

C A R E M O R E

CHRONICLES

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A Message From the President

Dear Valued CareMore Member:



"Thank you for entrusting CareMore with your healthcare."

Sachin H. Jain, MD

The New Year has come and gone, and CareMore is off to a busy start working on new programs and services to serve you better. As healthcare changes, CareMore is committed to evolving to meet your needs.

Last November I wrote to you about the positive CareMore Star Quality Ratings received from the Centers for Medicare and Medicaid Services (CMS). Our Star Quality Rating is a reflection of CareMore's commitment to delivering exceptional care and service to our patients. We do not take this acknowledgement from the government for granted, but in fact, aim to work harder to provide you with the outstanding care and service that you deserve.

We are always working to identify ways to make your medical care better. Our diabetes prevention program works to keep you healthier longer. The CareMore internet web portal gives you direct access to your personal health information from your home computer. We began to integrate dental care into CareMore Care Centers starting in Montebello, California, but aim to bring this

service to other areas in time. These are just a few things that CareMore is working to improve.

Lastly, I am pleased to share that we recently recruited Dr. Zubin Eapen, a renowned cardiologist, to serve as our new head doctor (Chief Medical Officer). This role has remained open since my appointment to serve as President, and I worked personally to find the very best person for the job. I am excited to welcome Dr. Eapen as he shares the CareMore passion for clinical excellence. You can read more about Dr. Eapen on page 2 of the newsletter. I am sure you will agree he is an outstanding addition to our team and hope you will have a chance to meet him personally sometime soon.

As always, I thank you for entrusting CareMore with your healthcare. Please reach out to us if there is anything we can do to better care for you.

Sachin H. Jain, MD

If you would like to contact Sachin, you can reach him by email him at Sachin.Jain@caremore.com

Meet Dr. Zubin Eapen, M.D., MHS –

The New CareMore Chief Medical Officer

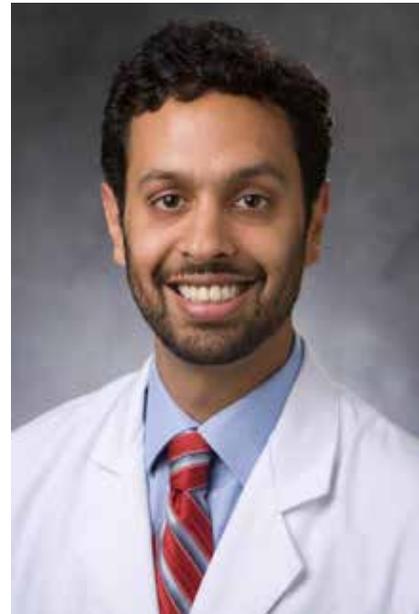
After an extensive nationwide search, we are happy to welcome Dr. Zubin Eapen as the new Chief Medical Officer at CareMore. Dr. Eapen joins us from Duke University, where he received his medical degree and internal medicine and cardiology training, and where he most recently served as Associate Professor of Cardiology and Medical Director of the Heart Failure Clinic. He will lead all of the CareMore clinical operations across the U.S.

Dr. Eapen is an expert in reshaping care to meet the needs of patients and has the passion and skill to lead clinical operations and programs for CareMore. He is dedicated to finding unique ways to improve care and outcomes, sharing the CareMore commitment to serving members.

Dr. Eapen received his undergraduate degree as a Morehead Scholar at the University of North Carolina. He is a member of the American Heart Journal editorial board and was the electronic media editor for the Journal of the American College of Cardiology: Heart Failure. He is the author of numerous medical publications and the editor of the 14th edition of Hurst's The Heart.

“I am honored to take on this role with CareMore – a company with a national reputation for its unique approach to providing care. I am excited to work with the entire CareMore team to develop new programs and ways to serve our members better. I look forward to meeting all of you in the future!”

— Dr. Zubin Eapen



Dr. Zubin Eapen, M.D., MHS



Medication Adherence

Your drugs are meant to help improve your health now and in the future. It is important to take your medicine as directed by your personal doctor or clinician. This will help prevent any future health problems.

If you are having trouble remembering to take your drugs, try some of these tips:

- Use pillboxes or calendars to help remind you.
- Tie your medication schedule with your daily routines like brushing your teeth, eating breakfast, or going to bed.
- Request a 90-day supply from your provider so you make less trips to the pharmacy.
- Request automatic refills from your pharmacy. This way your drugs are refilled on time and you receive a reminder call.
- Save yourself a trip to the pharmacy. Get your drugs through mail order. You will get a 90-day supply of your drugs delivered to your door!

If you have questions, you can always ask your local pharmacist!



Protecting Personal Information

Identify theft in healthcare is on the rise, so it's becoming increasingly important to protect yourself. Here's what you can do to stay diligent and avoid becoming a victim:

- Look out for unfamiliar claims.
- Always shred prescription bottle labels.
- Never give out your member ID number under any circumstances.

When it comes to your information, **it's personal.**



Understanding Healthcare Language — A Member's Glossary

When it comes to healthcare, there are a lot of acronyms and unfamiliar terms that you may come across in the materials you receive from us. Here are some common terms and what they mean.

Formulary: A list of prescription drugs that are covered under your plan.

CareMore Care Center: A comfortable facility designed especially for senior healthcare.

Foot Center: A section of the CareMore Care Center where foot examinations and toenail trimmings are done.

HOS Survey: Medicare Health Outcomes Survey—this questionnaire monitors the quality of care you're receiving.

CAHPS Survey: The Consumer Assessment of Healthcare Providers and Systems collects information about your satisfaction with your healthcare. It's also known as the Medicare Satisfaction Survey.

For any questions about other terminology, please call Member Services at 1-800-499-2793.

Have you had your Healthy Start™ Appointment?

With the new coverage year well underway, we want to welcome our newest members. We look forward to a long relationship together. One way we can become more acquainted with each other is through our Healthy Start™ Program.

You will receive a personalized and comprehensive medical assessment performed by one of our specially trained nurse practitioners and/or physicians. In addition, you'll receive on-site lab results and an evaluation of your medications. Most importantly, your new care team will create a unique care plan with specific recommendations tailored to you to ensure you receive the healthy start you deserve.



We encourage you to schedule a Healthy Start™ appointment at one of our CareMore Care Centers. You can find a center by clicking the Locate Services tab on our website at www.CareMore.com.



Do you have an **Advanced Healthcare Directive?**



We know that making decisions about your health can be difficult, especially when it has to do with a serious illness or condition. Making decisions can be even more difficult when it is for a loved one.

An Advance Healthcare Directive lets us know exactly what type of care you would like if you cannot speak for yourself. It takes away the burden of tough decision-making from your family and doctors, leaving you in charge of your health. With an Advance Healthcare Directive, you can designate someone to make medical decisions for you if you're unable to make them for yourself. You can tell us if you want to be placed on a ventilator, if we should respect any religious practices, or any other limitations or special instructions you might have. If you already have an Advance Directive, please make sure that your family, your personal doctor, and CareMore has a copy.

To find out more about Advance Healthcare Directives, talk to your doctor or clinician.

Don't Be Embarrassed to Talk About **Bladder Control**

One in five adults over age 40 is affected by bladder control problems, yet many feel embarrassed or ashamed to talk about their bladder control problems. Many people do not realize that it can be treatable. You should speak up if you are struggling with bladder control issues. Many things can cause you to leak urine. These include a chronic cough, smoking, a lack of exercise, weight gain, and constipation.

What can help?

Pelvic muscle exercises, such as Kegel, biofeedback techniques, and retraining your habits, such as staying on a bathroom schedule. Also, avoid alcohol, spicy foods, citrus juices, and chocolate, which cause your bladder to leak more urine. There are other treatments available depending on the type of bladder control problem you have, how severe it is, and what best fits your lifestyle. Be sure to talk with your personal doctor, CareMore Care Center clinician or urology specialist.

CareMore Partners with Lyft



At CareMore, we understand that in order to provide you great healthcare, you need to get to your appointments. Our team has been working hard with our transportation partners to improve services for you. Last year, we began our partnership with Lyft, a ridesharing company. Now, you can get access to more drivers to get you to and from your appointments faster and with less waiting time! Lyft is also dedicated to safety. It is a company that reminds their drivers that nothing is more important than getting their passengers to their destination safely and on time. You'll never have to contact Lyft directly. CareMore works with our current transportation partners and Lyft to get you going. Our team will make the arrangements for you.

If you are able to walk on your own and can get in and out of the car without any help, Lyft is perfect for you. With Lyft, your driver will usually arrive within 20 minutes or less of your scheduled pick-up time. We ask that you're ready at the time your ride is scheduled for.

If you use a wheelchair or just need a little more help getting in and out of the car, our regular transportation services are still there for you. CareMore knows that transportation is not a "one size fits all" benefit. Just call Member Services for your trip and let us know what you need. Our Transportation team will make sure you get the type of transportation that's right for you.



Lyft may not be available in all markets. Please call Transportation for more information.



Introducing the new CareMore Portal

We are delighted to announce the launch of the CareMore Portal. The CareMore Portal is a secure internet site which provides CareMore members access to their own personal health information*. With the CareMore Portal, you can now view your care summary and health records from the convenience of your home computer. You can also see your lab results, medications, upcoming CareMore Care Center appointments, procedures history, condition descriptions, and more*!

It's simple to get started. To find out if you're eligible to enroll, you will need to have your Member ID card handy. You will also need access to your personal email address so we can send you your portal enrollment confirmation.

With the CareMore Portal, you'll be able to find your healthcare information at the click of a



few buttons! Visit us online to get started!
<https://patient360.wellpoint.com/CareMore/>

**Information from your personal doctor may not be available.*

Flu Season

The flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs. The best way to prevent the flu is by getting a flu vaccine each year.



The flu vaccine can keep you from getting sick and lower the chance of hospitalization. The flu can be life threatening. At CareMore, we care about your health. We are offering NO COST Flu shots at your local CareMore Care Center, or your local pharmacy.



Please call your local CareMore Care Center to receive your NO COST Flu shot. Thank you for partnering with us to Care More about your health!

If you have any questions, contact Member Services at 1-800-499-2793 (TTY: 711) 8 a.m. to 8 p.m. Pacific Time Monday through Friday.

Physical Activity is Important at **Any Age**

It's never too late to feel great! You can achieve greater wellness and lasting independence no matter your age. In general, 10 to 30 minutes of physical activity is recommended every day. Starting at age 40, your strength can decrease by as much as 1% each year. Over time, this can hurt your health.

Be sure to include the following 4 types of exercises in your regimen:

Endurance or aerobic activities increase breathing and heart rate. Physical activities that build endurance include: brisk walking, yard work (like mowing or raking), dancing, swimming, biking, climbing stairs or hills, and playing tennis.

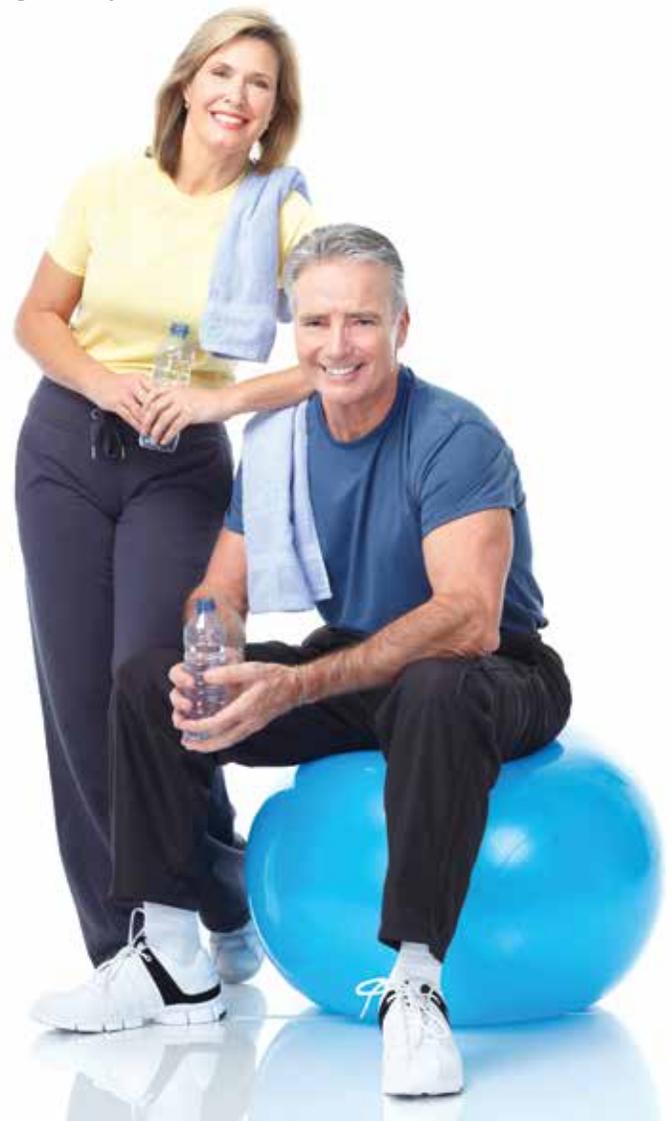
Strength exercises help increase muscle strength can make a big difference in your ability to stay independent and carry out activities of daily living. Physical activities that build strength include: lifting weights, using a resistance band, and carrying smaller grandchildren.

Balance exercises help prevent falls. Exercises to improve balance include: Tai Chi, walking up and down stairs, and standing on one foot.

Flexibility and stretching helps a body stay flexible and limber, which allows for more freedom of movement to meet everyday

activities. Exercises to improve flexibility include: yoga, shoulder and upper arm stretch, and bending over to tie shoes.

Before starting any physical regimen, be sure to talk to your personal doctor or CareMore clinician to find out what kind of physical activity is right for you.



We're always here to help you.

CareMore is committed to the health and care of our members. If you have questions, we'd love to hear from you. Please call Member Services at 1-800-499-2793 (TTY: 711) 8 a.m. to 8 p.m. Pacific Time Monday through Friday.



High Quality Care and **Ways to Stay Healthy**

As your health plan, we care about you and your health and want to make sure you get high quality care. An easy and important way to stay healthy is to make sure all of your necessary preventive care screenings and tests are done regularly. Detecting health problems early is important so that appropriate treatment and action can be taken.



To help you get started, your CareMore healthcare team has identified the screenings and check-ups that should be on your personal list this year.

Please review the provided check list carefully, schedule your appointment, and talk with your personal doctor or CareMore Care Center provider. CareMore may also contact you to remind you to complete your preventive screenings, assist you in setting-up appointments and help coordinate your care.

1 Complete An Annual Wellness Exam.

Every year, it is important to schedule an appointment with your personal doctor – or schedule your Healthy Start™ (for new members) and Healthy Journey (Annual Wellness Exam) visit at a CareMore Care Center. During this visit, you receive a personalized and complete annual wellness exam and preventive health screenings performed by one of our specially trained nurse practitioners and/or physicians.

Your care team makes specific recommendations tailored to you. These are presented in a personalized care plan that is also shared with your personal doctor to best coordinate your care.

2 Complete Needed Check-Ups, Tests And Vaccines.

Check out the provided check list of preventive screenings and topics to discuss during your next appointment.

3 Take Medicines As Prescribed.

It is important to take medicines as directed – and to fill your prescriptions in a timely manner. We want to make sure you know why each medicine is needed, how it should be taken and the importance of taking each medicine as prescribed.

4 Complete Annual Surveys From Medicare.

Let your voice be heard. Each spring, Medicare surveys members from our plan using the Consumer Assessment of Health Providers and Systems (CAHPS) and the Health Outcomes Survey (HOS) tools. These surveys focus on members' overall experiences with CareMore. If you receive these surveys, please take time to complete them and send them back.

5 Keep Working On Your Healthy Habits.

- **Exercise** – It's never too late to feel great. Staying active and exercising impacts your overall physical and emotional health. CareMore has an exercise program called Nifty after Fifty™ or SilverSneakers. If you are interested in participating or would like more information, please call Member Services.
- **Eat healthy** – Be sure to eat a balanced diet of leafy greens, fruits, veggies and protein. Schedule a Nutrition Consultation appointment offered at your neighborhood CareMore Care Center.

■ **Learn about fall prevention** – Your neighborhood CareMore Care Center has a fall prevention program to help you stay independent and avoid falls.

■ **Learn about behavioral health program** – Sometimes we are in situations where our emotional, mental, or substance related problems interfere with our quality of life. We want to help. Your neighborhood CareMore Care Center has a team of providers that can help you live an active and functional life while managing your behavioral health concerns.

■ **Spend time with friends and family.**

6 Get Your Yearly Flu Shot

Getting a flu shot protects you from coming down with the flu. Of course, the shot doesn't guarantee total protection, but it is your best bet for avoiding influenza. New flu vaccines are released every year to keep up with quickly adapting flu viruses. We recommend you receive a new flu shot every year.

7 Call Member Services For Any Assistance.

For questions regarding our CareMore programs, assistance with scheduling appointments, language translation services, authorizations, and/or other matters, please call Member Services at 1-800-499-2793 Monday through Friday, 8 a.m. to 8 p.m. P.S.T.



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Health and wellness or prevention information.

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CAREMORE CHRONICLES

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CareMore Health Plan is an HMO/HMO SNP plan with a Medicare contract. Enrollment in CareMore depends on contract renewal.



Preventive Care **Check List**

Preventive Screening	How Often
Annual Comprehensive Health Evaluation	
<input type="checkbox"/> Healthy Start™ (for new members) / Healthy Journey (for existing members)	When you first become a member, then yearly
<input type="checkbox"/> Bladder Control and Urine Leakage Problem Discussion	Every Year
Care for Older Adults Assessment	
<input type="checkbox"/> Functional Status Assessment (ability to complete activities of daily living, like dressing, eating, and bathing)	Every Year
<input type="checkbox"/> Medication Review	
<input type="checkbox"/> Pain Screening	
<input type="checkbox"/> Advance Directive Discussion	
Cancer Screenings (one of the options below)	
<input type="checkbox"/> Breast Cancer Screenings (mammogram)	Every 2 years
<input type="checkbox"/> Colonoscopy	Every 10 years
<input type="checkbox"/> Flexible Sigmoidoscopy	Every 5 years
<input type="checkbox"/> Fecal Occult Blood Test (FOBT)	Every Year
<input type="checkbox"/> Controlling Blood Pressure (maintain less than 140/90 blood pressure)	On Going
Diabetes Management and Screenings	
<input type="checkbox"/> Diabetes Care - Blood Sugar Testing	Every Year
<input type="checkbox"/> Diabetes Care - Blood Sugar Controlled (HbA1C less than 9%)	On Going
<input type="checkbox"/> Diabetes Care - Eye Exam	Every Year
<input type="checkbox"/> Diabetes Care - Kidney Disease Monitoring	Every Year
<input type="checkbox"/> Mental Health and Well-Being Discussion	Every Year
<input type="checkbox"/> Medications Filled and Taken as Directed (Recommend having 90-day prescription fills for blood pressure, cholesterol and diabetes medications)	Every Year
Other Screenings	
<input type="checkbox"/> Osteoporosis Management in Women Who Had a Fracture	Within 6 months of fracture
<input type="checkbox"/> Physical Activity and Exercise Discussion	Every Year
<input type="checkbox"/> Receive Flu Vaccine	Every Year
<input type="checkbox"/> Rheumatoid Arthritis Management (Anti-Rheumatic Meds)	Every Year