



**CENTERS PLAN
FOR HEALTHY
LIVING**



**FALL
2019**

Membership Voice!

Did you know that Centers Plan for Healthy Living holds a Member Advisory Committee Meeting four times a year for members of its Centers Plan for Managed Long Term Care (MTLC) Plan. This important Committee consists of Members who volunteer to fill a limited number of slots.

The advisory committee empowers members by allowing them a voice to speak on behalf of CPHL Members. In addition to your calls to Member Services and Care Management, this committee provides another channel for feedback. The plan shares all feedback with leadership, as we continuously strive to enhance the lives of our members.

Richard Rutherford

Director of Member Services



FRAUD, WASTE & ABUSE

Everyone's responsible to help in the fight against Fraud, Waste and Abuse. If you suspect a provider, Member or CPHL staff person(s) is engaged in fraud, waste, abuse or any other questionable activity, report it by calling 1-855-699-5046 or by visiting www.centersplan.ethicspoint.com. Both modes support anonymous reporting.

Contact Us:

MAPD: 1-877-940-9330 TTY: 1-800-421-1220
MLTC: 1-855-270-1600 7 Days a Week 8am-8pm
FIDA: 1-800-466-2745 www.centersplan.com

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DRUG-DRUG INTERACTION ALERT

Many people take at least two medications daily for chronic conditions, and these medications may be switched at visits to doctors. Because every medication has a specific way of working on the body to get the required outcome, there is a chance that one medication might affect the way another medication works. This is called a drug-drug interaction, and may alter the effect a medication has, which could be dangerous if the medication doesn't work as well or works differently than it has been working. When multiple medications are taken there is an increased risk of drug-drug interactions.

Center's Plan for Healthy Living works to ensure the safety of our members. Our pharmacists look through medication claims every day to identify potential drug-drug interactions. When interactions are identified, our pharmacists provide outreach to the doctor's office to discuss if the medication causing the interaction needs to be stopped or if there should be increased monitoring for side effects. The pharmacists will usually reach out to the member as well to let them know about the interaction.

It is important to let your doctor know which medications you are taking. When you are prescribed a new medication, be sure to ask your doctor or pharmacist if the new medication interacts with any of the medications you are already taking. This way, any side effects from drug-drug interactions will be prevented.

MEET JAMES

This fall James is celebrating his two year anniversary working in the Member Services Department. He attended the last Member Advisory Committee and helped to translate for a Creole speaking member. He even got to witness a heartfelt moment when a member got the chance to meet their Care Manger in person. After participating in the meeting, James was so thankful for the opportunity to be present he had this to say: "It was a privilege to serve our members! I got a great deal of satisfaction in seeing the real feedback happen." James was truly inspired by the great compassion he witnessed during this meeting. James himself uses great compassion in his own daily activities in Member Services and we are very proud to have him on our team!



Stay Healthy and Get Regular Preventative Care. Our Goal is to Help Keep You Healthy and at Home!

Dental Care: If you receive dental services from Centers Plan your provider is in the Healthplex network. Healthplex may contact you directly to remind you of your annual visit. Yearly dental visits are important even if you have dentures. Regular visits to the dentist provide access to cleaning, early diagnosis and treatment, as well as education on how to keep your teeth and gums healthy to prevent pain and future problems. Poor dental care may affect your heart, nutritional health, your self-esteem, and all aspects of your social life.

Vision Care: If you receive vision services from Centers Plan your provider is in the Vision Service Plan (VSP) network. Annual eye exams are more than just making sure your vision isn't blurry. Your eye doctor can observe and evaluate the health and condition of the blood vessels in your retina, which are a good predictor of the health of blood vessels throughout your body. Conditions such as diabetes, hypertension and high cholesterol all are visible by changes in the blood supply and blood vessels in your eyes. Routine vision care is important for safety including fall prevention. Poor vision can affect your ability to perform routine activities of daily living, including your ability to safely manage your medication regime.

Hearing Care: Hearing tests are not just for people who have a problem. A regular hearing test doesn't just discover hearing loss; it can uncover many physical and medical issues that you may not have known about. Hearing problems may impact your safety in the community and affect your communication and socialization skills that may lead to loneliness.

Annual Flu Vaccine: Get your flu shot to stay healthy this fall and winter. The Centers for Disease Control (CDC) recommends the flu shot for anyone over 6 months. Getting your flu shot every year is important because the types of flu virus may change every year. Protect yourself and others by getting the flu shot. You can get the flu shot from your doctor or at your local drug store.

Are you going home from the hospital or nursing home?

Please let your Care Manager know if you are hospitalized. Our Nurse Care Managers and Care Management Team are available to help. They may call you within a day of discharge. They can go over your discharge and home medications with you to make sure you are taking all your medications properly. They can assist if you have any questions about your medications. They want to help make sure you follow-up with your doctors within 7 days. They can provide help with scheduling a doctor visit or help with transportation if it is a benefit. They can also answer questions you may have about your diagnosis or disease.

Remember: Taking good care of yourself by scheduling preventative care and keeping these appointments will help keep you as healthy as possible. If you need help scheduling one of these appointments, call Member Services at 1-844-274-5227, TTY users call 1-800-421-1220.



PROTECT YOURSELF AGAINST THE FLU!

What is the Flu?

The term “flu” is short for “influenza”. It is a contagious respiratory virus that can cause symptoms such as, but not limited to, fever, chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, tiredness and sometimes even vomiting and diarrhea.

How Contagious is the Flu and Who is Vulnerable?

The flu can be spread from person to person up to about 6 feet away. It can be spread by droplets from coughing, sneezing or talking. These droplets can land on a person’s mouth or nose, or can be inhaled by a person. A person can also get the virus from touching an infected object or surface and then touching one’s own mouth, nose or eyes.

The populations who are at highest risk for getting the flu include:

- Adults 65 years and older
- Children
- Pregnant women
- People living in nursing homes
- People with medical conditions such as asthma, blood disorders, endocrine disorders (such as Diabetes), heart disease, obesity and those with a weakened immune system (HIV, AIDS, cancer)
- People receiving chemotherapy, radiation treatment and medications that suppress the immune system (such as corticosteroids)

When is Flu Season?

In the United States, flu Season starts in the fall and winter months. Flu activity starts between October and November and peaks between December and February. It can last up to May.



How do I Protect Against the Flu?

The best way to protect against the flu is by getting the flu vaccine every flu season because flu viruses change constantly. Flu vaccines are updated each year and are covered by most insurance. Speak with your doctor to arrange for getting a flu vaccine as early in the flu season as possible.

In addition to getting the flu vaccine, you can protect against the flu by staying away from people who are sick with the flu and washing your hands. If you already have the flu, staying home is the best way to prevent spreading the flu to others.

Reference: Centers for Disease Control and Prevention www.cdc.gov/flu/index.htm



Barbecue Bean Chili

Ingredients:

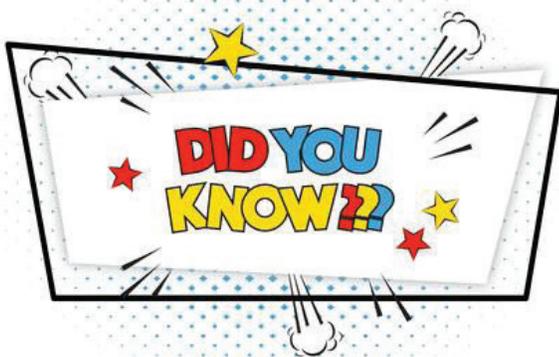
- 1 medium onion, cut into thin wedges
- 1 medium green bell pepper, chopped
- 2 large ripe tomatoes, chopped (2 cups)
- 2 (15 ounce) cans no-salt-added red kidney beans, rinsed and drained
- 1 (15 ounce) can no-salt-added navy beans, rinsed and drained
- 1 (14 ounce) can reduced-sodium chicken broth
- 1 (8 ounce) can no-salt-added tomato sauce
- 8 ounces smoked turkey sausage, chopped
- 1 tablespoon chili powder (see Tip)*
- 1 tablespoon molasses or sugar-free or light pancake syrup
- 6 tablespoons low-fat plain Greek yogurt
- Fresh cilantro sprigs (optional)



* Tip: For a spicier chili, add $\frac{1}{4}$ teaspoon cayenne pepper along with the chili powder.

Directions:

1. Coat an unheated 4-quart nonstick saucepan with cooking spray. Heat over medium heat. Add onion and bell pepper. Cook for 5 to 10 minutes or until tender, stirring occasionally.
2. Stir in tomatoes, kidney beans, navy beans, broth, tomato sauce, sausage, chili powder, and molasses. Bring to boiling; reduce heat. Simmer, covered, for 30 minutes, stirring occasionally. To serve, ladle soup into bowls. Top with a dollop of yogurt. If desired, garnish with cilantro.



DID YOU KNOW...

that you only have to pay your cost-sharing amount when you get services covered by our plans. We do not allow providers to add additional separate charges, called “balance billing.”



Health and Wellness or Prevention Information

Have you heard about the latest scam? Scammers are offering “free” genetic tests and claiming Medicare will cover it- so they can get your Medicare Number and use to commit fraud and identity theft. They’re targeting people through telemarketing calls, health fairs, and even knocking on doors.

Only a doctor you know and trust should order and approve and request for genetic testing. If Medicare is billed for a test or screening that wasn’t medically necessary and/or wasn’t ordered by your doctor, the claim could be denied. That means you could be responsible for the entire cost of the test, which could be thousands of dollars.

Here’s how to protect yourself:

- **Don’t share your Medicare Number, Social Security Number, or other personal information** with anyone who offers to give you a “free” in-person genetic screening or cheek swab, or a DNA testing kit in the mail.
- If you get a genetic testing kit in the mail, **refuse the delivery or return to sender** unless your doctor ordered it.
- **If you suspect Medicare fraud, call 1-800-MEDICARE.**

