



# HR Notes

ASU DEPARTMENT OF HUMAN RESOURCES

March 2014

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## Employee Tip of the Month: Dealing with Angry People

### ***Learning How to Defuse Tense Situations***

Anger is an acid that can do more harm to the vessel in which it is stored than to anything on which it is poured. – *Mark Twain, American writer.*

How many times have you had to deal with an angry person? Perhaps a customer was unhappy with a poor delivery, a colleague was annoyed because you were given a project she wanted, or a supplier was upset because of a late payment?

It's easy to get flustered or upset when you're confronted with an angry person; and, if you don't know how to respond, you can easily make the situation worse. However, when you respond calmly and with empathy, you can stay in control and you can defuse the situation in a professional, courteous way.

In this article, we'll look at several strategies that you can use to deal with angry people.

### ***The Importance of Dealing with Angry People***

It's important to know how to deal with angry people for a number of reasons.

Firstly, you can calm them down, so that they don't take any action that harms you or others – either physically or emotionally. In doing this, you can break the emotional “spirals of escalation” that can cause so much harm, and you can solve the underlying problems that have caused the anger.

Secondly, if you respond angrily to someone else's anger, you can easily end up being seen as the aggressor yourself. This is disastrous if you're in a customer-facing role.

Thirdly, by responding well to angry people, you can build positive relationships with them, and you'll experience less stress and unhappiness as a result of dealing with them.

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## Diabetes Supplies Covered By Some Providers

HealthSelect of Texas covers diabetes supplies, which can be obtained through mail order by the following providers:

- Arriva Medical:  
[www.arrivamedical.com](http://www.arrivamedical.com),  
800-580-1871
- Edgepark:  
[www.edgepark.com](http://www.edgepark.com),  
800-321-0591
- Liberty Medical:  
[www.libertymedical.com](http://www.libertymedical.com),  
800-705-5797

If you purchase diabetes supplies, like pumps, test strips, alcohol wipes and monitors, from a retail pharmacy, you will need to submit a paper claim form to UnitedHealthcare, along with the bill or receipt. Be sure to include the diagnosis code, procedure code, date of service and cost to ensure timely processing of the claim.

The procedure for getting the claims form from the [HealthSelect of Texas](http://www.healthselectoftexas.com) website is:

1. Click on [myuhc.com/hs](http://myuhc.com/hs).
2. Log in to the personal account with user name and password.
3. Click on “Claims & Accounts.”
4. Click on “Claim Forms” to access or download the form.

## Go Paperless

You can receive your Explanations of Benefits (EOBs), Health Statements and Claim Letters online instead of through paper mail. If you are creating your account for the first time,

your “Mailing Preference” will automatically be set to “online only.” You will get an e-mail alert when a new statement is posted. If you have a new e-mail address, you must update it in the HealthSelect online account. By using the “online only” option, you not only help HealthSelect reduce printing and mailing costs, but you can also cut down on clutter and paper use.

Need to update your e-mail address with HealthSelect?

1. Go to the [My UHC website](http://www.myuhc.com).
2. Log in to the personal account with user name and password.
3. Click on “Account Settings.”
4. Click on “Change Email, Phone Number and Security Question.”
5. Enter new e-mail address(es) in the indicated field(s).
6. Click “Update.”

To learn more about HealthSelect benefits or to register for an online account, visit [www.healthselectoftexas.com](http://www.healthselectoftexas.com). If you have trouble logging into your account, call HealthSelect customer service at 866-336-9371 (TTY 711).

## New Dental Discount Plan

The ERS Board of Trustees has awarded the third-party administrator contract for the Texas Employees Group Benefits Program (GBP) dental discount plan to Careington International Corporation (Careington). The contract is for a four-year term running Sept. 1, 2014, through

Aug. 31, 2018. The dental discount plan is not insurance, but rather a discount program for dental services. The plan’s participating dentists have agreed to accept a discounted fee from participants as payment in full for services performed. This is the first time the GBP is offering a dental discount plan. For Plan Year 2015, which begins September 1, 2014, you can choose the dental discount plan, the State of Texas Dental Choice PPO administered by HumanaDental or the HumanaDental DHMO. You can select only one of the three dental offerings. ERS is working with Careington to develop the details of the dental discount plan. Complete information will be available to you before Annual Enrollment begins this summer.

## Give Feedback on Dental Insurance

If you are enrolled in the State of Texas Dental Choice Plan or HumanaDental DHMO, you may get a phone call from HumanaDental in early April asking you to complete a short satisfaction survey. The survey is confidential and should only take a few minutes. If you have questions about either dental plan, please call HumanaDental Customer Service toll free at 877-377-0987, Monday – Friday, 7 a.m. – 7 p.m. CT.

# March is National Colorectal Cancer Awareness Month

Among cancers that affect both men and women, [colorectal cancer](#) (cancer of the colon or rectum) is the second-leading cause of cancer deaths in the U.S. Every year, about 140,000 Americans are diagnosed with colorectal cancer, and more than 50,000 people die from it.

## How Can You Reduce Your Risk?

The risk of getting colorectal cancer increases with age. More than 90 percent of cases occur in people who are 50 years old or older. [Colorectal cancer screening](#) saves lives, but many people are not being screened according to national guidelines.

If you're 50 years old or older, getting a screening test for colorectal cancer could save your life.

- Colorectal cancer screening helps find precancerous polyps so they can be removed before they turn into cancer. In this way, colorectal cancer is prevented.
- Screening tests also can find colorectal cancer early, when treatment often leads to a cure.

In addition to increasing the intensity and amount of your

physical activity, avoiding obesity and weight gain around the midsection, and not drinking too much alcohol, you can also lower your colorectal cancer risk by not smoking. The 2014 Surgeon General's Report, [The Health Consequences of Smoking – 50 Years of Progress](#), concluded that smoking causes colorectal cancer. If you smoke, quit smoking completely. For help quitting, call 800-QUIT-NOW, text the word "QUIT" to 47848 from your mobile phone, or visit [smokefree.gov](#). If you don't smoke, don't start, and avoid [secondhand smoke](#).

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## Employee Tip of the Month, cont.

Finally, when you respond calmly to angry episodes, you set a good example for others. Your behavior can inspire the people around you, which can transform a team's ability to deal with anger.

### Types of Anger

We all know what normal anger looks like. However, people can sometimes suppress the visible signs of anger, but seethe with fury under the surface. In these cases, anger can be expressed in quite subtle, "passive aggressive" ways. Passive-aggressive anger is common in the workplace, and signs of it include:

- Pretending not to hear or understand requests
- Avoiding involvement or acting "distantly"
- Spreading gossip or rumors, or telling hurtful jokes to retaliate
- Obsessing
- Sulking or withdrawing
- Engaging in self-defeating behaviors or setting others up for failure
- Behaving secretly
- Ignoring others
- Demonstrating an "angry smile"

Be alert to passive-aggressive behavior, and use these same strategies to deal with it.

### Strategies for Dealing with Angry People

It's useful to know how to calm angry people down. When you can defuse someone's anger, it can enhance your professional reputation, and it can help you deal with people who struggle to manage their emotions.

Use the strategies below to deal with angry people.

### Stay Safe and Involve Others

If you feel threatened by an angry person, trust your judgment.

Click here to read more at [www.MindTools.com](http://www.MindTools.com).

## ***What Are the Symptoms of Colorectal Cancer?***

Precancerous polyps and colorectal cancer don't always cause symptoms, especially at first. You could have polyps or colorectal cancer and not know it. That is why having a screening test is so important. [Symptoms](#) for colorectal cancer may include:

- Blood in or on the stool (bowel movement)
- Stomach pain, aches or cramps that do not go away
- Unexplained weight loss

These symptoms may be caused by something other than cancer. If you have any of these symptoms, the only way to know what is causing them is to see your doctor.

## ***When Should You Begin to Get Screened?***

You should begin screening for colorectal cancer soon after turning 50, and then keep getting screened regularly until the age of 75. Ask your doctor if you should be screened if you're older than 75. Some people are at a higher risk than others for developing colorectal cancer. Having any of these things may increase your risk:

- [Inflammatory bowel disease](#), Crohn's disease or ulcerative colitis

- A personal or [family history](#) of colorectal cancer or colorectal polyps
- A genetic syndrome, such as [familial adenomatous polyposis \(FAP\)](#) or [hereditary non-polyposis colorectal cancer \(Lynch syndrome\)](#)

If you think you may be at high risk for colorectal cancer, talk to your doctor about when and how often to get tested.

## ***What Are the Screening Tests for Colorectal Cancer?***

Several [tests](#) are available to screen for colorectal cancer. Some are used alone; others are used in combination with each other. Talk with your doctor about which test or tests are best for you. The U.S. Preventive Services Task Force recommends [these tests](#) to screen for colorectal cancer:

- Colonoscopy (every 10 years)
- High-sensitivity fecal occult blood test (FOBT), stool test or fecal immunochemical test (FIT) (every year)
- Sigmoidoscopy (every 5 years, with FOBT every three years)

## ***How Can I Pay for Screening Tests?***

Many insurance plans and Medicare help pay for colorectal cancer screening. Check with your plan to find out which tests are covered for you. To find out about Medicare coverage, call 800-MEDICARE (800-633-4227).

From [www.cdc.gov](http://www.cdc.gov)

## **ERS Medicare Preparation Seminar**

Are you prepared for Medicare? Attend a Medicare Preparation seminar and learn about Medicare and how it works with your ERS benefits. ERS gets many questions from members who near Medicare eligibility, and we want to answer your questions. [Click here to register now to attend.](#)

Wednesday, May 7, 1-2:30 p.m.

University Center, Room 201

# New to ASU

# ASU Employee Birthdays - March

Please join the Human Resources staff in welcoming the following new employees:

Andres Antu – Facilities Management

William Bloom – Financial Aid

Kaitlyn Brosh – WED Center

Jeffrey Girsch – Athletics

Kate Holdridge – Carr Scholarship Foundation

Megan Jones – Registrar's Office

Marion (Al) Newell – Facilities Management

Adams, James	Keith, Susan
Allen, Nancy	Kelly, Matthew
Ammerman, Loren	Klingemann, John
Amos, Bonnie	Kloboucnik, Nancy
Apodaca, Esteban	Koenigsberg, Monica
Archer, Kenna	Lasly, Rickey
Badiola, Susana	Mason, Carolyn
Bennett, Michelle	McCorkle, Travis
Boenig, Michael	McCormick, Makensie
Bright, Ginger	McKinney, Bill
Brooks, Kevin	Morrow, Shawn
Campbell, Elsie	Murphy, Michael
Carter, Tracy	Ostrofsky, Kathryn
Celso, Anthony	Pacheco, Brandy
Chandler, Lori	Paschal, Janetta
Chawla, Sudhir	Perkins, Camille
Coleman, Janet	Rathbone, Donna
Collins, Julie	Riddle, Poly
Cope, Robert	Riley, Michael
Corder, Kent	Rojo, Crista
Curtis, Drew	Ryan, Natalie
Dallas, Andrew	Scott, Don
Davidson, Bill	Scott, Katie
Dusek, Suzie	Scott, Laurel
Edgar, Jason	Sheppard, Lisa
Eoff, Shirley	Shirley, Amanda
Erickson, Joey	Singg, Sangeeta
Escobar, Mary	Smith, John
Flores, Javier	Snell, Kimberly
Garcia, Ralph	Sparks, Jana
Gierke, Diane	Stackhouse, Gary
Guevara, April	Stanley, Judy
Hack, Teresa	Steely, Michelle
Harris, Kandice	Stenmark, Cheryl
Hill, Troy	Surface, Edward
Hobbs, Austin	Talley, Catherine
Hock, Janice	Valdez, Alma
Howard, Paul	Wirth, Kimberly
Hummingbird, Gloria	Womack, James
Hyde, Kerry	Zak, Damon
Jiang, Mei	Zapata, Haley