

WHOLE you

2025 | Q2 BULLETIN



Member Information Meetings - English

- Tuesday, June 17, 2025 - 4-5pm
[Click here to register!](#)
- Thursday, July 10, 2025 - 5-6pm
[Click here to register!](#)
- Tuesday, July 22, 2025 - 4-5pm
[Click here to register!](#)

Member Information Meetings - Spanish

- Thursday, June 26, 2025 - 4-5pm
[Click here to register!](#)
- Thursday, July 31, 2025 - 4-pm
[Click here to register!](#)

Welcome to another edition of Whole You, a newsletter from Carolina Complete Health!

Now that the chilly season is behind us, let's gear up for warm weather and all the fun Spring adventures ahead! This issue will include tips to help you beat seasonal allergies, how your primary care physician can help you manage your health and what foods can help you fight stress.

We also want to pass along an important reminder about NC Medicaid and Redetermination. It's the eligibility process you must go through to keep your Medicaid. 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 ncmedicaid.gov to see what steps you need to take to confirm your eligibility. If you no longer qualify, our Ambetter of NC Inc 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](#).

We hope you enjoy this issue and that it helps you take care of the whole you!

Discover your benefits! Register for the Member Information Session!

Get the most out of Carolina Complete Health by attending the Member Information Session! 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>.

Tips to Beat Seasonal Allergies



Allergy season has arrived! And with it comes pollen and allergens leaving many people longing for relief. Here are a few tips to help you get through allergy season more comfortably.

1 Consider allergy testing.

Ask your primary care provider (PCP) about the benefits of allergy testing. Testing helps your provider to pinpoint the triggers and the severity of your reaction. Allergy testing has come a long way. Your results will help you and your provider make a plan to help you best manage your allergies.

2 Adjust your outdoor time.

If it's dry and windy outside try to spend more time indoors. After it rains pollen build-up on outdoor surfaces is less. That's a better time to enjoy the outdoors. The time of day matters, too. Pollen counts are at their high during morning hours. So do your outdoor activities when counts are lower in the evening.

3 Be in the know.

Monitor the allergy index in your area with an app or weather website. Most TV stations broadcast allergy forecasts during weather segments. Check the night

before so you know how pollen will affect your day before you even step outside.

4 Breathe easier inside.

Open windows expose you to allergen triggers. Make your air conditioning even more effective by using high-efficiency air filters. Change them often for the best quality air flow. Keeping your carpets and floors clean will lower allergy inducing pet dander and dust. Take a bath or shower before going to bed. This will lessen pollen buildup on your sheets.

5 You are what you eat.

Many people don't realize that certain foods can increase allergic responses and inflammation. If you notice your allergy symptoms getting worse, take note of the food you ate. Sugars, wheat, dairy and processed foods can increase the onset and intensity of allergic reactions. Drink plenty of water to flush and hydrate your system.



Learn more about your OTC benefits!

Did you know that your Carolina Complete Health benefits come with a \$30 quarterly allowance to purchase over-the-counter items? Take advantage of the OTC benefit to stock your medicine cabinet with essential health and wellness products at a participating CVS store. From first aid supplies to cold medicine and personal care items, you can find everything you need to promote your well-being! Plus, members have the convenience of shopping in-store at CVS or placing orders by phone or online.

Do not miss out on this opportunity! To enroll in the program or explore a wide range of approved items, simply download the catalog from www.carolinacompletehealth.com. If you have any questions, our Member Services team is ready to assist you at **833-552-3876**. Happy shopping—your health deserves it!

Five Ways Your Pharmacist Can Help You Manage Your Health



Your pharmacist is more than just the white coat behind the counter when you pick up prescriptions. They are a valuable resource if you have questions about your medications or your overall health. Here are five ways you can look to them for help.

1 Identify Side Effects.

Knowing what to expect from your medicine is important. Your pharmacist can help you learn early signs of side effects. This is important for a new medication and when adding it to other medicine you take.

2 Recommend Relief.

Ever get to the pharmacy and with all the options don't know what to choose? Your pharmacist can help! Describe your symptoms and let them know any other medications you are taking. They can help pick the best over-the-counter option for your symptoms.

3 Give Routine Vaccines.

Part of staying healthy is prevention. Your pharmacist can explain the benefits and side effects of routine vaccines. Routine vaccines include seasonal ones like flu, COVID-19 and RSV. At many pharmacies, you do not need an appointment and can get these vaccines to help you fight off illness.

4 Coordinate Change.

Your pharmacist can talk to your provider if you would like to switch or stop one of your medications. They can walk you through the pros and cons of making a change. This will help you understand how it will impact your overall health.

5 Determine Diagnosis.

Many pharmacies have clinics. The clinics are typically staffed by pharmacists and other healthcare professionals. They can diagnose and prescribe medications for ear infections, rashes, and cold and flu symptoms. It's convenient and easy! Most pharmacies can also check blood pressure and heart rate. Ask them to check if you have concerns.

If you're not sure where to go for the care – ask a nurse! You have access to a nurse 24/7 as part of your benefits. Call the 24/7 nurse advice line and they can help with your symptoms and give you next steps.

Fight Stress with Delicious Super Foods

Sometimes life can be stressful. And staying healthy can help you fight the side effects of stress. Did you know certain foods can help? Check out these five foods that may help you reduce some of the tension you're feeling.

1. Add Avocado. Adding B-rich avocados to your diet can help elevate your mood. Avocados contain mono-saturated fat and potassium, which can help lower blood pressure. They have also shown to ward off hunger making you less likely to grab a sugar-filled treat instead. Try it on a tasty turkey sandwich or on top of your salad!

2. Bring Blueberries.

These tiny berries pack a powerful punch. Their high levels of phytonutrients and antioxidants have been linked to improved thinking. They're also rich in vitamin C – another natural stress buster. Toss a few in your morning yogurt or pack in your lunch for dessert for that daily boost!

3. Nibble on Nuts. Many nuts, like almonds, walnuts and pistachios, may boost your immune system because of their concentration of vitamin E and zinc. Nuts also contain B-vitamins that help your body combat stress. Try spreading almond butter on a piece of whole wheat toast for a morning treat! Or simply package up a serving size of your choosing for an afternoon snack.

4. Feed on Fatty Fish. A diet rich in omega-3 fatty acids helps keep your cortisol and adrenaline levels from rising when you're feeling tense or anxious.

Fish like salmon, herring and albacore tuna are good choices. Pair a grilled or baked fillet with your favorite green vegetable and you'll have a stress-fighting, nutritious meal.

5. Fill Up on Oatmeal.

This complex carbohydrate helps your brain produce serotonin. This feel-good chemical can help you overcome stress. Go with thick-cut instead of instant oatmeal to get soluble fiber that keeps you fuller for longer. Then you'll be less likely to grab a sugary treat. Make a big batch on the weekends, then heat it up during the week for a quick and easy meal or snack.



Protect Your Hearing: Monitor Your Blood Pressure



High blood pressure can increase your risk of hearing loss.

Hearing loss can affect people over 40, often with few signs. Many do not realize that high blood pressure can damage the ears. When blood vessels become stiff and blocked, it harms the nerves in your ears, leading to hearing loss. It also affects the tiny hairs in your ear, called stereocilia, which help you hear. These hairs cannot heal themselves, so any damage is permanent.

What Are the Signs of High Blood Pressure in Your Ears?

It can be hard to notice symptoms of high blood pressure. Regular check-ups and monitoring your blood pressure can help you see if it is too high. Your health care provider can find early signs and link them to hearing loss. Sometimes, you may feel “hot ears”, where your ears feel warm and turn red. However, this is not a sign of high blood pressure; it is often caused by changes in blood flow from emotions or hormones.

How to Take Care of Your Blood Pressure

Lowering your blood pressure is important for your health and hearing. Here are some ways to protect your hearing:

- **Follow Your Medication Plan:** Take your medicine as prescribed to manage high blood pressure.
- **Get Regular Exercise:** Move around more to help lower your blood pressure.
- **Reduce Sodium:** Choose low-salt alternatives and limit processed foods.
- **Eat a Healthy Diet:** Eat more fruits and vegetables and reduce red meat.

Carolina Complete Health offers a YMCA Blood Pressure Self-Monitoring Program for eligible members. This four-month online program helps you learn how to manage your blood pressure and diet. For more information, contact Member Services at **1-833-552-3876** (TTY 711).



If you have high blood pressure and are noticing signs of hearing loss, don't wait—reach out to your health care provider immediately.

As a member of **Carolina Complete Health**, you may be eligible for a hearing aid with a doctor's referral and prior authorization. Take this important step towards better hearing health! For information on the approval process for hearing aids, please contact Member Services at **1-833-552-3876** (TTY: 711). Your hearing matters!

Joy of Parenthood



JOIN US FOR THE
COMMUNITY BABY SHOWERS!

June 20, 2025

11 am – 2 pm

Benton Heights Presbyterian Church

2701 Concord Highway
Monroe, North Carolina 28110

Celebrating You and Your New Little One

There is truly nothing quite as magical as the moment you first hold your newborn baby. Time feels suspended, and in that instant, you realize a love so deep that it transcends words. You become part of a special community—a community of parents who intimately understand the incredible highs and the challenges that come with nurturing a little one. Throughout this journey, you will encounter a wide range of emotions, from the fatigue of sleepless nights to those blissful moments that fill your heart with joy. Each experience will help you build an extraordinary bond with your child.

At **Carolina Complete Health**, we are excited to support new mothers by hosting **Community Baby Showers** dedicated to celebrating this new chapter in your life. Mark your calendars and

prepare for an engaging experience! Our events provide a variety of valuable offerings, including:

- Health education covering topics like prenatal care, breastfeeding, and newborn care.
- Resources to support your nutritional needs, including assistance with enrolling in WIC (Special Supplemental Nutrition Program for Women, Infants, and Children).
- Help to access Value-Added Services included in your health plan, such as a car seat and a breast pump.
- Hands-on demonstrations on how to safely install a car seat and tips to create a secure environment for your new baby.

To register for a Community Baby Shower event, please fill out the online form at www.carolinacompletehealth.com/communitybabyshowers or call our Member Services at **1-833-552-3876 (TTY 711)**. We will send you friendly reminders leading up to the event.



Earn My Health Pays Rewards!

You can also earn rewards for you and your baby! When you submit your **Notification of Pregnancy Form** and attend your **Postpartum Doctor** visit, you can receive a \$25 credit on your **My Health Pays Rewards** card for each completed activity. These rewards can be redeemed at participating Walmart stores, making it easier to stock up on necessary items for your family. For more details, feel free to reach out to Member Services at **833-552-3876**. We cannot wait to support you on this incredible journey!

How Parents Can Help their Children Deal with Stress

It is normal for children to feel stressed or overwhelmed. Stress is a natural response to changes and challenges in life. Kids and teens often experience stress during life transitions or when they need to prepare for or protect themselves against potential events. When something is important to them, they may feel anxious or stressed.

Research indicates that suicides among children have quadrupled since the 1950s. In the last decade, the use of medications to treat emotional disorders has risen by 68% among girls and 30% among boys.

What Parents can do:

- 1. Open Communication:** Encourage your children to express their thoughts and feelings. Create a safe space where they can share their concerns without fear of judgment.
- 2. Be Observant:** Pay attention to any changes in behavior, mood, or social interactions. Look out for signs of distress, withdrawal, or changes in academic performance.
- 3. Model Healthy Coping Mechanisms:** Demonstrate positive ways to cope with stress and challenges.
- 4. Promote Resilience:** Teach your children problem-solving skills and resilience to help them navigate life's challenges effectively.
- 5. Limit Screen Time:** Monitor and limit your child's exposure to social media and screens. High usage can contribute to anxiety and depression.



Unlock a \$150 Voucher for Exciting Youth Programs

Encourage your child to build relationships and connections with friends! Each member can enjoy one voucher per plan year for after-school sports, activities, or youth club membership, **worth up to \$150 for kids aged 4 to 18**. For more information, visit www.carolinacompletehealth.com/ to sign up and discover exciting local organizations that your child can join!

Support your child's mental wellness with Teladoc!

It's important to connect with your child's pediatrician or therapist if they are facing chronic stress or anxiety. As part of Carolina Complete Health, you can take advantage of the convenient 24/7 support offered through the Teladoc Health mobile app. This valuable resource can help your child develop emotional resilience in a safe and private setting.

For more details, visit Teladoc Health online at www.carolinacompletehealth.com/teladoc or reach out to Member Services at **833-552-3876**. Your family's well-being is a top priority, and we're here to support you every step of the way!



Start Smart for Your Baby

We understand that welcoming a new baby is a life-changing experience, and having quality baby gear can ease your transition, allowing you to focus on what truly matters: forming a precious bond with your little one. To help you during this first year, Carolina Complete Health offers a New Parents' Package filled with essential supplies. You can choose between a car seat or a pack 'n play, along with a supply of diapers.

✳ **To be eligible for this package, members need to complete a Notification of Pregnancy (NOP) Form, be expecting, or have welcomed a new baby within the last 12 months.**

Your Child's Well Visit: What Parents Need to Know



for all children, particularly newborns and infants, to support their healthy development.

A well visit is a term used by pediatricians to describe a check-up or physical examination. It is highly recommended that parents schedule at least one well-visit each year with their child's healthcare provider. These visits ensure your child's health and identify any potential concerns early on. Children under the age of 3, especially newborns, will have more frequent appointments with their pediatrician. Well visits are important

But My Child Is Healthy. Do They Still Need a Checkup?

It is a common misconception that if a child appears healthy, they don't need regular checkups. Parents must understand that pediatrician visits are vital, even when children are healthy. Routine visits are necessary for several important reasons:

- **Preventive Care:** Checkups enable healthcare providers to identify potential health issues before they escalate.
- **Growth and Development Monitoring:** These visits are vital for tracking your child's growth and developmental milestones, ensuring they are progressing as expected.
- **Vaccinations:** Well-child visits are essential for keeping vaccinations up to date, safeguarding your child against various diseases.
- **Building a Healthcare Relationship:** Regular checkups foster a trusting relationship between your child and their healthcare provider.
- **Parental Insights:** These appointments provide parents with valuable opportunities to ask questions about nutrition, behavior, and developmental issues, ensuring you have the best tools to support your child's health.

Unlock Amazing Rewards with Healthy Choices!

Great news for parents! You have a fantastic chance to earn My Health Pays rewards for your children by participating in healthy activities. Simply schedule and complete your child's well check, and you'll receive a \$25 credit on your My Health Pays Visa card. This incentive highlights the importance of prioritizing your child's health and well-being. Once your healthcare provider submits and processes the claim, the credit will be added to your card effortlessly. For more exciting details and opportunities to earn rewards while promoting a culture of health within your family, visit www.carolinacompletehealth.com/members/medicaid/resources/vash.html. Let's take these meaningful steps together for a healthier future!

Need help finding a pediatrician? Find a provider online at findaprovider.carolinacompletehealth.com/location or contact Member Services at **833-552-3876** to help.



Are your children current with their immunizations?

Ensuring that children receive their vaccinations as they grow is crucial for their health! From birth to age 6, regular immunizations are highly recommended. These vaccines are key in nurturing strong immune systems and shielding kids from serious diseases and chronic illnesses.

At Carolina Complete Health, we are passionate about protecting your children's well-being. Book your child's well check today to discover all the amazing benefits of vaccinations! You can easily find an immunization schedule tailored to your child's age by visiting carolinacompletehealth.com/well-check. Let's work together to keep our little ones healthy and thriving!

Celebrate Healthy Eating this Spring with Chicken & Asparagus Stir-Fry!



Total Time: 25 min | **Prep:** 15 min

Cook: 10 min | **Serves:** 4 | **Difficulty:** Easy

Calories: 184 per 1.25 serving | **2 Points**

This skillet dish by **WeightWatchers** is a smart way to enjoy all the exciting flavors of a classic Asian stir-fry while allowing you to use almost any veggie you already have in your refrigerator. Plus, you can make it in less than 20 minutes from start to finish. Instead of asparagus, you can make this stir-fry with 3 cups of small broccoli florets, sugar snap peas, or cubed eggplant. Want to know an easy hack for peeling the ginger root? Hold a piece of ginger root tightly with one hand and use the other hand to scrape it with the edge of spoon. Make it a meal by serving it over hot rice or noodles.

Ingredients:

- Chicken broth - $\frac{3}{4}$ cup(s)
- Sesame seeds - 1 Tbsp
- Soy sauce - 3 Tbsp
- Cornstarch - 1 Tbsp
- Canola oil - 4 tsp, divided
- Uncooked boneless/skinless chicken breast 1 pound(s), cutlets, cut into thin strips
- Table salt - $\frac{1}{4}$ tsp
- Black pepper - $\frac{1}{4}$ tsp
- Garlic - 2 clove(s), minced
- Fresh ginger - 1 Tbsp, peeled, minced
- Asparagus - 1 pound(s), thin, trimmed and cut into 1-inch pieces
- Bell pepper - 1 item(s), small, red or yellow variety, thinly sliced
- Scallions - 2 medium, cut into 1-inch pieces
- Fresh basil - $\frac{1}{4}$ cup(s), chopped

Instructions:

1. Whisk together broth, soy sauce, and cornstarch in small bowl until smooth.
2. Heat a large skillet or wok over medium-high heat until drop of water sizzles in pan. Add 2 teaspoons oil and swirl to coat pan. Add chicken, sprinkle with salt and pepper, and cook, without stirring for 1 minute. Then stir-fry until chicken is cooked through, about 3 minutes. Transfer chicken to a plate.
3. Heat the remaining 2 teaspoons oil in the same pan. Add garlic and ginger and stir-fry until fragrant, 30 seconds. Add asparagus, bell pepper, and scallions; stir-fry until vegetables are crisp-tender, about 3 minutes. Return chicken to pan. Whisk broth mixture again and add to pan. Cook, stirring constantly, until mixture bubbles and thickens, about 1 minute. Remove from heat and stir in basil. Sprinkle with sesame seeds.
4. Serve! Portion size: 1 $\frac{1}{2}$ cups

Protect Your Hearing: Monitor Your Blood Pressure

<https://www.highpointaudiological.com/hearing-loss-articles/hypertension-and-hearing-loss/#:~:text=According%20to%20some%20research%2C%20the,have%20more%20extreme%20hearing%20loss>

Joy of Parenthood

<https://edwardsandco.nz/blogs/featured/the-joy-of-parenthood-embracing-the-new-normal-with-a-baby#:~:text=Parenthood%20is%20full%20of%20surprises,you%20with%20warmth%20and%20pride.>

How Parents Can Help their Children Deal with Stress

<https://www.mghclaycenter.org/parenting-concerns/grade-school/stress-awareness-parents-can-help-children-stress/#:~:text=Kids%20learn%20to%20use%20a,of%20a%20regular%2C%20ongoing%20practice.>
<https://kidshealth.org/en/parents/stress.html>

Your Child's Well Visit: What Parents Need to Know

<https://www.janeylhammonsnpc.com/blog/how-often-does-my-child-need-a-wellness-visit/>
<https://weillcornell.org/news/your-child%E2%80%99s-well-visit-what-parents-need-to-know>

Celebrate Healthy Eating this Spring with Chicken & Asparagus Stir-Fry!

<https://www.weightwatchers.com/us/recipe/chicken-and-asparagus-stir-fry-basil/5c9917d9b8a989002aabe6d9>