

island scene

well-being, family, and fun for **HMSA** members | winter 2018 | wellbeinghi.com

Aloha, Mike Gold

HMSA's CEO retires
after 43 years
of service.

Workout with Robyn
Ah Mow-Santos

Recipes: Cooking
with local produce,
sheet-pan meals

Blue Zones Project
Updates: 'Iolani, Hale
Koa Hotel, Foodland



Caring for Hawai'i is our promise and our privilege;
it's our home, our history, our responsibility.

- Created by HMSA employees.

aloha members

On June 1, 1938, HMSA opened its doors with 671 members, mostly teachers and social workers. It was the brainchild of Margaret Catton, who went to a Territorial Conference of Social Workers with an idea that would forever change the course of health care in Hawai'i.

Today, HMSA is a \$3.5 billion organization with over 730,000 members. It's the most cost-effective health plan in the Blue Cross Blue Shield system, spending more than 90 cents of every premium dollar on health care for our members. HMSA is also the unchallenged leader in innovation in health and well-being in the country, bringing Blue Zones Project®, Sharecare, and the payment transformation initiative to Hawai'i. I believe that HMSA has earned a place in Hawai'i as a community asset.



All of this is because of the people who work here now and who have worked at HMSA for the past 79 years. From my first day at HMSA over 43 years ago, I was struck that HMSA was a special place because of our people. They cared about their community. They worked with a sense of purpose, doing the right thing for Hawai'i. And I see that to this very day, listening to their conversations in the meeting rooms, halls, and elevators; seeing their enthusiasm and creativity; and feeling their dedication to our shared vision and mission to build a healthier Hawai'i.

Three years ago, these employees wrote that "caring for Hawai'i is our promise and our privilege; it's our home, our history, our responsibility." On page 10, you'll see some of what these people have accomplished over the past several years. I've been privileged to have been part of that work and will be forever proud of their accomplishments.

As some of you may know, I'm retiring at the end of 2017, confident that HMSA is in good hands with my successor, Michael Stollar. For the past 30 years, Michael's been a leader at HMSA in our most innovative and successful initiatives. He understands Hawai'i and our health care system and he's dedicated to advancing the health and well-being of our community.

I want to thank our employees and our dedicated and talented uncompensated Board of Directors for their support over the many years that I've been privileged to work at HMSA. But most of all, I want to thank you, our members, for placing your health and the health of your families in the hands of HMSA and its employees and for allowing me the opportunity to serve you.

Aloha,

A handwritten signature in black ink that reads "Mike Gold". The signature is written in a cursive, slightly slanted style.

Mike Gold
Chief Executive Officer



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here to serve members statewide

I hope you enjoyed our last issue, which spotlighted the Big Island. (If you missed it, you can read it on HMSA's Well-Being Hawaii blog at wellbeinghi.com.)

My dad's family was originally from Hilo (Kaūmana), but they had moved to Honolulu by the time I was born. My grandparents were Tsumika and Suna Maneki.

Dad (Raymond Maneki) was born and raised in Hilo, then attended high school and boarded at Mid-Pacific Institute in Honolulu where he met my mom (Ellen Takamiya from Līhu'e, Kaua'i) and was valedictorian in 1947. He attended Grinnell College in Iowa (graduating with honors and a double major in English and journalism), married Mom in 1951, and served in the U.S. Army in Japan during the Korean War.

The family returned to Hawai'i in 1954 and lived in Hilo, where Dad worked for the *Honolulu Star-Bulletin* before moving to Honolulu in the late 1950s. Dad continued working for the *Star-Bulletin* until he retired in 1995.

Many of us have strong Neighbor Island ties and it's important to us to continue featuring those stories, old and new, in *Island Scene*. Share your stories about growing up in Hawai'i in our I Remember When section (see page 62). And please email me at feedback@islandscene.com to suggest articles on people, companies, and organizations throughout Hawai'i.

I'd also like to introduce you to Karey Kapoi, HMSA's Neighbor Island regional director for community engagement, who plays an important role in strengthening our ties on the Neighbor Islands. Karey grew up on Maui and lives in Waikapū. She was the assistant administrator and chief communications officer for the Maui region of Hawaii Health Systems Corporation before joining the HMSA team in July.



Karey Kapoi

Karey, HMSA, and *Island Scene* are working to improve health and well-being statewide, and we deeply appreciate your membership and support.

Mahalo,

Lisa Maneki Baxa
Publisher and Editor

island scene

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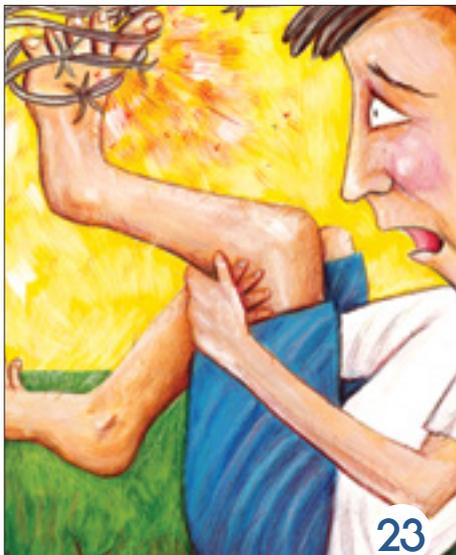
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COVER: Mike and Esme Gold. We congratulate Mike on his well-deserved retirement and thank him for his leadership and many accomplishments on behalf of HMSA members. Photo by Jonathan Canlas.



health

09

WORKOUT

Robyn Ah Mow-Santos has a tough yet sensible philosophy.

By Craig DeSilva

14

WORK THIS WAY

Employers adopt Blue Zones Project principles for a healthier workforce.

By Lynn Shizumura

19

ON THE MOVE

Plenty puka at pickleball.

By Nicole Duarte

20

SURPRISING WAYS TO BOOST YOUR MOOD

Bad days don't have to stay that way.

By Fernando Pacheco and Michelle Sullivan

23

BODY OF KNOWLEDGE

The painful truth about gout.

By David Frickman

42

IS PROSTATE SCREENING RIGHT FOR YOU?

It isn't necessary for all men.

By Michelle Sullivan and Christa Hester

52

CHOOSING WISELY: ANTIBIOTICS

When and how to use them.

By Lynn Shizumura and Courtney Takabayashi

food

53

WHAT'S IN THE BAG?

Subscribe to fresh local produce.

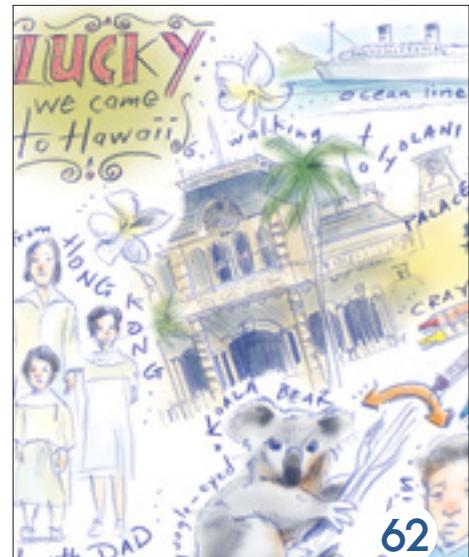
By Marlene Nakamoto

56

ONE-POT COOKING ON A SHEET PAN

Easy prep and cleanup.

By Marlene Nakamoto



'OHANA

32 HELPING HANDS IN AND OUT OF THE HOSPITAL

Queen's Care Coalition connects individuals with a range of services.

By Tiffany Hill

48 IS THIS THE YEAR TO RETIRE?

Start planning now.

By Craig DeSilva

51 GROWING TOGETHER

Whatta ya say, baby?

By Michael Tsai

MEMBER NEWS

10 A FUTURE AS BRIGHT AS GOLD

HMSA CEO Mike Gold gets ready to retire.

By Craig DeSilva

24 SLOW AND STEADY FINISHES THE RACE

Warren Aoki gets his second wind.

By Nicole Duarte

27 ON THE AGENDA

Choose an HMSA participating provider.

By Courtney Takabayashi

28 THE POWER OF LIFESTYLE MEDICINE

Ornish Lifestyle Medicine transforms lives.

By Lynn Shizumura

31 QUALITY QUOTIENT

You talk, we listen.

By Courtney Takabayashi

35 PROVIDER PROFILE

Donna Mah, M.D., succeeds in two distinct careers.

By David Frickman

36 PRIVACY NOTICE

How HMSA protects your personal information.

43 HMSA NON-DISCRIMINATION INFORMATION

Language interpretation and translation services are available.

47 ASK HMSA

Keep track of your health care spending.

By Jaylin Grace and Marlene Nakamoto

DEPARTMENTS

01 UP FRONT

A message from Mike Gold.

02 BETWEEN THE LINES

By Lisa Maneki Baxa

06 UNDER THE RAINBOW

Notes on the spectrum of life.

60 AROUND & ABOUT

Events in our community.

Compiled by Lynn Shizumura

62 I REMEMBER WHEN

Fond memories from our readers.

Edited by Marlene Nakamoto

64 ISLAND LATITUDES

Making the right choices for my family.

By Kimberly Click

“We need a health plan that works with our family’s schedule and our crazy busy life.”

With HMSA, you can choose from doctors, hospitals, and clinics close to where you live, work, and play.

Find your HMSA health plan at **[hmsa.com](https://www.hmsa.com)**.



> Ratings Boost: Colorectal Screening

By Andrew Breton

Colorectal cancer is the second-leading cause of cancer death in Hawai'i and the state Department of Health (DOH) wants to do something about it. In 2017, the state Legislature passed Resolution 129, calling for communities statewide to join together to increase the colorectal cancer screening rate from 71 to 80 percent. HMSA is partnering with the DOH and the American Cancer Society to make it happen.

Here's how you can help:

Talk to your doc. Get screened if you're between the ages of 50 and 74. A colonoscopy isn't the only way to screen for colon cancer, so talk with your doctor about other options. HMSA sends reminders to members who may need

a screening, but if you're not sure, don't wait to hear from us. Ask your doctor.



Take care. A study from the University of Hawai'i found that people who eat a high-quality diet of fruits, vegetables, nuts, and whole grains instead of processed meat, salt, and refined sugar have a lower risk of colorectal cancer and other chronic diseases.

Boost your odds. When it's caught early, colorectal cancer has a 90 percent survival rate. If it's caught late, the odds of survival drop to 11 percent.

Spread the love. Make sure your loved ones are screened, particularly Native Hawaiian and Filipino men, who have lower screening rates.

> HMSA Foundation Builds Community Health

By Amy Asselbaye and Michelle Sullivan

In its 20th year as a grant-making entity, the HMSA Foundation is working toward a vision of health care that's accessible to all community members. The Foundation works with people and organizations across Hawai'i to see how they're improving health and well-being. Learning from and sharing these stories of improved health drives the Foundation's work.

In 2017, the HMSA Foundation:

- Supported multiyear projects that improve health through social connections with grants to MA'O Organic Farms, John A. Burns School of Medicine, and the University of Hawai'i Economic Research Organization.

hmsa
foundation

- Invested in Hana School's Mālama Hāloa project, which identifies the health impact of a traditional Hawaiian diet on families.
- Improved school cafeterias on the Big Island with meals cooked from scratch using up to 60 percent locally grown food.

Investing in these projects allows the Foundation to support new ways of building health starting with the strengths of individuals, 'ohana, and communities.

Over the next 20 years, the Foundation hopes to grow and become an even more trusted partner in building health and well-being across our Islands.

> *From Hospital to Home: Hawai'i WIC Has Help for New Moms*

By Michelle Sullivan

According to the World Health Organization (WHO), breastfeeding is one of the most effective ways to ensure a baby's health and survival. Organizations like WHO, the American Academy of Pediatrics, and Hawai'i Department of Health's Women, Infants, and Children (WIC) program all agree that if breastfeeding is an option, it's strongly encouraged. But support for breastfeeding can sometimes end at the hospital.

Hawai'i WIC started the Hiilaupoli program in 2012. According to Hawai'i WIC, the translation means "coming together to support breastfeeding," and that's just what's happening all over Hawai'i. "The WIC breastfeeding peer counselors are all mothers who have breastfed their children and can relate to the WIC clients they service," says Granite. "They're a friend, a listener, and they counsel mothers on all kinds of topics."

WIC offers a variety of classes including Breastfeeding Basics, Talk Story Sessions, and a Birthing Class series. Best of all, they're free. For more information about WIC services and upcoming classes, contact your local WIC clinic or visit wellbeinghi.com/breastfeeding.



> *Live Well with Tadpole Wellness*

By Michelle Sullivan

If you've ever suffered from chronic pain, you know it's often accompanied by new prescriptions and trips to the doctor. But what if that wasn't the only option?

Stephanie Gruenert, founder and president of Tadpole Wellness, believes that sometimes healing can happen at home.

Tadpole Wellness provides custom products, like acupuncture clips and cold therapy compression sleeves, to help everyone from injured athletes to aging kūpuna heal faster. "We're working within a model of health care that can be very burdensome," says Gruenert. "People with very simple ailments are often given prescriptions and don't know what they can do for themselves."

Gruenert is passionate about inspiring and empowering people to do what they can to live well. She says well-being is becoming more than a trend — it's a must. She believes people should be able to manage pain and even quicken their healing within their wellness practices.

Tadpole Wellness's products aren't meant to replace traditional medicine or physical therapy, but they give patients the option to accelerate their healing. To learn more about the pain management solutions they offer, visit tadpolewellness.com.

HMSA members can save on Tadpole Wellness products. Visit hmsa.com/well-being/hmsa365 for more information

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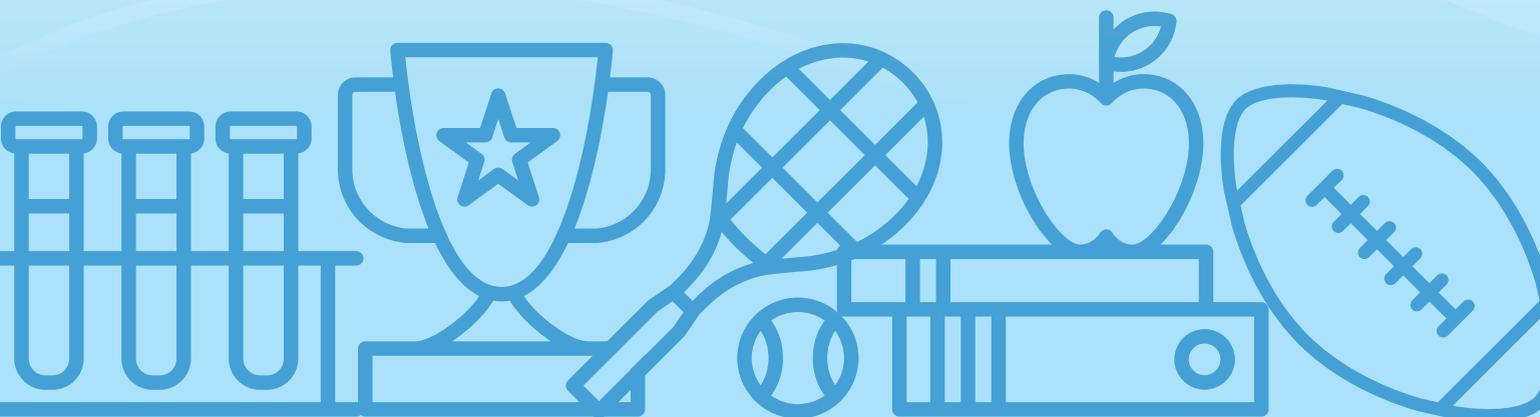
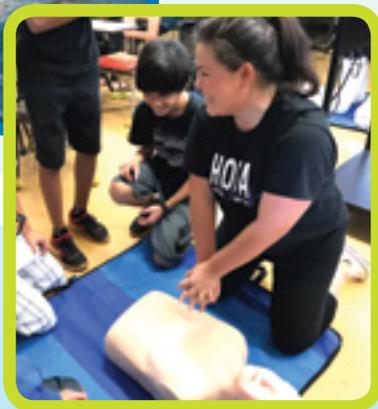
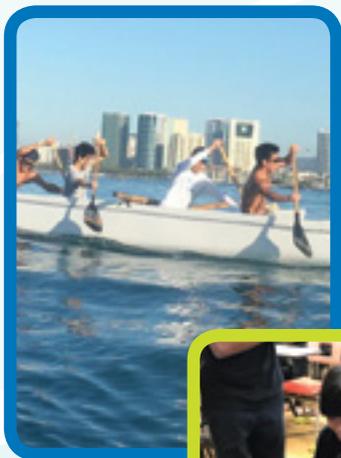
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Scholarship for a chance to be
awarded \$5,000 for college expenses.

Application deadline:
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Get information and an application at
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pumped up

One tough wahine.

By Craig DeSilva

University of Hawai'i women's volleyball head coach Robyn Ah Mow-Santos has a philosophy. You don't play volleyball to work out. You work out to play volleyball.

"I tell the girls that being a student athlete means being in shape," she says. "Take pride in your physical health. It's not my job to get you in shape. It's my job to teach you how to play volleyball. You need to be in shape before you play."

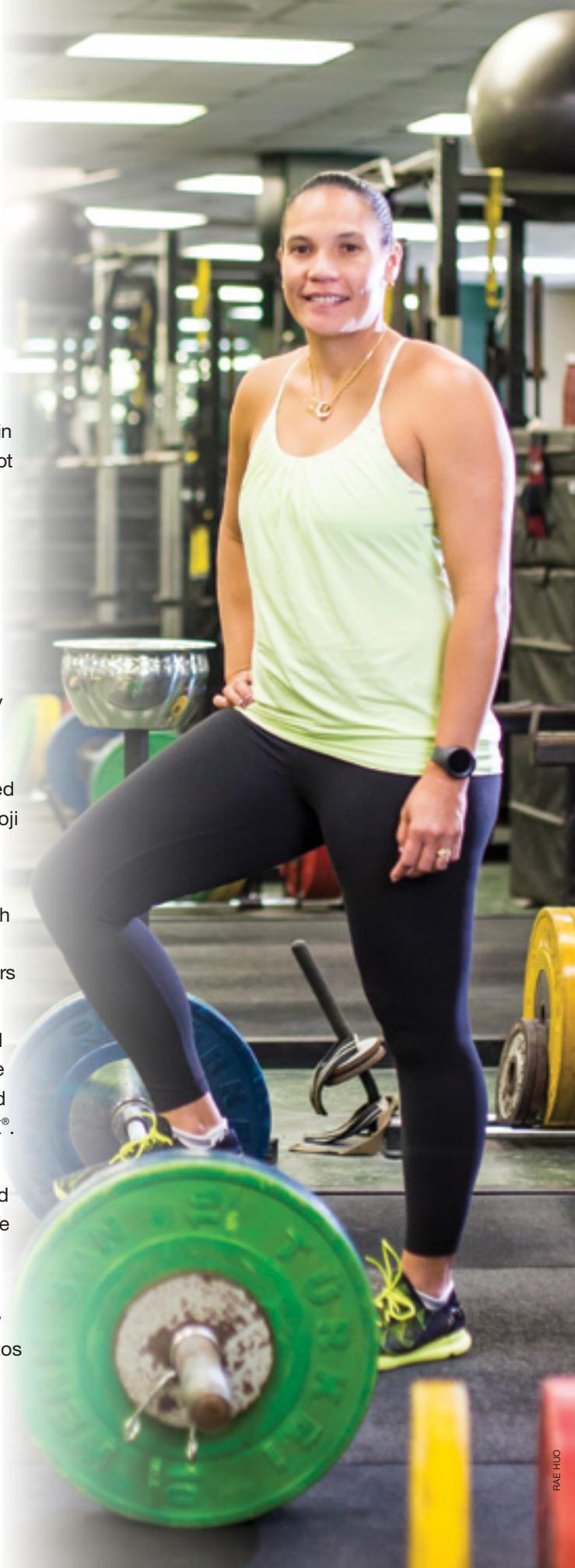
Working out has been part of Ah Mow-Santos' lifestyle since her early days when she played for McKinley High School and then with the UH Rainbow Wahine from 1993 to 1996. It's helped her get on the U.S. national team to play in three Olympics, including team captain at the 2008 Beijing Olympics where they won the silver medal. After five seasons as Wahine assistant coach under Dave Shoji, Ah Mow-Santos moved to Las Vegas with her husband, who's stationed there with the Army. She returned to Hawai'i when Shoji retired in February.

Despite balancing her job as head coach and raising three children, including her youngest who was born with Down syndrome, the 42-year-old Ah Mow-Santos still makes exercise a priority, both as an example for her players and for her own physical and mental well-being.

She runs about 3 miles on the UH track and up and down the stairs in the Stan Sheriff Center arena. In the UH Athletics gym, she exercises with free weights and does suspension training using body weight on a TRX®.

Working out with assistant coaches Angelica Ljungqvist and Kaleo Baxter keeps her motivated. And 7-year-old daughter Jream holds mommy accountable when she veers from her usual meals of salads with chicken or fish.

Although she feels pressure working in the shadow of Shoji's 42-year legacy as head coach, Ah Mow-Santos wouldn't want to be anywhere else. "I love coaching," she says. "It's the next best thing to playing." 





A FUTURE BRIGHT AS GOLD

HMSA CEO Mike Gold gets ready to retire.

By Craig DeSilva

When Mike Gold started working at HMSA in 1974, he didn't think he'd stay very long. He was fresh out of college and was looking for a start in the real world. He thought he'd learn a little bit about the business, have something to put on his resume, and move on. But there was something about HMSA that made him stay.

"I was struck by the people here and their sense of caring about their work," says Gold. "I came out of an era that valued service to your community. That was the feeling that I got from people here."

After 43 years at HMSA, Gold says that sense of kuleana, or responsibility, to do what's right for HMSA members and the community still remains. And he's confident it'll continue long after he retires at the end of the year. "It's ingrained in our DNA," he says.

After serving in the U.S. Air Force as a Vietnamese linguist, Gold came to the Islands in 1970 to attend the University of Hawai'i at Mānoa, majoring in philosophy. It was then that he knew he was home. He started at HMSA in the management trainee program and over the years has held leadership positions in many aspects of the organization including product development, underwriting and actuarial, account services, provider services, customer service, and community relations.

In 2013, he was promoted to president and chief executive officer. All of the initiatives he led were based on

the fundamental belief that a sustainable health care delivery system cannot be achieved through a narrow focus that addresses only sickness and disease, but must have an unwavering focus on engaging people to take steps to improve their overall health and well-being.

As Gold looks back at his more than four decades at HMSA, he talks about how members have been first and foremost on the minds of every decision the organization has made.

How has HMSA evolved since you started?

HMSA has both adapted to keep up with changing times and taken leadership roles to improve the health of our communities. So we're not just reactive. We're proactive. The world is more complex now and continually changing and people rightly expect more from us. But the mission and our reason for being here for the community haven't changed. And that's to serve the people of Hawai'i. It's that same kind of spirit that's kept me here for over 40 years.

What's one of the most notable changes?

We emphasize personal health more, so we're evolving into a health organization. We don't just pay claims to providers for our members' medical care. To help our members prevent many chronic health problems, we give them the tools and guidance to take care of their health. We've created stronger partnerships with physicians and hospitals to focus on prevention rather than on treatment. And we work with communities to help them create and implement their vision for better health and well-being.

What are some of these initiatives?

Our members can read about a lot of these initiatives in this magazine. For example, communities and workplaces throughout the Islands are participating in Blue Zones Project®. This program looks at what people in other parts of the world are doing

to live healthy, fulfilling lives well into their 80s, 90s, and even past 100. We work with communities throughout the state to see how they can apply those concepts to benefit their neighbors. It's not HMSA telling you what to do. We provide the opportunity for schools, restaurants, grocery stores, businesses, and other community leaders to come together and decide what's best for their neighborhoods.

What are the things that stand out to you as you look back?

In my early years here, the leaders at HMSA had a vision that was different from other health plans. They took bold actions to serve our members. As an example, we were one of the first to include behavioral health benefits to help people with psychological and emotional issues. We realized that's what members needed and that emotional and social well-being are part of overall health. And it made a difference for our members and for HMSA in containing health care costs. This effort was a precursor to our current emphasis on the social determinants of health.

Where did that attitude originate?

It started with our founders – social workers and other community leaders – who had a pioneering vision to make sure people had access to affordable, quality health care. And it's ingrained in local culture. Because we live in a small island state, we have to look out and care for each other – our families, neighbors, and friends.

How important is it for HMSA to look for bold solutions even today?

Nothing is more important. That's how communities will move forward to improve health and well-being. And our members benefit from it. Our members were the first in the nation to connect with doctors on their phones or computers without an appointment using HMSA's Online Care®. Our members were the first in the nation to use Sharecare, a web-based platform that gives them all their

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AmericanWell® is an independent company providing hosting and software services for HMSA's Online Care platform on behalf of HMSA. Sharecare, Inc., is an independent company that provides well-being programs to engage members on behalf of HMSA.

health in one place. And our members are the first in Hawai'i to benefit from Ornish Lifestyle Medicine™. These are worthwhile investments that make it easier for members to engage in their health. And just as importantly, HMSA makes all of these initiatives available to everyone in Hawai'i, not just to HMSA members.

HMSA is also the first health plan in the nation to start a major payment transformation. How will members benefit from this new way of paying doctors?

We want to strengthen the relationship our members have with their doctors. Payment transformation provides more convenient ways for members to communicate with their doctors outside usual office hours – either by text, email, or phone. But doctors should be compensated for this. So this system pays doctors based on the health of their patients rather than the number of medical procedures they perform. It helps the doctors be more efficient in delivering high-quality health care.

With rising health care costs and rates of chronic conditions like diabetes and obesity that can be prevented through lifestyle changes, it was clear that we needed to change the current system. And we did it by working closely with doctors and listening to their feedback to improve the program.

The Affordable Care Act (ACA) has changed the health care system dramatically. How has it affected Hawai'i?

The ACA has certainly given more people access to health care. And that's a good thing. But it didn't have as great an impact on Hawai'i

as it did across the Mainland. We already had one of the lowest uninsured rates in the country. This is partly because our state's Prepaid Health Care Act gives employees and their families access to health plans through their employers.

But the ACA isn't perfect. Any law this big needs improvements over time. And solutions will come only with the cooperation of everyone working together. That remains to be seen in Washington, D.C. But no matter what happens with the ACA, HMSA will continue to do what we've always done – providing access to quality health care for our members and creating solutions to community health issues.

As you leave HMSA, how do you feel about the future of health care in Hawai'i?

I'm very confident HMSA is on the right track to deliver what Hawai'i needs. We have the right people in place. And we continue to adapt and be innovative. We're driven by the same commitment and responsibility that we had when I arrived. So I leave with a good conscience. I'd better be confident because I'll be on Medicare soon [laughs]. But seriously, we've done a lot in the past 80 years and especially in the last several years. Our members can feel confident that HMSA will continue to be here for them. It'll be a lot of work. But that's why we're here – to work hard for them.

What's in your future? Is this a retirement or refirement?

The only thing I plan to rehire is my golf game. I've had to cut back on leisure activities since becoming CEO. I hope to continue exercising,

read more for pleasure, and work in the yard. Other than that, I'm not sure what I'll be doing. One thing is certain, though. My wife and I will stay in Hawai'i. Our children and grandchildren are here. This is home. I can't imagine living anywhere else. My heart is with Hawai'i.

What's your advice for HMSA when you leave?

To continue listening to people in the community – providers, businesses, and, of course, members. There's always a danger for any company of our size and experience to fall into stagnation. But I haven't seen that here at HMSA. I think the people who work here really care about serving our members.

That's why we built the HMSA Centers on O'ahu and the Big Island that stay open on weekends and evenings. We're here for our members when it's convenient for them, not just when it's convenient for us. We make personal connections with tens of thousands of our members every year at these centers and Neighbor Island offices. We like providing that personal touch. And we're interested in hearing what our members have to say. If we can help them in any way, it makes us feel good knowing we did our job well. After all, we're here for our members, and really for the health and well-being of the entire state. 



EARL YOSHI

Work This Way

More Hawai'i
employers adopt
Blue Zones Project
principles.

By Lynn Shizumura

Long-time 'Iolani School teacher Carey Inouye participates in the school's paddling moai. Photo courtesy of 'Iolani School.



On the surface, it may not seem like a grocery retailer, Waikīkī hotel, and K-12 private school have much in common.

But as employers, Foodland, Hale Koa Hotel, and 'Iolani School share a commitment to advancing the health and well-being of their employees. As part of this effort, they've partnered with Blue Zones Project® Hawaii to support healthier and happier places to work.

According to research by the Society for Human Resource Management, health and wellness benefits play an important role in employees' job satisfaction. But what does it mean to be a Blue Zones Project employer? And how do these employers tailor their programs to best support the needs of their employees? We spent time at each organization to find out.

Blue Zones Project approach

Blue Zones Project is a community effort that helps people make healthier choices where they live, learn, and work. The initiative promotes behaviors and traits shared by people from longevity hotspots of the world, known as Blue Zones. These principles include moving naturally, reducing stress, eating a plant-based diet, and maintaining a supportive social circle.

Employers often partner with Blue Zones Project to introduce programs such as walking at lunch, healthy potlucks, exercise classes, well-being workshops, and incentives for better health. To earn Blue Zones Project designation, employers must create a workplace well-being plan and show evidence of their employees engaging in healthy activities. Blue Zones Project also works with schools, restaurants, faith-based organizations, and grocery stores in a similar way.



The power of moais

When Blue Zones researchers spent time with Okinawan residents, they noticed that many of them maintained healthy social circles that met over shared interests. They called these groups “moais” (pronounced MOE-eyes), which roughly translates to “meeting for a common purpose.”

Blue Zones Project encourages employers to form similar groups, usually for exercise or healthy eating. At ‘Iolani School in Honolulu, moais are a big part of their Blue Zones Project participation. During the school year, teachers and faculty meet for prayer, yoga, paddling, strength training, walking, and more.

History teacher and spiritual (prayer) moai leader Kimi Frith says the moais give her a convenient way to exercise her mind, body, and

spirit. “There was a time that I went to the boot camp, yoga, and prayer moai all in the same week and I was in the best mood,” she says. “Everything I’ve experienced through Blue Zones Project has been positive.”

Long-time physics teacher Carey “Doc” Inouye likes the paddling moai because it helps him recharge. “We go out onto the ocean for about an hour and have fun,” he says. “It really doesn’t feel like exercise.”

Frith and Inouye say that the moais give them a chance to connect with colleagues in ways they wouldn’t have been able to before. “I’ve known some of these people for many years, but we didn’t have the chance to interact as closely before the moais,” Inouye says.

*Iolani School staff members (from left) Jo Okumoto, Cathy Lee Chong, and Jacalyn Oda complete a morning workout with physical education teacher Delbert Tengan.

CONGRATULATIONS on becoming a Blue Zones Project Approved Hale Koa Hotel



Walking the talk

When Richard LeBrun was a teenager, he worked his first job at a hotel in Germany. “My job was menial and guests often treated me like I was invisible,” he says. “I promised myself that I would remember this in my career.”

Today, Mr. LeBrun is the general manager of the 818-room Hale Koa Hotel, the first hotel and federal employer in Hawai‘i to earn Blue Zones Project approval. The hotel employs 780 in departments like housekeeping, maintenance, food and beverage, and guest services.

Because working in hospitality can be challenging, Mr. LeBrun makes it a priority to recognize employees and create a welcoming space. As part of that effort, the hotel renovated their employee locker rooms and dining room to give them a brighter, modern feel. They also prominently feature employee milestones and accomplishments in their back-of-house hallways.

In the kitchen, pantry chef Leopoldo Quinabo produces the hotel’s cold dishes such as namasu (daikon and carrot salad) and appetizers. “We have the privilege of using fresh, local ingredients, which make a huge difference in the flavor and quality of our food,” Chef Quinabo says. “We even make our salad dressings from scratch.”

Those dressings are served to guests and employees alike. In the Ohana Café, the hotel’s employee dining room, Blue Zones Project-inspired dishes give employees healthier options. On a Wednesday afternoon, specials included Executive Sous Chef Andy Nelson’s marinated beets and mushroom barley soup. Water infused with fruit is also available throughout the week.

Although Mr. LeBrun says it can be difficult to unite an already busy workforce in exercise, more employees are joining walking moais and participating in step challenges. To date, the hotel has more than 22 groups that meet to walk around the Fort DeRussy area. The hotel also offers on-site workshops on topics such as restful sleep and stress management.

“Blue Zones Project has really given us a more holistic approach to health,” Mr. LeBrun says.

Top: Hale Koa Hotel General Manager Richard LeBrun (left) and Sharecare Vice President Craig Petty cut the Blue Zones Project ribbon at a recognition ceremony. Bottom: Blue Zones-inspired dishes at Hale Koa Hotel

Continuing a legacy

Foodland's founder, the late Maurice "Sully" Sullivan, often said, "Treat our customers well and they'll come back." Sullivan cared for Foodland's employees in a like-minded way, often encouraging them to maintain a healthy work-life balance.

Today, the Sullivan Family of Companies (SFOC), which oversees Foodland, The Coffee Bean & Tea Leaf Hawaii, and Food Pantry, Ltd., is led by Sullivan's daughter, Jenai Sullivan Wall. Wall says her father treated their employees like family. "We're proud to carry on his commitment with Blue Zones Project," she says. (Jenai is married to Roger Wall, vice chairman of Foodland Super Market Ltd. and a Director on HMSA's Board.)

At SFOC headquarters in Kaimukī, employees sport active wear to participate in Workout Wednesdays, enjoy nutritious plant-based snacks and meals, come together for healthy pau hana gatherings, and volunteer their time through their workplace well-being program. Their employee lounge has a snack bar and refrigerator stocked with ready-to-eat fruits, vegetables, salads, sandwiches, and sparkling water at reduced prices.

SFOC takes the time to measure their success. After implementing their Blue Zones Project initiatives, more than 65 percent of employees said they make physical activity a regular part of their day. And 73 percent said they're eating more vegetables and fewer processed foods than they were before the program began.

SFOC employee Beverly Sorensen says it's easier for her to eat healthier and squeeze in exercise with her company's support. She likes to participate in walking moais and fitness challenges that inspire friendly competition. "The program helps me improve my health in a new and exciting way," she says. "We really feel valued and cared for." ¹⁵

Party Cities

Central Maui and West Hawai'i, two of the newest Blue Zones Project demonstration communities, celebrated community kickoffs last summer. The events in Wailuku and Kailua-Kona featured Blue Zones Project founder Dan Buettner, healthy foods, community vendors, and giveaways.

Volunteer opportunities are available in Hawai'i's Blue Zones Project communities. To learn how you can get involved, visit hawaii.bluezonesproject.com.

Top: SFOC offers their employees healthy snacks and beverages.

Center: Employees enjoy an afternoon yoga class at SFOC headquarters.

Bottom: Dara Ajimine (left) and Ava Cooper at the fueling station.



PHOTOS BY EARL YOSHII

no pickles, but plenty puka

Getting in on the Hawai'i pickleball craze.

By Nicole Duarte

Rule #5 of Da Pukaball Way to Play says, “If yo patna stay playing junk, no say mean stuff or give um stink eye.”

I'll rely on this rule to stay in the good graces of my partner as I try my hand at “pukaball,” or pickleball as it's known across the country.

A cross between tennis, badminton, and table tennis (ping pong), pickleball uses just a quarter of a tennis court, a lower net than badminton, and what looks like oversized ping pong paddles. And then there's the ball: plastic and full of holes—much like a whiffle ball. One of the fastest-growing sports in the U.S., pickleball has an estimated 2.5 million players, a number that's expected to grow.

Within minutes of arriving at the O'ahu Pickleball Association's meet-up in Kaimukī, I had a paddle, a partner, and a match. Association volunteers set up the nets, tape lines, and post a sign-up board and the game rules and court etiquette in pidgin. They even have demo paddles on hand so that newbies can just show up to play.

Founded in April 2017, the nonprofit Association has over 400 members. Its meet-ups, which take place several times a week, average 30 to 35 players of all ages.

“People try pickleball and they just love it,” says Donna Ching, Association president. “It's good cardio and easier on the body than tennis because it's not as jarring.”

As a casual tennis player, I thought I'd have an advantage. However, I found myself whiffing horribly on the ball. Luckily for me, my partner and opponents were supportive and gave me helpful tips. Soon, I was producing an erratic mix of hits and misses.

But the good nature of my fellow players helped me relax and have fun. And there's



PHOTO COURTESY OF RUDY LOPEZ, O'AHU PICKLEBALL ASSOCIATION

something about that plastic ball and the sound it makes that had me giggling. It's hard to take yourself too seriously when you're hitting (or whiffing on) a toy-like ball full of puka.

“The game is so lighthearted and people are so encouraging” Ching says. “Games are only to 11 points, so there's constant turnover and you're always meeting new people.”

And don't underestimate the social aspects of the game. The intimate size of the court and the upbeat nature of pickleball make for a friendly sport, even among advanced players who engage in a fast-paced game. Members will often potluck and bring their families and pets to the park.

The Association (oahupickleballassociation.org) offers classes, clinics, and open-play sessions on O'ahu. To find a meet-up near you, go to usapa.org and join the fun. 

Pickleball Beginnings

Pickleball started on Bainbridge Island, Wash., in summer 1965 by Congressman Joel Pritchard and his friends. Its name may be related to the pickle boat in crew (rowing). Or maybe it's related to the Pritchard family's dog, Pickles. Or maybe Pickles was named after the sport. It's all part of the sport's lighthearted mystery.



SURPRISING WAYS TO BOOST YOUR MOOD



**BAD DAYS
DON'T HAVE
TO STAY
THAT WAY.**

BY FERNANDO PACHECO AND
MICHELLE SULLIVAN

Living in paradise doesn't mean our days are perfect. Lots of things can put us in a bad mood—traffic, long lines at the store, even the occasional coffee spill.

Mental well-being is just as important as fitness and nutrition, but it's often neglected. Stress and bad moods are a natural part of our lives, but turning around a bad day can make a huge difference for your well-being. And let's face it: a bad mood doesn't make for pleasant company.

The next time you feel your attitude going south, avoid passing it on to friends, family, and co-workers with these bad-mood busters.





SMILING

Fake it 'till you make it. You may not feel like smiling, but studies show that it lowers stress. It seems counterintuitive, but forcing a smile can actually trick your body into thinking it's happy. Plus, smiles are contagious, so you'll pass on a bit of happiness to others. Before you know it, the positive vibes might just take over.

GUM

When in doubt, chew, chew, chew. Chomping on gum helps to ease tension and release nervous energy. But remember the sugar in gum can contribute to tooth decay and gum disease, so keep it sugar-free.

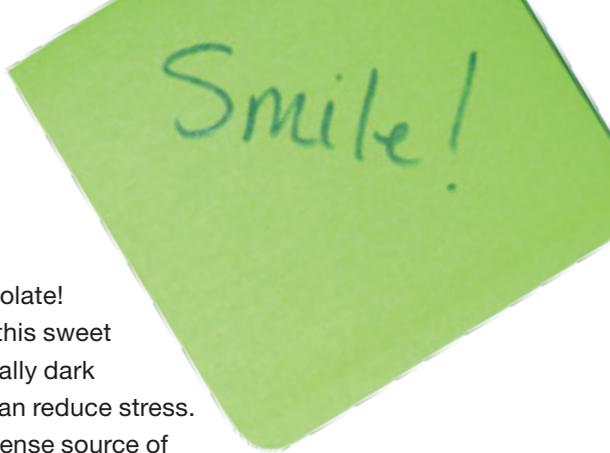
Chew in moderation—if your jaw muscles are starting to tense up or ache, it may be a sign of excessive chewing.



NATURE

Go outside or bring the outdoors in. Our lives are getting busier all the time, reducing the amount of time we spend outside.

Exposure to flowers and other plants can create a relaxing effect, so step away from your desk for a bit. If you can't go outside, bring plants and flowers into the office or start a rooftop garden.



CHOCOLATE

Yes, chocolate! Consuming this sweet treat, especially dark chocolate, can reduce stress. Cocoa is a dense source of antioxidants, which are a proven stress reducer. That means the higher the cocoa content, the less stressed you'll be. Just remember chocolate can also contain a lot of sugar and fat, so enjoy in moderation.

GREEN

Colors can have a profound effect on our mood and green is no exception. We often associate green with nature, another mood booster, and it's widely regarded as a calming color. It can even reduce stress and promote healing in the office. So reach for your favorite green aloha shirt or break out those green sticky notes to upgrade your work day.

WALK

Take a stroll around the block or to your neighborhood park. Exercise is a proven source of endorphins, but you don't need to power walk to reap the health benefits. The important thing is to get up and get moving at a moderate pace. Even low-intensity walking can help improve your mood.

For more well-being tips, visit HMSA's Well-Being Hawaii blog at wellbeinghi.com. 



All the **small** things

Instead of making grand resolutions, make small, manageable changes that are easier to stick to.

For more tips for a happy and healthy new year, visit wellbeinghi.com/resolutions.

hmsa 

the painful truth about gout

Control it to prevent more-serious conditions.

By David Frickman

For some people, gout can seem minor because it goes away quickly. For others, it can become debilitating and deadly if ignored. A recent study says there's a 25 percent higher risk of premature death for those who have it.

Gout is a painful form of arthritis that the Arthritis Foundation says affects about 4 percent of the U.S. population. It develops when uric acid levels in the blood are too high, forming crystals in the joints.

"The first symptom of acute gout is the sudden onset of intense pain and swelling, often with warmth and redness," says Scott Kawamoto, M.D., a rheumatologist at The Queen's Medical Center and an HMSA participating provider. He says the big toe is the most common site of a gout attack, but other joints can be affected. Attacks usually start at night or in the early morning hours.

Your chances of having gout may be higher due to your family history or if you have other conditions such as high blood pressure, high cholesterol, or diabetes. Kawamoto says gender (male), age (30 years and older for men and 50 years for women), and ethnicity (Pacific Islanders) can also play a role.

"The first 12 to 24 hours are usually the most severe, with pain so intense that even lightly brushing against the joint elicits tenderness," Kawamoto says. "Fortunately, even without treatment, the attack usually subsides within a few days to a few weeks."

For some, though, gout persists and can be a much-larger problem. Chronic gout, which can occur when uric acid levels are high for many years, can be prevented or managed with proper care and treatment.

"Adopting healthy lifestyle habits is a key," Kawamoto says. "Eating a healthy diet, exercis-



ing regularly, and losing weight can lower your risk of repeated gout attacks and the chances of developing heart disease, which is common in people with gout."

Kawamoto says gout sufferers should avoid:

- Red meat and organ meats.
- Shellfish and sardines.
- Sugary drinks or those sweetened with high-fructose corn syrup.
- Excessive alcohol, especially beer and distilled spirits.

In general, it's best to avoid foods that are high in purines, which the body converts into uric acid.

There's some good news, though. Kawamoto recommends foods and beverages that help lower uric acid levels or are good for the heart, such as skim milk and other low-fat dairy products, whole-grain foods, plant oils (olive, canola, sunflower), plant proteins (such as nuts and legumes), most vegetables, some fruits (those that are less sweet), coffee (if you already drink it), and water.

Medications can also help reduce the pain and swelling of an acute gout attack or lower the production of uric acid. Work with your doctor to determine the best treatment plan for you.

"With proper treatment, most people who have gout can control their symptoms," Kawamoto says. ¹⁵

Slow and Steady Finishes the Race

HMSA MEMBER WARREN AOKI GETS HIS SECOND WIND.

At age 52, Warren Aoki is training for his first Ironman triathlon. The Ironman Chattanooga in Tennessee includes a 2.4-mile swim in the Tennessee River,

a 116-mile bike ride, and a 26.2-mile run. It's an endurance test that attracts top athletes from around the world. And while Aoki is up for the challenge, this wasn't always the case.

Photos courtesy of Warren Aoki

BY NICOLE DUARTE

The starting line

Aoki's journey began when he was about 38. Married with two kids, he was immersed in his job (in social work) and family life with little time for his own well-being. His weight, cholesterol, and blood pressure were all going up, so he decided to make some changes.

"I realized that you have to take care of yourself to be of service to others," Aoki recalls. "If you only take care of others and neglect yourself, your health suffers and you become resentful. That was really the turning point for me and I got back into marathon running."

He had run a few marathons when he was a student at the University of Hawai'i at Mānoa, but it had been a while. With a little patience, however, Aoki didn't find it too difficult to get back into it.

"The thing about endurance sports like marathons is that you don't have to be super fast," he says. "You just have to keep at it."

Running with the pack

While running can be a solitary endeavor, Aoki finds it helpful to share the journey. At one point, he trained with Runners' High, a group of marathoners based in 'Aiea. The positive reinforcement kept him going as he prepared for the Honolulu Marathon every year.

"It's just a great group of people and that was important to staying motivated and connecting with that community," he says. "Some people in the group walked marathons, while others trained for triathlons. It helped me to see that what people can do is unlimited."

The group planted the seed of what was possible and by 2004, Aoki was participating in triathlons.

Keeping at it

After nearly 15 years of marathons and triathlons, Aoki is taking on the big race. He credits these four essential tips:

- **Set a goal:** "What worked for me was to give myself something to train for and setting a goal."
- **Get the right plan:** Aoki learned how to train correctly and not go too hard, get the right shoes to prevent certain injuries, and have a good plan that allows the body to recover properly.
- **Know your food:** Eating healthy has never been Aoki's strong suit, but a slight shift in his mindset helped. Rather than focusing on the foods he can or cannot eat, he focuses on the foods that will power his training. "I try to eat the right things to fuel what I'm doing, like whole-grain breads, lean proteins, fruits, and vegetables. It's a more purposeful way of eating."
- **Tie it to a cause:** While Aoki's main motivation is his wife and sons, he also believes that tying his fitness goals to a cause gives them more meaning. He's doing his first Ironman with Team Challenge to raise awareness and money for the Crohn's & Colitis Foundation because his eldest son suffers from ulcerative colitis (see box).

Smiling to the finish line

For Aoki, the race itself is about being in the moment. And for the Ironman in Chattanooga, he'll be mentally in the here and now for all 144-plus miles of it.

"I study mindfulness and meditation, so it's pretty easy for me to focus on the present," he says. His mind is fixed on the little things, like counting footsteps, pedaling, breathing, and continuing with the race bit by bit. "Sometimes it's 'don't throw up' or 'don't go too fast,' you know, in-the-moment stuff. But I always try to keep a smile on my face even when I'm hurting." 

Ulcerative colitis

An estimated 907,000 Americans suffer from ulcerative colitis, a chronic condition that affects the colon (large intestines). With ulcerative colitis, the body's immune system mistakes food, bacteria, or other materials for a foreign invader, leading to a chronic state of inflammation and ulcers in the colon. Symptoms include persistent diarrhea, abdominal cramps and pain, and blood in the stool. While the causes of the disease are largely unknown, it tends to run in families and affects men and women equally.

To learn more, visit crohnscolitisfoundation.org.

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For contact information and plans accepted, go to hmsa.com and click Find a Doctor.
These providers joined HMSA’s network June 21 to September 20, 2017.

ask now, save later

Choose an HMSA participating provider.

By Courtney Takabayashi

When you ask your doctor, “Are you an HMSA participating provider?” you can potentially avoid stress and spending extra money.

If your doctor answers, “Yes, I am,” that means your doctor is in our network. Your doctor is one of the 7,750 doctors and other health care providers who’ve completed HMSA’s extensive credentialing and contracting process to keep costs as affordable as possible for HMSA members.

These participating providers are contracted to accept no more than HMSA’s eligible charge in exchange for direct payments from HMSA for covered services. In other words, they agree to accept your out-of-pocket payment and HMSA’s reimbursement as payment in full.

If your doctor answers, “No, I’m not an HMSA participating provider,” they’re not part of HMSA’s network. There’s no contract to ensure limited out-of-pocket expenses. However, HMSA plans have provisions for covering services from nonparticipating providers under certain circumstances and with some limitations.

Please note that these guidelines don’t apply to HMSA Akamai Advantage® and HMSA QUEST Integration plans.

Members with a preferred provider organization plan, or a PPO, can see a nonparticipating provider and still receive some benefits. However, benefits will be paid at a lower rate based on HMSA’s eligible charge, and in some plans, you have to meet a deductible. HMSA sends the benefit payments to the member, who’s responsible for paying the nonparticipating provider’s total charge. Often, the difference can be very expensive.

In health maintenance organization plans, or HMOs, HMSA pays benefits for covered services from nonparticipating providers only if we’ve approved a referral request submitted by your primary care provider before you receive services. This approval may be granted if a specialist you need isn’t available in your HMO network or HMSA’s participating provider network.



Take charge: Total vs. eligible charges

The total charge is the amount a provider (participating or nonparticipating) bills for services or supplies.

The eligible charge is the amount that participating providers agree to accept based on their agreement with HMSA. The eligible charge is the lower of the provider’s total charge or HMSA’s maximum allowable fee (the maximum amount that HMSA will pay for covered services and supplies).

With nonparticipating providers, the difference between the total charge and the eligible charge can mean the difference between a hundred dollars and a thousand dollars.

Behind the scenes

You may sometimes receive services from providers who are behind the scenes, such as radiologists, anesthesiologists, or labs for blood work. To avoid a nonparticipating provider’s higher out-of-pocket costs, talk with your doctor. Make sure that your doctor understands that you prefer to see an HMSA participating provider.

Also, let your doctor know that you always want your lab work sent to a participating provider if available.

Questions?

For more information about participating and nonparticipating providers and PPO and HMO plans, visit hmsa.com. Click Help Center on the home page and choose Health Care: Plain & Simple, then click the “Par vs. Nonpar” video. 

The POWER of



Lifestyle Medicine

Ornish Lifestyle Medicine transforms lives naturally.

By **Lynn Shizumura** | Photos by **Earl Yoshii**

Eating a plant-based diet can have many benefits. Besides being good for the environment, it can help you reduce your blood pressure, lose weight, and feel better. Add exercise and meditation and you might see results you haven't seen before. But where do you start? And what can you do if you already have a chronic condition?

Enter Ornish Lifestyle Medicine™, which helps people with or at risk for heart disease achieve better health. In the program, participants meet twice a week for nine weeks to focus on the four areas of the program – food, fitness, stress management, and group support. With the help of professionals, they cook plant-based meals, exercise, meditate, and talk about their progress. Sessions are overseen by a

doctor or registered nurse who helps participants make changes safely.

The program is the creation of Dean Ornish, M.D., a physician and researcher who has extensively studied the link between key lifestyle changes and a reduced risk of heart attack or stroke even for those with severe heart disease. People who complete the program consistently report a decrease in blood pressure, cholesterol, body fat, and weight. Some have improved their health enough to safely stop taking certain medications.

The Ornish program is relatively new to Hawai'i, but hundreds of people have already completed it. As more people become familiar with the concept, employers like Hawaiian Electric Company (HECO) have seen the power of word-of-mouth recommendations. "We start-



Bill Carreira



Susan Li

ed with a small group of participants in the spring of 2016,” says Wanya Ogata, director of corporate health and wellness at HECO. “Now we have Ornish moais (groups) that meet on campus.”

As the director of corporate health and wellness, Ogata regularly shares information about health and well-being programs with HECO’s employees. That’s how Bill Carreira, director of customer business management services, heard about the Ornish program. “At first I thought I didn’t need it,” Carreira says. “But I knew I was at risk for a heart attack and wanted to do something about it.”

Before the Ornish program, Carreira would drink soda throughout the day and eat fast food for dinner. “You wouldn’t see me eating brown rice or tofu,” he says. But that changed with the Ornish program, which teaches participants how to make heart-healthy meals like tofu scramble and a reversal salad with greens, chopped vegetables, and fat-free salad dressing. The program

Interested in the Ornish program?

Talk to your primary care provider or call an Ornish program site for more information. The program is offered at:

‘Ekahi Health System

777-4001 on O’ahu
500 Ala Moana Blvd., Suite 6-D
Honolulu

Island Heart Care

769-5225 on Hawai‘i Island
75-1027 Henry St., Suite 110
Kailua-Kona

Straub Medical Center

522-4114 on O’ahu
1100 Ward Ave., Suite 715
Honolulu

inspired Carreira to start making and taking salads to work, a habit that he’s maintained to this day.

Susan Li, senior vice president and general counsel at HECO, decided to try the Ornish program after an appointment with her doctor. “My cholesterol was quite high and I have a family history of heart disease,” she says. “I needed to make a change.”

Li says finding time each day to manage her stress was the hardest habit to build. But now, it’s a normal part of her routine. If she’s short on time, she’ll squeeze in a few minutes of deep breathing. Several times a week, she walks along the beach before or after work. “It’s very meditative and peaceful,” she says.

Li and Carreira both lost weight and lowered their blood pressure and cholesterol through the Ornish program. When they talk about their results, they’re more passionate about the well-being benefits of the Ornish lifestyle. “I have a much better quality of life and that’s what I care about,” Carreira says. “The program gives you peace of mind. If you don’t have that, you don’t have anything.” 

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THANK YOU

Mahalo to everyone who completed an HMSA member survey.

We're happy to hear that you value HMSA as your health plan.

One of your top concerns was access to care, so you'll be happy
to know that we remain committed to providing you with a large
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Ready for more?

In the next few months, you may receive the Consumer Assessment
of Healthcare Providers and Systems (CAHPS[®]) survey. This survey
is your chance to let us know how you feel about your experience
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return it.

We look forward to your feedback. It helps us improve our programs and
services, and the well-being of HMSA members and everyone in Hawaii.

CAHPS[®] (Consumer Assessment of Healthcare Providers and Systems) is a registered
trademark of the Agency for Healthcare Research and Quality, a U.S. Government agency.

1010-9366



you talk, we listen

Your feedback is important.

By Courtney Takabayashi

Sometimes it's easy to ignore the opportunity to fill out a customer comment card or feedback form. We might feel like we're too busy or it's a waste of time. We wonder if businesses actually read our evaluations and if they do, is anything going to change? At HMSA, the answer is "yes."

Part of our commitment to our members is ensuring that you're happy and supported. One of the ways we measure your experience is through surveys. In fact, each year the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey helps us better understand how you feel about your experiences with health care and interactions with doctors and HMSA.

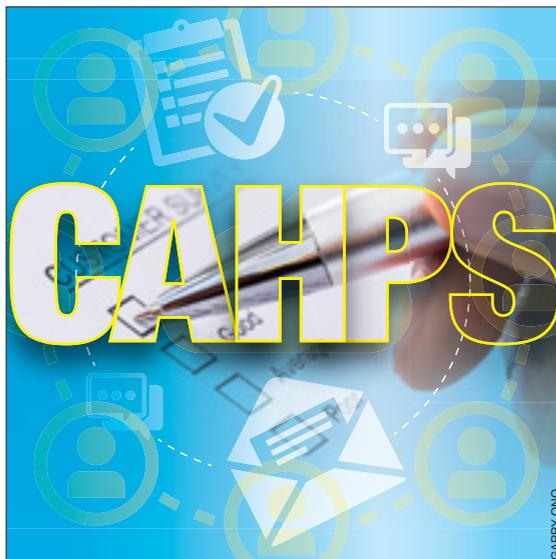
After you complete and return the survey, your answers are combined in a large pool of data. Any information that could identify you is removed before the results are sent to HMSA. We share the combined feedback with doctors in our network and departments throughout HMSA so we can all see how we're doing. We also use the feedback to invest in what's important to you and to improve our programs and services.

At HMSA, it's our privilege to serve you. That's why we need to know what we're doing right and where we have opportunities to improve. Completing and returning the CAHPS surveys is an easy and effective way to provide us with valuable information. You can be sure that when our members talk, we listen.

Frequently asked questions

Is the CAHPS survey confidential?

Yes, the survey is confidential. We contract with another company, SPH Analytics, to col-



lect and combine the survey responses for us. Personally identifiable information is never made public and will be released only if required by federal laws and regulations.

Who receives the survey?

The survey is sent to a random sample population of our members. This means only some of our members receive it.

Do I have to take the survey if I receive it?

No, taking the survey is optional. Although we'd love to hear from you, we understand if you prefer not to complete the survey.

Will responses affect my benefits?

No, your answers will not affect your benefits in any way.

Are there other ways to give HMSA feedback?

Yes! There are many ways to let us know what you think. You can visit one of our HMSA Centers or offices, call us, or connect with us on social media. 



Daniel Cheng, M.D.

By **Tiffany Hill** | Photos by **Romeo Collado**

Queen’s Care Coalition helps some of the most vulnerable people in our community: Those who are homeless. The coalition links doctors, nurses, social workers, and health navigators with community health centers, nonprofit organizations, and health plans like HMSA.

The coalition is the brainchild of Daniel Cheng, M.D., an emergency room (ER) doctor and HMSA participating provider. In 2013, Cheng noticed an uptick

in ER visits. The people using the ER the most were chronically homeless. Because they don’t have access to primary care, they go to the ER whether it’s an emergency or not.

Cheng started informally tracking the number of homeless patients and their ER costs. He concluded that The Queen’s Medical Center had an “unsustainable model” for dealing with patients who were homeless, had high medical needs, and visited the ER frequently.



“It’s this weird cycle where these patients are just spinning between being in the hospital and then not quite surviving in the outside world and then coming back into the hospital,” he says.

Cheng, who grew up on O’ahu, then looked to the Mainland for examples of how other hospitals were dealing with this critical problem. He reached out to insurance companies, Gov. David Ige’s office, and local health nonprofits to better support people who were homeless. “It’s been a positive outpouring of responses from the governor’s office, the insurers, and from pretty much every single community outreach health center,” says Cheng.

Queen’s Care Coalition officially launched in 2017 with ER doctors, nurses, and social workers as well as 10 health navigators. Health navigators guide patients through the complex health care system while they’re in the hospital and even after they leave.

The coalition connects patients with relevant services to reduce ER visits for people who are homeless. That’s where the navigators come in. Their integral role starts with building rapport with vulnerable patients and working with them to create individualized care plans.

Navigator Damien Hanakeawe knows that spending this extra time with patients can make all the difference. “To build a relationship, we spend time with patients while they’re here in the hospital. We go to their rooms, we talk story with them. So when it comes time for them to leave the hospital, we’ve already established a relationship,” he says.

“We act as a point person and we go out into the community with them,” he says. “We’re patient centered, we talk to them about what their needs are, and we help them overcome

any barriers.” Hanakeawe, who is Hawaiian and speaks Hawaiian fluently, works specifically with Native Hawaiian patients.

Navigators have met with patients on street corners or in homeless shelters to help them get primary care. Hanakeawe also helps them connect with services to apply for low-income housing, employment, food stamps, welfare, drug treatment, and more.

In its first year, the program has already achieved success. “So far, we’ve seen a dramatic drop in the number of homeless patients who use the ER,” says Cheng. “We’ve seen patients being helped and placed in humane settings, being housed, rather than being on the street with end-stage renal disease in their 60s.”

Hanakeawe recalls one patient who had been a familiar face in the ER. “He was a meth user who went to the ER two to three times each month and also had diabetes,” he says. “It took a while, but we remained diligent with him. He got to the point where he wanted to get help.” Hanakeawe says the man recently completed drug treatment and is now looking for a job. “He’s just one of our success stories,” Hanakeawe says. 

Working together to care for homeless people on O’ahu

The Queen’s Medical Center, HMSA, and other organizations are working with the city on a plan to provide care and services for people on O’ahu who are homeless. The plan, known as H4 (hygiene, health, housing, and humanitarian), will provide care in a four-story building in Iwilei. Services will include 24-hour urgent care and a place for the most critical patients to stay for up to 30 days while receiving care.

The project, led by Sen. Josh Green (an ER physician on the Big Island), was designed by Scott Miscovich, M.D., a Kāne’ohe physician. The group plans to raise \$5 million from the private sector to open the facility in 2018.

Have questions about your health plan?

How do I get after-hours, emergency, and away-from-home care?

Where can I read my HMSA member handbook?

Where can I find information about appeals and grievances?

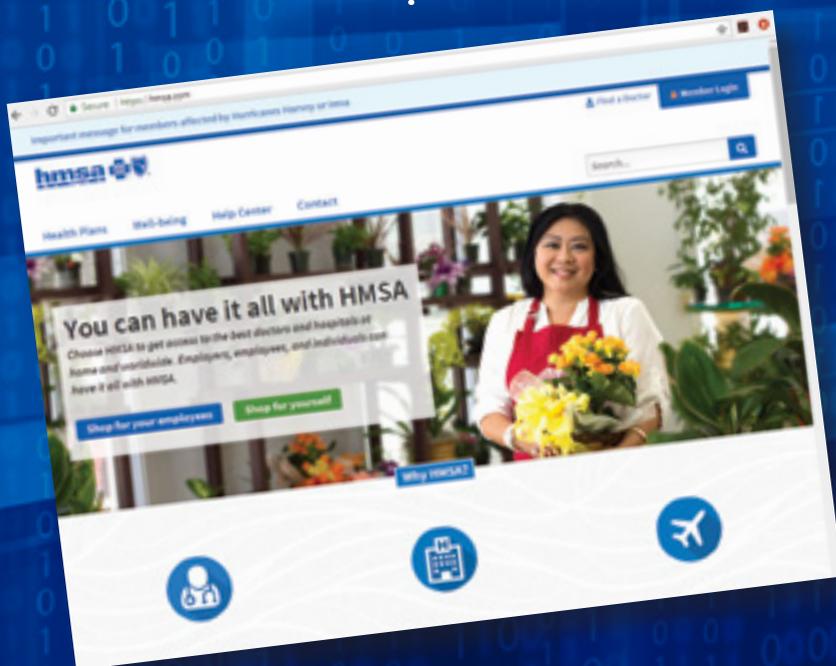
How are services with new technology evaluated?

What's HMSA's philosophy of care?

Where's HMSA's quality improvement report?

Get the answers you need at hmsa.com.

Use the search feature to find the information you need quickly and conveniently.



Want copies of these materials? Call 948-6079 on Oahu or 1 (800) 776-4672 toll-free on the Neighbor Islands.

remedy and rebound

Dr. Donna Mah has succeeded for decades in two distinct careers.

By David Frickman

By day, Donna Mah, M.D., is a skilled and experienced pediatrician, helping children get healthy and stay healthy. By night, she helps adults in a very different realm: on a trampoline. “I’ve been teaching adults two nights a week,” she says, “most with no experience at all.”

An All-American gymnast at Punahou School and the University of Denver, Mah and her husband, Max Vercruyssen, Ph.D., bought Hawaii Gymnastics Academy (now Hawaii Academy) in 1999 and began to emphasize trampoline gymnastics in 2003.

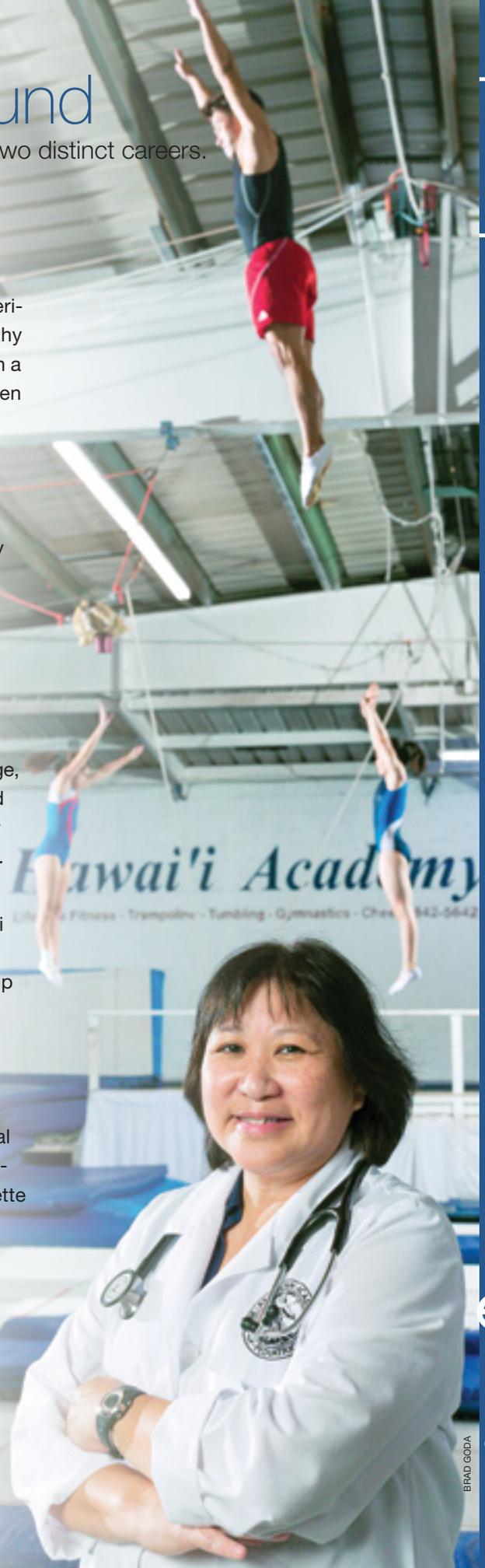
“From teaching them rolls and handstands and cartwheels, pretty soon they’re learning to do roundoffs and back handsprings and flipping and they say ‘I never thought I could learn this.’”

Though she teaches adults in the 18- to 50-year-old range, Mah says there are students at the academy from 1 year old (“as soon as they can walk,” she says) to 102 years old. Her parents, both in their 90s, also take part in the seniors class.

She smiles with pride when she talks about helping her husband train their four daughters. One of them, Nani Vercruyssen, was on the U.S. Trampoline and Tumbling National team for nine years, a three-time world age group champion, and the top contender for the U.S. spot going into the 2012 Olympic trials until an injury took her out of the running.

Pediatrics is also a family affair for Mah, an HMSA participating provider and president of the Pacific Medical Administrative Group (PMAG), one of the largest independent physician associations on O’ahu. Her mother, Jeanette Chang, M.D., was a pediatrician until 2013, retiring at 87 years of age. “She was big in this town, being one of the first females in practice,” as well as chief of staff at both Queen’s and Kapi’olani Medical Centers, she says.

Mah has been a pediatrician for more than 25 years. “Pediatrics just really speaks to me. I love watching kids grow up and now I’m watching their kids grow up, too. My greatest joy is the relationships that I’ve built with my patients.” 



privacy notice

This notice describes how your health data may be used and disclosed and how you can access your data. Please read it in detail.



We care about the privacy of your health data and protect your privacy in keeping with federal law. This notice describes our privacy rules, our legal duty, and your rights about your health data. This notice went into effect on September 22, 2013.

We must give you a copy of this notice and follow the terms of this notice. We have the right to change this notice at any time. If we make major changes to this notice, we'll post a revised notice on this website. We'll give you a copy of the revised notice or details about the changes and tell you how to get the revised notice.

Your Protected Health Information, or PHI

Your PHI includes data about you, the health care services you get, and payment for your care. HMSA gets and produces PHI. For example, after you visit the doctor, a claim is sent to HMSA. The claim may have details about your health, symptoms, injury or illness, exam, treatment, and more. Your PHI may be used in several ways, such as to pay your claim or to plan your care.

Your Rights

The law gives you rights about your PHI. As an HMSA member, you have the right to:

- Ask for and get a copy of this notice at any time.
- See or ask for a copy of your PHI on paper or in electronic form. There may be a fee for these copies.
- Ask us to limit how we use and share your PHI. There may be reasons why we can't agree to your request. Even if we agree, we may still share your records during emergencies or when the law says we have to.
- Ask for and get a list of third parties that we share your PHI with for certain reasons.
- Ask that your PHI be sent to you by a different way other than by mail or be sent to a different address. This can be done if you feel your life is in danger.
- Ask to add to your PHI. In some cases, we may not be able to grant your request, such as if we did not create the PHI. If we deny your request, we'll tell you why in writing. If you don't agree, you may send us a letter that says you do not agree.
- If there is a misuse of your PHI, we'll let you know about it if we feel it's needed or if the law says we have to.

You may contact us as noted at the end of this notice about your rights.

Our Duties

The law clearly spells out the duties of health plans. HMSA must:

- Protect the privacy of your PHI.
- Give you a notice of our privacy practices.
- Follow the terms of this notice.
- Fulfill your request to send PHI in a different way or to a different address. This can be done if you feel you are in danger. Your request must be reasonable and state the other address or the other way you want us to contact you. Also, your request must let us pay claims, send you letters, and collect premiums for your health plan.*
- Use and share only the PHI we need to do our jobs.
- Make sure our business associates (BAs) agree to protect your PHI the same way we do.

We won't use or share your PHI except when the law says we have to or as described in this notice. Also, we won't ask you to give up your privacy rights to join an HMSA plan or to get care.

How PHI is Used and Shared

There are three key areas where we need to use and share your PHI: to treat you, to pay your claims, and for other health care operations. We may also contract with other parties or BAs to do the work for us, as long as they promise to protect your PHI as we do. Each area is described below.

To treat you: This includes services to provide or manage your health care. As your health plan, we may need to share PHI with your doctor or others so they can treat you.

*Collecting premiums does not apply to HMSA QUEST Integration members.



To pay your claims: We need to pay claims from doctors, hospitals, and others for your care. We may also share PHI to collect premiums, to see if you can get care, to set your level of coverage, and to work with other health plans to decide on benefits.

For health care operations: We want you to get quality health care services. To do that, we may get copies of your medical records and your lab test results for quality review, to review provider qualifications, and to track wellness and manage disease. We may also use PHI to set premiums, resolve complaints and appeals, manage our business, and other operations.

Other Ways We Use and Share PHI

At times, we'll need to use and share your PHI for your own good, to serve the public good, or when the law says we have to. In these cases, we'll use and share only the smallest amount of PHI needed. Examples are:

To discuss treatment options or other products or services: HMSA or its BAs may use your PHI to send you details on care options or other products or services as allowed by law. This may include data on our provider network and new products or services that only HMSA members can get. It may also include options on other care, health care providers, or settings of care that may

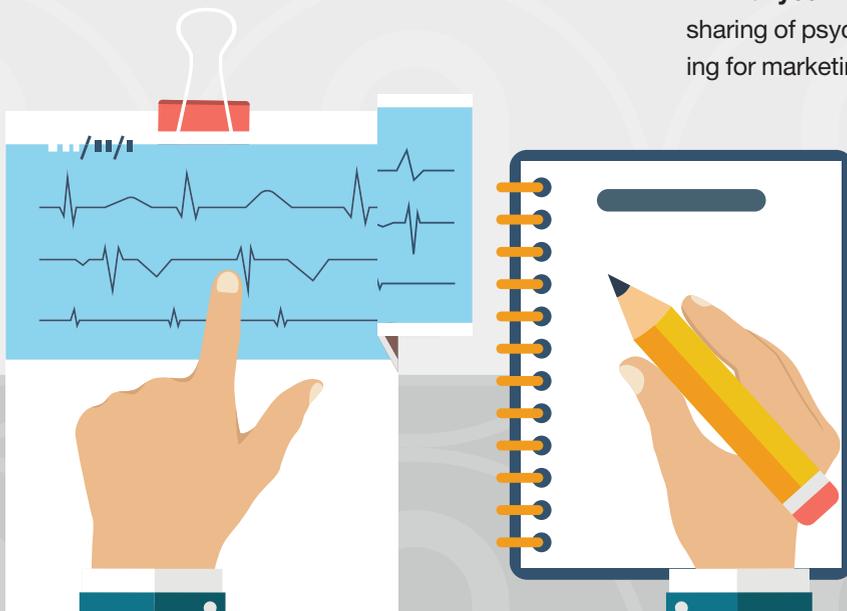
work for you. You may contact us if you don't want to get certain letters. We'll get your authorization to send you details about a third-party's products or services if we get financial payment from the third party for doing so or in other cases when the law says we have to.

To others involved in your health care: Unless you object, we may share your PHI with your family members or a friend who's involved in your health care.

For raising funds: HMSA doesn't ask its members to raise funds for its own use.

For underwriting: We may use your PHI to create, renew, or replace your health plan or health benefits. We won't use or share this PHI for any other reasons except when the law says we can or the law says we have to. We won't use or share genetic data for underwriting uses. If the contract for a health plan or health benefits is placed with us, we'll use and share your PHI only as described in this notice or as allowed by law.

With your written authorization: Most uses and sharing of psychotherapy notes, some uses and sharing for marketing, and sharing that involves the sale of your PHI will need your authorization. You may also give us authorization in writing to use or share your PHI with someone you name. You may end your authorization in writing at any





time. We'll honor your request unless the PHI has already been shared. We won't use or share your PHI for reasons that are not allowed by law or not described in this notice unless we get your written authorization.

During an emergency or disaster:

During a medical emergency or disaster, we may share your PHI to make sure you can get the care you need or to process payment for your care. We may also need to share your PHI during a disaster to help your family find out how you're doing and where you are. If you're not present or are not able to agree to these uses of your PHI, we may need to decide if sharing the PHI is best for you.

To plan sponsors: We may share your PHI with your group health plan sponsor or its legal representative to help them manage your group health plan. Only the smallest amount of PHI needed will be shared.

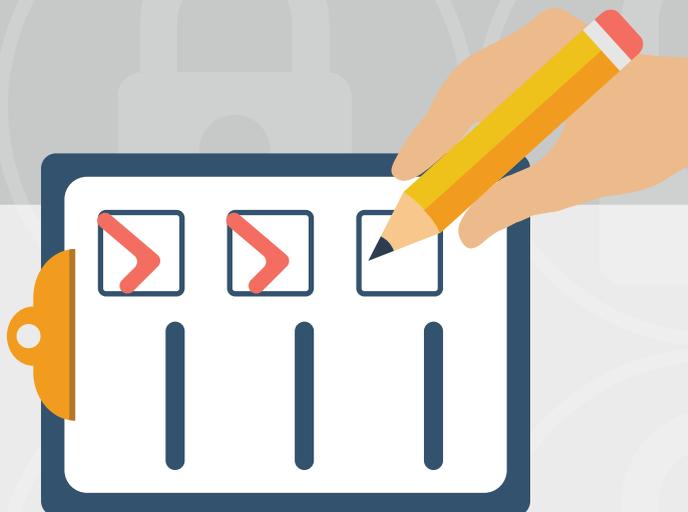
For health information exchanges (HIEs): We may take part in one or more HIEs. This means that your PHI may be available electronically to treat you, to pay your claim, or for health care operations. Other doctors and health plans that take part in the HIE may have access to this data.

To report to authorities: As required by law, we may share your PHI if we suspect abuse, neglect, or domestic violence.

For research: We may use or share your PHI with researchers when they agree to protect it.

To comply with privacy laws: We may use or share your PHI as required by privacy laws.

For workers' compensation: We may share your PHI to comply with laws on workers' compensation or similar programs.



For public health: We may share your PHI with public health or legal staff who work to prevent or control disease, injury, or disability.

For health oversight: We may share your PHI to prevent fraud and abuse, and for audits, investigations, inspections, licenses, and other government activities to monitor health care.

For judicial and administrative matters: We may share your PHI in response to a court or administrative order, subpoena, or other law process, in some cases.

For law enforcement reasons: In a few cases, such as a court order, warrant, or grand jury subpoena, we may share your PHI with law enforcement officials.

For military or national security reasons: In some cases, we may share PHI of armed forces staff with military authorities. We may also share PHI with federal officials for national security reasons.



For More Information or to Report a Problem

For more details on HMSA's privacy practices, please contact us as noted on the right.

If you believe that your privacy rights have been breached, you may file a complaint with us as noted at the end of this notice. You may also send a written complaint to the U.S. Department of Health and Human Services. If you choose to file a complaint, we assure you that we won't retaliate in any way.

Thank you for taking the time to review this notice. As your health plan, we work hard to take care of your PHI. We know this is important to you and we take our duties very seriously. 

To Contact HMSA

HMSA Privacy Office
P.O. Box 860
Honolulu, HI 96808-0860

Honolulu, Oahu

Group/Individual Plans	948-6111
Federal/State/County Plans	948-6499
HMO Plans	948-6372
Blue Cross Blue Shield Service Benefit Plan (FEP)	948-6281
HMSA QUEST Integration	948-6486
HMSA Akamai Advantage®	948-6000
Text Telephone (TTY)	1 (877) 447-5990 toll-free

Hilo, Hawaii Island

935-5441

Kona, Hawaii Island

329-5291

Lihue, Kauai

245-3393

Kahului, Maui

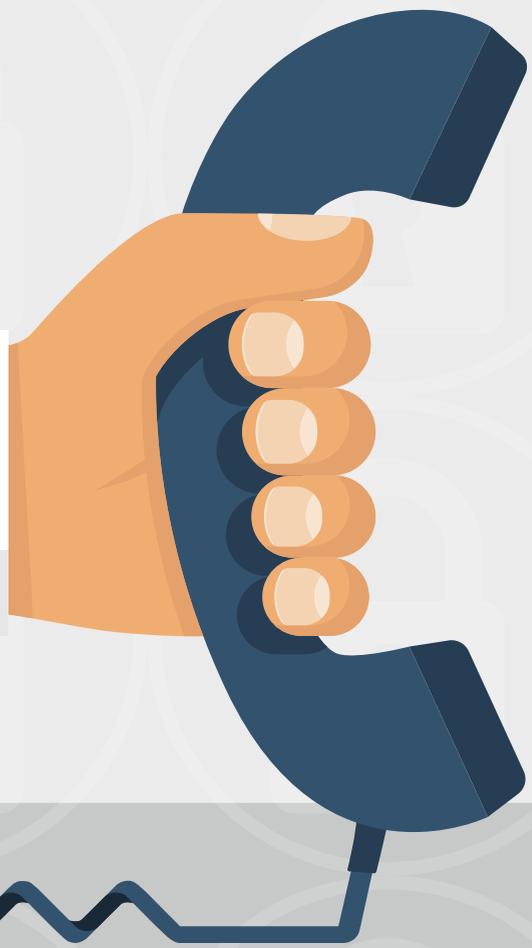
871-6295

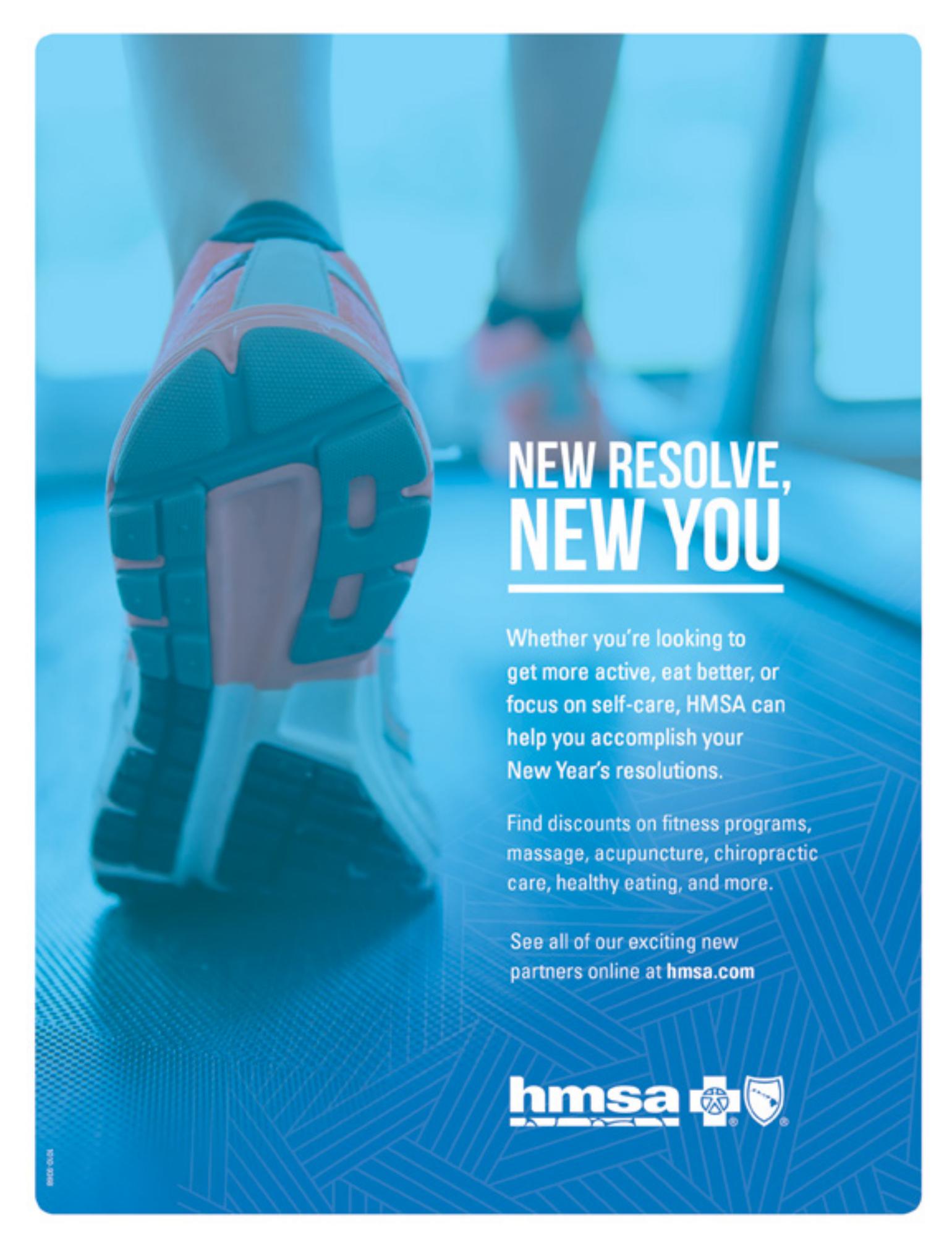
Write to the U.S. Department of Health and Human Services at:

Office for Civil Rights, DHHS
90 7th St., Suite 4-100
San Francisco, CA 94103

Phone 1 (800) 368-1019 toll-free
TDD 1 (800) 537-7697 toll-free
Fax (415) 437-8329

hhs.gov/ocr/privacy/hipaa/complaints/index.html





NEW RESOLVE, NEW YOU

Whether you're looking to get more active, eat better, or focus on self-care, HMSA can help you accomplish your New Year's resolutions.

Find discounts on fitness programs, massage, acupuncture, chiropractic care, healthy eating, and more.

See all of our exciting new partners online at [hmsa.com](https://www.hmsa.com)



is prostate screening right for you?

This common test isn't necessary for all men.

By Michelle Sullivan and Christa Hester

Some screenings just seem like common sense as we age. For men, prostate screenings are often a given. The prostate, that small gland below a man's bladder, can cause serious and sometimes unnecessary worry about cancer. While it's always a good idea to screen for cancers early, prostate screening may not be appropriate for some men.

For men under 40, the American Urological Association (AUA) recommends against screening for prostate cancer. The greatest benefit for prostate screening is every two years or less for men ages 55 to 69. And the AUA doesn't recommend routine screening for men age 70 and older.

One common way to check for prostate cancer is a blood test that measures prostate-specific antigen (PSA). The test is considered most useful to monitor patients with prostate cancer but is often ordered as a precaution. It seems like a straightforward screening, but the results can be unclear.

Cancerous and non-cancerous tissues can both produce PSA, so high levels don't necessarily mean cancer. Abnormal test results might be due to:

- An enlarged prostate gland.
- A prostate or urinary tract infection.
- Recent sexual or physical activity.
- Certain medications.
- Normally increasing levels due to advancing age.

Prostate cancer is the third most-deadly cancer in the United States, causing over 26,000 deaths per year. About one in seven men will be diagnosed with prostate cancer at some point. While PSA testing helps save lives, a recent analysis of previous studies by the *Annals of Internal Medicine* concludes that screening



could potentially save only about seven lives per 1,000 screened. The risks of aggressive treatment for this unaggressive cancer or false positives may not be worth the risk.

Prostate cancer can take a long time to develop and can be present for an equally long time without noticeable symptoms. In fact, almost three million men in America are living with prostate cancer today. Although many diagnosed prostate cancers are not life-threatening, some men aren't comfortable skipping treatment for peace of mind. Unfortunately, treating prostate cancer comes with risks including side effects from treatment such as impotence, incontinence, and other lifelong conditions.

Talk to your doctor about your options. If you're not willing to be treated, you may not want to be tested. A PSA alone won't give your doctor enough information to diagnose cancer. If your results are abnormal, your doctor may recommend a biopsy to see if there are cancer cells in your prostate. You can then decide with your doctor whether to pursue more aggressive treatment, like radiation or surgery, or wait and see how it develops. ¹⁵

To learn more about issues affecting men's health, visit wellbeinghi.com.

Important Information About Your Health Plan

HMSA doesn't discriminate

We comply with applicable federal civil rights laws. We don't discriminate, exclude people, or treat people differently because of things like:

- Race.
- Color.
- National origin.
- Age.
- Disability.
- Sex.

Services that HMSA provides

To better communicate with people who have disabilities or whose primary language isn't English, HMSA provides services at no cost when reasonable, such as:

- Language services and translations.
- Text relay services.
- Information written in other languages or formats.

If you need these services, please call 1 (800) 776-4672 toll-free. TTY 711.

How to file a discrimination-related grievance or complaint

If you believe that we've failed to provide these services or discriminated against you in some way, you can file a grievance in any of the following ways:

- Phone: 1 (800) 776-4672 toll-free
- TTY: 711
- Email: Compliance_Ethics@hmsa.com
- Fax: (808) 948-6414 on Oahu
- Mail: 818 Keeaumoku St., Honolulu, HI 96814

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, in any of the following ways:

- Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf
- Phone: 1 (800) 368-1019 toll-free; TDD users, call 1 (800) 537-7697 toll-free
- Mail: U.S. Department of Health and Human Services, 200 Independence Ave. S.W., Room 509F, HHH Building, Washington, DC 20201

For complaint forms, please go to hhs.gov/ocr/office/file/index.html.

Federal law requires HMSA to provide you with this notice.

English: This notice has important information about your HMSA application or plan benefits. It may also include key dates. You may need to take action by certain dates to keep your health plan or to get help with costs.

If you or someone you're helping has questions about HMSA, you have the right to get this notice and other help in your language at no cost. To talk to an interpreter, please call 1 (800) 776-4672 toll-free. TTY 711.

Hawaiian: He 'ike ko'iko'i ko kēia ho'olaha pili i kou 'inikua a i 'ole palapala noi 'inikua HMSA. Aia paha he mau lā ko'iko'i ma kēia ho'olaha. Pono paha 'oe e hana i kekahi mea ma mua o kekahi lā no ka ho'omau i kou 'inikua a i 'ole ka 'imi kōkua me ka uku.

Inā he mau nīnau kou no HMSA, he kuleana ko mākou no ka hā'awi manuahi i kēia ho'olaha a me nā kōkua 'ē a'e ma kou 'ōlelo pono'i. No ke kama'ilio me kekahi mea unuhi, e kelepona manuahi iā 1 (800) 776-4672. TTY 711.

Bisayan - Visayan: Kini nga pahibalo adunay importanteng impormasyon mahitungod sa imong aplikasyon sa HMSA o mga benepisyo sa plano. Mahimo sab nga aduna kini mga importanteng petsa. Mahimong kinahanglan kang magbuhat og aksyon sa mga partikular nga petsa aron mapabilin ang imong plano sa panglawas o aron mangayo og tabang sa mga gastos.

Kung ikaw o ang usa ka tawo nga imong gitabangan adunay mga pangutana mahitungod sa HMSA, aduna kay katungod nga kuhaon kini nga pahibalo ug ang uban pang tabang sa imong lengguwahe nga walay bayad. Aron makig-istorya sa usa ka tighubad, palihug tawag sa 1 (800) 776-4672 nga walay toll. TTY 711.

Chinese: 本通告包含關於您的HMSA申請或計劃福利的重要資訊。也可能包含關鍵日期。您可能需要在某確定日期前採取行動，以維持您的健康計劃或者獲取費用幫助。

如果您或您正在幫助的某人對HMSA存在疑問，您有權免費獲得以您母語表述的本通告及其他幫助。如需與口譯員通話，請撥打免費電話 1 (800) 776-4672。TTY 711。

Ilocano: Daytoy a pakaammo ket naglaon iti napateg nga impormasion maipanggep iti aplikasionyo iti HMSA wenno kadagiti benepisioyo iti plano. Mabalin nga adda pay nairaman a petsa. Mabalin a masapulyo ti mangaramid iti addang agpatingga kadagiti partikular a petsa tapno agtalinaed kayo iti plano wenno makaala kayo iti tulong kadagiti gastos.

No addaan kayo wenno addaan ti maysa a tao a tultulonganyo iti saludsod maipanggep iti HMSA, karbenganyo a maala daytoy a pakaammo ken dadduma

pay a tulong iti bukodyo a pagsasao nga awan ti bayadna. Tapno makapatang ti maysa a mangipatarus ti pagsasao, tumawag kay koma iti 1 (800) 776-4672 toll-free. TTY 711.

Japanese: 本通知書には、HMSAへの申請や医療給付に関する重要な情報や、日付が記載されています。医療保険を利用したり、費用についてサポートを受けるには、本通知書に従って特定の日付に手続きしてください。

患者さん、または付き添いの方がHMSAについて質問がある場合は、母国語で無料で通知を受けとったり、他のサポートを受ける権利があります。通訳を希望する場合は、ダイヤルフリー電話 1 (800) 776-4672 をご利用ください。TTY 711.

Laotian: ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສໍາຄັນກ່ຽວກັບການສະມັກ HMSAຂອງທ່ານ ຫຼືແຜນຜົນປະໂຫອດຈາກ HMSA. ອາດມີຂໍ້ມູນກ່ຽວກັບວັນທີທີ່ສໍາຄັນ. ທ່ານອາດຕ້ອງໄດ້ດໍາເນີນການໃນວັນທີ່ໃດໜຶ່ງເພື່ອຮັກສາແຜນສຸຂະພາບຂອງທ່ານ ຫຼືຮັບການຊ່ວຍເຫຼືອຄ່າຮັກສາ.

ຖ້າຫາກທ່ານ ຫຼືຜູ້ທີ່ທ່ານຊ່ວຍເຫຼືອມີຄໍາຖາມກ່ຽວກັບ HMSA, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບແຈ້ງການສະບັບນີ້ ແລະການຊ່ວຍເຫຼືອອື່ນໆເປັນພາສາຂອງທ່ານໂດຍບໍ່ຕ້ອງເສຍຄ່າ. ເພື່ອໂທຫາພາສາແບບພາສາ, ກະລຸນາໂທໂປ 1 (800) 776-4672 ໂດຍບໍ່ເສຍຄ່າ. TTY 711.

Marshallese: Kojella in ej boktok jet melele ko reaurok kin application ak jipan ko jen HMSA bwilan ne am. Emaron bar kwalok jet raan ko reaurok bwe kwon jela. Komaron aikiuj kommane jet bunten ne ko mokta jen detlain ko aer bwe kwon jab tum jen health bwilan en am ak bok jipan kin wonaan takto.

Ne ewor kajitok kin HMSA, jen kwe ak juon eo kwoj jipane, ewor am jimwe im maron nan am ba ren ukot kojella in kab melele ko kin jipan ko jet nan kajin ne am ilo ejjelok wonaan. Bwe kwon kenono ippan juon ri-ukok, jouj im calle 1 (800) 776-4672 tollfree, enaj ejjelok wonaan. TTY 711.

Micronesian - Pohnpeian: Kisin likou en pakair wet audaudki ire kesempwal me pid sapwelimwomwi aplikasin en HMSA de koasoandih sawas en kapai kan. E pil kak audaudki rahn me pahn kesempwal tieng komwi. Komw pahn kakete anahne wia kemwekid ni rahn akan me koasoandi kan pwe komwi en kak kolokol sawas en roson mwahu de pil ale pweinen sawas pwukat.

Ma komwi de emen aramas tohrohr me komw sewese ahniki kalelapak me pid duwen HMSA, komw ahniki pwuhng en ale pakair wet oh sawas teikan ni sapwelimwomwi mahsen ni soh isepe. Ma komw men mahsenieng souhn kawehwe, menlau eker telephohn 1 (800) 776-4672 ni soh isepe. TTY 711.

Korean: 이 통지서에는 HMSA 신청서 또는 보험 혜택에 대한 중요한 정보가 들어 있으며, 중요한 날짜가 포함되었을 수도 있습니다. 해당 건강보험을 그대로 유지하거나 보상비를 수령하려면 해당 기간 내에 조치를 취하셔야 합니다.

신청자 본인 또는 본인의 도움을 받는 누군가가 HMSA에 대해 궁금한 사항이 있으면 본 통지서를 받고 아무런 비용 부담 없이 모국어로 다른 도움을 받을 수 있습니다. 통역사를 이용하려면 수신자 부담 전화 1 (800) 776-4672번으로 연락해 주시기 바랍니다. TTY 711.

Samoaan - Fa'asamoa: O lenei fa'aliga tāua e fa'atatau i lau tusi talosaga ma fa'amanuiaga 'e te ono agava'a ai, pe'ā fa'amanuiaina 'oe i le polokalame o le HMSA. E aofia ai fo'i i lalo o lenei fa'aliga ia aso tāua. E ono mana'omia 'oe e fa'atinoina ni galuega e fa'atonuina ai 'oe i totonu o le taimi fa'atulagaina, ina 'ia e agava'a ai pea mo fa'amanuiaga i le polokalame soifua maloloina 'ua fa'ata'atia po'o se fesoasoani fo'i mo le totogi'ina.

Afai e iai ni fesili e fa'atatau i le HMSA, e iai lou aiātatau e te talosaga ai e maua lenei fa'aliga i lau gagana e aunoa ma se totogi. A mana'omia le fesoasoani a se fa'aliliu 'upu, fa'amolemole fa'afeso'ota'i le numera 1 (800) 776-4672 e leai se totogi o lenei 'au'aunaga. TTY 711.

Spanish: Este aviso contiene información importante sobre su solicitud a HMSA o beneficios del plan. También puede incluir fechas clave. Pueda que tenga que tomar medidas antes de determinadas fechas a fin de mantener su plan de salud u obtener ayuda con los gastos.

Si usted o alguien a quien le preste ayuda tiene preguntas respecto a HMSA, usted tiene el derecho de recibir este aviso y otra ayuda en su idioma, sin ningún costo. Para hablar con un intérprete, llame al número gratuito 1 (800) 776-4672. TTY 711.

Tagalog: Ang abiso na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong aplikasyon sa HMSA o mga benepisyo sa plano. Maaari ding kasama dito ang mga petsa. Maaaring kailangan ninyong gumawa ng hakbang bago sumapit ang mga partikular na petsa upang mapanatili ninyo ang inyong planong pangkalusugan o makakuha ng tulong sa mga gastos.

Kung kayo o isang taong tinutulungan ninyo ay may mga tanong tungkol sa HMSA, may karapatan kayong makuha ang abiso na ito at iba pang tulong sa inyong wika nang walang bayad. Upang makipag-usap sa isang tagapagsalin ng wika, mangyaring tumawag sa 1 (800) 776-4672 toll-free. TTY 711.

Tongan - Fakatonga: Ko e fakatokanga mahu'inga eni fekau'aki mo ho'o kole ki he HMSA pe palani penefiti. 'E malava ke hā ai ha ngaahi 'aho 'oku mahu'inga. 'E i ai e ngaahi 'aho pau 'e fiema'u ke ke fai e 'ū me'a 'uhiā ko ho'o palani mo'ui lelei pe ko ho'o ma'u ha tokoni fekau'aki mo e totongi.

Kapau 'oku 'i ai ha'o fehu'i pe ha fehu'i ha'a taha 'oku ke tokonia fekau'aki mo e HMSA, 'oku totonu ke ke ma'u e fakatokanga ko eni pe ha toe tokoni pē 'i ho'o lea fakafonuá ta'e totongi. Ke talanoa ki ha taha fakatonulea, kātaki tā ta'etotongi ki he 1 (800) 776-4672. TTY 711.

Trukese: Ei esinesin a kawor auchean porausen omw HMSA apilikeison me/ika omw kewe plan benefit. A pwan pachanong porausen ekoch ran mei auchea ngeni omw ei plan Ina epwe pwan auchea omw kopwe fori ekoch forfor me mwen ekei ran (mei pachanong) pwe omw health plan esap kouno, are/ika ren omw kopwe angei aninisin monien omw ei plan.

Ika a wor omw kapas eis usun HMSA, ka tongeni tungoren aninis, iwe ka pwan tongeni tungoren ar repwe ngonuk eche kapin ei taropwe mei translatini non kapasen fonuom, ese kamo. Ika ka mwochen kapas ngeni emon chon chiakku, kosemochen kopwe kori 1 (800) 776-4672, ese kamo. TTY 711.

Vietnamese: Thông báo này có thông tin quan trọng về đơn đăng ký HMSA hoặc phúc lợi chương trình của quý vị. Thông báo cũng có thể bao gồm những ngày quan trọng. Quý vị có thể cần hành động trước một số ngày để duy trì chương trình bảo hiểm sức khỏe của mình hoặc được giúp đỡ có tính phí.

Nếu quý vị hoặc người quý vị đang giúp đỡ có thắc mắc về HMSA, quý vị có quyền nhận thông báo này và trợ giúp khác bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, vui lòng gọi số miễn cước 1 (800) 776-4672. TTY 711.



Health insurance made easier

Need a health plan?
Stop by one of our
HMSA Centers.

Our friendly
representatives can
help you choose the
best health plan for
your needs. Visit us at
a location near you.

HMSA Center @ Honolulu

818 Keeaumoku St.
Monday through Friday • 8 a.m.-6 p.m.
Saturday • 9 a.m.-2 p.m.

HMSA Center @ Pearl City

Pearl City Gateway
1132 Kuala St., Suite 400
Monday through Friday • 9 a.m.-7 p.m.
Saturday • 9 a.m.-2 p.m.

HMSA Center @ Hilo

Waiakea Center
303A E. Makaala St.
Monday through Friday • 9 a.m.-7 p.m.
Saturday • 9 a.m.-2 p.m.



hmsa.com/contact

how much did it cost?

Keep track of your health care spending.

By Jaylin Grace, Assistant Manager, HMSA Center @ Hilo, and Marlene Nakamoto

At HMSA, we like to keep our members in the loop. Keeping you informed about costs and benefits helps you manage your budget and, more importantly, your well-being. Here are two reports that are available to most members.

Report to Member

After we process a claim for services you receive, our computer system generates a Report to Member (RTM). The RTM is a statement – not a bill – that lists the doctor you saw, the services you had (such as immunizations or tests), and the costs. The RTM shows:

- The actual cost of the health care services you received.
- The amount you saved (“provider adjustment”) because you’re an HMSA member.
- The amount that we paid for you (“your benefit”).
- The amount you may pay out of pocket (“you may owe”), i.e., your copayment.

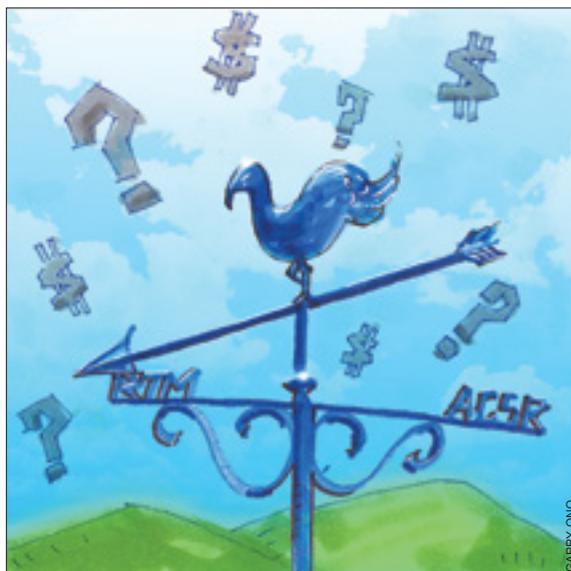
If there’s an amount in the “you may owe” column, don’t pay anyone yet. Instead, wait for a bill for your copayment from the doctor who saw you. Sometimes, a doctor may ask for the copayment at the time of your visit.

RTMs for PPO and HMO plan members are available through My Account on hmsa.com. To see it online, go to the Claims tab and click Report to Member in the drop-down menu. HMSA Akamai Advantage® and HMSA QUEST Integration members receive their RTMs in the mail.

If you’re not registered for My Account, take a few minutes to do it now. Go to hmsa.com, click Member Login, Register, and follow the prompts. You’ll need your HMSA subscriber ID number, so have your membership card handy.

Annual Cost Savings Report

If you saw your doctor, dentist, eye doctor, or other health care provider or if you picked up



prescription medications during the year, we’ll compile an Annual Cost Savings Report. The report shows you the total cost of your care for one year.

This report is mailed to PPO, HMO, and HMSA Akamai Advantage members. If you misplace your copy of the report, visit My Account on hmsa.com. Click Annual Costs Savings in the drop-down menu under Benefits.

It’s clear to see the value of your HMSA health plan in providing care to keep you healthy and protecting you from the high cost of health care. And while these reports provide helpful information, the Internal Revenue Service (IRS) won’t accept them for tax filing purposes. Consult a tax professional if you have questions about IRS-acceptable documents you may need when filing your taxes.

We’re here for you

If you have any questions about your health plan, My Account, Report to Member, or the Annual Cost Savings Report, please contact us. We’re always happy to help. The phone number on the back of your HMSA membership card is the best way to contact a Customer Relations representative who’s familiar with your plan. Or, visit your local HMSA Center or office. 

2018 Your Year to Retire?

Retirement is a life-changing event. HMSA can help you prepare for those changes.

By **Craig DeSilva**

Are you turning 65 and planning to retire this year? Or perhaps you're over age 65 and plan to retire soon.

Now's the time to start planning. And when it comes to your health care, HMSA has got you covered. Our pre-retirement seminars can guide you in the right direction and help you plan for your health care in retirement.



From left, Darcy Yamamoto, Leslie Sylva, Tati Guzman.



“You’re not automatically enrolled in Medicare when you turn 65 unless you’re collecting Social Security benefits,” says Leslie Sylva, an HMSA Medicare Programs consultant. “You have to take action. And these seminars can give you the information you need to create a plan of action before you retire.”

What to expect

At these seminars, you’ll learn about your health plan options after retirement and how to:

- Sign up for Medicare.
- Avoid costly late-enrollment penalties.
- Continue receiving health plan benefits without a break.
- Contact the Social Security Administration to enroll in Medicare.

At the seminars, you’ll also get a chance to ask questions and learn about HMSA Akamai Advantage® Medicare plans and our Medicare Advantage Prescription Drug plans.

“Original Medicare pays for only about 80 percent of your medical costs,” says Darcy Yamamoto, an HMSA Medicare Programs consultant. “HMSA Akamai Advantage helps pay for more of your health care costs and well-being programs to keep you healthy.”

Congratulations on your upcoming retirement. You certainly deserve it. With HMSA, you can feel confident knowing we’ll help you get ready for this big life event so you can enjoy your future and have peace of mind. **15**



HMSA Pre-retirement Health Care Planning Seminars

These seminars are for you if you're:



- Turning age 65 or retiring in 2018.
- Over age 65 with Medicare and plan to retire in 2018.
- Eligible for Medicare Part A and Part B.

These seminars may not be for you now if you're:



- Not turning age 65 within a year.
- Not retiring within a year.
- Getting a Medicare retirement plan through your employer (private company or city, state, or federal government). Check with your employer for health plan information.

Coming soon! HMSA pre-retirement health planning seminars start in a few months. Soon, we'll post a schedule and details on how to sign up on hmsa.com/advantage.

Resources

Social Security Administration

- **Online.** For information and to find a local Social Security Office, visit ssa.gov.
- **Phone.** Call 1 (800) 772-1213 toll-free. For TTY, call 1 (800) 325-0778 toll-free.

For Employer-Union Health Benefits Trust Fund (EUTF) members only. Visit eutf.hawaii.gov for state retirement plan information.

Healthy Frame of Mind

Good mental health for healthy aging.

By Courtney Takabayashi

We all know the importance of healthy eating and exercise for good physical health. However, taking care of your mental health is just as important, especially as we get older. Here are some things to keep in mind for you or your loved ones:

It's not unusual

Natural changes in the body, the loss of family and friends, and moving from your home can affect mental health. Experiencing depression or anxiety becomes more common with age. The Centers for Disease Control and Prevention estimates that there's some type of mental health concern for 20 percent of people in the U.S. age 55 or older.

Recognize the signs

There's a difference between forgetfulness and persistent memory loss or feeling sad and long-term depression. Some warning signs of a mental health concern include:

- Consistent difficulty sleeping or concentrating.
- Frequent trouble remembering things or feeling confused in familiar places.
- Ongoing worries about issues such as money, family, and one's well-being.
- Sustained sadness or the sense of hopelessness lasting longer than two weeks.

Seek help

Support can come in many forms. Talk to a trusted family member or friend. Ask your primary care provider to refer you to a mental health specialist. You can also find a mental health provider in our HMSA provider directory. Another resource is HMSA's Online Care® that lets you talk to a therapist from the comfort and privacy of your home. No appointment is necessary.

With the combined effort of you, your loved ones, and health care professionals, you'll have the support you need to improve and maintain good mental health.

AmericanWell® is an independent company providing hosting and software services for HMSA's Online Care platform on behalf of HMSA.



Healthy living is better living

Mahalo for choosing HMSA.

With your **HMSA Akamai Advantage[®] Medicare Advantage** plan, you get:

Quality. Visit high-quality doctors, hospitals, and other providers close to home.

Travel. You'll have peace of mind if you need care while you're away from home.

Fitness. Stay active with our new fitness benefit.

Got questions? We're here for you. Call us at 948-6235 on Oahu or 1 (800) 693-4672 toll-free on the Neighbor Islands, seven days a week, 8 a.m. to 8 p.m. TTY users, call 711.

hmsa.com/advantage

HMSA Akamai Advantage is a PPO and Essential Advantage is an HMO plan with a Medicare contract. Enrollment in HMSA Akamai Advantage and Essential Advantage depends on contract renewal.



HMSA Akamai Advantage

H3832_4002_1010_9357 Accepted

whatta ya say, baby?

Learning a new language.

By Michael Tsai

As a writer and teacher of English, it pains me to admit that my first language is, by and large, my only language.

I studied French, German, Spanish, and Japanese, but those lessons have long since slipped through the sieve of my memory. My wife has encouraged me to ‘ōlelo Hawai‘i, but my fumbling attempts at it usually leave her speechless — in both languages.

With the birth of my first child six months ago, however, I once again find myself learning an arcane tongue — the language of Eddie.

It started the day he was born. After more than 30 hours of labor, my wife’s temperature spiked, indicating an infection, and the decision was made to go ahead with a C-section. Before I knew it, I was standing in an operating room, befuddled amid the lights and noise and organized chaos, watching my son being lifted from behind the curtain bisecting my wife’s torso. He was puckered and red and so, so silent. The silence was terrifying.

I held my breath as the nurses worked vigorously to rouse him from his inert, overheated state. Finally, a wet, exhausted, wonderful cry — “Ehyaa.” *I’m here.*

A half-hour later, sitting in the dark in the recovery room, alone with the little one we would name Edward in honor of my wife’s father, I rambled the ramble of the first-time father, a whispered rush of thanks and prayers and promises I will one day have to reconcile. (Yes, I will always love you. Yes, I will protect you until my dying breath. No, sorry, I don’t think Mom is going to let me buy you that Harley.)

“Geh.” *Stop talking. It’s late.*

Over time, I’ve slowly learned to parse the pieces of Eddie’s vocalizations, to find meaning in his oohs, coos, and ululations. Like this:

“Aghu!” (Sounds like: A baby bear practicing Italian.) This is Eddie’s go-to catchall for hi, bye, and how-fare-thee. It’s what he says when he



Michael Tsai with Eddie.

wakes up smiling in the morning, when he greets his Aunty Britty with arms a-flapping, and when he’s happily bouncing on Grammie’s knee.

“Ai-ow-ahck!” (Sounds like: A very happy pterodactyl.) Eddie makes these sounds of peak, shrieking joy when receiving a barrage of loud, smacking kisses from his mommy; a welcoming stampede of cousins with their cold, tickling fingers; or a way-past-bedtime run of dive-bombing nose rubs from his dad.

“Ahwayyuh!” (Sounds like: Death metal at half speed.) This rare but panic-inducing guttural yowl comes when Eddie is overly tired, overly hungry, overly who-knows-what. I know that my wife would gladly throw me into an active volcano if it would stop him from making this sound.

“Aoao-waoao” (Sounds like: A wet kazoo.) This is the breathy, stream-of-near-unconsciousness that flows from Eddie’s mouth on the ride home from an afternoon at the beach. I love this.

“Ih-ih-ih” (Sounds like: The rusty turns of an old sprinkler.) These little whimpers in the middle of the night are my signal to get up and make a bottle. Back in the room, I’ll settle his sleep-warm body into my lap. He’ll drink with his eyes closed, his toes clenching and unclenching. My head and heart overflow with the miracle of him.

On most nights, after he’s burped and before I lay him back down to sleep, I’ll cradle him a little while longer waiting for that last little sound.

“A-buh” Sounds like: Love. **is**

Have You Been Choosing Wisely?

And some facts about antibiotics.

By Lynn Shizumura and Courtney Takabayashi



Making the best choices for your health care isn't always as easy. There are many factors that you and your doctor need to consider. But what if you could be more informed to get the best possible care?

That's the goal of the Choosing Wisely® campaign, an initiative created by the American Board of Internal Medicine (ABIM) in partnership with Consumer Reports. The campaign helps patients and their doctors choose care that's useful, safe, and supported by evidence. To accomplish this, Choosing Wisely encourages patients to ask their doctors the following questions:

- How will this improve my health?
- What are the risks and possible side effects?
- Are there simpler and safer options?
- What should I expect?
- What happens if I don't do anything?

Choosing Wisely has collected information on antibiotics to help people understand how to use them and when to avoid them.

What are antibiotics?

Antibiotics are medications that fight bacterial infections such as strep throat or whooping cough. If you have a viral infection like a cold or the flu, antibiotics won't help you.

How do antibiotics work?

Antibiotics destroy harmful bacteria or slow down their growth in the body. However, they should be used only for bacterial infections and exactly as prescribed. Using antibiotics too often or when you don't need them can lead to anti-

biotic resistance, which occurs when bacteria change and become immune to antibiotics.

How serious is antibiotic resistance?

Antibiotic-resistant infections are often harder to treat. Nationwide, the Centers for Disease Control and Prevention estimates that antibiotic-resistant infections affect 2 million people a year. Most recover with treatment, but thousands die from those infections each year.

What can I do to avoid an infection?

Good personal hygiene and a clean work and home environment can help you stay healthy. Consumer Reports offers the following reminders:

Lather up. Wash your hands with soap and water for at least 20 seconds before preparing food or eating, after using the bathroom, sneezing, coughing, handling garbage, and coming home from public places.

Put your name on it. Don't share personal items like towels, razors, tweezers, and nail clippers. And remember to clean, launder, or change out these items as needed.

Keep it clean. Remember to wipe down any surface you touch with alcohol-based sprays or wipes. This includes your cellphone and cellphone case, which can carry all sorts of bacteria.

When it comes to your health care, Choosing Wisely can help you talk to your doctor about what's an appropriate and necessary treatment. Remember that these recommendations are meant to supplement, not replace, your doctor's advice and treatment. To learn more about antibiotics, visit choosingwisely.org/antibiotics. 

Do you like surprises? How about creative challenges? Do you like discovering new fruits and vegetables? Uh ... what?

If you answered “yes” to any of the first three questions, you might enjoy subscribing to a community supported agriculture (CSA) service.

Depending on the service, you’ll get a bag (or box) of mixed vegetables and fruit every one or two weeks. Everything in the bag is locally grown and ultra-fresh. The catch? You never know what you’ll get.

Healthy choices made easier

HMSA employees in Honolulu can subscribe to Local Inside, a CSA service that delivers fresh local produce to the HMSA Building. In addition to a weekly farmers market, Local Inside gives employees easy and convenient access to healthy foods.

Kristen Bradley loves just about everything she gets in her CSA bag. “Lettuces, tomatoes, turnips, cucumbers, mushrooms ... and the eggs were a real surprise,” she says. Bradley made collard wraps for the first time (“Not bad!”).

Melissa Fitzgerald-Fee and her family enjoy the different varieties of greens in salads or smoothies. They also love the seasonal items like avocados, mangoes, and liliko’i “mainly because they’re amazing here in Hawai’i.” While eggplant isn’t their favorite, they’re learning to like it “mixed into things where we can’t

What’s in the Bag?

Subscribe to fresh local produce.



PHOTOGRAPHY • MARC SCHECTER
FOOD STYLING • KAREN JONES

really taste it, like roasted in spaghetti sauce.” The family’s also unanimous about okra. “We just don’t care for it.”

Bob Harrison eats a lot of leafy greens, so “it’s always nice to get a big helping of Swiss chard.” He found a basic recipe for sautéing it and added Thai green chili paste and pine nuts “just because.” While Harrison considers this a main dish, he’ll sometimes add chopped bacon (one slice) if he’s especially hungry.

Since Harrison’s on a low-carb diet, he’s careful about how much fruit he eats. But when a recent bag contained fresh figs, he immediately ran out and got some prosciutto (Italian dry-cured ham). Harrison sliced the figs in half, wrapped them in prosciutto, and drizzled a little olive oil on them. An easy, glorious appetizer.

“I thought it’d be a hassle to deal with new things and find ways to prep them,” says Donna Hu. “But it’s actually been fun and kind of entertaining.” Her biggest challenge was a huge head of mustard cabbage and a ginormous daikon. Fortunately, she found a recipe for *sanbai zuke*, a Japanese pickle that’s made primarily with daikon. Hu loves the sauce because it’s not too sweet or too salty and lets her use several vegetables that she normally doesn’t cook with. “Even people who don’t eat daikon will eat it when it’s prepared this way,” she says.

CSA bags are full of surprises and delicious discoveries. Are you ready for yours? 

Local Inside

Local Inside is a program of the Hawaii Agricultural Foundation (HAF). Its proceeds directly support small farms in the HAF Ag Park in Kunia. For more information, visit localinside.org.

Sanbai Zuke

Substitute other vegetables for the ones specified here.

- 1 cup shoyu
- 2 cups firmly packed light brown sugar
- ½ cup white vinegar
- Small piece of ginger, peeled and minced
- 1 Hawaiian chili pepper
- 3 large daikon, peeled
- 1 small carrot, peeled
- 1 Japanese eggplant
- 1-3 Tbsp. Hawaiian salt

Combine shoyu, sugar, vinegar, ginger, and chili pepper in a small saucepan. Heat gently over medium heat, stirring until sugar dissolves. Remove from heat and allow to cool.

Slice vegetables thinly. Place in an extra-large bowl with Hawaiian salt. Cover and let stand at room temperature for 4 hours, stirring occasionally. Drain and squeeze firmly to remove excess water. Pack vegetables in jars and add enough sauce to cover. Place lids on jars and refrigerate two days before serving. Makes about 1 quart.

Per serving (¼ cup): Calories 60, protein 1 g, carbohydrates 14 g, sodium 880 mg, fiber 2 g, total sugar 12 g



Long Beans in Brown Butter and Ginger Sauce

- 2 Tbsp. unsalted butter
- 1 lb. long beans, sliced into 2-inch pieces
- 2 Tbsp. white wine
- 2 Tbsp. minced ginger
- 1 tsp. dried red chili flakes
- ½ tsp. fish sauce
- ½ tsp. cider vinegar
- Salt and pepper to taste
- Celery leaves and crushed peanuts for garnish

Melt butter in a skillet over medium heat, stirring until it starts to brown. Add beans and sauté about a minute. Add remaining ingredients and, stirring constantly, cook a few more minutes until crisp-tender. Transfer to a serving dish and garnish with celery leaves and crushed peanuts. Makes 4 servings.

Per serving: Calories 110, protein 3 g, carbohydrates 11 g, total fat 6 g, saturated fat 4 g, cholesterol 15 mg, sodium 300 mg

Bob Harrison's Swiss Chard

- 1 bunch Swiss chard
- 2 Tbsp. olive oil
- 2 garlic cloves, chopped
- 3 Tbsp. pine nuts
- 2 Tbsp. Thai green chili paste or to taste
- Chopped jalapeno or serrano chile (optional)
- Half a lemon
- 1 Tbsp. grated Parmesan cheese
- Freshly ground black pepper

Remove large stems from the chard and chop stems into 1-inch pieces. Chop leaves into 1-inch strips. In a large pot (such as a Dutch oven) or skillet, heat olive oil over medium heat. Sauté garlic, pine nuts, green chili paste, and chopped jalapeno about 1 minute. Add stems and stir-fry until desired tenderness. Add leaves and cook until wilted and tender. Transfer chard mixture to a warmed bowl and squeeze the lemon over it. Sprinkle with Parmesan and pepper. Makes 4 servings.

Per serving: Calories 160, protein 6 g, carbohydrates 12 g, total fat 12 g, saturated fat 2 g, cholesterol 1 mg, sodium 500 mg, fiber 4 g, total sugar 3 g

One-pot Cooking On a Sheet Pan

Easy prep and cleanup.

By Marlene Nakamoto

Photography by Lew Harrington • Food styling by Karen Jones

We all know about one-pot cooking. A complete meal with protein, vegetables, and carbs cooked together in a big pot or skillet. Easy, hearty, with minimal labor and cleanup. But have you heard about sheet-pan cooking?

Sheet-pan cooking takes one-pot cooking from the stovetop and roasts it in the oven for the same amount of effort. And just like cooking in one pot, cooking on a sheet pan is easy with minimal cleanup.

What's a sheet pan?

A sheet pan is a rimmed baking sheet that's used for roasting vegetables, toasting nuts, baking cookies, scones, biscuits and things, and other tasks not necessarily oven-related. The rim, no higher than 1 inch, keeps food and juices from spilling off the baking sheet and onto the bottom of the oven or on the floor.

The sheet pan that most home cooks use is 18-by-13 inches, which is technically a half-sheet pan. (A true sheet pan measures 26-by-18 inches.) Just be aware that the term "sheet pan" in recipes usually refers to the smaller half sheet.

Don't have a sheet pan? Neither do I. So I use the bottom part of a broiler pan, which is plenty sturdy. If you're tempted to use a jelly roll pan (15-by-10 inches) for these recipes, please don't. They're too flimsy and could warp at the high temperatures of 400 degrees or more that recipes call for.

Try your hand at sheet-pan cooking. Bet you'll get hooked like I did. **15**



Sheet-Pan Salmon

- 1 lb. fresh asparagus, trimmed
- 1 Tbsp. olive oil
- 1 ½ lbs. salmon filet, divided into four portions
- Salt-free lemon pepper seasoning
- 1 lemon, sliced

Preheat oven to 400 degrees. On a baking sheet lined with parchment paper, drizzle asparagus with olive oil. Toss them around a little to coat, then push them to one side. Place salmon on baking sheet next to the asparagus. Sprinkle with lemon pepper seasoning and top with lemon slices. Bake about 20 minutes or until salmon is done. Makes 4 servings.

Per serving: Calories 290, protein 36 g, carbohydrates 4 g, total fat 14 g, saturated fat 2 g, cholesterol 90 mg, sodium 80 mg, fiber 2 g, total sugar 2 g

Sheet-Pan Pork Chops

- 1 medium sweet potato, peeled and cut into 1-inch chunks
- 4 oz. Brussels sprouts, halved
- 4 oz. mini bell peppers
- 2 Tbsp. olive oil
- 4 loin pork chops, about ½-inch thick
- 1 tsp. garlic salt
- Freshly ground black pepper
- 1 apple, cored and sliced into 8 wedges

Preheat oven to 425 degrees. Place sweet potato, Brussels sprouts, and bell peppers on sheet pan lined with parchment paper. Drizzle with olive oil and toss to coat. Season pork chops with garlic salt and pepper. Arrange chops in a single layer among the vegetables and scatter with apple wedges. Bake 25 minutes or until chops are cooked through. Makes 4 servings.

Per serving: Calories 300, protein 24 g, carbohydrates 17 g, total fat 14 g, saturated fat 3 g, cholesterol 70 mg, sodium 320 mg, fiber 3 g, total sugar 7 g



Tempeh Kabocha Bake

- 3 Tbsp. balsamic vinegar
- 2 Tbsp. maple syrup
- 1 Tbsp. shoyu
- 3 Tbsp. olive oil, divided
- 1 tsp. smoked paprika
- ½ tsp. red pepper flakes
- 8 oz. tempeh*, cut or broken into 1-inch pieces
- Cooking spray
- 3 cups peeled and cubed (1 inch) kabocha
- ½ medium Maui onion, coarsely chopped
- 8 oz. white mushrooms, halved or quartered
- Salt and pepper to taste

In a medium bowl, whisk together vinegar, maple syrup, shoyu, 2 tablespoons of the olive oil, paprika, and red pepper flakes. Set aside.

Place tempeh in a bowl and steam over boiling water for 10 minutes. (See note below.) Transfer tempeh to vinegar mixture, stirring gently to coat. Cover and let stand 30 minutes, stirring occasionally, or refrigerate overnight.

Preheat oven to 400 degrees. Spray a sheet pan with cooking spray and top with kabocha, onion, and mushrooms. Drizzle with remaining tablespoon of olive oil and season with salt and pepper. Toss gently to mix. Add tempeh and pour marinade over all. Cover pan loosely with foil and bake 30 minutes. Uncover and test kabocha for doneness. Bake uncovered 5 minutes or until kabocha is tender. Serve with brown rice, quinoa, or your favorite grain. Makes 4 servings.

* Tempeh is a fermented soybean product available in health food stores.

Note: Steaming the tempeh softens it, which makes it more receptive to the marinade and reduces the slight bitterness. This is an optional yet recommended step.

Per serving: Calories 320, protein 14 g, carbohydrates 34 g, total fat 15 g, saturated fat 2 g, sodium 550 mg, fiber 9 g, total sugar 14 g



HMSA Pregnancy Support Program

Being pregnant is an exciting time, but it can also be overwhelming. The HMSA Pregnancy Support Program offers support, access to services, and more to help you have a happy, healthy pregnancy.



What kind of services will I receive?

- You'll be paired with your own maternity nurse who'll provide personalized education and counseling to supplement the care you receive from your ob-gyn.
- A copy of *Your Pregnancy and Childbirth: Month to Month*, published by the American College of Obstetricians and Gynecologists.
- Referrals to community resources.
- Coordination with your health care provider.
- Additional nurse support after delivery.

When should I enroll and how long is the program?

Enroll as soon as your pregnancy is confirmed. The program lasts throughout your pregnancy and for one month after your baby is born.

How do I enroll?

Contact a customer representative at 948-6079 on Oahu or 1 (800) 776-4672 toll-free on Neighbor Islands.

Take advantage of this free, voluntary service today. The HMSA Pregnancy Support Program cares about the well-being of you and your baby.



EVENTS FOR JANUARY THROUGH MARCH

WELL-BEING WORKSHOPS

Workshops are open to HMSA members at no cost. Nonmembers can attend if space is available.

Visit hmsa.com for the current workshop schedule or call 1 (855) 329-5461 toll-free to register.

Please register at least three days before the workshop.

Balanced Life

Discover ways to keep your balance as you age.

Hilo: 1/11, 10-11 a.m.
HMSA Center @ Hilo

Honolulu:

- 1/23, 9:30-10:30 a.m.
HMSA Center @ Honolulu
- 1/27, 10-11 a.m.
HMSA Center @ Honolulu

Līhu'e: 1/3, 5-6 p.m.
Kuhio Medical Center

Pearl City: 1/20 and 1/30, 10-11 a.m.
HMSA Center @ Pearl City

Diabetes 101

Learn ways to prevent and treat diabetes.

Honolulu: 1/17, noon-1 p.m.
Kalihi YMCA

Digestive Health – Your Ally in Well-being

Take a deeper look at your digestive system.

Mililani: 2/20, 12:30-1:30 p.m.
Mililani YMCA

Heart Disease or Heart at Ease

Discover ways to reduce your risk of heart disease.

Hilo: 2/27, 10-11 a.m.
HMSA Center @ Hilo

Honolulu:

- 2/1, 4:30-5:30 p.m.
HMSA Center @ Honolulu
- 2/22, 9:30-10:30 a.m.
HMSA Center @ Honolulu

Līhu'e: 2/7, 5-6 p.m.
Kuhio Medical Center

Pearl City: 2/10 and 2/24, 10-11 a.m.
HMSA Center @ Pearl City

Hypertension Explained

Find out what you can do to lower your blood pressure.

Hilo: 3/22, 10-11 a.m.
HMSA Center @ Hilo

Honolulu: 3/23, 10-11 a.m.
HMSA Center @ Honolulu

Kahului: 1/19, 10-11 a.m.
HMSA Maui office

Kailua-Kona: 2/16, 10-11 a.m.
HMSA Kailua-Kona office

Līhu'e: 3/7, 5-6 p.m.
Kuhio Medical Center

Pearl City: 3/17, 10-11 a.m.
HMSA Center @ Pearl City

Meatless Alternatives

Learn the benefits of a vegetarian diet.

Mililani: 1/23, 12:30-1:30 p.m.
Mililani YMCA

Supermarketing!

Find ways to make grocery shopping less of a chore.

Hilo: 3/24, 10-11 a.m.
HMSA Center @ Hilo

Honolulu:

- 3/1, 10-11 a.m.
HMSA Center @ Honolulu
- 3/6, 9:30-10:30 a.m.
HMSA Center @ Honolulu

Kailua-Kona: 3/20, 10-11 a.m.
HMSA Kailua-Kona Office

Pearl City: 3/10 and 3/15, 10-11 a.m.
HMSA Center @ Pearl City

What are Calories?

Learn how calories affect your diet and health.

Hilo: 1/25, 10-11 a.m.
HMSA Center @ Hilo

Honolulu: 1/26, 10-11 a.m.
HMSA Center @ Honolulu

Mililani: 3/20, 12:30-1:30 p.m.
Mililani YMCA

Pearl City: 1/27, 10-11 a.m.
HMSA Center @ Pearl City

What the Heck is Cholesterol?

Learn the difference between good and bad cholesterol.

Hilo: 2/22, 10-11 a.m.
HMSA Center @ Hilo

Honolulu: 2/23, 10-11 a.m.
HMSA Center @ Honolulu

Pearl City: 2/17, 10-11 a.m.
HMSA Center @ Pearl City

COMMUNITY ACTIVITIES

Activities are free to the public unless otherwise noted and are subject to change.

Please contact the event sponsor for more information.

MULTIPLE ISLANDS

Hawaii Prostate Cancer Support Group

This free support group provides men and their families on Hawai'i Island and O'ahu with information, materials, and support to help them make informed decisions about prostate cancer treatment. hawaii prostatecancer.org.

HAWAI'I ISLAND

1/9, 2/13, 3/13 Stroke Support Group

Forum for stroke survivors and their caregivers, family members, and friends. 4-5 p.m., Hilo Medical Center. 932-3049.

1/20, 2/17, 3/17

Big Island Ostomy Group

Open to ostomates, pre-ostomy patients, caregivers, medical professionals, and the public. 11:30 a.m., Hilo Medical Center cafeteria. 339-7640.

1/25, 2/22, 3/29

Support Group for Cancer Patients

North Hawai'i Community Hospital hosts a new support group for cancer patients and their families and caregivers. 2-4 p.m., North Hawai'i Community Hospital. 881-4417.

3/9 and 3/10

Relay for Life at UH Hilo

Raise awareness, honor loved ones, and celebrate survivors of cancer. Support your favorite team or start your own. 6 a.m.-6 p.m., University of Hawai'i at Hilo. 935-0025.

Every Sunday

Walk with a Doc

Walk includes a brief warm-up/stretch and an informative talk from a community doctor or medical student. 8 a.m., Lili'uokalani Gardens. Meets rain or shine. wwadbigisland.org.

KAUA'I

1/20, 2/10, 3/10

Walk Around the Block with a Doc

Walk around the Wilcox Medical Center campus with a doctor and other walkers, then enjoy a healthy breakfast and talk about a health topic. 7 a.m. in January and February, 8:30 a.m. in March, Wilcox Medical Center. Registration is required. 245-1198.

1/27

Super Keiki Day

Keiki and their families can learn how to improve their health and find out if they're at risk for diabetes. Get a free diabetes wellness checkup and learn about the latest treatment options. 8:30 a.m.-12:30 p.m., Wilcox Medical Center. wilcoxhealth.org.

3/10

Diabetes 101: A Healthier You

Information, resources, and a free diabetes wellness checkup for those with or at risk for diabetes. 8:30 a.m.-12:30 p.m., Wilcox Medical Center. Registration is required. 245-1198.

MAUI

1/19, 2/16, 3/16

Makawao Town Party

Enjoy music, art, food, and live entertainment. 6 p.m., Baldwin Avenue. mauifridays.com.

O'AHU

1/9, 2/13, 3/13

COPD Support Group

Support and information on medication, breathing techniques, exercise, and more. 10 a.m.-noon, Pali Momi Women's Center at Pearlridge. 699-9839.

1/12, 2/9, 3/9

Kardiac Kids Support Group

Education, encouragement, and support for families with children who have congenital heart defects. 6:30-9 p.m., Kapi'olani Medical Center. Julie Passos, 227-4558.

2/10

Hawai'i Pacific Health Valentine in Paradise

This community health event features physicians discussing the latest advances and current issues in heart health. 8:30 a.m.-noon, Ala Moana Hotel. 522-3469.

Every Friday

Farmers Market at HMSA

Fresh island-grown produce and ready-to-eat local food. 11 a.m.-2 p.m., HMSA Center @ Honolulu. 948-6521.

Every Saturday

Walk with a Doc O'ahu

Walk includes a brief warm-up/stretch and a health tip from a community doctor. 8 a.m., Patsy T. Mink Central Oahu Regional Park. New participants are asked to arrive by 7:45 a.m. walkwithadoc.org.

Health & Education at

The Queen's Medical Center

- **Lymphedema/Breast Cancer**

Clinic: Learn exercises to prevent lymphedema (swelling of the arms). First and third Thursdays, 1:30-2:30 p.m. 691-7633.

- **Mammogram and Cervical**

Cancer Screening: Free for women ages 50-64. 691-7726.

Mommy & Me Hui

Learn about breastfeeding and connect with new mothers. 11:15 a.m.-12:30 p.m., Adventist Health Castle. 263-5400.

- Every first Sunday. Ohana Room.
- Every third Friday. Wellness Center.

To submit information for this calendar, please email Lynn_Shizumura@hmsa.com. Include event name, date, location, cost, and a brief description.

Only free or low-cost health and family events will be considered.



MAUI ZEN

As a kid who grew up surfing in the achingly cold waters off Northern California, I was craving warm tropical beaches when I graduated from high school. So I moved to Maui. The year was 1969. In those days, the impending building boom and population explosion hadn't yet transformed that slow, peaceful island. On the balmy trade breeze seemed to float a wistful feeling of silent spirits departing; of an era and people past, gone.

For a while, I lived in a Zen Buddhist meditation training center called Maui Zendo. The place was an old rambling plantation house with a decrepit *torii* (gate) out front, surrounded by a guava forest and situated on a rural unpaved road in remote Pe'ahi. Across the road lay an abandoned pineapple field. Although this was long ago, my mouth waters when I recall those broke da mouth, so ono sun-ripened pineapples.

One morning, our small group of young meditation students drove to Kahului Airport to collect a visiting Roshi (Zen master) who had traveled from Japan to lead us in a week-long meditation intensive. At the

arrival gate, Roshi walked right by us and we would have missed him if someone hadn't noticed his name embossed on the attaché case he was carrying. Perhaps we were expecting a fellow with a shaved head, decked out in Japanese Buddhist monk's traditional attire. But here, standing before us, was Yamada Koun Roshi, the very picture of a modern dapper exec! Being a lay practitioner rather than a professional priest, Yamada Roshi was a successful businessman in contemporary Japanese society as well as a revered Zen master with deep roots in his Buddhist lineage.

Alan Mitchell
Wai'anae, O'ahu

TOGETHER IN A NEW LAND

The fragrance of plumeria greeted us as we stepped off the ocean liner at Aloha Tower. It was 1959 and my family had just immigrated to Hawai'i

from Hong Kong. My mom, two sisters (12 and 10 years old), an older brother (7), and I (the youngest at 5) finally reunited with my dad who came to Hawai'i four years earlier. We were together again in this new land. We lived in a rented apartment on College Walk facing River Street, which is where Kukui Gardens is now.

That summer, my oldest sister was in charge while our parents worked. There was so much to learn about our community. We filled our days with many adventures. I remember walking Downtown and browsing through the many stores. We loved going into Woolworth, Kress, Thrifty Drugs, and Ritz. Always just looking, never buying as we had no money.

Other days, we would walk to the main library and spend hours looking through books. This was where our love for books was born. It didn't matter that we couldn't read yet. We just loved looking at the pictures.

My best memory was walking to 'Iolani Palace. My sisters would pack our lunch of bread with sweet milk and we would picnic in the gazebo. We would pretend we were royalty and put on skirts for each other. Or we would dance in there, play chase, or collect sticks. That summer and every summer after, we made memories that we now cherish and hold dear.

Ellen Autele
Mililani, O'ahu

FIRST GRADE MEMORIES

I remember going to first grade at Ka'ahumanu Elementary School. It was my very first exposure to school. We had recently moved from Japan to Hawai'i and I didn't know any English.

On the first day, they gave me a color test. It was pictures of different things with

a word next to each one that said what color to color each object. I didn't understand and I happily colored each picture a myriad of beautiful colors. When I went home, my sister told me to look at the words on the crayon and match them to the words on the picture. She said that I got it all wrong.

In class, I didn't know how to speak English yet, so I had my very own translators: one boy named Woo Jin and another named Jimmy Cho. Woo Jin could speak Korean, Japanese, and English. He had cute fuzzy hair and looked like a koala bear. Once in a while, Jimmy would get really angry at Woo Jin when Woo Jin was nice to me. He would take me away by hugging me and say to Woo Jin, "This is my Yayoi."

As the year went on, I was able to finally grasp the English language and understand what they were talking about. It was a great revelation to me because I no longer felt that they were talking about me behind my back.

The one thing that I regret was that I made Woo Jin cry. He drew a really nice picture of Kikaida and I was so jealous that when he showed it to me, I marked it up with a red crayon. When he cried, I was shocked and immediately sorry. The teacher tried to scold me because Woo Jin told her what I did. She said, "Yayoi, come here." I went to her and looked at her trying hard not to look guilty. I think that seeing Woo Jin crying was punishment enough for me.

Woo Jin moved away the summer before we went to second grade. For years, whenever I used to wear my google-eyed koala bear pin, I would remember Woo Jin and feel a twinge of guilt.

Caryn Y. Umetsu
Mililani, O'ahu

KEEP THOSE STORIES COMING

Island Scene invites you to share your stories about growing up or living in Hawai'i. Tell us your memories of long-ago events, places, people, or anything else that was special to you.

Stories should be no longer than 250 words. Include your legal name and address.

Email your story to Marlene_Nakamoto@hmsa.com or mail it to:

Island Scene
I Remember When
P.O. Box 3850
Honolulu, HI 96812-3850

Island Scene won't be able to publish all stories and reserves the right to edit them. *Island Scene* won't be responsible for returning stories.

cultural lessons

Making the right choices for my family.

By Kimberly Click

In June, Hōkūleʻa returned home. Hōkūleʻa, a Native Hawaiian sailing canoe that uses the stars to navigate, is part of the rebirth of Hawaiian culture. She had been on a voyage around the world and was away from the Islands for three years. She returned home in June to Ala Moana Beach Park.

We planned to go down after she came in, a bit later in the early afternoon when Uncle Jerry Santos would be playing. We love hearing him sing.

Our son just turned 13 in December. There are flashes of the puberty yet to come. He's a big fan of staying home alone. We go off shopping. Or to church. Or to work out. And I generally don't want to fight with him about it anymore. I generally say, OK, you want to stay home alone, well fine.

Because the alternative usually involves me being really angry. Maybe yelling. Sometimes cursing. And I'm kind of over it. I know that some folks think I should force him and maybe think that I let him win when I let him stay home. But honestly, I just can't, every time for every outing. There are some expectations, but I pick and choose.

So when my son said that he didn't want to see Hōkūleʻa, I said OK, you stay home and we'll go. And we went, his dad and I. We walked down despite the fact that it was at least a million degrees out.

I didn't know what to expect, but it was so much more. Hōkūleʻa is breathtaking in person. It was very crowded. There were so many people there to see her. To greet the crew. To be there. I was trying to describe what it felt like to be there that day. I was saying that there was this overwhelming sense of cultural pride. You could feel it in the air. You could see it on the faces of the people. You could hear it over the speakers. It was palpable.



Kimberly Click with her son.

There were a lot of performers scheduled and Olomana with Uncle Jerry was the first to perform. They played only three or four songs. During the final number, someone got up to dance the hula. And then three more people got up to do the same. Three people, who may or may have not known each other, getting up and dancing together.

And I knew that I had made a mistake by not making my son come with us. That I had let him stay home to avoid an argument and by doing so allowed him to miss such a significant event in Hawaiian history.

And I knew that I had failed him.

Because I want him to know who he is. Where he came from. And I didn't do that. And I regret it.

From now on, I need to make better choices for my son. To make sure that the things that he opts out of are not important.

For him.

To become the person I know he can be. 



Ho'oku'ikahi ke aloha i ke ao.

Your gifts of aloha have inspired world unity.

~ Manu Boyd, Mālama Honua Welo I Ka Ni'o

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