



PO BOX 56-6596, MIAMI, FL 33256-5748

UPDATE YOUR CONTACT INFORMATION

Have you changed your phone number or mailing address? In order to document this change, contact our Customer Service department at 1-800-407-9069 / TTY 711 toll free, 7 days a week, 8 a.m. to 8 p.m.

To contact Medica HealthCare's Customer Service department, call 1-800-407-9069 / 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. This information is not

a complete description of benefits. Contact the plan for more information. Limitations, co-payments, and restrictions may apply. Benefits, premium and or co-payments/co-insurance may change on January 1 of each year.

REPORT FRAUD, WASTE AND ABUSE

If you suspect fraud, waste, or abuse, you can contact Medica HealthCare's Special Investigations Unit at:

PHONE: 1-800-455-4521 / TTY 711 toll free
EMAIL: ReportFraud@UHCSouthFlorida.com
MAIL: P.O. Box 56-6596, Miami, FL 33256-5748
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
MAIL: Office of the Inspector General Department of Health and Human Services
Attn: HOTLINE, P.O. Box 23489
Washington, DC 20026

IMPORTANT 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 (Including Pharmacy)
- File an Appeal** 305-438-5328
- Social Services Unit** 1-877-698-7008
- Medical Management** 1-800-995-0480
- iCare Health Solutions** 1-800-407-9069
- Psychcare Mental Health Services** 1-800-221-5487

Monday-Friday 8 a.m. to 8 p.m. / TTY 711 toll free
*7 days a week, 8 a.m. to 8 p.m. / TTY 711 toll free

PrimeTime



YOUR GUIDE TO HEALTHY LIVING

WINTER 2016



THE TRUTH ABOUT DIABETES

MAKE YOUR VOICE HEARD

PUT HAPPINESS AT THE TOP OF YOUR TO-DO LIST

3 BE ON TOP OF YOUR HEART HEALTH

IMPORTANCE OF GETTING A FLU SHOT



DEAR VALUED MEMBER

Happy New Year! At Medica HealthCare, your health and happiness are important to us. We value your membership and will never stop working to give you the attention and health care coverage you deserve.

In this issue of PrimeTime, we will focus on helping you learn more about diabetes. According to the 2014 National Diabetes Statistics Report, 25 percent of the U.S. population age 65 and over are living with diabetes. What do you know about diabetes? It's common. It's dangerous. And it's manageable with knowledge and tools.

As always, feel free to reach out to us directly if you ever have questions or need help with your plan. To speak with one of our friendly Customer Service representatives, just call **1-800-407-9069**, TTY 711 toll-free.

Thank you for choosing Medica HealthCare as your trusted Medicare Advantage plan.

Sincerely,

Orlando Lopez-Fernandez, Jr., M.D., F.A.C.C.
Chief Medical Officer



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IMPORTANT PHONE NUMBERS



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

These surveys play a significant role in determining a Medicare health plan's CMS Star Rating, which measures the health plan's quality of care and member experience.

Member surveys are one of the tools used to help identify future areas of improvement. Selection is random and all responses are confidential.

If you're selected and wish to participate, here's what you should know:

- **CAHPS** is mailed beginning in mid-February. If selected, you may also receive a second survey in March, and a phone call between April and May giving you three chances to participate. You only have to complete one.
- **HOS** is mailed between April and June. If selected, you will also be able to participate telephonically in June.



BE ON TOP OF YOUR HEART HEALTH

Did you know that according to the American Heart Association, healthy hearts beat about 100,000 times and pumps 2,000 gallons of blood daily? Your car has a dashboard that displays vital numbers you need to know for safe driving: your speed, your gas level, even a "check engine" light to warn you when things aren't right. Your body has vital numbers too and, with the right mindset, knowing them can be motivating. Knowledge is power, so here's what you need to know to have an impact on your heart health.

A 2014 study by researchers at Yale and Harvard medical schools looked at Medicare patients from 1999 to 2011. The findings are encouraging, including marked declines in death rates for both heart attack and heart failure patients 30 days after hospitalization. There are several potential reasons for the changes: health workers are better able today to identify and treat high blood pressure, rates of smoking have decreased, more people are getting the medications they need for lowering cholesterol, and heart attacks are treated more quickly. However, advances in treatment and technology can only go so far; active involvement in your well-being is crucial for your heart's health.

FLU SEASON: IMPORTANCE OF GETTING A FLU SHOT

FLU SHOTS ARE ONE OF THE MOST EFFECTIVE WAYS TO PROTECT AGAINST THE FLU. IF YOU WANT TO HELP REDUCE YOUR RISK OF GETTING THE FLU, SEE YOUR DOCTOR OR GO TO YOUR LOCAL CLINIC TODAY.

HOW DOES THE FLU SHOT WORK?

The flu virus changes and adapts every year, which is why it is so widespread and so difficult to avoid. To keep up with these rapid changes, new vaccines are created and released every year. After a vaccination, the immune system produces antibodies to protect against viruses. The flu shot is one of the most effective methods to protect against influenza and its complications. Even if you feel that you don't need the vaccine, consider getting one to prevent exposing others with contaminated germs. Many infected individuals may be contagious even if they don't show signs or symptoms of influenza.

WHAT ARE THE SIDE EFFECTS?

Many people incorrectly assume that the flu vaccine could give you the flu; however, flu shots are safe for most people. Possible side effects of the flu shot include:

- Low-grade fever
 - Headache
 - Chills
 - Swollen, red, tender area around the vaccination spot
- Symptoms are typically mild and go away within a day or two.



GETTING YOUR ANNUAL FLU SHOT MAY HELP PREVENT HOSPITAL VISITS, ADMISSIONS, AND OTHER COMPLICATIONS.

THE TRUTH ABOUT DIABETES

CHANCES ARE GOOD THAT YOU KNOW SOMEONE WITH DIABETES; MAYBE YOU'RE LIVING WITH THE DISEASE YOURSELF. ACCORDING TO THE AMERICAN DIABETES ASSOCIATION, DIABETES IS THE SEVENTH LEADING CAUSE OF DEATH IN THE UNITED STATES. IF LEFT UNCHECKED, DIABETES COULD LEAD TO COMPLICATIONS SUCH AS AN INCREASED RISK OF HEART ATTACK, STROKE, BLINDNESS, KIDNEY DISEASE, AND AMPUTATIONS.

Knowing about pre-diabetes and diabetes and facing them head-on can help minimize complications and may help lead to a long and healthy life. Please review this special section that may help you prevent or manage pre-diabetes or diabetes in your own life, and share what you learn with your family and friends.

DIABETES IS CAUSED BY:

- The body not making enough insulin (Type 1 diabetes).
- The body not using its own insulin properly, causing sugars to build up in the blood (Type 2 diabetes).
- Hormones or a shortage of insulin during pregnancy (Gestational diabetes).

COULD YOU HAVE PRE-DIABETES?

Awareness is the first step in getting this common condition under control. Not all health issues offer second chances, but fortunately, that's not the case with pre-diabetes. Pre-diabetes means your blood sugar is higher than normal, but not high enough to be classified as Type 2 diabetes. This common condition is not only treatable — it can also be reversed. The first step in winning your battle with pre-diabetes is to increase your awareness of what it is and how you can fight it. The challenge in fighting pre-diabetes is that it often has no symptoms, which is why roughly 90 percent of those who have it are unaware of their condition. Signs of Type 2 diabetes can include thirst, frequent urination, hunger and blurred vision.

ANNUAL PHYSICAL EXAM

If your lab results show that your blood sugar level is too high, your doctor will advise you on a plan to help bring it down to healthy levels. Being proactive is essential. Gone unchecked, pre-diabetes can progress to Type 2 diabetes which, if not properly treated, may lead to more serious health problems. The good news is that making just a few lifestyle changes may help you reverse pre-diabetes — and could help you improve your overall health.

FOUR PRIORITIES TO FOCUS ON WHEN LIVING WITH PRE-DIABETES OR DIABETES:

- **EDUCATION.** Never stop learning about diabetes and talking to your doctor.
- **DIET.** Eat healthier. If you have excess weight, set a goal of losing 5 to 7 percent of your weight this year.
- **ACTIVITY.** Set a goal of 150 minutes of physical activity a week, about 20 minutes each day.
- **MEDICATION.** Always take your prescribed medications as instructed.



SCHEDULE YOUR ANNUAL *physical and wellness visits*

We care about your health and well-being.

Whether or not you have a chronic health condition, annual preventive care is one of the most important things you can do for your health. It all starts with you, a conversation with your doctor, and your willingness to schedule a few important visits and screenings. Schedule your annual wellness visit and your annual physical exam together for your convenience. These annual visits are both covered by your plan at a \$0 co-pay.

TALK WITH YOUR DOCTOR ABOUT:

- Age, specific health history, and individual risk factors
- All medications you're taking
- How well you complete daily activities
- Any pain you may have
- Difficulty with bladder control
- What you do for physical activity
- Your emotional and mental health

ANNUAL PHYSICAL EXAM

- Fasting blood sugar (also called glucose)

FOR PEOPLE WITH DIABETES

- Nephropathy screening
- Hemoglobin A1c (HbA1c)
- Kidney urine test for protein
- Comprehensive eye exam with dilated retinal screening

FOR WOMEN

- Colon cancer screening*
- Breast cancer screening (Mammogram)*

FOR MEN

- Colon cancer screening

Your doctor may recommend additional screenings such as hearing and vision exams, as well as the flu shot, pneumonia, and other additional screenings and vaccinations as needed.

*As recommended by your doctor

**If additional tests are run, then costs may be associated; only the preventive screenings are covered at no additional cost.

PREVENTIVE CARE CHECKLIST

There's no additional cost for you to receive the following:**

ONCE A YEAR

- Influenza vaccination

ANNUAL WELLNESS VISIT

- Blood pressure check
- Height, weight, and body mass index (BMI)
- Bone Density - for osteoporosis prevention

MEDICA HEALTHCARE CAN HELP YOU SCHEDULE YOUR ANNUAL SCREENING EXAM OR VACCINATION VISIT.

CALL 1.800.407.9069 , TTY 711 TOLL-FREE, 7 DAYS A WEEK FROM 8 A.M. TO 8 P.M.

PUT HAPPINESS AT THE TOP OF YOUR TO-DO LIST

Your mental health is important. At Medica HealthCare our mission is to help you live a healthier and more secure life. Our bodies, minds and hearts are all connected. Medical researchers have been busy investigating this connection. Researchers at the Harvard School of Public Health have found that better emotional health is linked to a lowered risk of heart disease. But it isn't as easy as just telling yourself to be happier - you need to take action.

HERE ARE A FEW IDEAS TO HELP YOU GET STARTED:

- **DAILY PRACTICE.** Regular affirmations, like reading or meditating on happy thoughts, may help. Listening to a particular song can be a part of your practice. You want to make happiness a habit.
- **PHYSICAL ACTIVITY.** Aside from all the health benefits for your body, regular exercise seems to improve emotional health too. It's regularly recommended to people as a way to help prevent or treat depression.
- **SOCIAL CONNECTION.** It's hard to feel blue when you're spending time with a good friend who brings you joy. Spending time giving back to your community is another great way to boost your mood.



10 EASY WAYS TO HELP GET A GOOD NIGHT'S SLEEP

According to the Centers for Disease Control and Prevention, about 70 million Americans suffer from chronic sleep problems. A lack of good sleep can contribute to obesity, injuries, depression, and chronic diseases. Below are some tips that may help you get a better night sleep.

- ▶ Avoid exposure to light at night.
- ▶ Use window-darkening shades.
- ▶ Get rid of gadgets. Remove TVs, computers, and other distracting devices.
- ▶ Reduce the need for trips to the bathroom by reducing your intake of fluids before bed.
- ▶ Use your bed for sleep and sex only — not work (or watching TV).
- ▶ Create a relaxing bedtime ritual — whether it's warm milk or a soak in the tub.
- ▶ Don't eat a large meal at bedtime. Opt for a light snack instead.
- ▶ Have a sleep routine. Go to bed at the same time — even on weekends.
- ▶ Avoid caffeine late in the day.
- ▶ Get plenty of exercise during the day.
- ▶ Keep a sleep diary — to track sleep patterns, quality of sleep, and pinpoint trouble.

YOUR SURGERY: what to do?

Before:

- Be sure to get pre-operation tests as suggested by your doctor
- Arrange for any medical equipment or home care help you will need
- Confirm who will drive you home and stay with you for the first 24 hours
- Get written instructions, a phone number to call for advice, and medications

After:

- Follow all post-operation directions
- Take prescriptions as directed
- Let someone stay with you for 24 hours even if you're feeling fine
- Go for your post-operative checkup
- Ask your doctor when you can resume normal activities

Emergency Surgery:

Be ready if an accident or illness makes emergency surgery necessary. Carry a list of your doctor's name and phone number, family phone numbers, medical issues, medicines, and any allergies to medicines.

ALWAYS TAKE ALL OF YOUR MEDICATIONS ON TIME AND AS PRESCRIBED BY YOUR DOCTOR

If your doctor prescribed you a medication to help control a medical condition, you may have some questions. Remember to always discuss medications with your doctor. These commonly asked questions and answers may help:

Q: I feel fine. Do I still need to take the medication?

A: It's important to take your medication exactly as prescribed in order to get the most benefit from it. For example, diabetes medications help control diabetes and help prevent serious medical conditions. If not treated, diabetes can cause serious conditions such as a stroke, heart disease, kidney damage, or blindness.

Q: I'm on a budget. Is it OK to split my pills in half to save money?

A: Unless instructed by your doctor, don't adjust your dosage on your own by splitting or taking a medicine every other day instead of every day as directed.

Q: I'm experiencing side effects. What options do I have?

A: Different drugs work differently for everyone. Always consult your doctor if you experience any side effects. Never discontinue or stop taking a medication without first talking with your doctor. There may be other medications that could work for you.

An easy way to remember refills

1. Our refill reminder service can help take the worry out of remembering when to refill your prescriptions. If you're taking medications to treat diabetes, high blood pressure, or high cholesterol, you'll get a reminder call each time your prescription is due for a refill. There's no charge and it's one small way your plan is trying to help you maintain good health.
2. Don't like waiting in line at the pharmacy for your prescriptions? Take advantage of the 90-day supply of your maintenance medications delivered to your door at no additional cost through OptumRx, our preferred mail service pharmacy.*

For more information, please call **1-888-658-0539, TTY 711**, 24 hours a day, 7 days a week.

*You are not required to use OptumRx home delivery for a <90-/100-> day supply of your maintenance medication. If you have not used OptumRx home delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled. New prescriptions from OptumRx should arrive within ten business days from the date the completed order is received, and refill orders should arrive in about seven business days.

Contact OptumRx anytime at **1-888-658-0539**, (TTY 711). OptumRx is an affiliate of UnitedHealthcare Insurance Company.

