

Healthy You

Summer 2019

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- See Clearly: An Overview of Your Vision Benefits
- Vaccines: Tips to Make the Most of Your Benefits
- And more!





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A Prescription for Nature

Just 20 Minutes in Nature Can Lower Stress

Spring is here, and while most of us don't need an excuse to get some fresh air and sunshine, here's another great reason: time in nature can significantly reduce stress.

According to a new study published in *Frontiers in Psychology*, taking at least 20 minutes out of your day to stroll or sit in a place that makes you feel in contact with nature will significantly lower your stress hormone levels.

"We know that spending time in nature reduces stress, but until now it was unclear how much is enough, how often to do it, or even what

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See Clearly: An Overview of Your Vision Benefits

While Original Medicare covers medical eye care, that doesn't include routine vision exams, eyeglasses, or contact lenses. That's where your PacificSource Medicare Advantage plan comes in.

Exams

There are two types of eye exams: a medical eye exam and a routine vision exam. For both types of exams, you will have a copay.

- **At a medical eye exam**, the eye doctor looks for signs of eye disease, such as cataracts or glaucoma. Your doctor will typically recommend this type of exam when medically necessary.
- **At a routine vision exam**, you read an eye chart to make sure your prescription for glasses or contact lenses is the right strength. Your PacificSource coverage includes one routine vision exam every two years, which is the frequency doctors recommend.

To learn more about your vision exam benefits, call Customer Service, or look for the Vision Care section in Chapter Four of your Evidence of Coverage booklet, which is available on our website, www.Medicare.PacificSource.com.

Vision Hardware

If you need eyeglasses or contacts, most PacificSource Medicare Advantage plans will reimburse you for up to \$200, every two years.

Simply go to your favorite store and purchase your glasses or contacts with your own money. Be sure to get an itemized receipt when you make your purchase. Then, submit your receipt with your member ID number for reimbursement. Once you've submitted your receipt to us, you will get a check in the mail for up to \$200 in about two weeks.

You'll find instructions on where to send your receipt in Chapter Seven, section 2.1 of your Evidence of Coverage booklet.

If you have questions about your vision benefits, please contact Customer Service at (888) 863-3637. We want to help.

A Prescription for Nature *continued*

kind of nature experience will benefit us," says Dr. MaryCarol Hunter, an Associate Professor at the University of Michigan and lead author of this research. "Our study shows that for the greatest payoff, in terms of efficiently lowering levels of the stress hormone cortisol, you should spend 20 to 30 minutes sitting or walking in a place that provides you with a sense of nature."

Source: www.sciencedaily.com/releases/2019/04/190404074915.htm



Vaccines: Tips to Make the Most of Your Benefits

Vaccines are an important part of your healthcare. So we want to help you get the best benefit and avoid unnecessary costs for these services.

Flu and pneumonia vaccines available at no cost

Your PacificSource Medicare plan covers preventive vaccines (flu and pneumonia) at no cost to you when received at an in-network doctor's office or pharmacy. This is true even if you do not have a Part D prescription coverage.

How to save on other vaccines

Other vaccines (such as those for shingles, tetanus, diphtheria, meningitis, and hepatitis A) are covered only by Part D prescription coverage. You will have the lowest cost share when you get these vaccines at in-network pharmacies.

Save Time and Money with Mail-Order Prescriptions

For our members with prescription drug coverage, we've partnered with CVS Caremark to offer mail-order and auto-refill options, at no additional charge. You can receive **a 90-day* supply for the same cost as a 60-day supply** for medications in Tiers 1, 2, 3, and 6. (If you only need a 30- or 60-day quantity, that's available as well.)

Here's how to sign up:

1. Call your personal doctor and ask them to send a 90-day prescription to CVS Caremark Mail Service Pharmacy electronically or by fax at (800) 378-0323.
2. Enroll in mail-order services with any of these three easy options:
 - Online: **www.Medicare.PacificSource.com/Search/Pharmacy**
 - Phone: Call CVS Caremark at (866) 362-4009 (TTY/TDD: 711)
 - Mail: Fill and submit the CVS Pharmacy Mail Service Order Form, available online at www.Medicare.PacificSource.com, (Look under Members > My Plan >Printable Forms.)
3. Opt-in to the auto-refill program so that your next refill is processed automatically.

*100 days in some areas. Check your Evidence of Coverage for more information.





4 Ways Better Hearing Improves Your Health and Safety

May is Better Hearing and Speech Month, making it the perfect time to check in on our hearing health. Our hearing often fades without us noticing, and we forget the little sounds we used to hear daily. Missing some everyday noises can strain our health and happiness. Here are a few everyday sounds that can improve your health, safety, and relationships when you can hear them well.



The Outdoors

Simple sounds of nature that become hard to hear include leaves rustling, rain, birds, and crickets chirping. By treating hearing loss, you can improve your ability to enjoy the outdoors. In fact, being outdoors can help energize your brain, bring personal peace, and clear your mind.*



Your Car's Warning Signals

Your car makes many warning sounds that are soft and high pitched, which are easy to miss. Some critical sounds are the engine chirping or squealing, tires screeching, and quiet warning signals. Treating hearing loss could help you notice these problems, giving you time to fix them.



Volume of the Television

One way to connect with others is by watching TV together. However, it is frustrating when others express annoyance with the high volume. If this has been an issue, using hearing aids can make it easier to hear what's on television, so you can turn down the volume and enjoy entertainment at a volume comfortable for everyone.



Voices of Loved Ones

Treating hearing loss has proven to help improve marriages, family relations, and friendships.† Reconnecting with others and building relationships is easier when you can hear better.

Treating hearing loss can help you hear the sounds you may not realize you're missing. As a PacificSource Medicare member, you have access to high quality hearing aids through TruHearing®. Your benefit covers TruHearing hearing aids for a low copayment of \$699 per aid for the TruHearing Advanced 19, and \$999 per aid for the TruHearing Premium 19. Call (844) 319-3625 to schedule an appointment with a TruHearing provider near you.

*Maller, Cecily, et al. "Healthy Parks Healthy People; The Health Benefits of Contact with Nature in a Park Context." *Social and Mental Health Priority Area, vol. 1, Nov. 2002, pp. 1–83.*

†Brooks, D.n., et al. "The Effects on Significant Others of Providing a Hearing Aid to the Hearing-Impaired Partner." *British Journal of Audiology, vol. 35, no. 3, 2001, pp. 165–171., doi:10.1080/00305364.2001.11745234.*



Egg Roll Bowl

Ingredients

- 3 Tbsp. low-sodium soy sauce
- 1½ tsp. sugar
- 1 clove garlic, minced
- 1 tsp. seasoned rice wine vinegar
- ½ tsp. toasted sesame oil
- ½ tsp. freshly grated ginger root
- 1 lb. ground turkey (7% or lower in fat)
- ½ tsp. freshly ground black pepper
- 1 Tbsp. canola oil
- 7–8 cups shredded cabbage (about one 16-ounce package)
- 2 cups shredded carrots
- 2½ cups cooked brown rice
- 4–6 scallions, thinly sliced

Directions

1. In a small bowl, make the sauce by combining the soy sauce, sugar, garlic, vinegar, sesame oil, and ginger.
2. Brown and crumble the ground turkey over medium-high heat. Drain fat and remove from skillet.
3. Add the canola oil to skillet, heating over medium-high heat. Add carrots and stir-fry until crisp tender (about 3 minutes). Add the cabbage and stir-fry until it starts to wilt (about 3–4 minutes).
4. Add the browned meat and the sauce to the cabbage and carrots. Stir constantly and cook until most liquid is absorbed.
5. Serve a 1-cup portion of the meat and veggie mix over ½ cup cooked brown rice and garnish with sliced scallions.

Serves 5 (one cup each)

Nutrition Facts per Serving

Calories 390

Total Fat 16g (3g. saturated)

Sodium 250mg

Carbohydrate 35g

Fiber 6g

Protein 29g



\$0 Copay Wellness Visit

We know that staying well, or getting well, is important to you. That's why an annual wellness visit is included in your benefits with \$0 copay. Even if you're healthy, these visits are important to your overall well-being.



If you haven't had a wellness visit yet in 2019, call your doctor today to schedule one.

If you don't have a doctor already, give us call; we're happy to help!

What to Expect

During the wellness visit, you and your doctor can:

- Review your medications
- Discuss any needed preventive screenings
- Talk about any concerns you may have

Your doctor may also ask you about common issues people have as they age, such as falling, bladder control, and staying physically active. It's also an opportunity to talk about any issues with depression, anxiety, or loneliness. Many people are affected by these, and treatment is often available.

Sometimes during these visits, your doctor may perform routine lab work or refer you to see a specialist. These costs are not included in the wellness visit and may have an additional cost. You'll pay less if you make sure the labs and specialists you see are in network.

Your Health & Wellness: Medicare Health Outcomes Survey

You may have recently received a paper survey asking you about your health and any care you have received from doctors and other healthcare providers. This survey helps us understand your healthcare needs so that we can better provide you with resources and services to support your health and well-being. All Medicare Plans, like PacificSource Medicare, are required to send this survey annually to a random sample of members. Rest assured, your responses are confidential. If you receive the survey, please take a moment to complete it!

Quality Improvement Organization Update from CMS

The Quality Improvement Organization (QIO) Program is key to Medicare's efforts to improve the quality of care and health outcomes for beneficiaries. The contracted quality improvement organizations offer information to providers, patients, and families regarding beneficiary complaints, discharge appeals, and immediate advocacy.

The Centers for Medicare & Medicaid Services (CMS) has announced updates to the Beneficiary & Family Centered Care (BFCC) Quality Improvement Organization (QIO). **As of June 8, 2019**, these services will be provided by KEPRO.

Idaho, Oregon, and Washington members call: (888) 305-6759 Available 9:00 a.m. to 5:00 p.m., Monday through Friday. Available on weekends from 11:00 a.m. to 3:00 p.m.

Montana members call: (888) 317-0891 Available 9:00 a.m. to 5:00 p.m., Monday through Friday. Available on weekends from 11:00 a.m. to 3:00 p.m.

TTY: (855) 843-4776

Write: KEPRO

5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131

Web: www.keproqio.com

Reminder: 2019 Medicare Coverage Limits

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**.

	2019
Physical and speech therapy combined	\$2,040 coverage limit
Occupational therapy	\$2,040 coverage limit

Therapy services beyond the Medicare coverage limit require a prior authorization by PacificSource. See your 2019 Evidence of Coverage for more information.

PacificSource Community Health Plans is an HMO/PPO plan with a Medicare contract. Enrollment in PacificSource Medicare depends on contract renewal.

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.

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

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。

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

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 to learn how to get the most out of your plan.



HealthyYou **Summer**

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