

Bears Be Well

TAKE CHARGE OF YOUR HEALTH

**APPROXIMATELY 43.8 MILLION
AMERICAN ADULTS EXPERIENCE
MENTAL ILLNESS IN ANY ONE YEAR.**



**IF YOU'RE EXPERIENCING MENTAL HEALTH ISSUES
DURING THESE UNCERTAIN TIMES, YOU'RE NOT ALONE.**

**PLEASE REACH OUT TO A LICENSED
HEALTH PROFESSIONAL.**

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Mental Health Awareness

The wellness topic for the month of November is Mental Health Awareness. Balancing the demand of life can be stressful. Make sure you are taking care of your mental health! Check with our Employee Assistance Program (EAP) for information on their services. They can help identify healthcare, financial, and legal professionals to assist during a challenging situation. Here are a few of the areas they can support:

- Professional
- Financial
- Legal
- Emotional Health
- Marital or family issues
- Substance abuse issues
- Other personal issues

Within this newsletter you will find fliers that give more information about what the Employee Assistance Program is and how you can access it. Remember, these are completely free benefits for you to use. Take advantage of them!

MENTAL HEALTH

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NOVEMBER CLINIC EVENTS:

Mental Health Screening

Employees can schedule an appointment anytime throughout the month. Screening are conducted by a KDMC staff member at the SSU Health Clinic -Hatcher Hall

Boost Your Mental Well-being by Saying Goodbye to Stress

If you're feeling stressed at work, you're among the 80 percent of Americans who feel the same way. Stress affects your mental health, but it can show itself in other ways too. Back pain, poor focus and headaches can all be symptoms of stress.

While it may not be possible to eliminate all of the stressors in your life, there are plenty of ways to reduce feeling overworked while on the job. Recognizing the signs of stress is the first step to improving your health. When you're feeling the pressure, try these strategies:



Plan and prioritize your most important responsibilities.

Limit interruptions so you don't have to refocus each time you're distracted. Some ways to limit distractions include using a do-not-disturb function on your phone or blocking off time in your calendar to finish a project.

Ask about our employee assistance program (EAP). If you're going through chronic stress and don't know what to do, our EAP can help you get on the right track.

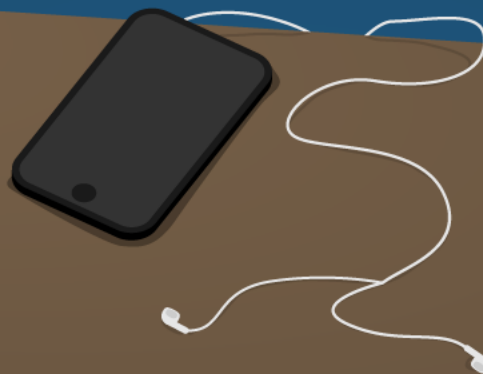


Take breaks to keep your stress under control.

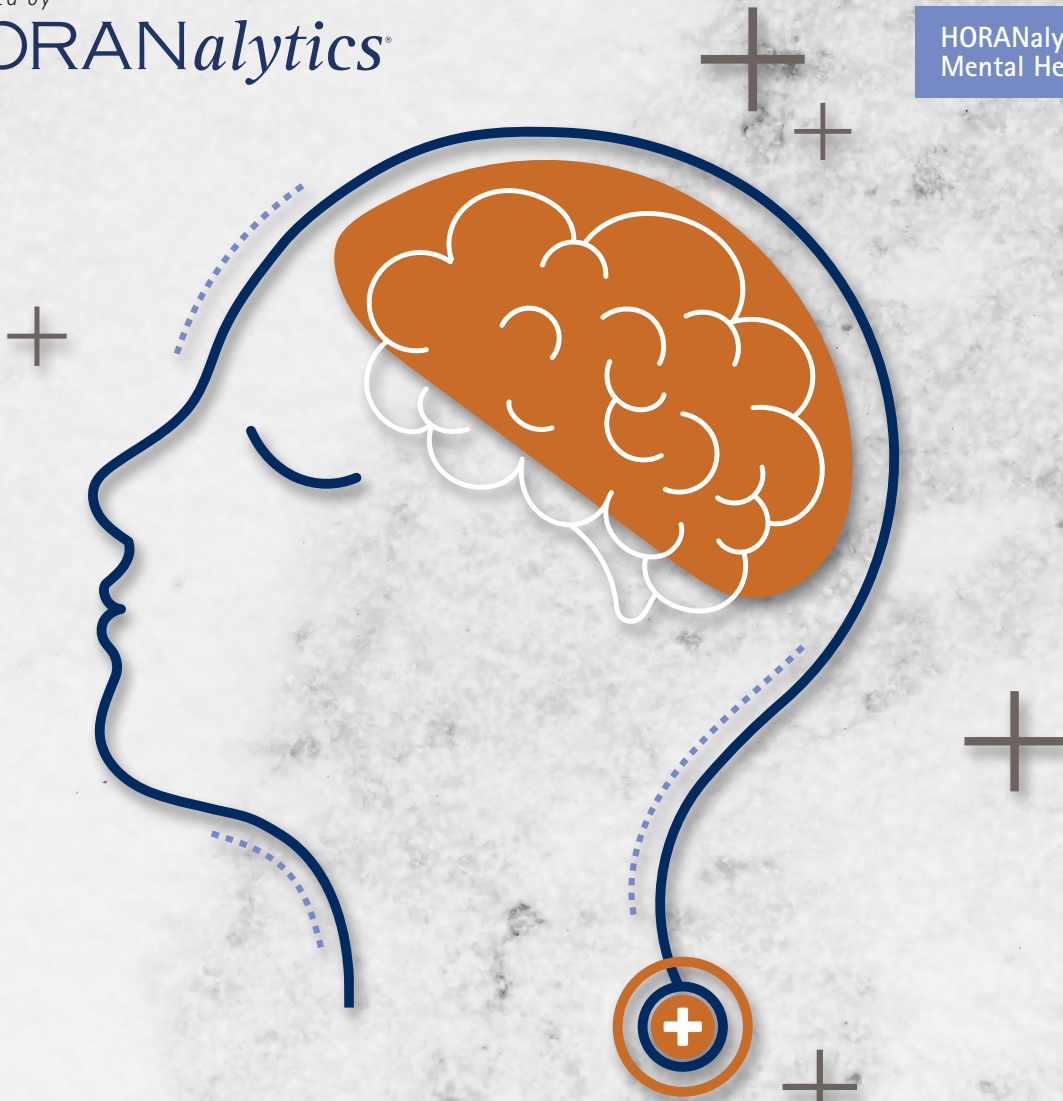


Take time off from work to clear your mind.

Talk to your manager if your stress is overwhelming you. They'll be able to help you rebalance your workload if necessary.



Listen to relaxing music to help you calm down.



Mental Health Matters

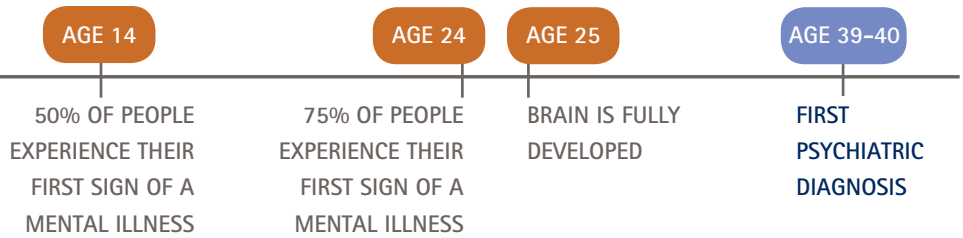
**DID YOU KNOW MENTAL ILLNESS
AFFECTS ONE IN FIVE ADULTS?**

THE IMPACT OF MENTAL HEALTH

Below are highlights from a recent HORANalytics® analysis on how psychiatric claims impact an employer health plan. A psychiatric claim is defined as any diagnosis, treatment and prevention of mental, emotional and behavioral disorders. This includes varying degrees of anxiety disorders, major depression, bipolar disorder, eating disorders and post-traumatic stress disorder among others. An investment in mental health can lead to a more productive workforce.

A TYPICAL PATH TOWARD DIAGNOSIS

On average, a person experiences their first sign of a mental disorder at age 14. However, our data shows that most psychiatric claims begin at age 39-40 resulting in 25-26 years of untreated mental illness.



WHAT IS THE DIFFERENCE IN CLAIMS COST (PER MEMBER PER YEAR) FOR A MEMBER WHO HAD A PSYCHIATRIC CLAIM?



HOW MUCH DO PSYCHIATRIC PRESCRIPTIONS COST?



Cost per prescription is 28% less than all other drugs. However, the volume of prescriptions for individuals with a psychiatric claim is 183% more than individuals without a claim.

WHAT IS THE DIFFERENCE IN INPATIENT ADMISSIONS FOR PSYCHIATRIC CLAIMS?



There are 80% more overall inpatient admissions (inclusive of physical and behavioral health) for members with psychiatric claims than members without psychiatric claims.



Do you know how psychiatric claims are impacting your health plan?

Call 800.544.8306 to schedule a deep dive into your data with HORANalytics®.

THIS WAS BROUGHT TO YOU BY



At HORAN, our mission is to help employers provide a better quality of life for employees and their families. This mission drives our investment in the HORAN Financial Analyst think tank. The think tank is fueled by the team's ability to analyze claims data to guide clients, drive action and impact cost. We call this HORANalytics®.

According to the National Alliance on Mental Illness, mental illness is the nation's #1 public health problem. It affects 2.5 times more Americans than cancer, heart disease and diabetes combined, and costs Americans \$193 billion per year. **For every employer dollar spent on mental health there is an additional \$37 lost as a result of decreased productivity, absenteeism and presenteeism.**

HORANalytics® found that individuals with a psychiatric claim cost their employers 133% more than individuals without a mental illness claim. In fact, while cost per prescription is actually 28% less expensive than all other drugs, the volume of prescriptions for individuals with a psychiatric claim is 183% more than individuals without a claim. This volume can be attributed to the other illnesses and chronic conditions that are impacted by mental health.

To underscore these findings, HORAN interviewed Paul Crosby (right), M.D., Chief Medical Officer at the Lindner Center of HOPE. Dr. Crosby provides psychiatric consultation to children, adolescents, young adults and their families. He spends part of his clinical time treating patients referred from around the country and internationally for comprehensive diagnostic assessment and treatment of their often complex and highly comorbid symptoms. He works to reduce stigma as well as to raise awareness of mental health illness and its tendency to undermine achievement and success in many facets of life, including learning, work, relationships and health.



HORAN supports the efforts to reduce the stigma around mental illness and increase support for those affected.

Q: BASED ON THE INFORMATION WE HAVE SHARED FROM OUR BOOK OF BUSINESS, HOW DOES THIS DATA COMPARE TO WHAT YOU SEE IN YOUR WORK REGIONALLY AND NATIONALLY?

PC **PAUL CROSBY (PC):** This data certainly reflects what we see. We know that individuals with a mental health diagnosis will be more likely to have comorbidities or somatic illnesses. The longer it takes to bring the mental health diagnosis under control, the longer it takes to effectively treat the other illnesses. It makes sense to me that you are seeing higher usage of services for individuals with a psychiatric diagnosis than those without.

The only aspect that differs slightly is the average age which is a little higher than what we typically see. Most major mental illnesses are present by the time you are in your 20s, but the average time from symptom emergence to diagnosis is about a decade. People experience symptoms for about 10 years before they get diagnosed. The earlier an individual seeks treatment can result in better outcomes for them and potentially reduce cost for employers.

Q: WHAT ARE THE TOP BARRIERS AS TO WHY INDIVIDUALS ARE NOT MANAGING THEIR MENTAL HEALTH?

PC Access to care is a huge barrier. There are not enough providers and many outpatient providers are not in-network which leads to potentially higher out-of-pocket costs and sometimes a significant wait for treatment. Many individuals are being treated by their primary care physician and those offices are not set up to meet the best practice standards for treating mental illness. Another barrier is reimbursement. The cost of providing care has increased over the past several decades but the reimbursement has remained stagnant, so it may not make sense for outpatient treatment centers to carry certain insurance providers. Of course, the stigma of mental illness still exists. We need to start normalizing and being more proactive with the discussion of mental health. Even healthiest employer awards do not have a mention of what employers are doing around mental health. It always needs to be in the discussion.

Q: IS THERE ANY REASON WHY AN INDIVIDUAL WOULD SEEK CARE OUT OF STATE INSTEAD OF UTILIZING LOCAL RESOURCES?

PC Yes, it gets back to the lack of access locally for treatment. Many counties in the country don't have a psychiatrist at all, so you may have no choice but to travel. On top of that, the places that provide full comprehensive state of the art care are few and far between. Some people choose to travel great distances just as they may choose to travel to the Mayo Clinic for a cancer diagnosis.

Q: WHAT ARE THE TOP MENTAL HEALTH CONDITIONS THAT YOU TREAT?

PC Anxiety is the most commonly diagnosed mental illness because it encompasses a wide range of diagnoses. We see generalized anxiety disorder, panic disorder, obsessive compulsive disorder, post-traumatic stress disorders, social anxiety and other specified phobias. Major depression is very common and is the highest contributor to loss of productivity and inefficiency in the workplace.

Q: WHAT RECOMMENDATIONS DO YOU HAVE FOR EMPLOYERS TO SUPPORT AND ENCOURAGE EMPLOYEES NAVIGATING A MENTAL ILLNESS?

PC Ideally, employers could fully cover, to the extent that they can, mental health services for their employees. It looks like a lot of cost upfront, but the indirect cost that you are not seeing is hitting your company in other ways. The forward seeing organizations have started to recognize this and sometimes that means doing so outside of the insurance benefits they are offering. Employers also need to offer organizational support for individuals working on the management of their mental health illness and those with family members going through something similar. It is important for employers to incorporate mental health as a component of their overall employee wellness program.

ARE YOU RESILIENT?

Resiliency is the capacity to recover quickly from difficulties; toughness. In our interview with Shari Goldsmith, LISW, president of Workplace Resilience, she helps us unpack key strategies to become more resilient during these turbulent times.

One of the most important findings was research done by Dr. Salvatore Maddi, which identifies the **3 C's** that resilient people exhibit.



**THE PODCAST THAT BREAKS DOWN
THE TRUTHS & MISCONCEPTIONS
ABOUT ALL THINGS BENEFITS**

THE 3 C'S

1

CHALLENGE

This means seeing problems or stressors as challenges and opportunities. Individuals with this trait accept change as part of life and don't expect life to be easy.

- Solution-oriented
- Problem solver
- Mobilize resources to find a way

2

CONTROL

This means not seeing oneself as a helpless victim who is at the mercy of stressors. It involves having an internal focus of control, in other words, feeling that you can influence the course of your life and take actions that will improve your chances of achieving your goals. Individuals with this trait are generally optimistic and hopeful and feel a sense of personal power.

- Set intentions
- Focus on what you can control
- Take it one day at a time

3

COMMITMENT

Commitment involves having a sense of purpose and meaning in life. Persons with this trait do not just survive, going through life with little direction, instead they thrive.

- Search for a sense of purpose
- Remain steadfast and persevere
- Self-compassion

Visit www.horanassoc.com/tunein to learn more about the podcast

At home or on the go, doctors and mental health professionals are here for you.

Using LiveHealth Online, you can have a private video visit on your smartphone, tablet or computer.



When you're not feeling well you can get the support you need easily using LiveHealth Online. Whether you have a cold, you're feeling anxious or need help managing your medication, doctors and mental health professionals are right there, ready to help you feel your best. Using LiveHealth Online you can have a video visit with a board-certified doctor, psychiatrist or licensed therapist from your smartphone, tablet or computer from home or anywhere.

On LiveHealth Online, you can:

- **See a board-certified doctor 24/7.** You don't need an appointment to see a doctor. They're always available to assess your condition and send a prescription to the pharmacy you choose, if needed.¹ It's a great option when you have pink eye, a cold, the flu, a fever, allergies, a sinus infection or another common health issue.
- **Visit a licensed therapist in four days or less.**² Have a video visit with a therapist to get help with anxiety, depression, grief, panic attacks and more. Schedule your appointment online or call **1-888-548-3432** from **8 a.m. to 8 p.m.**, seven days a week.
- **Consult a board-certified psychiatrist within two weeks.**³ If you're over 18 years old, you can get medication support to help you manage a mental health condition. To schedule your appointment call **1-888-548-3432** from **8 a.m. to 8 p.m.**, seven days a week.

You've got access to affordable and convenient care

Your Anthem plan includes benefits for video visits using LiveHealth Online, so you'll just pay your share of the costs — usually \$59 or less for medical doctor visits, and a 45-minute therapy or psychiatry session usually costs the same as an office mental health visit.

Sign up for LiveHealth Online today – it's quick and easy

Go to livehealthonline.com or download the app and register on your phone or tablet.





Overview

A program available to you and your family offering access to confidential, professional support, 24 hours a day, 365 days a year. All IMPACT counselors are qualified masters/doctoral level professionals.

Program Features



Live, Immediate Assistance

Call toll-free, 24/7: **800-227-6007**

- **Unlimited** phone consultation with a licensed mental health professional



Face to Face Counseling Services

- **3** complimentary face-to-face counseling sessions per person, per occurrence



Legal Assistance

- 30 minute complimentary appointment
- General advice and guidance
- Discounts for most on-going legal services
- 24 hour emergency services; access to legal providers after-hours/weekends in the case of being arrested/jailed



Identity Theft Prevention and Recovery

- Complimentary phone consultation with a Fraud Resolution Specialist™ regarding:
 - » Reducing your risk of ID theft and/or
 - » Tools to independently resolve your issue if you have been the victim of ID Theft



Financial Services

- Complimentary consultation with financial counselors and educators



Comprehensive Work/Life Website

Mobile friendly, self service information on everyday living issues and concerns via:

- Articles, tip sheets and other resources
- Webinars
- Workplace leadership tools
- Referral Locators including child, elder and pet care
- Self-assessments and surveys
- Savings Center with discounts on name brand items
- Legal documents such as advanced directives and property agreements
- Financial calculators
- Free ID monitoring through the Financial Center



Telephonic Coaching Services

- Elder/Adult/Caregiver Support
- Nutrition
- Mindfulness

Accessing the IMPACT Solutions Website

1. Go to www.MyImpactSolution.com
2. Click **“Go to member login”** on the top right hand corner



3. Enter your username:
Username: shawneestate
3. Click **SIGN IN**

Frequently Asked Questions

What happens when I call IMPACT for assistance?

Regardless of when you call (day or night), you will speak with a mental health professional who can provide you with the support and guidance to navigate your present situation. Authorizations for counseling and other resource referrals are coordinated by our Triage Counselors during normal business hours (Monday through Friday). They will identify a network provider that is suited to meet your needs, answer any questions you may have about the counseling process, and follow up to make sure your needs have been met and you do not need any further assistance.

Please note: EAP counseling services are intended for brief counseling interventions. Certain professional treatment services, such as medical care, psychiatric service, long-term counseling/psychotherapy or testing are not included in the EAP offerings. In the event that such services are needed, refer to your health care plan for an explanation of covered services.

Will my employer know when I use the program?

All services are confidential and governed by federal and state laws. Information will not be shared without your consent or as mandated by law. Using the program will not affect your job security or advancement and all organizational policies and procedures remain in effect.

Who pays for the program?

The IMPACT Employee Assistance & Work/Life Program is available to you **free of charge**, courtesy of your employer.

Who is eligible for the program?

All employees, household members, dependents in and away from home, and parents/parents-in-law are eligible to use any of the IMPACT services.



Cold and flu prevention



You know the symptoms — a runny nose, sneezing and a scratchy throat. Are you getting the dreaded cold? But what if you also have a fever, aches and chills? Then, you might have the flu. Whether it's a cold or the flu, getting sick is never fun. Wouldn't it be better if you could avoid a cold or the flu in the first place? You can take simple steps to decrease your chances of getting sick.

Prevention

While it's nearly impossible to completely avoid cold or flu viruses, prevention is simple. Here are some tips:¹

- **Clean shared surfaces.** Wipe down items like telephones, keyboards, steering wheels and doorknobs often.
- **Get the flu shot.** It's the best way to protect yourself from the flu.
- **Avoid close contact with those who are sick.** This will help to reduce the chance of getting infected and sick.

Washing your hands like a pro

According to the Centers for Disease Control and Prevention, handwashing is one of the most important ways to prevent the transmission of disease.² Wash your hands after touching someone who is ill or after touching an object a sick person has touched. Also, remember to keep your hands away from your eyes, nose and mouth unless you've washed your hands.

Here are some guidelines on how to most effectively wash your hands:²

1. Use running water and soap to lather your hands and wrists. Scrub for at least 20 seconds.
2. Rinse with your hands pointing down so the rinse water doesn't run up your arms.
3. Dry with a clean towel or air dry them.
4. Shut off the faucet using the paper towel so you don't have to touch the handle.
5. Use a lotion or moisturizing cream to prevent cracks in the skin that can provide an entry point for germs and bacteria.



Sources:

1 Centers for Disease Control and Prevention website: *CDC Says "Take 3" Actions To Fight The Flu* (accessed September 2014): cdc.gov/flu/protect/preventing.htm.

2 Centers for Disease Control and Prevention website: *Handwashing: Clean Hands Saves Lives* (accessed September 2014): cdc.gov/handwashing/index.html.

3 American Lung Association website: *Facts About the Common Cold* (accessed September 2014): lung.org.

4 Centers for Disease Control and Prevention website: *Vaccination: Who Should Do It, Who Should Not and Who Should Take Precautions* (accessed September 2014): cdc.gov/flu/protect/whoshouldvax.htm#flu-shot.

5 Centers for Disease Control and Prevention website: *Key Facts About Seasonal Flu Vaccine* (accessed September 2014): cdc.gov/flu/protect/keyfacts.htm.

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Treatment

You can combat much of the discomfort from colds and flu with over-the-counter medications. However, be sure that you know what ingredients are in all the drugs you're taking to avoid taking too much. Also, check with your doctor before taking any medication if you're pregnant, breastfeeding, on another prescription drug or being treated for an ongoing health condition. Antibiotics aren't effective in treating viral infections like a cold or the flu, although your doctor may prescribe them if you develop a secondary infection like sinusitis or pneumonia.³

If your symptoms last longer than 12 days or your condition gets worse, call your doctor right away.

Remember to get your flu shot!

The best way to protect yourself against the flu is to get vaccinated each year. Vaccine experts now recommend that everyone six months and older get a flu shot. This is especially important if you live with or care for people at high risk for developing the flu, such as children younger than five, those who are 50 years of age or older and those with certain chronic medical conditions.⁴ The flu shot is given with a needle and approved for people older than six months, including healthy people and those with chronic medical conditions.

Children younger than six months of age and those with severe, life-threatening allergies to the flu vaccine or any ingredient in the vaccine should not get the flu shot.⁴ You should talk to your doctor before getting the flu shot if you:⁴

- Have an allergy to eggs or any of the ingredients in the vaccine.
- Ever had Guillain-Barré syndrome (GBS).
- Are not feeling well. You should talk to your doctor about your symptoms.

Yearly flu vaccinations should begin as soon as the vaccine is available.⁵ You can find out when the flu vaccine is available in your area at flu.gov under the Prevention and Vaccination tab.

Visit anthem.com for more ways to get healthy – and stay healthy.





Fighting the flu

Learn how to protect yourself



Why get the flu shot?

Keep yourself from getting the flu by taking one simple step and getting a flu shot; that way you can lower your chances of getting sick.

- **Influenza** (also called the flu) is a serious illness and it can affect people differently. Some people with the flu become much sicker than others. A yearly seasonal flu vaccine is the best way to lower your chances of catching the seasonal flu and spreading it to others.¹

Who should get vaccinated?

Everyone six months of age and older should get a flu vaccine every season. It's especially important for children under 18 months of age, adults over age 65 and others with low immune systems, since these people are at higher risk for developing serious problems caused by the flu.¹

Where can I get a flu shot?

The flu shot is covered under your preventive care benefits at 100% when you go to a health professional in your plan. Contact your primary care doctor to get your flu shot. You can also get it at urgent care facilities, retail health clinics, many pharmacies or walk-in doctors' offices in your plan.



Get your flu shot

Call the number on your member ID card or visit anthem.com to find a health professional in your plan near you.



Sources

1 Centers for Disease Control and Prevention website: *Key Facts About Seasonal Flu Vaccine* (accessed October 2017): cdc.gov/flu/protect/keyfacts.htm.

2 Centers for Disease Control and Prevention website: *CDC Says "Take 3" Actions To Fight The Flu* (accessed October 2017): cdc.gov/flu/protect/preventing.htm.

3 Centers for Disease Control and Prevention website: *Pneumonia Can Be Prevented—Vaccines Can Help* (accessed October 2017): cdc.gov/features/pneumonia/index.html.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

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Think you might have the flu?²

Flu symptoms. Flu and cold symptoms are similar, but the flu often comes suddenly. Flu symptoms can include some or all of these: fever or feeling chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, feeling tired and worn out, vomiting and diarrhea (more common in children than adults).

If you have flu-like symptoms, call your doctor right away.

Treatment. Usually doctors use antiviral drugs to treat the flu. Antibiotics don't work because the flu is a viral infection. You need a prescription from your doctor for antiviral drugs, so see your doctor as soon as you can. It's best to go to your doctor within 48 hours after the start of flu-like symptoms.

Not everyone with the flu needs treatment. Most people get better after a few days, but others at high risk for complications should get care right away. Your doctor can tell you what's best for you.



Where to go if you think you have the flu

See your doctor to find out if you need antiviral drugs. You can also call the 24/7 NurseLine if you're not sure what to do or where to go. The number is on your ID card.

You may also get care at an urgent care facility, retail health clinic, Livehealth Online or walk-in doctor's office in your plan. To find one near you, visit [anthem.com](https://www.anthem.com).

