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# PrimeTime

MEDICA HEALTHCARE PLANS INC.

YOUR GUIDE TO HEALTHY LIVING

SPRING 2014



To contact the Medica Healthcare Plans Member Services Department, call 800-407-9069/TTY 711 toll free, 7 days a week, 8 a.m. to 8 p.m.

Medica Healthcare is insured through UnitedHealthcare® Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. PrimeTime contains educational health information of general interest. All material in

the newsletter is for educational purposes only and should not be taken as medical advice or instruction. No publication can replace the advice of medical professionals. This newsletter may also contain general information about plan benefits. Plan benefits vary; for information about your benefit plan, please refer to your Evidence of Coverage.

## REPORT FRAUD, WASTE AND ABUSE

If you suspect fraud, waste, or abuse, you can contact our Compliance Helpline at:

**PHONE:** 1-800-455-4521

**EMAIL:** [reportfraud@medicaplans.com](mailto:reportfraud@medicaplans.com)

**MAIL:** P.O. Box 56-6596  
Miami, FL 33256

You may remain anonymous and you are protected from retaliation.

You can also contact the Centers for Medicare and Medicaid Services (CMS), Office of the Inspector General at:

**PHONE:** 1-800-447-8477 (TTY) 1-800-377-4950

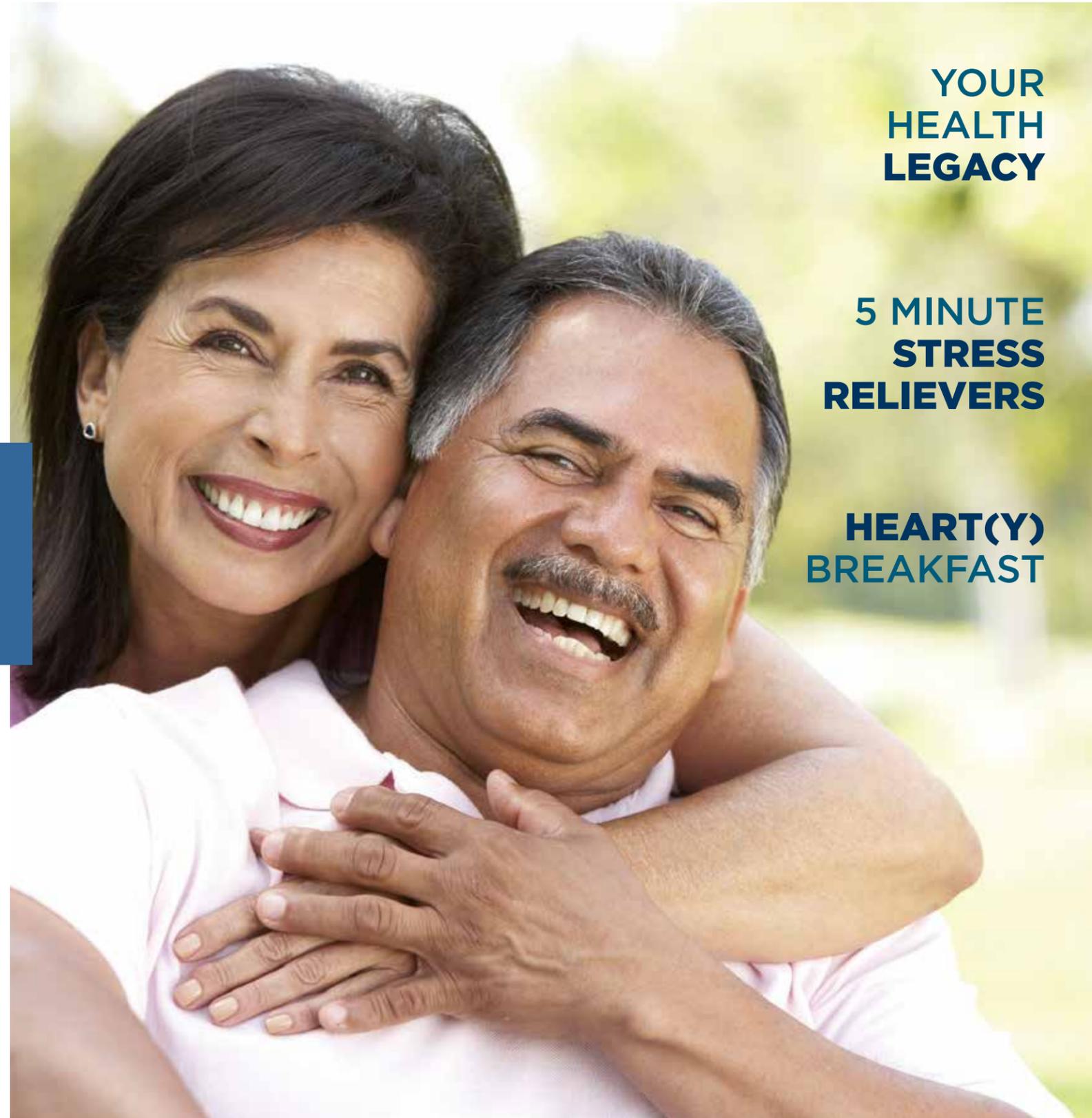
**FAX:** 1-800-223-8164

**EMAIL:** [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)

**MAIL: Office of the Inspector General  
Department of Health and Human Services**

Attn: HOTLINE, P.O. Box 23489  
Washington, DC 20026

**ONLINE:** <http://oig.hhs.gov/fraud/report-fraud/index.asp>



**YOUR  
HEALTH  
LEGACY**

**5 MINUTE  
STRESS  
RELIEVERS**

**HEART(Y)  
BREAKFAST**

### 3 MEDICAL DIRECTOR SPOTLIGHT

MAKE YOUR VOICE HEARD WITH OUR MEMBER SURVEY

IMPORTANT PHONE NUMBERS

### 4 YOUR HEALTH LEGACY

### 5 7 WAYS TO HELP CONTROL BLOOD PRESSURE

### 6 5 MINUTE STRESS RELIEVERS

HEART(Y) BREAKFAST

### 7 MEDICINE CABINET: CLEAN-OUT

TO WAIT OR NOT TO WAIT

### 8 REPORT FRAUD WASTE AND ABUSE



Higinio Fuentes, M.D.

## MEDICAL DIRECTOR SPOTLIGHT

Dr. Fuentes is a Medical Director for Medica Healthcare Plans, Preferred Care Partners and UnitedHealthcare Medicare & Retirement South Florida. In this role, he is responsible for overseeing the quality and appropriate levels of care and treatment for all members. Dr. Fuentes is an important part of the team who, on a daily basis, reviews courses of treatment submitted by physicians caring for members. As a Medical Director, Dr. Fuentes advises physicians on appropriate levels of care and serves as a resource to physicians, by providing a secondary opinion on what treatments are most effective and beneficial to the patient. Dr. Fuentes earned his medical degree through studies at the University of Havana School of Medicine in Havana, Cuba, and completed his residency at Woodhull Medical Center in Brooklyn, New York.

## Dear valued member,

We are excited that you have chosen Medica Healthcare Plans as your health care provider. We work closely with your physicians and remain committed in providing you with satisfactory service and benefit choices so that you can enjoy living a healthy life. As part of our commitment, we hope that our PrimeTime newsletter will inspire and empower you to make informed decisions about your health care needs.

Continued communication with our members allows us to provide the health care benefits that are most important to you. It also helps us build long-term relationships and assists in providing services to our members. This spring, you may be randomly selected to participate in the Consumer Assessment Health Plan Survey (CAHPS), or the Medicare Health Outcome Survey (HOS). We encourage your participation, as these surveys give you the opportunity to share your thoughts about your health plan's quality of care and member experience.

Along with me, stands a group of dedicated employees committed to enriching the services we provide you. Collectively, we are passionate about our local community and the opportunities to serve you. We welcome your feedback and encourage you to contact Member Services with any questions you may have about your membership by calling **1-800-407-9096 / TTY 711** toll free, 7 days a week, from 8 a.m. to 8 p.m.

The journey ahead is bright and we are confident that with your feedback and continued support, we will remain a company that South Floridians trust with their Medicare Advantage needs.

Sincerely,

ROGER RODRIGUEZ  
Chief Executive Officer



## Make your voice heard with our member survey

THE CMS STAR RATING SYSTEM MEASURES A HEALTH PLAN'S QUALITY OF CARE AND MEMBER EXPERIENCE. MEMBER SURVEYS ARE ONE OF THE TOOLS USED TO MEASURE OUR QUALITY OF CARE.

This spring, the Centers for Medicare and Medicaid Services (CMS) may ask you to participate in either the Consumer Assessment Health Plan Survey (CAHPS) or the Medicare Health Outcome Survey (HOS).

If you are selected to participate, here are some things you should know:

The CAHPS survey was sent to a random selection of members beginning in mid-February. If you were selected, you also received by mail a second survey in March. If selected, you will also receive a phone call between April and May giving you three chances to participate. You only have to complete one.

The HOS survey will be mailed to more than 1,000 health plan members between April and June. Members will also be able to participate telephonically in June.

Your voice counts! Your response will play a key role in identifying future areas of improvement and impact our 2015 CMS Star Rating. If you are selected and wish to participate, please complete and return your survey as soon as possible.

Our Member Services department will be available to answer any questions you may have about these surveys. Call 1-800-407-9069, TTY 711 toll free, 7 days a week from 8 a.m. to 8 p.m.

### IMPORTANT MEDICA HEALTHCARE PLANS PHONE NUMBERS

For information about your health plan, call the areas listed below to speak with our staff. These phone numbers are toll free.

Member Services 1-800-407-9069 // File an Appeal 305-438-5328

Social Services Unit 1-877-698-7008 // Fraud, Waste and Abuse 1-800-455-4521

UHC Vision 1-800-407-9069

Concordia Mental Health Services 1-855-541-8300 ext.5320

7 days a week, 8 a.m. to 8 p.m. // TTY 711 toll free





# YOUR HEALTH LEGACY

CREATING A DETAILED HEALTH HISTORY CAN HELP DOCTORS GIVE YOU MEDICAL CARE YOU NEED.

Brought to you by UnitedHealthcare's RENEW Spring 2014 issue.

"Family health details can help your doctor assess your health risks and make decisions about care you may need," says Rebecca Jaffe, M.D., a director of the American Academy of Family Physicians. "We do not know exactly how much of what happens to us is passed down through our genes, but it does have a significant impact," she says. Here's how to create your own family health tree.

## MAKE A FAMILY TREE

"Traits may skip a generation or affect some family members but not others," says Jaffe. Include two generations of information—parents and parents' siblings too.

## NOTE THE BASICS

List the more serious diseases and health events, such as cancer, diabetes, heart disease, heart attack and stroke, as well as the age the illness began. If a relative is deceased and no one in your family knows details, simply "put what you know, and if the information is questionable, put a question mark," Jaffe says.

Online tools from the U.S. Surgeon General ([familyhistory.hhs.gov](http://familyhistory.hhs.gov)) and the Centers for Disease Control ([familyhealthware.com](http://familyhealthware.com)) can help.

## TRY FOR EXTRA DETAILS

"If possible include a wider range of chronic conditions such as high blood pressure, depression and pre-diabetes," Jaffe says.

## MAKE IT AN EXCUSE TO RECONNECT

Looking back on family illness or thinking about your own possible future health issues can be stressful, but don't let it bother you. "You're just gathering information for 'what if's,'" Jaffe says. Some people find it easy to build a family health tree over holidays or at reunions, but it can also be an excuse to touch base anytime and share what you know for the benefit of your whole family.

## START TODAY

You can't control your genes. So focus on what you can control, like your diet, physical activity and other lifestyle choices.



# 7 ways to help control BLOOD PRESSURE

High blood pressure is a growing problem. According to the Centers for Disease Control and Prevention, over half of U.S. adults over age 60 have high blood pressure. High blood pressure may increase the risk of developing heart disease, stroke, kidney failure and other health problems. Many people might assume that a diagnosis of high blood pressure leads to a trip to the pharmacy. But healthful choices can also have a huge impact. "Your lifestyle plays a huge role in managing your blood pressure," says Suzanne Steinbaum, D.O., spokesperson for the American Heart Association's (AHA) "Go Red for Women" campaign. If you're healthy, a heart-smart lifestyle may help keep you that way. If you already have high blood pressure, a healthy lifestyle may help treat the problem and enhance the effectiveness of blood pressure medications.

THESE STEPS MAY HELP LOWER YOUR BLOOD PRESSURE AND BOOST YOUR WELL-BEING:

- 1. Eat wisely.** Choose fruits, vegetables, whole grains, fish, poultry, beans, nuts, and low-fat or fat-free milk and dairy products. Include potassium-rich foods such as sweet potatoes, spinach, cantaloupe and bananas.
- 2. Reduce sodium.** The AHA recommends consuming less than 1,500 mg of sodium per day if you are at high risk for high blood pressure. Taking the salt shaker off the table is just the start. "Most packaged foods have salt and sodium in them," Steinbaum says. "Always check the sodium content on food labels."
- 3. Get moving.** Shoot for 150 minutes per week of moderate-intensity aerobic activity, says the AHA, such as walking briskly, water aerobics or playing doubles tennis. "In addition, doing strength training at least two days a week helps control your blood pressure," Steinbaum says. Check with your doctor before starting any new exercise program.
- 4. Watch your weight.** If you're overweight, losing just five to ten pounds may be enough to start lowering your blood pressure. As the excess pounds continue to roll off, your blood pressure may drop even more.

- 5. Limit alcohol.** Overindulging in alcohol can raise your blood pressure. If you drink, do so in moderation. For men that means no more than two alcoholic drinks per day; for women no more than one.
- 6. Don't smoke.** According to the AHA, your blood pressure goes up for several minutes after each cigarette. Plus, smoking promotes the buildup of fatty deposits inside your arteries, adding to the toll on your cardiovascular system. If you smoke, ask your doctor about resources and medicines to help you quit.
- 7. Cultivate calm.** When you're under stress, your blood pressure may shoot up temporarily. Long-term stress can cause wear and tear on your whole body. Plus, you may be more likely to make poor choices about the rest of your lifestyle when you feel overwhelmed. "Find ways of reducing stress that work for you such as practicing yoga, meditating or doing breathing exercises," Steinbaum says.

Finally, Steinbaum says, "Being happy, having an optimistic outlook and laughter are good for your blood pressure too."

# 5 MINUTE STRESS relievers

- **Every day:** Select a positive phrase, made up of just a few words, to repeat. Anything works, as long as you believe it. A few examples: "I am strong." "All is well." "My life is as it should be." Inhale deeply, say it in your mind, then exhale. Repeat.

- **At home:** Choose from calming essential oils, such as vanilla, lavender and chamomile, or tension-zapping options such as mint, citrus and cinnamon. Dab some behind your ears, or simply uncap and inhale, breathing in for four counts, then out for four counts. Repeat.

- **On the go:** There are lots of relaxation poses that almost anyone can do almost anywhere. One move to try: Lift your shoulders up, as if you're trying to touch your ears, and count to 10. Next, lower your shoulders down toward the ground and count to 10. Relax back into your normal seated position. Repeat.

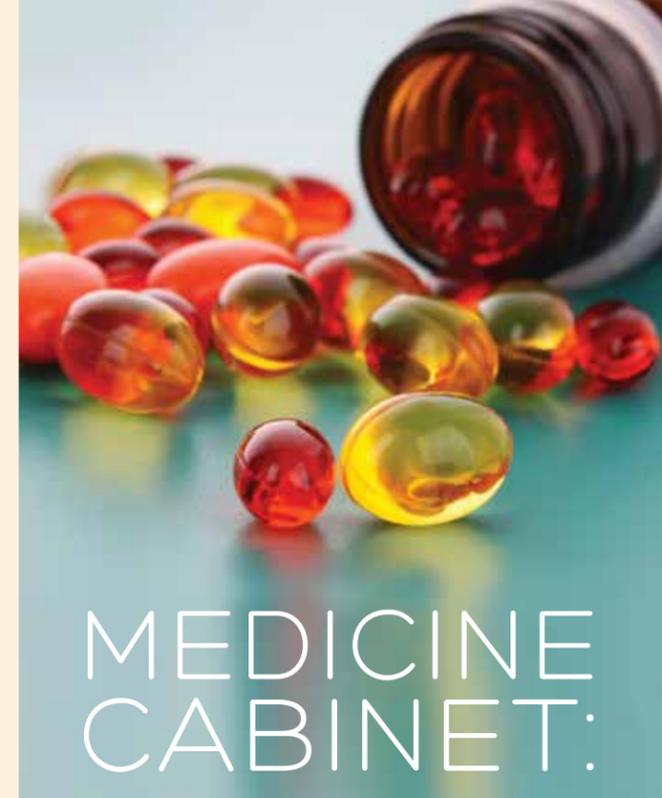


Just a few minutes of stress relief can help prevent and even reverse all sorts of health problems, according to Kathleen Hall, D.Min., founder and CEO of The Stress Institute. "Your body is your best pharmacy," Hall says. Practiced regularly or used during stressful situations, these tips may help calm you down immediately.

## HEART(4) BREAKFAST

**Did you know** that men who skip breakfast may be more likely to have heart problems?

According to a 2013 study published in *Circulation*, the American Heart Association's journal, men who said they regularly skipped breakfast were **27 percent more likely to have a heart attack** or die from coronary heart disease than men who didn't.



## MEDICINE CABINET: CLEAN-OUT

Check your medicine periodically and get rid of anything no longer used or past its expiration date.

### Medicine Take-Back Programs:

Ask your pharmacist or local household trash and recycling service if there's a take-back program in your community. Or visit the U.S. Drug Enforcement Administration website ([deaddiversion.usdoj.gov](http://deaddiversion.usdoj.gov)) for information about National Prescription Drug Take-Back events in your area.

### Trash It:

Thoroughly mix the medicine with something inedible such as kitty litter or coffee grounds. Transfer the mixture into a sealed plastic bag, then place it in the trash. Scratch out all the information on your empty prescription label before tossing or recycling.

### Keep it? Throw it?

Not sure whether to keep or toss something in your medicine cabinet? Ask your pharmacist for a second opinion.

## TO WAIT OR NOT TO WAIT?

The following are examples to consider when deciding on medical attention.

1) Head to the Emergency Room if you have: severe abdominal or chest pain, fractures, impaired vision or severe bleeding.

2) Go to an Urgent Care Center (UCC) or After-Hours Clinic if you have: limited access to a primary care physician, or non-life-threatening symptoms during evenings or weekends (sprains, minor lacerations, painful urination, persistent diarrhea and vomiting).

3) You may be able to wait until you can visit your doctor if you have: low-grade fever (101°F or under), or annoying cold like symptoms. If you typically can't get in to see your doctor in a day or two, consider option 1 or 2.

**"I would much rather people come into the ER and have me tell them everything is OK and send them home than to say I wish they'd come here sooner,"** says Ryan A. Stanton, M.D., spokesperson for the American College of Emergency Physicians.

