theResource

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From the CHRO’s Nest:

Three more weeks and counting before 21,000 students arrive on campus with the start of the 2013/2014 academic year! The campus will be humming with activity.

We’ve broken our own record…18 pages of useful information in this issue! Your HR colleagues have been busy over the summer months working on a soon-to-be release/upgrade of PeopleAdmin that will make applicant tracking, position management and performance management more user-friendly. Additionally, much time and effort have been expended on redesigning the classification/compensation system. More to come in the next few months.

Please pay special attention to our upcoming sessions on Policies and Procedures available to all employees. This year we have partnered with Financial Accounting to co-present 19 new or revised policies. I am highly encouraging your attendance especially if you are a supervisor or manage a program or administrative/academic unit.

Our next issue will hopefully highlight Open Enrollment changes in our upcoming benefits. Aon/Hewitt has been retained by the Board Office to review and negotiate USG’s benefit package and we are awaiting their findings.

Paul Michaud
Associate VP for Human Resources

Human Resources & Financial Accounting Policies and Procedures Workshops

These co-presented workshops are intended for all GSU employees, and especially for managers, department heads and chairs who have the responsibility for communicating and enforcing GSU policies and procedures. The workshops will provide all employees a greater understanding of both new and revised GSU policies and procedures. The policies to be discussed include:

Financial Accounting:
- Budget Manager Fiscal Authority
- Direct Deposit of Payroll
- eTime Recording and Approval of Time
- VPO-Accrued Annual Payout
- Travel Policy Supplement
- Records Retention
- Business Related Food Purchases
- IRS Compliance for Large Dollar Transaction Reporting
- Sponsored Expense/Cost Transfers
- Cash Management
- Employee Relocation Expense

Human Resources:
- Non-Retaliation (New)
- Emergency / Inclement Closing Policy (New)
- Provisional Policy (Revised)
- Holidays (Revised)
- Nepotism (Revised)
- Background Investigations (Revised)
- Recruiting & Hiring of Benefited Staff (Revised)
- Jury Duty (Revised)

Offered on August 7th, 12th, and 15th as well as September 9th and 12th. All workshops will be held at 8:30am in Continuing Education Room 1909. Sign up at training.georgiasouthern.edu.
Congratulations to the individuals who completed all six sessions of the Spring 2013 Management Training Series. This series consisted of the following six sessions.

1. Becoming a Manager
2. Communicating as a Manager
3. Roles and Responsibilities
4. Developing Employees
5. Creating a Positive Work Environment
6. Managing Conflict

Johnathon Lamb
Antonio Frison
Elke Dennis
Justin Jeffery
Brooke Salter
Alba Cobos
Deborah Deal
Phillip Kennedy
Ryan Macy
Alfred Stewart
Ronnie Sanders
Terrance Herrington
Daniel Riggs
Candance Iavarone
Kasey Berecz
Rieshawn Williams
Jahtm Flores

The next Management Training Series will take place on:

1. August 27
2. September 3
3. September 10
4. September 17
5. September 24
6. October 1

Each session will be held in Continuing Education Room 2903 from 8:30am-12:00 noon.

We would like to welcome our new employees to campus, especially those that took part in the Eagle Experience. If you are hiring or presently have new employees, we recommend this series as a way to introduce opportunities and experiences that are available on campus. This series includes visits to the Museum, Wildlife Center, RAC, and Library as well as an ADP/eTime training session. We hope our new employees appreciate the on-campus opportunities and share them with their family and friends. The next Eagle Experience series for new employees will be on September 4th, 12th, 19th, and 26th.

To register for any of the training series or classes, please go to: training.georgiasouthern.edu.

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To register for any of the training series or classes, please go to: training.georgiasouthern.edu.
New Faculty On-Boarding Sessions

If you are a new faculty member, you must attend one of these sessions unless you have already met with Human Resources during the summer. Please visit the Online Employee Orientation and Onboarding at http://jobs.georgiasouthern.edu/orientation/.

You must bring all completed forms as well as your original social security card for IRS requirements and documentation for the I-9 process. Dates and times:

Monday, August 12, 2:00 - 4:00 p.m., Human Resources, Rosenwald Building, Room 1200
Thursday, August 15, 2:00 - 4:00 p.m., Human Resources, Rosenwald Building, Room 1200.

Campus Safety!

Georgia Southern University’s Division of Public Safety Crime Prevention Unit offers the following classes to help keep the campus community safe and better prepared in the event of an emergency:

- Shooter on Campus
- Drug and Alcohol Awareness
- Personal Safety
- Safety of Property
- Cyber Security
- Pedestrian, Bike and Motor Vehicle Safety
- Binge Drinking
- Emergency Preparedness
- Identity Theft
- Sexual Assault Prevention
- Specialized Training on Request

These classes would be held at a convenient time for the group, department or unit. Contact Investigator Danny Garrigus or Captain Terry Briley at 478-5234 for information or to schedule a convenient time.

Save the Date

Benefits Fair!

Tuesday, October 29, 2013
10:00 am—1:00 pm

We invite you to come and check out our benefits providers and Eagle Perk vendors.

For questions, please contact Jeff Laws at 478-7120 or jlaws@georgiasouthern.edu.
The Fall 2013 Student Employment Job Fair scheduled for August 22, 2013 at 9 AM in the Russell Union Ballroom is quickly approaching. The Student Employment Center strongly encourages departments to attend the job fair. We will have rooms reserved for departments to conduct private interviews.

This is a great opportunity for hiring managers to select a student employee on the spot instead of perusing hundreds of applications and resumes.

If you have any questions or concerns please contact Rieshawn Williams at rwilliams@georgiasouthern.edu or (912)478-7158.
The Student Employment Center would like to announce the formation of the Student Employee of the Month Award. Each month, the Student Employment Center will accept nominations for outstanding student employees from across the campus. We will review each nomination on the following criteria: quality of work, dedication, dependability, and productivity.

Nominations must be submitted to the Student Employment Center by the 15th of each month at the following site: http://jobs.georgiasouthern.edu/sec/nomination.

Each award will receive an engraved plaque with a leather professional portfolio. Also note that the student will be featured on the Student Employment Center’s webpage and social media pages.

If you have any questions or concerns please contact Rieshawn Williams at rwilliams@georgiasouthern.edu or (912)478-7158.

The Positive Effect of Student Employment (Testimonial)

Approximately 3,000 student employees make up the bulk of all employees at Georgia Southern University. They complete necessary tasks that keep our institution running, and without them, we would be overwhelmed. But, are you utilizing your student employee(s) to the best of their abilities? The below testimonial is from a previous student employee who grew professionally from working at Georgia Southern and carried that into her career.

“As a college student at Georgia Southern, I spent approximately one and a half years being a student employee in the Emerging Technology Services department working as a computer lab technician. Although completely unrelated to my current career as a high school teacher, working as a lab tech in that time has proven to be very useful in my life after college. It was only the second job I had ever had in my life, and the only one I had occupied living on my own and managing my own time and schedule, so in a sense, it was a brand new experience for me. As a result, this job taught me a great deal. First, having the lab tech job at GSU taught me basic but essential employment skills. I was able to practice and increase my confidence in applying and interviewing for jobs which is necessary for gaining any type of further employment, and the more you do it, the better you get. Additionally, I gained experience in other important skills, like time management, customer and fellow employee relations, and organization. All of these abilities are applicable and vital to any career, especially in the teaching field. Lessons and other administrative tasks have to be done in a timely manner; there are always deadlines, and just like any other job, one has to be present on time. Employee relations are very present in a school environment, not just between teachers, but also with students and parents. Learning how to interact with people is a must in any job, so having that experience in my time as a college student was very beneficial.

More surprisingly is the knowledge I gained about technology and computers from working as a lab tech. I went in to the position truly not knowing much about computers but the basics—Microsoft Office, the Internet, the On/Off button. However, through the questions I was asked by students and professors and the questions I subsequently had to ask in order to be able to help them, I learned a lot more about the computers and about different programs, many of which I use today in my teaching. I also learned the basics of troubleshooting a problem, which is a process I use in my classroom when computers go awry.

I have no doubts that my time as a computer lab technician at Georgia Southern provided me with some very valuable skills that I still use in my current career. Having that job at GSU was a great experience for me and proved to be a very worthwhile venture.”

-Laura Herman

The intention of this testimonial is to place emphasis on the importance of hiring student employees. Don’t let learning end at the classroom door. Our students have so much to offer. Given the opportunity, they might have an idea that revolutionizes how you do business or make you a more efficient employee in your own right. Remember, it all starts with you.
Student Work
Hours Are Changing!

During the summer semester and breaks, student employees are allowed to work up to a maximum of 40 hours per week. During the fall semester, student employees are allowed to work up to a maximum of 25 hours per week. Staff members from The Student Employment Center monitor the work hours of all student employees and will contact hiring managers when students work over the previously stated amount. For questions, please contact the Student Employment Center at studentemployment@georgiasouthern.edu.

Quick Guide for Screening Applicants

You just recruited for a vacant position. So many applications! So many qualifications! How will a manager decide who is a qualified for an interview? The following are a few helpful hints when screening applicants for a vacant position.

- **Job Description**: Keep the job description in front of you when screening applications. This will help with staying focused on the criteria needed for the position such as minimum qualifications, certifications, etc.

- **Quick View**: What is the quick view? This process is where you quickly glance at applications to see if the required minimum qualifications are met. An example would be the education requirements. If an applicant fails to meet the requirement, then the application will automatically be transferred to the non-qualified file. Also, this method can be utilized with other minimum qualifications such as licenses and certifications.

- **Detailed View**: This progression allows you to review the qualified applicants pile again, more thoroughly. You will focus on experience, knowledge and job related qualifications. Some may suggest that you start rating the resumes at this point as in “outstanding”, “average” or “backup” in preparation for scheduling interviews.

For additional training about screening applications, you may complete the Building a Better U e-learning course “Essentials of Interviewing and Hiring: Screening Applications for Interviewing.”

Generation Y Values...

When searching for a job, Gen Y values:

1. Paid Time Off (95%)
2. Health, Dental and Vision Insurance (92%)
3. Annual Performance Bonus (85%)
4. Employer Matching on their Retirement Plan (83%)

From “Employee Benefit News.”

Is Retirement Realistic for You?

Thinking about retirement? Think realistically, advises Adam Martin, professional counselor and Georgia Southern Counseling Center staff member. People who have a realistic perception of what their lives will be after retirement and plan accordingly may have a better opportunity to “reintegrate” or move forward with their new identities. Others who step into that great beyond with blinders on (that is, lack of forethought) could face an emotional challenge.

According to Martin, after the soon-to-be retiree realistically considers what his life will look like after years on the job, he can then state with conviction ‘I can’t wait to not work’. Many people identify with their jobs. “It’s that loss of identity that makes them feel they don’t have anything to wake up for the next day. They think ‘What is my identity going to be when I’ve been doing this for 20, 30, 40 and 50 years and all of a sudden I wake up one day and I’m not that person anymore?’” said Martin.

“The retiree is forced to think about what life has been like and what life looks like now. “ Individuals who do not have a realistic perception, have limited access to resources or suffer financial strain, etc., may not have the opportunity to reintegrate or reinvest in something moving forward.

“That’s when you see folks picking up second jobs, volunteer opportunities or other activities where they find some other passion that allows them to reinvest moving forward,” Martin said.

According to the Associate Vice President for Human Resources, Paul Michaud, who offered general averages about the Georgia Southern workforce, roughly 50 Georgia Southern workers retire annually. About 10 percent re-enter the University workforce, he said.

Encouragingly so, Martin indicated that retirement is to be looked upon as a joyous experience moving forward. He said, whatever the goal, “it’s all about being deliberate, being thoughtful about what is life going to be, and really being realistic about that. Planning well, not only from a financial standpoint, but an emotional and social standpoint” helps to ensure an effective move forward from the work experience.
Work in My Shoes

Karol needed clarification about her position status and whether she was correctly classified. She shared her concerns with her Director, and he decided it would be best to seek out Human Resources for some help. He made an appointment with the Classification representative and expressed how he felt the duties and responsibilities of Karol’s position had changed since hiring her. He explained that he was not looking for more money, per say, but that he wanted to make sure that if she was performing exempt-level duties, she was classified as an exempt-level employee. The Classification employee listened and suggested a desk audit for Karol. Her Director immediately agreed and they set the appointment.

Karol was contacted the next day to schedule a time most convenient for her; she was asked to set aside a minimum of two hours for the interview, in a place where there could be no interruptions. She would meet with the Classification Officer alone, and a follow-up would be scheduled with her Director. She was told to be prepared to answer questions about her position and her daily tasks, the percentage of time spent on different tasks, difficulty levels of duties performed, as well as examples of how her position may have changed. She was also advised to be prepared to demonstrate how she accomplished her tasks as well as provide explanations for the frequency of recurring duties. Karol prepared for her desk audit, following the guidelines provided by Human Resources.

Although inspired in part by a true incident, the preceding story is fictional and does not depict any actual person or event.

A desk audit is an interview with the incumbent and/or supervisor to gather information about your duties, responsibilities, and expectations of your position in order to properly classify your position. The objective of the desk audit is to ensure that your position is correctly classified and functioning. A separate interview will be conducted with your supervisor, as well. Human Resources may require a desk audit to be performed as part of the review process for a reclassification of your position or clarification of your job duties. Information gathered will be used to determine whether your position description is up-to-date, and whether your position is eligible for a reclassification. This interview is a good way for the Office of Compensation & Classification to better understand what you do on a daily basis. Your supervisor may also request a desk audit to determine if any changes in your position warrant a reclassification. The information you provided will be discussed with your supervisor, and then a review will be conducted by the Office of Compensation & Classification in relation to your work and position description. A recommendation will be prepared and shared with you and your supervisor.

Keep in mind that the Office of Compensation & Classification will be assessing (1) the nature of your work (kind of work); (2) the variety (scope and range); and (3) the difficulty of the work (judgment, skill, and knowledge). A desk audit focuses solely on current duties and responsibilities, not hypothetical or proposed duties. Classifications are based on major regular and recurring duties; minor or temporary duties do not affect the position classification. It is your position being reviewed, not you as a person; therefore determination will not be given to qualifications, promotions, or job performance. Answers to questions should be honest and thorough.

Do you or your supervisor have questions about your job duties and Fair Labor Standards Act status? Contact the Office of Compensation & Classification for clarification or to schedule a desk audit. Fern Illidge may be reached at 478-5374 or fernillidge@georgiasouthern.edu.

From the “Human Resource Executive” publication.

By the Numbers!

9.2 Days
Number of unused vacation days the average American worker had in 2012.

94%
Percentage of employers who believe annual evaluations improve employee performance.

13%
Percent of workers who took qualifying leave under the Family and Medical Leave Act in 2012.

80%
Percentage of Americans over 55 who are still working.

25%
Percentage of Americans who feel they do not have enough money to retire comfortably.

75%
Percentage of employers that are offering extra vacation days, flexible schedules, free Friday lunches, and other “tactics” to retain key employees.

Resources used: Coverage under the FLSA (flsa.com); Law & Order (disclaimer)
We would like to welcome our new Eagle Perk vendors. These businesses have partnered with us to offer all Faculty and Staff discounts. Please remember to present your Faculty/Staff ID to receive the discounts.

Groucho’s Deli is offering 10% off.  
Van Gough’s Microbrewery and Gourmet Pizza is offering 10% off all regular priced items.  
Line-X Southeast Customs is offering 5% off.  
Dell is offering various discounts on their products. Check their prices at: www.dell.com/dellu/georgiasouthern.

Go to http://jobs.georgiasouthern.edu/facultystaff/perks to view all of our Eagle Perks.

University Club Fall Social
August 16, 2013
5:00-7:00 PM
Center for Art and Theatre

Hors d’oeuvres, drinks, and door prizes
Music by the Magnolia String Quartet
$10 per person
Reservations Requested
Our Mission & Purpose

The purpose of Staff Council is to serve as the representative body for all staff employees at the University. We strive to be a voice in decision making on matters that concern staff. Staff Council works to ensure that staff employees work in a positive, respectful atmosphere with opportunities for their own professional and personal growth and development while supporting the mission of Georgia Southern University.

Staff Council Awards Scholarships

Staff Council will soon be accepting applications for the 2nd annual scholarship and book award. The Staff Council Scholarship was established to assist dependents/spouses of current Georgia Southern University staff employees, and the Book Award was established to assist Georgia Southern staff employees who are also working on undergraduate or graduate degrees. These awards are funded through donations made to the Georgia Southern University Foundation, Staff Council Account # 0689, and through fundraising events such as the Spring raffle.

For the Staff Council Scholarship ($500), the Staff Council Scholarship Committee will consist of both staff council members as well as other university representatives. The selection committee will judge based on the application only. All names will be omitted and will not be made available to the selection committee during the evaluation period.

The Staff Council Book Award ($95) will be chose through a raffle selection process. Awards will be given to at least one undergraduate recipient and one graduate recipient.

Staff Council Goals

Staff Council is a collective voice for those who work in non-faculty employee roles. We support a variety of activities and initiatives to improve the quality of life and effectiveness of the university’s dedicated and valuable staff. The Council has set the following goals for the 2013-2014 academic year:

- Increase awareness and function of Staff Council to the campus community.
- Facilitate opportunities for staff to give back to the local community through service.
- Promote an atmosphere where staff invest in themselves by increasing their knowledge, improving their work experience and quality of life.
- Increase collaboration and communication between faculty, staff and administration.
- Enhance camaraderie of staff through social and professional development events.
Staff Council Accomplishments

• Active Staff Council representation on the following campus committees:
  - Medical Leave Assistance Committee
  - HR Appeals Committee
  - Parking Appeals Committee
  - Campus Life Enrichment Committee
  - Compensation Study Taskforce
  - QEP Committee

• Continued to pursue the Tobacco Free initiative
• Established the official By-Laws of Staff Council
• Conducted the 2nd annual Eagle Coat Drive
  - Collected over 600 cold weather items
  - Donated remaining items to Safe Haven
• Hosted the 2013 Service & Merit Award Ceremony
  - Recognized over 100 Staff Members for Service and 8 for Outstanding Merit
• Received external funding for two Staff Merit Awards from TIAA-CREF and Fidelity
• Continued to contribute to the Staff Council Foundation Account to support the Staff Council Book Award and Dependent Scholarship
• Hosted the 2nd annual Staff Appreciation Picnic with over 600 participants
  - Raised over $500 to support the Staff Council book award and Dependent Scholarship
  - Collected 500 canned goods that were donated to the Statesboro Food Bank
• Hosted 2012 University System of Georgia State Staff Council Conference (October 2012) held at the Nesssmith-Lane Conference Center

Staff Council Warm Clothing Drive
November 1st - December 6th

Last fall, Staff Council conducted its 2nd annual warm clothing drive in which over 600 coats, hats, gloves and other cold weather accessories were collected. Staff Council will continue this tradition to help our own faculty, staff and students stay warm during the winter months by setting up donation stations around campus from November 1st through December 6th. New or gently used coats, hats, gloves, scarves and other cold weather items of all sizes will be collected. Dates for the giveaways will be announced closer to the event. As in previous years, any items left after we host our giveaways will be donated to local charities.

Anyone unable to come to a donation site can contact Staff Council by email at staffcouncil@georgiasouthern.edu to schedule a donation. This is a great opportunity for staff to conveniently share and help out fellow members of our campus and local community.

Service & Award of Excellence Ceremony
January 9, 2013 • Performing Arts Center

The annual Staff Service and Awards of Excellence Ceremony recognized and acknowledged staff employees for their years of service to Georgia Southern University. Also each year Classified and/or Administrative Professional employees are selected from campus nominations to receive the Award of Excellence, which is based upon their commitment to go above and beyond to provide excellent customer service to our campus. Award of Excellence Recipients were presented with a medallion and a monetary award of $1,000.

Requirements for Award of Excellence Nomination:
• Be in a benefitted position
• Been employed by the University for at least one continuous year as of December 31, 2013
• Receive three (3) endorsements

Nomination Deadline: November 22, 2013

For more information - please visit www.georgiasouthern.edu/staffcouncil
Wellness Under Pressure

Life today is very different than it was 50 years ago. We have the “luxury” of having many conveniences due to industry advancements. What would you think if I told you the very thing you consider a “luxury” is actually contributing to your death? For example, there are many “healthy” pre-packaged foods to just grab on the run. These “healthy” foods contain high-fructose corn syrup which is a contributor to obesity and diabetes. We also have the “luxury” of having labor saving devices thus eliminating basic ways to expend energy. The dishwasher and riding lawn mowers are examples of this. These conveniences make sense in theory. Many of them are cheap, easy to find, and save precious time. Will you continue to think of them as “luxuries”? The pressure to keep up and keep going is literally killing us.

“Know Your Numbers” Winners!

Thank you for participating in “Know Your Numbers”. Congratulations to Kimberly Simpson and Monica Williams, our Know Your Numbers Program winners! Kimberly received a free RAC membership and Monica received a $100 VISA gift card.
What You’ll Find Inside

Every year, we’re required to send you important information about your rights and your benefits. And we’re excited to combine it with some helpful articles and coupons for a healthy you! Inside, you’ll read about:

- Breast reconstruction surgery benefits
- Where to go for extra help
- How to find the right provider
- How to have a happy and healthy summer

Want to save a tree? Go to bcbsga.com and sign up to receive these types of notices by e-mail.

Please note: Some services and programs mentioned in this update may not be available or covered under your plan. Please refer to your benefit plan document for details concerning benefits, services and exclusions.

Have a Happy, Healthy Summer

Make the most of the season with these simple tips

Warm weather, fresh food, and plenty of opportunities to enjoy the outdoors—it must be summertime! Here’s how to stay safe and be healthy this season.

Break Out the Bike
Summer is the perfect time to get back in the saddle, whether it’s for exercise or as an active means of transportation. If time and distance allow, bike to work one or two days during the week, or pedal to do weekend errands. “I personally bike to restaurants,” says Jennifer Casseta, MS, a personal trainer and holistic health coach in Los Angeles. “I burn calories there and on the way home.”

Step Away from the Stove
On the hottest days of the year, standing over the stove is the last thing you want to do. A better idea? Fire up the grill for a fresh, healthy dinner. “I like to do grilled veggie sandwiches—eggplant, zucchini, peppers, and onion, layered on crusty bread with pesto,” says Katie Morford, MS, RD, a nutrition writer in San Francisco. Make your own pesto with fresh basil, or opt for store-bought for a fast meal.

Get Insects to Bug Off
You may need to rethink your wardrobe. “Your best bet is wearing light-colored, loose-fitting clothing,” says Jennifer Middleton, MD, a family physician in Toledo, OH. “Many insects are attracted to dark colors.” If it’s too late and you’ve already been bitten, she recommends icing the bite to dull the itch, then applying an over-the-counter hydrocortisone cream or a soothing, anti-itch lotion.

Make Your Own Frozen Treats
Do you crave a cold, sweet snack? Try this healthy option: Peel and slice ripe bananas, and place them in the freezer. Once they’re solid, mash them in a food processor for a few minutes. “Instant soft serve!” says Andy Bellatti, RD, a nutrition expert in Las Vegas. “Add cocoa powder for a chocolate flavor, or throw in some vanilla extract and cinnamon.”

Take a Day Trip
A little adventure and a change of scenery can give you an emotional boost. Wherever you are, there are places to go and new things to see within a day’s drive. Check out Roadtrippers.com to find historical sites, nature spots, or offbeat attractions near you.
Your Best Defense Against Allergies
Smart strategies for allergy prevention and relief

Seasonal allergies can put a big damper on summer fun. But you don’t have to live with a runny nose, irritated eyes, and a constant cough. “Anyone with allergies should be able to feel good, be active all day, and sleep well at night,” says Kathleen May, MD, spokesperson for the American College of Allergy, Asthma, and Immunology. Try these five ways to stop allergies before they stop you.

Don’t wait to medicate. If medication has proven effective for you in past years, take it before your symptoms start. “Most allergy medications require a number of days for full effectiveness,” Dr. May says. “An allergist can help you pinpoint specific triggers, when certain plants pollinate in your region, and the best time to start medications.”

Know the count. “Allergy sufferers know well that avoiding pollen is the best treatment,” says Jennifer Middleton, MD, a family physician in Toledo, OH. “This means keeping the windows closed at home and in the car, using the air conditioner, and limiting your time outside.” Monitor pollen counts via local media or websites like Pollen.com to know the best days to go out.

Stop eating certain fruits. Many people who have seasonal allergies also suffer from a “pollen food allergy syndrome,” a cross-reaction between similar proteins in certain fruits and vegetables and the allergy-causing pollen. Cooking, peeling, or totally cutting out apples, cherries, peaches, celery, and tomatoes during allergy season may improve symptoms. Just be sure to replace them with other produce.

Stress less. Research shows a link between the stress hormone cortisol and allergy development. “We know that stress aggravates or heightens the body’s perception of symptoms, such as skin itchiness,” Dr. May says. “Seasonal nasal allergies also lead to poor sleep from nasal congestion, and lack of good rest both causes stress and magnifies its effects.” It only gets worse if you skip stress-relieving activities, such as exercise and yoga.

Rinse away allergens. Nasal saline rinses flush allergens out of sinuses and reduce mucus, research shows. You can buy a nasal irrigation device, like a neti pot, or a saline rinse at drugstores. “Just be sure to use distilled water,” Dr. Middleton says. “Tap water can contain organisms that aren’t harmful when swallowed but can cause a serious infection if put up the nose.”

7 Steps to Save Your Skin
Get the sun protection you need from head to toe

Summer’s here, and most of us look forward to getting outside and feeling the sun’s warm rays. But we also know that there’s a risk of skin cancer involved. Follow these preventive guidelines from dermatologist Robin Ashinoff, MD, and enjoy your day in the sun:

1. Choose a sunscreen that contains titanium dioxide or zinc oxide. Experts disagree over the safety of avobenzone and oxybenzone, so avoid those.
2. Make sure the label says “broad spectrum” to ensure protection from both UVA and UVB rays.
3. Slather on sunscreen at least 30 minutes before going out.
4. Use enough sunscreen to provide proper coverage. An adult in a swimsuit needs about three tablespoons of sunscreen to cover the whole body.
5. Don’t sweat over SPF numbers. Anything over 30 should protect you for two hours.
6. Reapply after sweating or swimming, even if you’re using “sport” sunscreen.

This information is intended for educational purposes only, and should not be interpreted as medical advice. Please check with your doctor for any advice about your health.
Women’s Health and Cancer Rights Act

In 1998, Congress passed legislation that outlines specific coverage that all group health plans and health insurance carriers offering medical and surgical benefits for mastectomies must offer to patients. This coverage is for:

- Reconstruction of the breast on which the mastectomy was performed
- Surgery and reconstruction of the other breast to provide a symmetrical appearance
- Prostheses and the treatment of physical complications during all stages of the mastectomy, including lymphedemas, in a manner determined in consultation with the attending physician and the member

Coverage of these services is subject to the same copayments, deductibles and coinsurance percentages, if any, as other services covered under your plan. Please refer to your Certificate of Coverage, Member Handbook, or Schedule of Benefits for more specific information. Please contact your administrator or call Member Services at the phone number on the back of your insurance identification card for more information.

Focus on Your Eyes

Three ways to keep your peepers in top shape

We often take them for granted, but our eyes need TLC. Having healthy eyes “really comes down to an overall healthy lifestyle,” says Jay Duker, MD, director of the New England Eye Center in Boston. That means eating healthy, exercising regularly, and not smoking. Here’s what to keep in mind:

See your eye doctor. Even if your vision is sharp now, a thorough eye exam should be part of your health routine. An eye doctor can check your risk for future vision problems as well as help you with your eye health today. If your doctor recommends vision correction, ask which glasses or contact lenses are right for you.

Wear the right gear. Using contact lenses, glasses, and sunglasses that are properly prescribed for you can help you see better and ease discomfort. They can also block UV rays that can be harmful to eyes. If you wear contacts, follow cleaning instructions to prevent irritation.

Eat for your eyes. Orange vegetables, such as carrots and orange bell peppers, are high in vision-boosting vitamin A. Be sure to include them in your diet.

Your Pharmacy Benefits Program

Please note: Not all plans have pharmacy benefits. Benefits may vary based on your coverage. Please check your ID card, Certificate of Coverage, Member Handbook, or Schedule of Benefits to see if you have this coverage.

There are tools to help you manage your prescriptions online. At our site, you can:

- Find out medication costs.
- Review your home delivery prescription history.
- Order a drug refill.
- Check for drug-to-drug interactions, side effects and major risks.
- View and search the drug list (called formulary).
- Find a lower-cost generic version of a drug. It helps you receive quality, cost-effective care and make the most of your benefit.
- Fill your prescription at an in-network pharmacy or through the home delivery pharmacy program. You can get a list of these pharmacies at our website or by calling the Member Services number on your ID card.
- You could have a copay and/or a deductible for each prescription. Your plan may include benefits with deductible, coinsurance and/or copayments. Plans that have tiers may require higher copays for a tier 2, 3 or 4 medication than a tier 1 medication.
- Some drugs require prior authorization, step therapy, quantity limits, dose optimization, an exception or age/gender limits. This helps ensure safe, correct use. You can start a prior authorization request by going to the website.
- If a drug has a limit in place, it is noted on the formulary. The drug must be approved by your plan before filling the prescription. Please call Member Services with any questions.

For more on your pharmacy benefits and tools, log in to bcbsga.com. You may also ask for a paper copy by fax or mail. Or you can call Member Services at the number on your ID card. Please remember to check the website for periodic updates throughout the year.
Just a Click Away

Anytime, day or night, you can find information on our website. Just log on to bcbsga.com. You can learn:

- About your benefits for different services. These could include primary and specialty care, behavioral health and hospital services.
- What to do when you are out of the plan's service area.
- How to get information about accessing emergency care and 911 services.
- How to access care after normal office hours.
- How to file a claim for covered service.
- How to voice a complaint or appeal a decision. This includes your right to independent external appeal.
- About your rights and responsibilities as a member.
- About our Quality Improvement (QI) Programs. You can see how we use this information to review and help improve the quality of our benefits and services.

Need information specific to your policy? Register on the member website to:

- Learn about your copayments and costs you will have to share (if any).
- View existing claims.
- Change your primary care physician (if it applies to your health plan).
- Order a new member ID card.
- Get specifics online, or refer to your Certificate of Coverage, Member Handbook, or Schedule of Benefits to find information about the benefits and services covered under your plan, along with any benefits that are not covered or are limited. These include benefits that may not be covered, if you get services outside your plan's service area.

If you need a copy of the information on the Web, or your health plan Certificate of Coverage, Member Handbook, or Schedule of Benefits, call Member Services at the toll-free number on your member ID card. Mental health, pharmacy and dental services may have different phone numbers listed on the card.

Note: You will not be able to view benefit information for a dependent spouse or those of other adult dependents. They must register on their own. You can set up access rights to view your dependents, if the dependent allows you to.

Looking for a Provider, Hospital or Pharmacy? Just Go to bcbsga.com

You can search for doctors, dentists, hospitals and pharmacies in English and Spanish on our website, bcbsga.com. Click on Find a Doctor. It's right on the home page.

Our online directory lets you search in many ways, such as plan type, specialty, location and/or gender. You can also learn about a doctor's skills and training, the language he/she speaks and if he/she is what they call "board certified."

If you want to learn more about a doctor that's in our network, call Member Services at the number on your member ID card. If you don't have Internet access, someone from Member Services can search our website for you, and then mail, e-mail or send you a fax with the results.

New Treatments and Procedures

Helping our members get care that is safe and effective

When it comes to the latest information about medical care, we want you to know that we strive to review it quickly. We have teams of health care professionals that review our medical, behavioral (mental) health and drug policies on a regular basis. The resources we look to when making our decisions include:

- Professional medical publications and journals
- Policies and procedures from government agencies
- Study results showing the impact of new technology on long-term health
- Doctors, specialists and other health care consultants

We update our health policies and even create new ones to address many new treatments. Because helping you get and stay healthy is our number one goal.

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The attached coupons are provided as a convenience to you. We make no guarantees regarding, and are not responsible in any way for, the goods and services. The provision of these coupons does not imply affiliation, sponsorship, endorsement, or recommendation of any of the brands. The attached coupons are provided as a courtesy. We are not being paid to pass them on to you, and we do not necessarily endorse or recommend any of the products offered in the coupons.
Need Extra Help?

The Case Management program can help. Case managers, who are registered nurses or other health professionals, are here to help when you have a serious medical condition or unexpected medical event. You, your family and your doctors work with a case manager who provides telephone support at a time that works for you, and at no cost to you. This program is private, voluntary, and gives you extra support when you need it most. To be part of it, you or your caregiver can self-refer. The case manager will work with you to help you manage your condition, answer questions about your benefits, and learn what kind of care or support might be helpful. To learn more or be part of the program, call us toll-free at 800-353-0923. Or if you have a multi-state employer, please call the Member Services number on the back of your ID card.

Share for Better Care

When you see a specialist or go to the emergency room, are you telling your PCP? Making sure your PCP and specialists all know about all care you get helps the doctors so you don’t have to go through the same tests twice. And that saves time and money. It helps to make sure you have the best outcome for your health concern. You play a big role in making sure you get the right care for any problems you have. Be sure to:

- Share the names of each of your providers with all doctors who give you care.
- Tell your doctors, especially your PCP, when you are prescribed medicine from more than one provider, are hospitalized or see a specialist.
- Sign a consent form for the release of medical records so your information can be shared by different providers.

Remember to share for better care.

How to Get Language Assistance

We can help you no matter what your preferred language is. We have a free interpretation service through Member Services. Simply call the phone number on your ID card and ask for translation services in your preferred language. You can also ask for the translation of written materials about your benefits through Member Services. TTY/TDD services also are available by dialing 711, one of the numbers below, or by contacting Member Services. A special operator will contact us to help with member needs.

A Better Burger

Makes 4 burgers | Time: 45 minutes

Beef burgers get a bad reputation for being a health menace between two pieces of bread. But when it comes to choosing a burger meat, opting for a lean ground beef that contains 7 to 9% fat can be just as good of a choice as lean turkey or chicken when it comes to cutting fat and calories. If you’re really looking to reduce calories and fat, choose extra-lean ground beef with only 2% fat. You’ll sacrifice a bit of juiciness, but with the special ingredients in this recipe, you won’t miss any of the flavor.

Ingredients

- 1 large poblano chili pepper
- 1/4 cup low-sodium black beans
- 16 oz lean (93%) ground beef
- 1 cup fresh or frozen sweet corn
- 2 Tbsp finely chopped cilantro
- 2 green onions, trimmed and thinly sliced
- 1/4 tsp coarse salt
- 1/2 tsp ground black pepper
- 1/4 large red onion, thinly sliced
- 1 tomato, sliced
- 1/2 Hass avocado, thinly sliced

Directions

1. Place the poblano pepper directly onto a hot grill. Using metal tongs, rotate the pepper until all four sides of the pepper are charred, about 2 minutes per side. Place the roasted pepper in a metal bowl. Cover tightly with plastic wrap and let steam for 15 minutes. Wash the charred skin off the pepper under warm running water. Discard the stem and seeds. Cut the pepper into dice.
2. Drain the black beans, except for 2 tablespoons of the liquid, and put in a large metal bowl. Mix in the roasted pepper, beef, corn, cilantro, green onions, salt, and black pepper. Divide mixture into 4 patties.
3. Grill the burgers until browned and cooked through, 10 to 12 minutes total.
4. Place each burger on a toasted bun, or forgo the bun to trim calories. Top with sliced red onion, tomato, and avocado.

Per burger: 290 calories, 11 g fat, 3.5 g saturated fat, 28 g protein, 18 g carbohydrates, 5 g fiber, 341 mg sodium

Grill Up Fruits and Veggies, Too!

Nothing beats a sweet ear of summer corn or any number of July’s juicy fruits. Because produce is naturally low in fat, you’ll need a little sauce or oil to keep veggies and fruits from sticking to the grill. One of the simplest marinades is a half-and-half mixture of balsamic vinegar and olive oil. Coat slices of zucchini, red onion, asparagus, portobello mushrooms, or pineapple with marinade before grilling, and season with salt and pepper afterward. Some veggies take longer to cook, so set those near the edge of the grill to keep from being burned on the outside but not done on the inside.
Walk Off the Weight
An easy workout plan to feel fit and fantastic

One of the best parts of summer is that you don't need a gym or any special equipment for exercise. You can simply head outdoors for a workout that gets your heart pumping and trims your waistline.

What's more, getting back in shape helps strengthen your immune system so you can fight off colds and other illnesses. It also helps you ward off chronic conditions, such as heart disease, diabetes, and even cancer.

Don't know how to get started? Follow this walking plan from Jessica Matthews, an exercise physiologist for the American Council on Exercise. You'll start off with a mix of easy and brisk walks, then gradually add on short power walk bursts. On Fridays, take a break from walking and do an activity of your choice: biking, swimming, dancing—anything that gets you moving!

Your 4-Week Walking Plan

<table>
<thead>
<tr>
<th>Week</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>WEEKEND</th>
</tr>
</thead>
</table>
| Week 1 | Easy walk: 10-15 min  
Brisk walk: 10-15 min | Easy walk: 5 min  
Brisk walk: 10-15 min | Easy walk: 10-15 min  
Brisk walk: 10-15 min | Easy walk: 5 min  
Brisk walk: 25-30 min | Activity of your choice: 20-30 min | Easy walk: 25-30 min |
| Week 2 | Easy walk: 10-15 min  
Brisk walk: 15-20 min | Easy walk: 5 min  
Brisk walk: 25-30 min | Easy walk: 10-15 min  
Brisk walk: 15-20 min | Easy walk: 5 min  
Brisk walk: 25-30 min | Activity of your choice: 20-30 min | Easy walk: 25-30 min |
| Week 3 | Easy walk: 10-15 min  
Intervals: Repeat 4-6 times (see below)  
Easy walk: 3-5 min | Easy walk: 5 min  
Brisk walk: 25-30 min | Easy walk: 10-15 min  
Brisk walk: 20-25 min | Easy walk: 5 min  
Brisk walk: 25-30 min | Activity of your choice: 30+ min | Easy walk: 5 min  
Brisk walk: 25-30 min |
| Week 4 | Easy walk: 10-15 min  
Brisk walk: 5 min  
Intervals: Repeat 4-6 times (see below)  
Easy walk: 3-5 min | Brisk walk: 30-35 min | Easy walk: 9-10 min  
Brisk walk: 10 min  
Easy walk: 5 min | Brisk walk: 30-35 min | Activity of your choice: 30-40 min | Brisk walk: 30-35 min |

At the end of each workout, stretch for 2 minutes. To do intervals, do a power walk for 30 seconds, then do an easy walk for 1 minute.

Don’t Let the Summer Heat Keep You Down

Follow these expert tips to exercise safely

Trading the gym for the great outdoors is an effective way to improve your fitness and your spirits. But as the temperature goes up, so does your risk of dehydration and heat exhaustion, says Holly Rilinger, a certified trainer who runs fitness camps internationally. Try these expert tips to keep cool during hot-weather workouts.

Time it right. Exercise during the morning or night, not in the middle of the day. The sun’s rays are strongest between 10 a.m. and 4 p.m. Steer clear of those hours, and make sure the sun is low in the sky when you head outside, says Kira Stokes, a certified trainer in New York City.

Dress for success. Wear lightweight, moisture-wicking workout clothes, and avoid dark colors because they absorb heat, Stokes says.

Be Inspired!

Our Real Health bloggers are on a journey to better fitness. Find their stories on realhealth.bcbsga.com.

Take it slow. Go easy at first with your outdoor exercise. Over the course of one to two weeks, your body will adapt to the heat, and you can gradually increase the length and intensity of your workouts.

Seek shade. Exercise in the sweet shade of a tree or building whenever possible. It can be nearly 10 degrees cooler in the shade.

Listen to your body. “Pain is your body telling you something; so listen,” Rilinger says. If you experience nausea, dizziness, or clamminess, go inside immediately to cool off. If you don’t feel better within 30 minutes, contact your doctor.
How to Resolve Your Concerns

If we decide a treatment or service is not covered under your plan, you can use the appeals process to help you get your concern resolved fairly. Please note that some of these steps must occur within a specified time frame. You can find details about the appeals process for your plan at bcbgsa.com. In your plan documents or by calling Member Services at the number on your member ID card. Follow these key steps.

Step 1: Call Member Services. We'll do our best to resolve your concern fairly and quickly during this first call.

Step 2: If you are not satisfied with the first response to your concern, you can file an appeal. Member Services will tell you how and let you know about any steps you must take within a certain time frame.

Step 3: If the outcome of step 2 does not resolve your concern, you may be able to appeal further. If your plan offers a second level of appeal, we will let you know of any specific state rules or requirements. We will let you know if there are other steps you can take.

Step 4: In some cases, if benefits are denied at the final internal appeal level, you may have the right to request an independent external review.

Road Rules for Your Family Trip

Tackle vacation travel problems with ease

If you've ever looked forward to a summer vacation only to want to make a mad dash back to work after five minutes in the car with the kids, the spouse, the dog, and all that baggage, you're not alone. Traveling can be stressful. This summer, have a better trip with some simple strategies for getting over bumps along the way.

Keep Cool in Traffic
The route to the beach could be jammed up, but you don't have to let it grind your gears. "Traffic can make us angry and even be dangerous," says Vickie Chang, PhD, a psychologist in Menlo Park, CA. She suggests thinking more about the other people on the road. Where might that family in the car next to you be going? Maybe to the beach as well? Or a family reunion? "See if this way of thinking creates feelings of curiosity or kindness, rather than irritation and impatience," Chang says.

Stay Hydrated in the Car
Your vehicle is basically a dehydration machine. Recycled air, especially with the AC on, creates a dry environment that can make you feel hot and sluggish. What fun is that? Take a cue from NASCAR drivers: Pack enough water for your ride. Try seltzer or unsweetened green tea if plain water is unappealing, and avoid coffee and salty snacks.

Choose Healthier Fast Food
"Healthy and road trip don't easily go together," says Lauren Slayton, MS, RD, founder of Foodtrainers in New York City. "But there are chains that are better—where fast and healthy aren't mutually exclusive. Do a little homework before you hit the road." Check menus online to find better options at fast food restaurants.

Beat Unexpected Buzzkills
When something goes wrong, it's OK to feel disappointed, angry, or sad, Chang says—but try not to dwell on it. "Instead, see if you can stay in touch with the big picture in an appreciative way," she suggests. "It can take a lot of effort, but is there something positive about the day that you can refocus on?" It can be as simple as appreciating the break from your work.

How Do We Decide If We’ll Cover a Treatment, Procedure or Hospital Stay? We Use Our Utilization Management Process

Utilization Management (UM) is a process that helps us decide if certain outpatient care, inpatient hospital care or procedures are medically necessary for our members. UM also helps us decide if the services will be covered by our members' health plans.

Decisions are based on what is right for each member based on the type of care and service. We look at standards of care that are taken from:
- medical policies
- nationally recognized clinical guidelines
- your health benefits

Associates, consultants or other providers are not rewarded or offered money or other incentives for denying care or a service, or for supporting decisions that result in using fewer services. Also, your health plan doesn't make decisions about hiring, promoting or firing these individuals based on the idea or thought that they will deny benefits.

To learn more about our UM process, call us toll-free Monday through Friday, from 8:30 a.m. to 5:00 p.m., at the Member Services number on the back of your ID card (additional hours may be available in your area). If you call at any other time, you can leave a private message and our staff will return your call on the next business day during the hours above. Or you can ask that someone call you back at a different time.