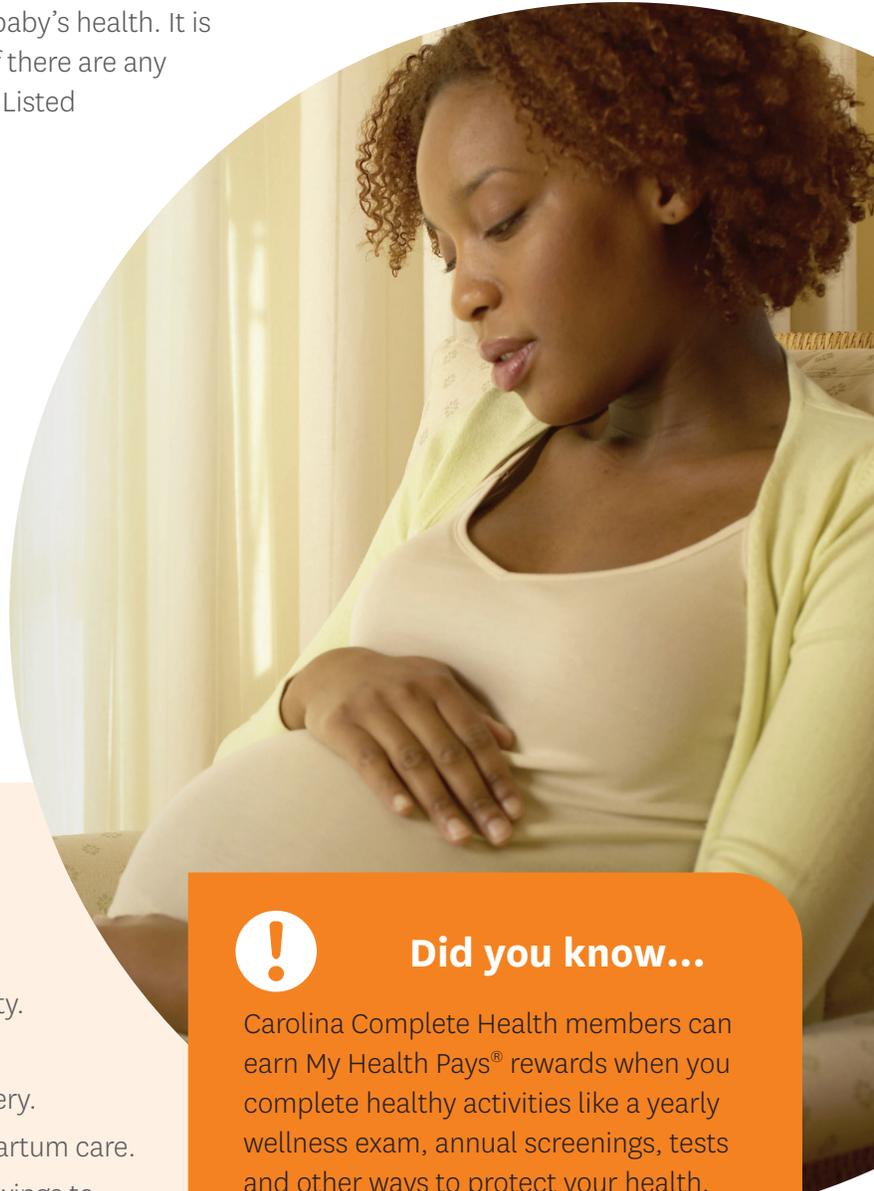
Black women are three times more likely to die from a pregnancy-related cause, with most of the maternal deaths being preventable.

Longstanding inequities and racial disparities exist in maternal and infant health among African Americans. Black women are more likely to experience life-threatening conditions like preeclampsia, postpartum hemorrhage, and blood clots. There is also an increased incidence of other pregnancy-related complications like preterm birth and low birth weight.

It is important to talk to your healthcare provider about anything that does not feel right. When talking with your doctor remember to:

- Communicate and manage major health conditions such as diabetes, hypertension, or obesity.
- Communicate any symptoms or complications.
- Communicate any medical care received after delivery.
- Schedule your postpartum visit and maintain postpartum care.
- Express feelings of depression, anxiety, and mood swings to your medical provider.

Carolina Complete Health offers another way to foster healthy pregnancies through Telehealth. This virtual option is becoming popular among busy mothers, allowing them to video conference with doctors, check test results online, and remotely monitor health conditions. Members can access a Teledoc provider at no cost with this easy, 24-hour service to in-network providers for non-emergency health issues. If you have questions, you can contact Member Services at **1-833-552-3876** for support.



Did you know...

Carolina Complete Health members can earn My Health Pays® rewards when you complete healthy activities like a yearly wellness exam, annual screenings, tests and other ways to protect your health.

FOR PREGNANT AND NEW MOMS:

- **\$25 - Notification of Pregnancy (NOP) Form**
Limited to one form submission per pregnancy.
- **\$10 - Postpartum Doctor Visit.***
Must be completed within 21-56 days after delivery. Requires NOP submission.

Healthy Mom, Healthy Baby



GET THE SUPPORT YOU NEED AT THE COMMUNITY BABY SHOWERS!

Moore County Local Health
Department Auditorium

March 28, 2025

11 am – 2 pm

705 Pinehurst Ave
Carthage, NC 28327

Must-Haves for You and Your Baby

Carolina Complete Health wants to ensure that all mothers and their newborn babies are healthy. If this is your first child, or you already have children, extra support is helpful. Early prenatal and postnatal care is important. It gives your doctor a chance to assess your health before and after delivery. Your doctor will also assess the future health outcomes for your baby. Here are suggestions you can do to make sure your newborn gets a healthy start:

- 1. Consult your doctor throughout your pregnancy.** Your doctor will provide regular examinations and make sure your baby is growing as expected.
- 2. Eat healthy foods and rest.** Exercise during and after pregnancy.
- 3. Sign up for Start Smart for Your Baby®.** You will receive family planning guidance and breastfeeding support. You will also get nutrition and safety counseling.

Schedule your maternal health visits today to protect the health of you and your baby. For more information, please visit www.carolinacompletehealth.com.

Join us for a special event that offers parents an opportunity to gain knowledge about the baby's health. Mothers will receive:

- Health education.
- Nutrition and food resources.
- Help with Value-Added Services such as a car seat and a breast pump.
- Onsite demonstrations of how to install a car seat.
- Ideas to help make your home safe for a new baby.

All members who attend the event will receive a diaper bag with supplies. Participants can play games and win prizes such as a baby swing, pack and play, and more!

[Click here](#) for more information about our Community Baby Showers.

To sign up, visit www.carolinacompletehealth.com or call 1-833-552-3876. Transportation is available.

Winter Beef Stew Recipe by WeightWatchersR

<https://www.weightwatchers.com/us/recipe/winter-beef-stew-1/5626a605a6d5b396106ffc6d>

Colorectal Cancer - Colonoscopy Screening

<https://www.cdc.gov/colorectal-cancer/screening/index.html>

https://www.cdc.gov/pcd/issues/2021/20_0496.htm

<https://nccrt.org/our-impact/80-in-every-community/>

Pregnancy with African American Women

<https://publichealth.jhu.edu/2023/solving-the-black-maternal-health-crisis>

<https://www.kff.org/racial-equity-and-health-policy/issue-brief/racial-disparities-in-maternal-and-infant-health-current-status-and-efforts-to-address-them/>

https://www.who.int/health-topics/maternal-health#tab=tab_1

<https://www.webmd.com/baby/how-often-do-i-need-prenatal-visits#>