



Vigor[®]

Autumn 2014

A Newsletter for Subscribers of
Blue Cross and Blue Shield of Vermont
and The Vermont Health Plan

Getting in Shape for Winter Sports

pg. 6-7



Community Calendar	2
President's Message.....	2
Be a Savvy Health Care Consumer: Part 3	3-5
Getting in Shape for Winter Sports.....	6-7

Integrated Health Management	8-9
Vermont Restaurant Recipe Feature	10



**BlueCross BlueShield
of Vermont**

An Independent Licensee of the Blue Cross and Blue Shield Association.

We're in your community

We're proud to sponsor and support our communities because we're Vermonters too.

Blue Cross and Blue Shield of Vermont publishes *Vigor* for members and other interested parties.

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communications@bcbsvt.com

We'd like to hear from you.

This newsletter is for informational purposes only and is not intended to serve as medical or legal advice.

Community Events Calendar

NOVEMBER

5 BCBSVT's First Wednesday Wellness Program

Free Flu shots from 5 to 7 p.m.

BCBSVT's Information and Wellness Center, South Burlington Blue Mall
To register, call (802) 764-4828

BCBSVT Health Care After Retirement Session

6:30–7:30 p.m.

Holiday Inn Rutland-Killington, Rutland

More info or to RSVP: bcbsvt.com/vmb

NOVEMBER

12 BCBSVT Health Care After Retirement Session

6:30–7:30 p.m.

Springfield Town Library, Springfield
More info or to RSVP: bcbsvt.com/vmb

29 Jingle Bell Express

A train ride for children from St. Albans to Burlington featuring Santa and his eager elves.

www.mhcv.org

30

Application Deadline for Potential Velocity Schools

Velocity is BCBSVT's all-boys program designed to boost self esteem and encourage physical activity for middle school boys.

Contact Alan at cunninghama@bcbsvt.com for an application and more information.
www.bcbsvt.com/velocity

DECEMBER

8

BCBSVT Health Care After Retirement Session

6:30–7:30 p.m.

BCBSVT Headquarters, Berlin

More info or to RSVP: bcbsvt.com/vmb

For information about any of the events listed, please email events@bcbsvt.com or call (802) 764-4858.

To find our up-to-date Community Calendar, visit www.bcbsvt.com/calendar.



President's Message

As the snowy weather approaches, I know I share in the anticipation of ski season with many fellow Vermonters. The slopes have always been one of my favorite getaways, and one of the state's greatest attractions. With all the buzz around the first snowfall, lift ticket deals, winter plans and aspirations, one aspect of winter sports that receives less attention is the preparation required. Injuries most often occur when skiers and riders haven't properly trained in the months leading up to winter.

One way I prepare for ski season, and stay in shape in general, is by running. For me, running has always been an escape.

I'm able to tune out whatever else is going through my mind, and just breathe.

Unfortunately, over the last few years, I've developed knee problems that have lingered. Running 1,000 miles a year finally caught up with me. But as all athletes inevitably have to do, I adjusted. I began wearing a brace on my right knee for support. On top of that, I've made the most important adjustment for long-term knee health—slowing down. I've found that running at a milder pace allows me to get the exercise I need, without putting as much strain on my legs.

I encourage all of you to make these necessary adjustments as you age. Nothing should stop you from participating in the activities you love. Skiers and riders, check out our feature article on getting in shape for winter sports. And for all, I encourage you to keep up the techniques you use to manage your physical health.

Sincerely,

Don George, President and CEO



Be a savvy health care consumer

The third part of a four-part series

By Alan Cunningham

In the last issue, we reviewed the process of selecting a Primary Care Provider (PCP), a vital step in coordinating your care. We covered how to determine whether your condition is an “emergency,” and we looked at other levels of care such as “urgent care,” and “after-hours care.” (Had you known that you can call your Primary Care Provider’s office outside of normal business hours, and that we require them to respond within two hours?) We also reminded you that even if your condition doesn’t require emergent or urgent care services, accessing regular or routine care services, such as preventive care or well-child visits is essential to good health management. In any doctor-patient situation, it’s important to understand how to prepare for your visit. We’ll explore this topic more here, as well as how to get the most out of your time spent with a provider.

Preparing for your visit

Have you ever left an appointment feeling unsatisfied or uncertain? Perhaps you had trouble articulating your condition, maybe you didn’t get all of the answers you were looking for or maybe you ran out of time. How did you prepare for your appointment? Or did you even prepare at all? The first and most important step in optimizing an office visit is doing some homework to prepare for the appointment.

- **Writing it all down.**
 - If you’ve been feeling under the weather, make sure you can explain your symptoms. Writing them down ahead of time is the best method for explaining your issues in an organized manner, and it allows you to maximize the short amount of time you have with your health care provider. Plus, listing

your symptoms on paper guarantees you won’t forget to relay any important details during your visit. If possible, record any health changes or symptoms as soon as you can. This will ensure all the details are fresh in your memory.

- Be sure to include any changes in your symptoms, as well. It will help to have a calendar on hand to reference. In fact, you may want to print calendar pages and make notes that way.
- In addition to tracking changes to your physical and mental health, it’s important to include date and time information as well as details about your schedule. Tracking your diet, sleep and other relevant activity can help trend whether these factors have a direct connection to your condition.
- Jot down any questions or goals you have ahead of time, as well. This will encourage

you to stick to your original plan, and get the answers you wanted when you first sat down and planned for your appointment. The last thing you want is the need to set up a follow-up appointment for something you could have accomplished in the original appointment. Once you’ve outlined your goals, you might want to consider sharing them with your health care provider’s office. Letting the receptionist know what you’re hoping to cover during the visit will help him or her appropriately schedule the appointment to allow enough time for your needs.

- Researching your symptoms and issues ahead of time can help, too. Of course, don’t rely too heavily on information you find on the Internet. It should only provide you with background information, so you can be better prepared



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to discuss the issues with your doctor and articulate your symptoms in writing.

- Don't get intimidated! If you can't remember all the details, just write down what you can. Any information you can provide is helpful, especially when you organize it ahead of time.

▪ **Collecting important health documents.**

- Gather any past medical records and test results that you think your provider may not have and bring them to the appointment.
- Don't forget any completed forms that your health care provider's office may have provided to you.
- Have insurance information handy, such as your ID card and co-pay information.
- Bring any drug information for prescriptions, over-the-counter medications, supplements or herbs you are currently taking.

▪ **Keeping it organized.**

- Now find a folder or binder to organize your work. Organize the enclosed documents as you see fit.

Making the most of your time with your provider

You've prepared for your visit, and you are now sitting across from your health care provider. How are you going to make the most of your time? How will you stay on track? How will you know if you're asking the right questions, and at the right times?

Asking the right questions.

The questions that you should ask will vary based on whether your health care provider gives you a diagnosis, recommends a treatment, medical test or surgery, or gives you a prescription. The U.S. Department of Health and Human Services offers some prospective questions to ask your Primary Care Provider:

- What is my diagnosis?
- What are my treatment options? What are the benefits of each option? What are the side effects?
- Will I need a test? What is the test for? What will the results tell me?
- What will the medicine you are prescribing do? How do I take it? Are there any side effects?

- Why do I need surgery? Are there other ways to treat my condition? How often do you perform this surgery?
- Do I need to change my daily routine?

The Ask Me 3[®] program, run by the National Patient Safety Foundation, also provides excellent guidelines for some basic questions you can ask during a health care visit. Three questions to ask your PCP are:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

Asking these questions can help you be an active member of your health care team. For more information on Ask Me 3[®], please visit www.npsf.org/askme3.

Directing the conversation.

Your health care provider is well trained to lead the conversation, but don't be afraid to speak up. Start by referring to the list of goals you created for the appointment. Let your provider know what you'd like to accomplish during the visit. Don't be afraid to be assertive, either. Your doctor will be more than happy to discuss any of your questions or concerns. It's crucial to remember that there is no such thing as a stupid question. If you feel that your health care provider's answer to one of your questions or concerns isn't sufficient or you do not understand, be sure to ask for a further explanation. They are there to help you and answer all the questions that you have, to the best of their ability.

Inquiring and learning about services.

If you're curious about a certain service, screening or exam that you've heard about or think could benefit you, bring it up to your health care provider.



He or she is the best authority on any of these services, and also knows you the best as a patient. Blue Cross and Blue Shield of Vermont wants to ensure you are getting preventive care services, and most of our plans deliver certain preventive care benefits at no cost to you. Visit www.bcbsvt.com/preventive to learn more about preventive care. Our "Understanding Preventive Care" guide outlines preventive care based on age and gender. Check it out before your next appointment and make sure you are meeting your preventive care needs. We provide this benefit for all services rated A or B by the United States Preventive Services Task Force (USPSTF), a board of physicians who have researched preventive services to determine which are the most effective. You do not have to pay cost-sharing for these services. However, you do have to pay cost-sharing for any preventive services not on this list.

Debriefing and planning next steps

After your appointment, be sure to take time to debrief and think about the many things you've just discussed with your doctor or other provider. Again, take some notes, and write down any follow-up questions that come to mind. This step is extremely important, especially if you want to get the most out of your next visit. If you find yourself getting overwhelmed at your appointments, consider bringing someone with you that can help take notes.

Your provider is there for you, but also has many other patients to serve. So while your PCP's office is responsible for maintaining your health file, you should take the lead on optimizing your health. Continue to manage your health folder or binder and stay on top of scheduling important services. Be sure to look into any preventive services that are available as well as your plan's benefits. It never hurts to research all the services at your disposal. They'll keep you healthier and away from the doctor. You may also be eligible to receive certain services at a lower cost, or in a more appropriate location. Be sure to look into this. It will save you money, and allow you to use that money on other health issues that may arise.

If you do require a follow-up appointment, be sure to make note of it, and again plan your next round of questions and goals. Communicate with the receptionist to determine the appropriate length for your next appointment. Don't feel like you have to cram all of your needs and questions into a short period of time. Prioritize your concerns, and tell them exactly what you're planning and hoping to discuss.

In the next Vigor, we'll discuss standards and procedures for post-visit and follow-up appointments. You'll get to better understand your Explanation of Benefits (EOB), and know how to check it against services provided.



Sources:

During Your Appointment: Questions Are the Answer. September 2012. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/questions-during-appointment.html>

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Getting in Shape for Winter Sports

With Tyler White, ATC, of the iSPORT Program at Rutland Regional Medical Center's Vermont Orthopaedic Clinic

By Alan Cunningham

If you live in Vermont, there's a good chance you participate in some sort of winter sport. Alpine skiing, Nordic skiing, snowboarding, snowshoeing, ice hockey, sledding and tubing are just some of the sports that we love. In fact, some of us go missing in the winter months—transplanting to mountains and rinks around the state. And although we daydream about our winter hobbies in the months leading up to that first snowfall, we don't always think about the preparations we should be making.

Tyler White, ATC, a certified athletic trainer at the iSPORT Program, part of Rutland Regional Medical Center's Vermont Orthopaedic Clinic, is here to give you the 4-1-1 on those necessary preparations that will take your performance to the next level! White graduated from Castleton State College as a Certified Athletic Trainer after playing four years of hockey for the Spartans. He's worked at iSPORT since 2008, and has designed and put into use many rehabilitation programs for high school, collegiate and professional athletes. While his rehabilitation and performance training programs apply to athletes in many different sports, he has a particular expertise with winter sport athletes.

As White points out, we do most winter sports on one foot. Granted, we aren't actually on one foot at all times, but in sports like skiing and hockey, we place a lot of our weight on each foot, separately. White refers to three key exercises to groom athletes for the type of exertion they'll experience in their favorite winter sports:

Bulgarian Split Squat

This exercise is similar to our natural athletic position as human beings, and emphasizes pressure on each leg, separately. Place one leg in front of the other, and prop your back leg up on a bench or other surface for stability. Then, perform a squat, placing the pressure on your grounded foot. If you prefer, hold free weights in each hand. Recommended repetitions are six to 12 for each leg, for three sets. This exercise is valuable in that it encourages bending of the ankles, knees and hips.

Side Lunge (also known as Lateral Lunge)

Skiing is a very lateral sport, so this exercise can be a huge aid for skiers. It's similar to the Bulgarian Split Squat in that your ankles, knees and hips are all flexing. Place your legs about three feet apart, and with weights in hand, lunge out to one side. Then, push yourself back up into your body's natural central position before lunging to the other side. Similar to the Bulgarian



Split Squat, you can perform this exercise for six to 12 repetitions on each leg, for three sets. White often uses this exercise with skiers who are just about ready to get back on the mountain after rehabilitation.

Front Plank

This plank exercise gives you hip stability. And as White states, if you can control the hip, you can control the knee. It can reduce the chances of knee aggravation, which in turn can reduce the overall risk of knee injuries while you're skiing or doing other winter sports. Lie down flat on your stomach, and place your feet together. Prop yourself up on your forearms, and keep your entire body straight, from neck to ankles. A proper repetition is to hold the plank for 30 to 60 seconds, two or three times.



Bulgarian Split Squat



Side Lunge





Side Plank



Front Plank

Side Plank

This exercise is similar to the front plank in that it also gives you hip stability. Lie down flat on your side, and prop yourself up on one forearm, again keeping your entire body straight. Repeat this two to three times on each side, holding it for 30 to 60 seconds. As White points out, these plank exercises will give you a stronger core, which helps support the rest of your body.

Although White offers recommended repetition and set numbers, “don’t get bogged down in them,” he says. Do what makes you comfortable, and what feels like a proper workout. Repetitions and sets can vary according to your conditioning level, your athletic type and your weight.

A good mindset to take is that injuries aren’t always preventable. They happen. But, you can greatly reduce your risk of injuries by “playing smart,” as White notes. Ski, snowboard or snowshoe within your skill level, and don’t push it. Injuries often happen when you’re tired. Next time you feel pressured to get your money’s worth from that full-day lift ticket you bought, or you’re rushing to get in two more runs before the lifts close, take a step back and remember that this is when most injuries occur.

Cardiovascular work is essential as well. The type of cardiovascular exertion varies based on the winter sport. Alpine skiing, for example, is an anaerobic sport, meaning that there are quick, short bouts of intense exertion. Nordic skiing, on the other hand, is more aerobic in that there

are longer bouts of exertion that require a different type of stamina. One way to prepare yourself for both anaerobic and aerobic exertion is by getting on a bike. This could be a mountain bike, road bike, spin bike, etc. White points to spinning classes and similar exercises, as excellent autumn fitness activities. You’ll gain quad strength, as well as the obvious cardiovascular advantages that will get you more mileage on the slopes.

Hiking is another way to stay in shape for skiing and snowboarding in the summer and fall months, as is indoor skating and ice hockey. Skating or playing hockey year-round provides a smooth transfer to skiing and riding. And if you’re not in ski shape, skating can be a perfect preliminary option. It will help you develop your edges and lateral movements.

If skiing, snowboarding and hockey aren’t for you, there are many other activities to consider this winter. Have you tried Nordic skiing or snowshoeing? White emphasizes that the most important thing is to stay active and get outside. “Just to get outside and be able to do something really boosts the spirits,” adds White.

An athlete who only recently picked up skiing in the past few years himself, White describes his current skiing abilities. “I’m not the greatest, but I can get down the mountain,” he says. He encourages potential winter sport athletes to fight the fear and just get out there. There’s no harm in trying!

Check it out:

To check out many of Tyler White’s exercises, search “**Tyler White Athletic Trainer Ski Season**” on YouTube and watch the first video, a 2013 segment from WCAX.

To check out three instructional videos for the exercises referenced in this article, go to dartfish.tv/iSPORT, select the “Collections” tab and scroll to the bottom collection called “Snowsport Preparation.”

Source: www.rrmc.org/doctors/basic-profile/?id=212

Ways to get outside this winter:

- alpine skiing
- bird watching
- building snow forts or snowmen, or making snow angels
- curling
- hockey
- ice fishing
- ice skating
- Nordic skiing
- photographing winter scenes
- running
- shoveling snow
- sledding
- snowboarding
- snowshoeing
- tracking—searching for animal tracks
- tubing
- watching the sunset
- winter hiking or walking
- winter picnicking

Integrated Health Management

BCBSVT is committed to offering our members an integrated approach to managing their health that considers their medical and mental health, and overall well-being. We offer a broad spectrum of services to assist with all of your health care needs, including prevention and wellness, getting better when acutely ill, living with chronic conditions, and end-of-life care.



Blue Health Solutions

Blue Health Solutions is our suite of customized health and wellness programs and solutions designed to help you achieve and maintain optimal health at every stage of life. This program will support you to get the right care and screenings and help you be successful with you and your doctor's treatment plan. That's why you may receive a call from one of our nurses or social workers to help provide you with an appropriate level of support.

If you receive a call or choose to call us about one of our programs, please know that your protected health information is held strictly confidential. Blue Health Solutions programs are voluntary and available at no additional cost to you. Even though we may consider you eligible and enrolled in a program, you can always opt out at any time.

Staying healthy

Fitness and health events

Staying fit and healthy is an important part of preventing illnesses. It's not always easy to maintain a healthy lifestyle. That's why BCBSVT holds many signature events each year that help Vermonters get out and get active. They range from walking challenges at Vermont worksites to "Hike, Bike & Paddle" events at Vermont lakes and ponds to "Family Days" and "Snow Days" at some of our state's most beautiful venues.

While BCBSVT aims to improve your health, we show our enthusiasm to your sons and daughters, too, through our sponsorship of "Girls on the Run" and "Velocity," our very own all-boys program. Be sure to check the community events section of our website or talk to your employer to see what we're doing in your area.

Blue Extras

Our Blue Extras Health and Wellness Program gives you discounts on area health, fitness, nutrition and wellness resources—even recreational activities in your community. To check out the growing list of discounted services and other items, visit bcbsvt.com/blueextras.

My Blue Health Wellness Center

By using the tools on the My Blue Health Wellness Center (mybluehealth.bcbsvt.com) link from our site, you can create and manage a health improvement program designed especially for your specific needs— tracking your diet, exercise and overall health. My Blue Health features a number of exercise tools that allow you to track your physical activity, as well as gain access to fitness plans and exercise demos. You can use My Blue Health on your mobile device, making it easy to track while you're on the go.



Healthwise Knowledgebase®

Log on to our secure Member Resource Center at bcbsvt.com to use our Web tools, including the Healthwise Knowledgebase, which contains thousands of pages of information about health topics. Or, check out the Health Advisor, which helps you compare price and quality of care from various providers.



Better Beginnings®

Expecting a new addition to the family? Our plans offer the Better Beginnings program to help you provide the healthiest, happiest start for your baby. Better Beginnings offers you pregnancy and post-delivery support. When you enroll in the program, one of our

Better Beginnings

Better Beginnings nurses will work with you and your health care provider to promote healthy outcomes for you and your baby. The Better Beginnings program has played an important role in lowering our state's premature birth rate. A premature birth is not only dangerous for your baby, but also for you as the mother. Your Better Beginnings nurse will work directly with you to identify any risks that could lead to complications with your pregnancy and help you to decrease those risks.



Vigor

Autumn 2014

The program offers a choice of several different benefit options. If you participate before your 34th week of pregnancy, we will offer you an enhanced benefit. A sample of benefits provided includes but is not limited to:

- Homemaker services to clean your house
- Reimbursements towards a car seat or fitness classes
- Reimbursements towards birthing classes
- Your choice of a book from our specially selected Better Beginnings book list

Your Better Beginnings nurse will review the program benefits with you, and because every pregnancy is different, we tailor the program to meet your individual needs.

How to register: Go to our website at bcbsvt.com/BetterBeginnings and download the registration forms in the "Quick Links" section on that page. You can also sign into our member resource center and directly submit the forms from there. Or you can call the customer service number on the back of your ID card and a representative will help you to get all the information you need to register.

Please note, BCBSVT reserves the right to change Better Beginnings options. You can always find the most recent options on our website at bcbsvt.com/BetterBeginnings.

Getting better

24-hour nurse line

Whether you need a first-aid tip, advice about whether your concern needs medical attention, or have a chronic condition, our 24-hour nurse hotline provides easy access, at any time of the day or night, by phone. Call our registered nurses toll-free at (866) 612-0285.

Case management

If you suffer a catastrophic health event or have a complex condition, BCBSVT has a case management program to help you and your physician manage your care and appropriately use the benefits you receive from your health plan. While your doctor is your primary resource for medical questions and concerns, your case manager is your dedicated advocate at the health plan who will coordinate your benefits, while finding programs, services and support systems that can help you and your family.

BCBSVT has a staff of licensed professional nurses and social workers on hand to help you. In addition to assessing your health status and current needs, our case managers desire to know you on a more personal level to better support you. Your case manager will help you decide your personal health goals, take action on those goals, and coordinate with your health care providers to help you reach your goals.

Your case manager will also teach you about how to better manage your health after completion of the program, so you will be well equipped to handle any changes to your health. Your case manager may provide educational material about your condition and treatment plan and coordinate resources so that you get timely and affordable care and use your benefits in the best way.

Other benefits of case management include assisting to find alternative funding and transportation, if necessary and available.

If you have any questions concerning coordination of care, or if you are interested in learning more about our case management program, please call us at (800) 922-8778 and choose option 1.

Living with illness

Chronic condition management

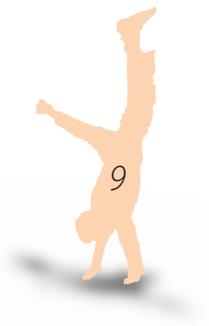
You're not alone if you're suffering from a chronic condition. Our nurses are standing by to assist you in achieving and maintaining your health through a variety of means. Through our chronic condition program, we may send you helpful information about your condition and give you access to our nursing staff and other resources to help you make lifestyle changes that are critical for your overall health improvement. We offer help for a variety of conditions including asthma, COPD, diabetes, heart disease, or coronary artery disease and heart failure.

A nurse may reach out to you and touch base about your condition. They want to be sure that you're getting the best care and screenings available and help you stay on track with your doctor's treatment plan. Please know that our conversations with disease management participants are strictly confidential and that participation in the program is always voluntary.

Rare condition management

Some conditions are less common, but we can offer you specialized help when local support may be hard to find. We can connect you to a nurse who has expert knowledge of your rare condition. This one-on-one help is designed to help you improve your total health and manage your multiple and complex conditions.

Rare conditions addressed through our program include: ALS, CIDP, Crohn's Disease, Cystic Fibrosis, Dermatomyositis, Gaucher Disease, Hemophilia, Lupus, Multiple Sclerosis (MS), Myasthenia Gravis, Parkinson's Disease, Polymyositis, Rheumatoid Arthritis, Scleroderma, Seizure Disorders, Sickle Cell Disease and Ulcerative Colitis.



The Howling Wolf

Steamed veggies, brown rice pilaf and sweet potato hash topped with yellow curry satay sauce and sun-dried cherry chutney.

brought to you by The Perfect Wife Restaurant and Tavern in Manchester

Servings: *This recipe has been adjusted from the original version that makes several gallons. This modified recipe should serve about 12 people. However, you may need to adjust the ingredients.*

Sun-dried Cherry Chutney:

Ingredients:

- 1 cup sun-dried cherries
- ½ cup golden raisins
- 2 tsp. chopped shallots
- 2 tsp. green peppercorns
- ½ cup sherry
- ¼ cup port wine
- 1 tbsp. red wine vinegar

Instructions:

- Combine everything in pot and cover by one inch with water.
- Simmer over low heat until fruit is very plump, about 20 minutes.

Yellow Curry Satay:

Ingredients:

- 1 large onion, diced
- 4 tbsp. chopped garlic
- 2 tbsp. good curry powder (look for Madras brand in a gold tin)
- 1 tbsp. ground cumin
- 2 tsp. dried basil
- 2 tsp. dried oregano
- ½ cup mango chutney
- 1 can coconut milk
- 5 cups canned diced tomatoes
- 1 cup canned tomato puree



Instructions:

- Sweat the onions and garlic,= until soft.
- Add spices and toast them a little.
- Add chutney and coconut milk.
- Simmer until combined nicely.
- Add tomato product.
- Simmer for one hour.
- Season to taste with salt and pepper.

Sweet Potato Hash

Ingredients:

- 6-8 sweet potatoes
- 1 onion
- Chopped garlic
- Salt
- Pepper
- Olive oil
- Nutmeg

Instructions:

- Dice sweet potatoes and onions.
- Toss with chopped garlic, salt, pepper, olive oil and a little bit of nutmeg.
- Put in roasting pan and cover.
- Bake at 325° F for about 45 minutes or until tender.

Combine all of these with your favorite steamed veggies and rice pilaf of your choice. Enjoy!

The Perfect Wife Restaurant and Tavern:

Chef Amy Chamberlain opened The Perfect Wife Restaurant and Tavern in December of 1996. "The Wife" quickly became the locals' favorite restaurant and watering hole. Amy and her staff create casual meals for the upstairs tavern and prepare a more sophisticated menu for the fine dining room downstairs. Since the beginning, Amy has been a proud supporter of local agriculture, sourcing as much locally-grown and produced food for her "freestyle cuisine." The Wife is open for dinner from 4 p.m. and is closed on Sunday (and Monday beginning in November for the winter season.)

The Perfect Wife Restaurant and Tavern
2594 Depot St.
Manchester, Vermont 05255
online: perfectwife.com
phone: (802) 362-2817



The Perfect Wife
RESTAURANT



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Find the hidden symbol and win a prize

Just find the symbol shown at left hidden somewhere in this publication and send us a letter telling us where you found it. Use the address found on the mailing panel. We'll draw four lucky reader's names from the correct responses and each will receive a gift card to Amazon.com or local sporting good store of your choice.



Last issue's hidden symbol (i.e. sun) was hidden on the left leg of the boy shown jumping into the potholes on the newsletter's front cover. Thanks for playing and congrats to our winners: **Carolyn, Mike & Anna, Isabelle, Mary and Cory!**

Special challenge: Because of all the creative and unique responses (e.g. postcards, artwork, poems and notes) we've received over the years, we'll now present an additional winner with a gift card for the most creative entry for that issue's contest.

Electronic option: In an effort to be "green," we will accept your hidden symbol contest entry via email. Just email hiddensymbol@bcbsvt.com and we'll number your entry and enter you into the drawing!

Inside:

Community Calendar • President's Message • Being a Savvy Health Care Consumer: Part 3 • Getting in Shape for Winter Sports • Integrated Health Management • VT Restaurant Recipe Feature



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Vigor[®] is printed on 100% post-consumer recycled fiber, FSC[®]-certified paper—a paper that contains 100% post-consumer recycled fiber, is Elemental Chlorine-Free, and is certified by the Rainforest Alliance to the Forest Stewardship Council[®] Standard. It is manufactured using Biogas Energy



Recycled

Supporting responsible use of forest resources

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Using this paper instead of virgin fiber in this edition reduces our ecological footprint by:

- 85 trees
- 8,389 lbs. of solid waste
- 81,997 gallons water
- 27,518 lbs. of CO₂ emissions
- 71 mmBTU of energy consumption
- 35 lbs. NO_x

It's the equivalent of saving:

- Trees: Six tennis courts
- Energy consumption: 344,939 60W light bulbs for one hour
- Emissions: CO₂ emissions of four cars per year

(Environmental savings calculations provided by Rolland Enterprises Inc.)