

CareMore

# CHRONICLES

SPRING 2012

+ HELPING  
YOU ON YOUR  
**HEALTHY  
JOURNEY**

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**CAREMORE**

It's what we do.™



Southern California

[www.CareMore.com](http://www.CareMore.com)



*educational*  
**CLASS SCHEDULES**  
May | June

**LONG BEACH:** 4540 E. 7th St.  
Long Beach, CA 90804

WED	5/9	9:00-10:30 AM	Diabetes 1
WED	5/9	1:00-2:30 PM	Heart
WED	5/16	9:00-10:30 AM	Diabetes 2
WED	5/16	1:00-2:30 PM	COPD
MON	5/21	9:00-10:30 AM	Diabetes 3
MON	5/21	1:00-2:30 PM	Chronic Kidney Disease
WED	6/6	9:00-10:30 AM	Heart

WED	6/6	1:00-2:30 PM	Diabetes 1
WED	6/13	9:00-10:30 AM	COPD
WED	6/13	1:00-2:30 PM	Diabetes 2
MON	6/18	9:00-10:30 AM	Chronic Kidney Disease
MON	6/18	1:00-2:30 PM	Diabetes 3
MON	6/25	9:00-10:30 AM	Healthy Living
MON	6/25	1:00-2:30 PM	Diabetes 4

**TORRANCE:** 4201 Torrance Blvd., #260  
Torrance, CA 90503

FRI	5/11	9:00-10:30 AM	Diabetes 1 & 2
FRI	5/11	10:30 AM -12:00 PM	COPD
FRI	5/11	1:00-2:30 PM	Heart
WED	5/23	9:00-10:30 AM	Diabetes 3 & 4
WED	5/23	1:00-2:30 PM	Chronic Kidney Disease

FRI	6/8	9:00-10:30 AM	Diabetes 1 & 2
FRI	6/8	10:30 AM -12:00 PM	COPD
FRI	6/8	1:00-2:30 PM	Heart
WED	6/20	9:00-10:30 AM	Diabetes 3 & 4
WED	6/20	1:00-2:30 PM	Chronic Kidney Disease

**DOWNEY:** 10000 Lakewood Blvd.  
Downey, CA 90240

TUE	5/1	9:00-10:30 AM	Diabetes 1
TUE	5/1	1:00-2:30 PM	Diabetes 1
WED	5/2	9:00-10:30 AM	Diabetes 2
WED	5/2	1:00-2:30 PM	Diabetes 2
THUR	5/3	9:00-10:30 AM	Diabetes 3
THUR	5/3	1:00-2:30 PM	Diabetes 3
MON	5/7	9:00-10:30 AM	Diabetes 4

MON	5/7	1:00-2:30 PM	Diabetes 4
TUE	5/8	9:00-10:30 AM	COPD
TUE	5/8	1:00-2:30 PM	Chronic Kidney Disease
THUR	5/10	9:00-10:30 AM	Healthy Living
MON	5/14	9:00-10:30 AM	Diabetes 1
MON	5/14	1:00-2:30 PM	Diabetes 1
TUE	5/15	9:00-10:30 AM	Heart

# A Message from the PRESIDENT

Leeba Lessin



**W**elcome, Southern California CareMore members, to our “new look” newsletter—the CareMore Chronicles! Do you recall the “We’re Listening” card included in our last newsletter? Well, among the most common comments on those cards were suggestions regarding how to make the newsletter more valuable to you. You said you wanted more locally-relevant material, easier-to-handle size and a darker typeset for clearer reading. Here it is!

Among my favorite suggestions were encouragements to feature our members and their activities. What an outstanding idea! We are blessed to have so many talented and fascinating folks in our CareMore family. So we’ve added a feature “Members in Action.” This will become a regular feature where we showcase all of those interesting stories and individuals.

So thanks to all of you that took the time to give us your opinions. We took them to heart.

Our newsletter isn’t the only thing changing at CareMore! Here’s a sampling of a few other improvements in the works:

1) We are developing an online tool that you will be able to use for things like checking the status of referrals, sending questions to member services, filling prescription refills and joining chat groups with other CareMore members with similar health conditions. Stay tuned for more details!

2) We have changed how our telephone tree works, making it simpler for you to directly reach our care centers.

3) For those of you that think we call you too often, we will be combining various clinical outreach program calls to try to

accomplish many tasks in one call, rather than calling multiple times for multiple reasons.

Some say “change is inevitable.” Perhaps. But I’d rather say “change is purposeful.” We only want to change in ways that improve your healthcare and service.

So keep your comments and ideas coming. You have my commitment that we will always listen carefully and will only change purposefully.

Thank you once again for entrusting us with your healthcare.

Best regards, Leeba

YOUR  
OPINION  
COUNTS

If you're one of our lucky members randomly\* selected to receive the independent Medicare Satisfaction Survey, we encourage you to respond!

Your opinions will help CareMore — and the Centers for Medicare and Medicaid Services (CMS) — serve you better.

If you weren't selected for the survey but want to share your opinion with us, please use the "CareMore Comment Box" located at the front desk of your local CareMore Care Center.

*\*Approximately 800–1,200 members will be randomly selected by CMS to participate in the survey. Survey is conducted by an independent survey firm not connected with CareMore.*

## ATTENTION MEMBERS:

*Have You Picked Up...*

## Your **FREE** Personal Health Summary Card Yet?

Last issue, we introduced readers to our Personal Health Summary Card, a super-handy way to keep all of your important healthcare-related information on you at all times. Because it folds down to the size of a business card, the Personal Health Summary Card is small enough to fit conveniently into your wallet; however, it can list vital info including preventive services you've had, a list of your medications, your physician's contact information and much more.

Best of all, it's a free service to you, our CareMore members! If you haven't yet picked up your Personal Health Summary Card, be sure to do so soon. Just visit your local CareMore Care Center to request one. You don't even have to wait for your next appointment—stop by today.

Preferred pickup times are Monday through Friday between the hours of 11 a.m. to noon and 4 p.m. to 5 p.m.

To find your local CareMore Care Center, please visit [www.CareMore.com](http://www.CareMore.com) or call Member Services at 1-800-499-2793 (TTY users should call: 1-800-577-5586).



## CAREMORE SNP: HEALTHY JOURNEY

*Feeling Healthy? Let Us Help You Keep it that Way.*

If you are enrolled in a CareMore Special Needs Plan, an important way to maintain your health is to stay dedicated to your Healthy Journey with CareMore. Your Healthy Journey is what we call the annual check-ins and head-to-toe health assessments that we offer to our SNP members at no extra cost, and it is a key to providing preventive health services to individuals with special needs.

These check-ins are an excellent way to monitor your health and to identify any possible concerns that may have arisen before they become more complicated down the line. It's all part of CareMore's commitment to your overall wellness. Even though you might feel like you are healthy right now, we want to do everything we can to keep it that way for a long time.

### TIPS TO HELP YOU ON YOUR HEALTHY JOURNEY

#### BE PREPARED

All of the results and information that are obtained during your Healthy Journey check-ins are communicated back to your physician to ensure that he or she stays up to date on your care and progress. Before your visit, be sure to have these items ready to go:

- Your CareMore ID card
- A list of any prescription and over-the-counter medications you take
- Glucose monitor (if applicable)
- Eyewear
- Intake questionnaire
- Your list of questions

In addition, if you have a chronic condition such as diabetes, heart disease, COPD or ESRD, you can expect additional testing that is specific to your condition.

#### KNOW WHAT TO EXPECT

In order to be the best preventive tool possible, our screenings are very thorough. During your visit, you can expect the following:

- A medical evaluation and physical exam
- A medication evaluation
- Onsite labs with immediate results
- An emotional health assessment
- A general pain assessment
- A state of independence exam
- An assessment of vitals/feeling in lower extremities

Your Healthy Journey assessments help us to get you on the right path to manage your care as your specific needs dictate. If everything checks out, we'll keep you on the Preventive Care Path to maintain your health. If you have developed any condition-specific needs, there is nothing to be frightened about—we'll simply get you onto a Condition-Specific Path to adjust your care. Ask your CareMore Nurse Practitioner for more information about what these paths might mean to your Healthy Journey.

Your continuous good health is important to us! To set up a Healthy Journey appointment, or to ask any questions about your Healthy Journey, please call us!

**1-888-291-1387 (TTY  
users should call:  
1-800-577-5586)**

8:00 a.m. to 8:00 p.m., Monday through Friday. Se habla Español.

\*Where available.

# Members in Action

## *The CareMore Heart Mob Takes Las Vegas*

In late February 2012, a seemingly normal day at the Tivoli Village Farmer's Market in Las Vegas was interrupted when a group of over 70 seniors—including many CareMore members—suddenly burst into a lively choreographed dance routine. Taking shoppers by surprise and then immediately winning them over, the CareMore Heart Mob was choreographed by Marilyn Gray, and displayed the true spirit of active, enthusiastic CareMore members everywhere.

Before the dust had settled, the Las Vegas Review Journal and the local CBS affiliate were on the scene to capture footage and interview several participants, including the irrepressible Roslyn Levitt, aged 93 years young!

To see the full video of the CareMore Heart Mob's performance, be sure to visit our YouTube channel, CareMoreHealthPlan at [www.youtube.com](http://www.youtube.com).



## *More Members in Action*

### **LOVE MORE, KISS MORE, CAREMORE!**

On Valentine's Day, the spirit of romance was alive and well at CareMore's West San Jose Care Center in San Jose, California. To honor the date, local seniors recreated the famous "Times Square Kiss" that has come to symbolize the end of World War II.

### **COMMUNITY BUZZING ABOUT NEW NIFTY AFTER FIFTY**

The grand opening of San Bernardino's very first NAF was a joyous occasion with members far and wide coming to enjoy the benefits that NAF can bring. Members enjoyed the informative tours of the facility and learning the benefits of each machine.

### **MEMBERS TO THE RESCUE**

This winter, many thoughtful seniors from CareMore's Las Vegas and San Jose Care Centers donated handmade blankets, scarves and hats to those in need. The Las Vegas recipients at the Nevada Cancer Center, the Comprehensive Cancer Center and the pediatric unit of MountainView Hospital were all touched by the generosity of these model members, as were recipients at the Ronald McDonald House in Palo Alto, California. Way to go!

# NIFTY HEALTH TIPS

## Spring is Here— Time to Get in Shape for Summer!

Spring has finally sprung, the sun is hanging in the sky a little longer and summer suddenly doesn't feel that far away anymore. You know what that means—it won't be long until pool and beach weather is in full swing (and some of our members in Arizona and Nevada are probably already in the thick of it)!

Whether you plan to do some serious lounging in your swimwear or not, it's still an idea time to get yourself in shape after long winter months spent bundled up indoors, possibly with snacks in hand. Even a moderate course of aerobic and flexibility training can make a major difference not only in the way you look, but also in the way you feel both physically and emotionally.

### FULL-BODY FITNESS

As a CareMore member, many of you have a powerful fitness tool at your disposal: Nifty after Fifty. Visit the center near you to learn more about our Win In The Second Half (WISH) philosophy and to have your fitness level evaluated by one of our specially trained fitness coaches. From there, they can assist you with a clinically sound full-body fitness program perfect for your needs.

### AEROBIC OR CARDIOVASCULAR CONDITIONING

Aerobic or cardiovascular conditioning refers to movement-based exercise that increases your heart rate and exercises your vascular system. At the age of 65, we all need at least 30 minutes of moderate aerobic exercise five days a week. Some great examples of aerobic exercise include light jogging, swimming and even walking. Try starting with 5-10 minutes a day and work up to 30 minutes as your body gets used to it.

**NOTE:** Walking briskly through your neighborhood is a great way to get aerobic exercise on days when you may be unable to visit your Nifty after Fifty center.

### STRENGTH TRAINING

As we age, we tend to lose muscle mass, so strength training is highly important to maintaining our abilities. We recommend engaging in some kind of strength training at least twice a week. At Nifty after Fifty, we encourage you to try eccentric muscle contraction, which is the act of lowering weight rather than lifting it. It has been established that we can lower more weight than we can lift, and this kind of muscle contraction can lead to greater strength in shorter amounts of time.

**CHALLENGE:** Visit your Nifty after Fifty center and join our Enhanced Eccentric Muscle Training (EEMT) program for great results.

Be sure to talk to your doctor, a CareMore clinician or a Nifty after Fifty trainer for more advice and tips. Make sure your doctor understands your exercise goals and ask for his or her feedback—they may be able to make recommendations based on your personal health status.

Now which way to the pool?



# Script YOUR HEALTH

As we get older and have more prescription medications to manage than we used to, it's not uncommon to lose track. If you are currently taking any prescription drugs, take a moment to ask yourself the following questions.

Have you ever:

- Forgotten to take one or more of your medications?
- Stopped taking your medications when you felt better?
- Taken medications differently than how they were prescribed to you?

**If you answered “yes” to any of these questions, you are not alone. Based on national trends (NEHI, Aug 12, 2009), these are increasingly common occurrences.**

- 75% of patients sometimes fail to take their medications as directed
- 33% of prescriptions are never filled

- 50-60% of the time, patients with chronic conditions (e.g. diabetes, hypertension) do not take their medications
- Each year, 125,000 patient deaths are linked to medication non-compliance

Failing to take medications may seem harmless, but it can prove to be costly as well as a serious risk to your health. Please talk to your doctor or pharmacists about ways that can help you to remember to refill and to take your prescriptions properly. Here are some simple tips:

- **Know Your Medications.** It's important to understand what each medication you take is for in order to appreciate its importance to your health
- **Ask for Generics Within the Same Class.** This may help to lower your copayments

- **Request Automatic Refills.** Getting reminders from your pharmacy when your medications are ready can help you to stay on top of your med schedule, and also can save you time spent waiting in lines
- **Request Three-Month (90-Day) Fills.** This will provide you with more pills at each refill, and therefore reduces your trips to the pharmacy





*Could you be in need of* .....

# CAREMORE TOUCH?

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**CareMore Touch** is a Medicare Advantage Prescription Drug Plan that is designed as a Special Needs Plan, allowing us to offer benefits and services that address the unique healthcare needs of individuals living in a **nursing home, assisted living facility** or **other plan-approved locations**.

Our CareMore Touch model of care is based on providing specialized attention, increased benefits, improved communication and needed support not only to our members, but also their loved ones and caregivers. As a key part of the plan's services, Nurse Practitioners provide weekly visits and direct medical care at the member's place of residence, thus alleviating the stress that members' family and loved ones feel to manage their care. Also, by bringing medical care right to the member's place of residence, we

are able to fulfill our mission of enhancing the health and quality of life that our members enjoy.

If you or someone you know lives in a long-term care community, please tell them about this special CareMore plan. You are also encouraged to call **1-800-589-3147** to receive more information about whether CareMore Touch is right for you or your loved one's needs. We are standing by to help you in your decision-making process.



Kerri Akers, CareMore Nurse Practitioner

CareMore Touch (HMO SNP) is currently offered in the following counties:

- Los Angeles County, CA
- Orange County, CA
- Santa Clara County, CA
- Maricopa County, AZ
- Pima County, AZ
- Pinal County, AZ
- Clark County, NV



**CAREMORE**  
T O U C H  
HMO SNP

# OVERACTIVE BLADDER SYMPTOMS QUIZ

The bladder is an important organ that collects and stores urine excreted by the kidneys. When instructed by the brain, it contracts to empty all of its fluid. Individuals with “urge incontinence” or “overactive bladder” may experience unintended urine leaks because the muscles of the bladder are contracting at the wrong times. Here is a simple quiz for you to use, and to help start the discussion about potential overactive bladder symptoms with your healthcare provider.

Many individuals that experience overactive bladder symptoms may not realize that there are treatments available to them. The questions below can help to determine how bothered you are by some symptoms. Note that this quiz is an awareness tool only—it cannot give you a diagnosis. However, it can help you to talk to your doctor about your symptoms and how best to manage them. **Circle the number that best describes how much you have been bothered by each symptom, then add the numbers together for your total score and record it in the box provided at the bottom of the page.**

How bothered have you been by...	Not at all	A little bit	Somewhat	Quite a bit	A great deal	A very great deal
1. Frequent urination during daytime hours?	0	1	2	3	4	5
2. An uncomfortable urge to urinate?	0	1	2	3	4	5
3. A sudden urge to urinate with little or no warning?	0	1	2	3	4	5
4. Accidental loss of small amounts of urine?	0	1	2	3	4	5
5. Accidental nighttime urination?	0	1	2	3	4	5
6. Waking up at night because you had to urinate?	0	1	2	3	4	5
7. An uncontrollable urge to urinate?	0	1	2	3	4	5
8. Urine loss associated with a strong desire to urinate?	0	1	2	3	4	5

**Are you male?** If male, add 2 points to your score

**Please add up your responses to the questions above \_\_\_\_\_**

Please give this page to your physician or healthcare professional on your next visit.

*educational*  
**CLASS SCHEDULES**  
*CONTINUED*

**DOWNEY:** 10000 Lakewood Blvd.  
Downey, CA 90240

TUE	5/15	10:30 AM-12:00 PM	Chronic Kidney Disease	TUE	6/12	9:00-10:30 AM	COPD
TUE	5/22	9:00-10:30 AM	Diabetes 2	TUE	6/12	1:00-2:30 PM	Chronic Kidney Disease
TUE	5/22	1:00-2:30 PM	Diabetes 2	THUR	6/14	9:00-10:30 AM	Healthy Living
THUR	5/24	9:00-10:30 AM	Diabetes 3	TUE	6/19	9:00-10:30 AM	Diabetes 1
THUR	5/24	1:00-2:30 PM	Diabetes 3	TUE	6/19	1:00-2:30 PM	Diabetes 1
TUE	5/29	9:00-10:30 AM	Diabetes 4	THUR	6/21	9:00-10:30 AM	Diabetes 2
TUE	5/29	1:00-2:30 PM	Diabetes 4	THUR	6/21	1:00-2:30 PM	Diabetes 2
MON	6/4	9:00-10:30 AM	Diabetes 1	FRI	6/22	9:00-10:30 AM	Diabetes 3
MON	6/4	1:00-2:30 PM	Diabetes 1	FRI	6/22	1:00-2:30 PM	Diabetes 3
TUE	6/5	9:00-10:30 AM	Diabetes 2	TUE	6/26	9:00-10:30 AM	Diabetes 4
TUE	6/5	1:00-2:30 PM	Diabetes 2	TUE	6/26	1:00-2:30 PM	Diabetes 4
THUR	6/7	9:00-10:30 AM	Diabetes 3	WED	6/27	9:00-10:30 AM	Chronic Kidney Disease
THUR	6/7	1:00-2:30 PM	Diabetes 3	WED	6/27	1:00-2:30 PM	COPD
MON	6/11	9:00-10:30 AM	Diabetes 4	THUR	6/28	1:00-2:30 PM	Healthy Living
MON	6/11	1:00-2:30 PM	Diabetes 4				

**APPLE VALLEY:** 19059 Bear Valley Rd.  
Apple Valley, CA 92308

TUE	5/1	9:00-10:30 AM	Chronic Kidney Disease	WED	5/9	1:00-2:30 PM	Heart
TUE	5/1	1:00-2:30 PM	Healthy Living	TUE	5/15	1:00-2:30 PM	Diabetes 1
TUE	5/8	9:00-10:30 AM	Diabetes 2	WED	5/16	9:00-10:30 AM	Chronic Kidney Disease
TUE	5/8	1:00-2:30 PM	COPD	WED	5/16	1:00-2:30 PM	Diabetes 2
WED	5/9	9:00-10:30 AM	Diabetes 1				

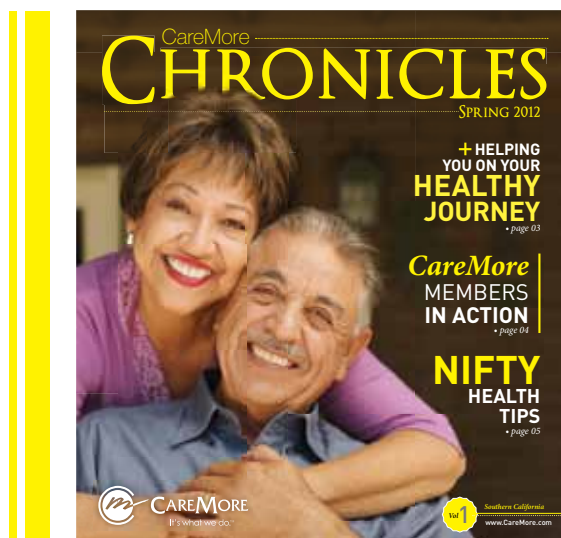
**RIVERSIDE:** 2190 Market St.  
Riverside, CA 92501

MON	5/21	9:00-10:30 AM	Diabetes
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