

# Healthy You

## Fall 2018

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### The Secret to Healthy Holidays? **Think Balance.**

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For many of us, the holiday season brings a disruption of our normal routines. That's not always a bad thing, but it can throw us off kilter when it comes to staying healthy. Here are several tips to find balance now and in the coming weeks—so you can enjoy time with friends and family while also taking care of yourself.

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## Yes, you can still enjoy your favorite foods.

Staying healthy through the holidays doesn't mean you have to give up all your favorite treats. But consider ways you might make one or two small adjustments. For example, try a low-fat version of your green bean casserole recipe, or use whole grain instead of white bread in your stuffing. Need more ideas? Check out this recipe collection from [www.FoodNetwork.com](http://www.FoodNetwork.com): <https://bit.ly/2PwkjDV>.



## Keep moving (some exercise is better than none).

This time of year, it can be a challenge to stay on track with your fitness routine. The balancing act here is how to say yes to opportunities for fun, but not use them as an excuse to let go of exercise completely. Look for ways to squeeze in ten minutes of activity a few times a day—take the stairs or do lunges during TV commercial breaks. You can also combine exercise with family time. For example, take a walk to view holiday lights or go sledding with the grandkids.



## Protect your mental health.

It's easy to get caught up in the stress of finding the perfect gift or planning the ultimate party. Plan ahead by setting realistic expectations for yourself, and remember it's okay to say "no." The holidays can also trigger depression. A little sadness is probably nothing to worry about; however if you notice signs such as feeling hopeless, loss of interest, lower energy, trouble concentrating, changes in sleep, or changes in appetite, talk to your doctor or counselor.



## Fight the flu & other bugs.

Getting a flu shot is one of the most effective ways to keep yourself and your loved ones healthy. Flu season typically peaks in February and can last through March. As a reminder, flu shots are covered at no cost to you when you visit an in-network pharmacy. In addition, there are several things you can do to reduce your risk of catching any bug: wash your hands often with soap and water for 20 seconds. Also, avoid touching your face, and if you can, stay away from people who are sick.



## Take advantage of \$0 preventive benefits.

If you've been putting off scheduling your annual physical or preventive screenings, don't wait any longer. Preventive care is key to your overall health, and getting regular screenings is one of the best ways to stay healthy. As a PacificSource Medicare Advantage member, most preventive care is covered at \$0 when care is received from an in-network provider. Talk to your doctor about which preventive screenings are right for you.

# Attend a Free Member Orientation Meeting

Whether you're a new or renewing member, we invite you to attend "Getting the Most Out of Your PacificSource Medicare," our free, in-person member orientation. Our friendly, knowledgeable sales staff are available to meet you and answer your questions. The event is about 90 minutes and includes refreshments. Seating is limited, so be sure to reserve your spot early. You have three ways to register:

**Online:**

[Medicare.PacificSource.com/events](http://Medicare.PacificSource.com/events)

**Email:**

[MedicareCS@pacificsource.com](mailto:MedicareCS@pacificsource.com)

**Call:**

(888) 863-3637 | (800) 735-2900 TTY



## How to Find Your Evidence of Coverage

Your Evidence of Coverage (EOC) is a document that explains your healthcare coverage, what we must do, your rights, and what you have to do as a member of our plan. EOCs are available on our website, [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com). From the home page, choose “Members” from the top menu. Then select “My Plan,” enter your Zip Code, and select the plan you wish to view.

Note: We are no longer automatically mailing EOCs. However, if you would like a printed copy, you can do this from within the search tool mentioned above. Or, you’re welcome to call or email our Customer Service team—we’re happy to help.

## New Medicare Cards: What Goes, What Stays

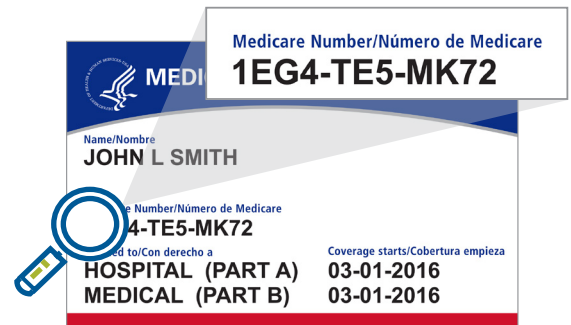
If you haven’t already, you’ll soon receive a new Medicare card in the mail from the Centers for Medicare & Medicaid (CMS).

**The card will include a new Medicare Beneficiary Identifier (MBI) instead of your Social Security number.**

When you get your new card, it’s important to destroy only your old Medicare card—the one that showed your Social Security number. Be careful not to destroy your actual Social Security card or your PacificSource member ID card.

If you have questions about the card or initiative, please contact 800-MEDICARE (1-800-633-4227) TTY (877) 486-2048.

### New Medicare Card:



# Opioid Coverage Changes Coming in January

Beginning January 1, 2019, the Centers for Medicaid and Medicare Services (CMS) is making changes to the coverage of opioid medications.



**PacificSource Medicare members who receive a new prescription for an opioid will be limited to an initial 7-day supply.**

Examples of opioids include morphine, hydrocodone, and oxycodone. This change will help us reduce wasted pain medication, decrease costs, and address the risk of opioid misuse.

According to the Center for Disease Control and Prevention (CDC), most acute injuries require less than 3 days of opioids for pain and only in rare cases require more than 7 days of opioids. If you are still in pain after 7 days, your provider can write a new prescription for as many days as your benefits allow.

If you have a scheduled procedure or surgery after January 1, 2019, please discuss these changes with your doctor in case they affect your care.

## Have questions or need help?

PacificSource is committed to helping you get the healthcare coverage you need. If you have any concerns about this change, please contact Customer Service. We will work with you or your doctor to discuss any needed steps.



# Pumpkin Power!

Pumpkins make fun fall decorations, but did you know this bright orange squash is also nutritious and delicious?

**Health benefits:** Packed with vitamins, minerals, and antioxidants, pumpkin can boost your immune system, protect your eyesight, lower your risk of certain cancers, and promote heart and skin health.

**Cooking:** As an ingredient, pumpkin is amazingly versatile. Try the pumpkin ricotta stuffed shells recipe we've included below. For more ideas, including chili, soups, desserts, and more, visit [www.FoodHero.org/recipes/categories/134](http://www.FoodHero.org/recipes/categories/134).

**Selection:** For cooking, use a "pie pumpkin" or "sweet pumpkin." Look for one with 1 to 2 inches of stem left and avoid those with blemishes and soft spots. It should be heavy, but shape is unimportant. Figure one pound of raw, untrimmed pumpkin for each cup finished pumpkin puree.

**Storage:** Uncut pumpkins can keep for up to two months when stored in a cool, dark place.

## Pumpkin Ricotta Stuffed Shells

**Makes:** 12 filled shells | **Prep time:** 20 minutes | **Cooking time:** 45 minutes

### Ingredients

- 12 jumbo pasta shells (½ of 12-ounce package)
- 1¼ cups nonfat ricotta cheese
- ¾ cup pumpkin puree
- ½ cup Parmesan cheese, grated
- ½ tsp. garlic powder or 2 cloves garlic
- 2 Tbsp. dried basil
- ¼ tsp. ground sage
- ½ tsp. salt
- ½ tsp. pepper
- 1 cup pasta sauce

### Nutrition Facts per Serving

**Serving size:** 2 shells

**Calories** 210

**Total Fat** 3g

**Cholesterol** 15mg

**Sodium** 510mg

**Carbohydrate** 33g

**Fiber** 3g

**Protein** 2g

### Directions

1. Cook pasta shells according to package directions. Drain, separate onto baking sheet and let cool.
2. In a medium bowl, stir together ricotta, pumpkin, Parmesan, and spices. Reserve 1 Tablespoon Parmesan for topping.
3. Preheat oven to 350°. Choose a baking dish that holds all the shells in a single layer.
4. Spread pasta sauce in the bottom of the baking dish. Fill each shell with about 3 Tablespoons of pumpkin mixture, and place shells close together on sauce in baking dish.
5. Cover pan with foil and bake for 30 minutes. Remove foil, sprinkle with remaining cheese and bake for 15 minutes more.
6. Refrigerate leftovers within 2 hours.



**Tip:** Freeze unused pumpkin puree and add to soup, chili, or pancake recipes.

*Reprinted with permission from Food Hero (OSU), [www.FoodHero.org](http://www.FoodHero.org).*

# Reminder: 2018 Medicare Coverage Limits

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Each year, the Centers for Medicare & Medicaid Services (CMS) announces updated coverage limits for certain services.

The table below shows the coverage limits by service. We also list these coverage limits on our website at [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com).

	2018
Physical and speech therapy combined	\$2,010 coverage limit
Occupational therapy	\$2,010 coverage limit

Therapy services beyond the Medicare coverage limit require a prior authorization by PacificSource. See your 2018 Evidence of Coverage for more information.

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PacificSource Community Health Plans is an HMO/PPO plan with a Medicare contract. Enrollment in PacificSource Medicare depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-pays, and restrictions may apply. Benefits and co-pays may change on January 1 of each year. Other pharmacies are available in our network. The pharmacy network and provider network may change at any time. You will receive notice when necessary.

You can get prescription drugs shipped to your home through our in-network, mail-order delivery service. To refill your mail-order prescriptions, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. Typically, you should expect to receive your prescription drugs within 10–14 days from the time that the mail-order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us toll-free at (888) 863-3637. TTY users call 711.

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## Discrimination Is Against the Law

PacificSource Community Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PacificSource Community Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PacificSource Community Health Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need services, contact Customer Service at (888) 863-3637 or, for TTY users, (800) 735-2900.

- **October 1–March 31:** 8:00 a.m. to 8:00 p.m., seven days a week
- **April 1–September 30:** 8:00 a.m. to 8:00 p.m. Monday–Friday

If you believe that PacificSource Community Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, PO Box 7068, Springfield, OR 97475-0068, (541) 225-1967, fax (541) 684-5475, or email [crc@pacificsource.com](mailto:crc@pacificsource.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Customer Service department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [OCRPortal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at [HHS.gov/ocr/office/file/index.html](https://www.hhs.gov/ocr/office/file/index.html).

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201

**Arabic:**

مقرب لصلتا. ناجم لاب كل رفاوتت ةيوغلل ةدعاسملا تامدخ ناف، ةغلل ركذا ثدحتت تنك اذا : ةطوحم  
(888) 863-3637 مقرب لصلتا او مصلا فتاه مقر (800) 735-2900.

**Cambodian-Mon-Khmer:** ប្រយ័ត្ន៖ បរិស្ថានជាអនុករិយាយ ភាសាខ្មែរ, សម្រាប់ជនជាតិភាសា  
ដោយមិនគិតល្អន្ត គឺអាចមានសំរាប់បរិស្ថានអនុករិយាយ ចូរ ទូរស័ព្ទ (888) 863-3637, TTY: (800) 735-2900។

**Chinese:** 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (888) 863-3637, TTY: (800) 735-2900。

**Cushite-Oromo:** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (888) 863-3637, TTY: (800) 735-2900.

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez (888) 863-3637, ATS: (800) 735-2900.

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (888) 863-3637, TTY: (800) 735-2900.

**Japanese:** 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。(888) 863-3637, TTY: (800) 735-2900) まで、お電話にてご連絡ください。

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (888) 863-3637, TTY: (800) 735-2900 번으로 전화해 주십시오.

**Persian-Farsi:** امش یارب ناگیار تروصب ی نابز تالی هسرت، یدی نک یم وگت فگ ی سراف نابز هب رگا: هجوت  
ف یم دش اب اب (888) 863-3637, TTY: (800) 735-2900 سامت دیری گب.

**Romanian:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (888) 863-3637, TTY: (800) 735-2900.

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (888) 863-3637, телетайп: (800) 735-2900.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 863-3637, TTY: (800) 735-2900.

**Thai:** ระวัง: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (888) 863-3637, TTY: (800) 735-2900.

**Ukrainian:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (888) 863-3637, телетайп: (800) 735-2900.

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (888) 863-3637, TTY: (800) 735-2900.



## Questions? We Can Help



Our friendly, knowledgeable Customer Service team will be happy to assist you.

**Toll-free:** (888) 863-3637

**TTY:** (800) 735-2900

[MedicareCS@pacificsource.com](mailto:MedicareCS@pacificsource.com)

### **October 1 to March 31:**

8 a.m. to 8 p.m., local time zone,  
seven days a week

### **April 1 to September 30:**

8 a.m. to 8 p.m., local time zone,  
Monday through Friday

## How-to Videos

Visit [www.Medicare.PacificSource.com/Members/Video](http://www.Medicare.PacificSource.com/Members/Video) to learn how to get the most out of your plan.



HealthyYou **Fall**

2965 NE Conners Avenue  
Bend, Oregon 97701

**Health-and-wellness or prevention information**

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**[www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com)**