



September Health Bulletin

Preventing the Flu: Good Health Habits Can Help Stop Germs

Flu season begins in the fall and peaks in November. The best way to prevent seasonal flu is to get vaccinated each year. There are also antiviral drugs that can be used to treat and prevent the flu. Plus, good health habits – such as covering your mouth when you cough, and washing your hands frequently – can stop the spread of germs and prevent the flu and other respiratory illnesses. Read below for additional health habits to help fight the flu:

1. Avoid close contact.

Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick, too.

2. Stay home when you are sick.

When you are sick, stay home from work and school and avoid doing errands, if possible. You will help others avoid your illness.

3. Cover your mouth and nose.

Cover your mouth and nose with a tissue when you cough or sneeze. This can prevent the spread of your germs to others.

4. Clean your hands.

Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub.

5. Avoid touching your eyes, nose, and mouth.

Germs are often spread when a person touches something that is contaminated and then touches his or her eyes, nose, or mouth.

6. Practice other good health habits.

Get plenty of sleep, be physically active, manage stress, drink lots of fluids, and eat nutritious food.

If you missed the Health and Wellness Fair, stop by your human resources department and obtain a flu shot voucher that can be used at any Arizona Safeway.



If you have claims-related questions, please feel free to contact AmeriBen at (866) 955-1485.

If you have questions not related to a claim, please contact the employee advocate at (800) 718-8328.



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Helpful Tips to Ensure Smooth Claims Processing:

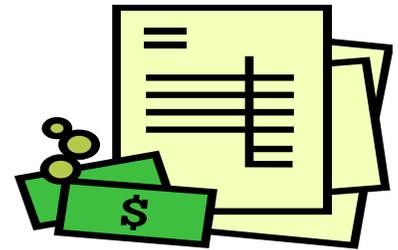
- Be sure that your provider has a copy of your ID card.
- When you receive a bill from a provider, make sure that you have an Explanation of Benefits (EOB) from AmeriBen/IEC Group that matches the date of service and charges. If you do not, call your provider to verify that AmeriBen/IEC Group has been billed.
- Review your EOB carefully, and be sure to pay directly to the provider any amounts that are due. If you have questions about how your claim was processed, please call AmeriBen's Customer Care Center at (866) 955-1490. If you have any additional questions, please call your employee advocate at (800) 718-8328.

Important: If your claim is pended for lack of information, and you fail to submit the information in a timely fashion, the claim may ultimately be denied. So, be sure to respond to all requests for information as quickly as possible!

Please remember: You have 31 days to make changes to your plan if you have a qualifying event (e.g., marriage, birth of a child, etc.). For additional details, or to complete a mid-year change form, please contact your human resources manager.

Health savings account update:

Monthly statements are provided for a fee of \$1.00 per month. If you wish to cancel this service, please call Member Services at (866) 346-5800.



Also, please note that you may view your balance online at any time at no charge.

If you have questions regarding your HSA account, please contact Heath Equity at (866) 346-5800

Would you like to win \$50?

Simply answer the questions below and submit your responses before *Friday, October 14, 2011* to:

Arizona Public Employers Health Pool or Fax: (602) 222-3878
333 E. Osborn Rd., Suite 300
Phoenix, AZ 85012

Answer all questions *correctly* and you will be entered into the drawing. **GOOD LUCK!**

Who can assist members with questions regarding a qualifying event?

Name two helpful tips when going to the doctor's office.

How can you cancel monthly HSA statements?

Name: _____ Phone number: _____