

HealthyYou

Summer 2017



Let the Sun Shine In! Here Comes the Total Eclipse

The sun and moon are getting the band back together and going on the Total Eclipse reunion world tour, Monday, August 21.

It's a big deal. According to the National Aeronautics and Space Administration (NASA), the last time most Americans experienced a total solar eclipse was 1991. The eclipse is expected to only last about two minutes, so you will need to be prepared. Mark the time for your area on your calendar. Get your viewing materials ready. Plan your party!

Safe Viewing Instructions from NASA

Looking directly at the sun is unsafe except during the brief total phase of a solar eclipse ("totality"), when the moon entirely blocks the sun's bright face, which will happen only within the narrow path of totality.

The only safe way to look directly at the uneclipsed or partially eclipsed sun is through special-purpose solar filters, such as "eclipse glasses" or hand-held solar viewers. Homemade filters or ordinary sunglasses, even very dark ones, are not safe for looking at the sun. To date, four manufacturers have certified that their eclipse glasses and handheld solar viewers meet the ISO 12312-2 international standard for such products: Rainbow Symphony, American Paper Optics, Thousand Oaks Optical, and TSE 17.

Always inspect your solar filter before use; if scratched or damaged, discard it. Read and follow any instructions printed on or packaged with the filter. Always supervise children using solar filters.

Stand still and cover your eyes with your eclipse glasses or solar viewer before looking up at the bright sun. After glancing at the sun, turn away and remove your filter—do not remove it while looking at the sun.

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Tip

With many tourists traveling to the Northwest, local providers and pharmacies may be extra busy. Be sure to schedule appointments and fill prescriptions well in advance.

We will be open our normal business hours on August 21.

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Visit NASA's Eclipse Headquarters Online

Eclipse2017.nasa.gov

- Learn more about the eclipse.
- Find the time for your area.
- Get viewing safety details.
- Access the NASA live stream.
- Plan your viewing party.

> Continued from page 1

Do not look at the uneclipsed or partially eclipsed sun through a camera, telescope, binoculars, or other optical device, even with a filter.

If you are within the path of totality, remove your solar filter only when the moon completely covers the sun's bright face and it suddenly gets quite dark. Experience totality, then, as soon as the bright sun begins to reappear, replace your solar viewer to glance at the remaining partial phases.

An alternative method for safe viewing of the partially eclipsed sun is pinhole projection. Find instructions and pictures at <https://eclipse2017.nasa.gov/sites/default/files/EclipseCerealBoxViewer.pdf>.

Source: <https://eclipse2017.nasa.gov/>



Plan Now for a Healthy, Flu-free Autumn

Fall may seem far away, but it's not too soon to make a plan for staying healthy. The fall issue of *HealthyYou* will explain why it's important to get a flu shot every year, and include where to get one. And in the meantime, write "flu shot" on your September calendar page as a reminder.



Go Paper-free with InTouch

for Easier, Faster Access to Your Medicare Information

We want all members to feel confident in accessing their plan information without any hassle. Going paper-free and accessing your plan information through our secure online portal, InTouch, is one of the best ways to do that.

When you sign up for InTouch and set your preferences for electronic communications, you have access to all of your plan information when you need it, and it's all stored in an easy-access location—without all the paper clutter.

Here's How to Get Started

1. Go to www.Medicare.PacificSource.com, and click on the InTouch button at the top of the page.
2. Click the **Member Login** button.
3. Click **Sign Up for an Account**.
4. Follow the on-screen instructions to sign up, clicking the **Next** button to move through each step.
5. On the **Preferences** step, choose to receive your **Annual Notice of Change** and **Explanation of Coverage** documents electronically by selecting the **Email** button next to each item.
6. Click **Complete**.

Once you've signed into InTouch, you can choose to get additional communications from us via email.

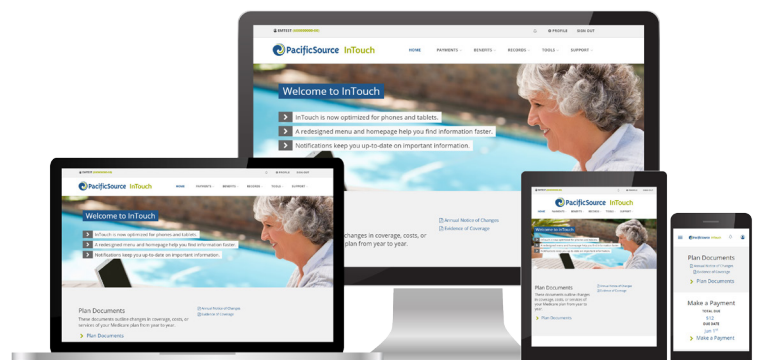
Set or Update Your Communication Preferences

1. Once you've signed into InTouch, click on **Profile** at the top of the page.
2. Select **Communication Preferences**.
3. For each type of communication, choose to **Go Paperless**.

That's it! By taking these steps, you're making it easier and faster to get your Medicare plan information when you need it.

Have you checked out our blog?

Find us at blog.PacificSource.com, where you'll find interesting, practical ideas for staying healthy and getting the most out of healthcare.



Our Pharmacists Help Keep You Safe after a Hospital Stay

Special Note about Diabetes and Statin Medication

If you have diabetes, medication is one of the tools you can use to help manage your condition. The American Diabetes Association (ADA) recommends statin medication for certain people with diabetes and cardiovascular risk factors. The ADA recommendation is based on several clinical trials that showed the medication helped. If you are age 40 to 75 and have diabetes, please talk to your doctor about whether this medication would be right for you.

Your 2017 Medicare Advantage plan (if you have prescription coverage) covers the following generic statin medications with no co-pay: Atorvastatin, Rosuvastatin, Lovastatin, Pravastatin, and Simvastatin.

Some combinations don't work well. Think water in your gas tank, vinegar and baking soda, or an accidental teaspoon of salt in your coffee. But medication interactions are no joke.

Medication Review Program

Fortunately, PacificSource pharmacists are on the lookout for potential medication problems through our medication review program. This program focuses on medications after a hospital stay because it's a time when members typically have multiple prescriptions. A qualified pharmacist compares your new medications to the most recent medication list in your medical records, and looks for possible problems. These problems might include missing a medication, having duplicate medications or the wrong strength, or taking medications that don't go together. These preventable situations can happen when your doctors don't know about all the medications and supplements you already take.

How the Program Works for You

Within a month after you leave the hospital, a program pharmacist may contact you to go over your medications. The pharmacist may explain any possible problems and will contact your primary care doctor or your specialist. Then, your doctors can add this information to your records and make sure you're getting the right treatment.

Note: Remember to make an appointment with your doctor after you have been discharged. This will ensure you stay healthy and keep your doctor informed about your current healthcare needs.



Medication review supports your health. Our pharmacist can:

- Make sure your doctor has complete and accurate information, so you can get the best care
- Help you talk to your providers about your medical history
- Create a list to help you track of all your current medications and supplements
- Help you avoid medication interactions
- Explain your medications, and what activity and eating plan you should follow

This free service is already included with your PacificSource plan. You don't need to sign up for anything. However, if you have questions, you're always welcome to contact Customer Service.

Recipe: Cod with Lemon and Caper Sauce

Adapted from Mayo Clinic Healthy Recipes. Makes 4 servings.

Ingredients

4 cod fillets, 4 ounces each	1 Tablespoon all-purpose flour
1 lemon including zest	4 teaspoon capers, rinsed and drained
1 cup low-sodium chicken broth (less than 140mg sodium per 1 cup)	Freshly ground black pepper
1 Tablespoon unsalted butter	Fresh parsley or basil, chopped

Directions

1. Preheat oven to 350F. Spray 4 squares of foil with olive oil.
2. Place one cod fillet on each foil square. Zest one lemon and set aside zest for sauce. Cut one lemon in half and squeeze the juice from the lemon half over fish. Sprinkle with fresh ground black pepper. Cut the other lemon half into slices and place over the fish. Seal the foil.
3. Bake fish 15–20 minutes. Fish is done when it appears white all the way through.
4. While fish is baking, melt butter in a small, heavy saucepan over medium heat. Add flour and whisk for 2 minutes. Gradually add the chicken broth, and continue to whisk until thickened. Add the capers and lemon zest and remove from heat. Serve over the fish and garnish with herbs.



Nutrients (per serving): 140 calories, 4g fat (2g saturated fat), 6g carbohydrates (<1g sugars), 21g protein, 60mg cholesterol, 170mg sodium

10 Tips to Topple Temptations

Temptations are everywhere—the temptation to snack, to skip your workout, to buy impulsively, or hit the snooze button just one more time. While we'd like to rely on willpower to help us overcome these temptations, the amount of willpower you have each day is limited. Here are some things you can do to resist a variety of temptations:

- 1. Forget the word “can’t.”** This word can have a pretty powerful (and often negative) effect on our moods when it's a factor in a decision. Instead, try “don't” or “won't.” These are more empowering alternatives because they illustrate that the choice is yours, and when you resist the temptation, you're achieving something rather than denying yourself something. It's not that you “can't” buy a new shirt, it's that you decide you “won't” buy a new shirt.
- 2. Keep your eye on the prize.** There's a reason you're trying to resist a temptation. Write a clear description of what your success will look like. Or make a collage of inspiring pictures. Then post your description or collage where you will see it every morning.
- 3. Come up with alternatives.** For example, if you're tempted to have a maple doughnut for breakfast, have a cup of maple-flavored oatmeal instead. That way, when you crave a breakfast doughnut, you can look forward to your healthier option.



4. **Keep food temptations out of sight.** You know the phrase “out of sight, out of mind”? It’s easier to avoid candies and treats when you can’t see them, and therefore don’t think about them. Keep temptations hidden in the pantry or cupboard, rather than on the kitchen counter.
5. **Find distractions.** When you find yourself tempted to do something that goes against your health goals, find a distraction. Pick something that you enjoy and is easy to do. For example, knit while you watch TV, or go for a walk while you wait for an oil change.
6. **Remove the temptation.** Sometimes, a temptation is just too tough. When that’s the case, remove it. If you’re often tempted to eat ice cream before going to bed, don’t buy ice cream. Resisting a temptation is easier when you make it inconvenient.
7. **Consider your schedule.** If your evening activities are unpredictable and fluctuate each day, chances are you’re often tempted to skip your evening workout. If that sounds like you, try doing your workout first thing in the morning or during your lunch hour. Do what makes the most sense for your schedule.
8. **Plan ahead.** If you’re trying to work out or eat a healthy breakfast in the morning, but you’re tempted to sleep in, prep what you can the night before: set out your workout clothes, get your breakfast ingredients together, plan your day’s schedule.
9. **Make the most of your morning.** Since your willpower may be strongest in the morning, try to deal with the toughest temptations and challenges then. Do your grocery shopping, prep food for meals, exercise, walk your dog, or do the things that you might otherwise skip if you waited until later.
10. **Get others involved.** Make an agreement to have healthier treats at get-togethers, or go with friends to a fitness class. When the people in your life are also involved in healthy choices, it can make it easier to stay on track. And you might be helping them with their temptations, too.



Be On Guard Against Medicare Fraud



Do's

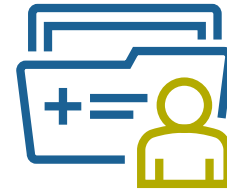
- **Remember that nothing is ever “free.”** Don't accept offers of money or gifts for free medical care.
- **Ask questions.** You have a right to know everything about your medical care, including the costs billed to Medicare.
- **Educate yourself about Medicare.** Know your rights and what a provider can and can't bill to Medicare.
- **Always check your medication before you leave the pharmacy to be sure it's correct.** Check whether it's a brand or generic, and if you have the full amount. If there is a mistake, report the problem to the pharmacist right away.
- **If you suspect fraud, report it.** Contact PacificSource or report it through one of the following ways:
 - Report anonymously to PacificSource through EthicsPoint, 24 hours a day, 7 days a week.
 - * Toll-free: (888) 265-4068
 - * Online: <https://secure.ethicspoint.com/domain/media/en/gui/16499/index.html>
 - Call Medicare toll-free: (800) MEDICARE or (800) 633-4227.



- Report the Office of the Inspector General:
 - * Toll-free: (800) HHS-TIPS or (800) 447-8477.
TTY: (800) 377-4950.
 - * Online: <https://forms.oig.hhs.gov/hotlineoperations/report-fraud-form>

Don'ts

- Don't allow anyone, except your doctor or other Medicare providers, to review your medical records or recommend services.
- Don't let anyone persuade you to see a doctor for care or services you don't need.
- Don't accept medical supplies from a door-to-door salesman. Medicare and Medicaid don't send representatives to your home to sell products or services.
- Don't give your PacificSource card, PacificSource member number, Medicare card, Medicare number, Social Security card, or Social Security number to anyone except your doctor or other authorized Medicare provider.



Source: www.Medicare.gov/forms-help-and-resources/report-fraud-and-abuse/prevent-fraud/tips-to-prevent-fraud.html

New, Safer Medicare Card Coming in 2018

The Centers for Medicare & Medicaid Services (CMS) is working on new cards that will not have Social Security numbers. Instead, the cards will use a unique, randomly assigned number called a Medicare Beneficiary Identifier (MBI). The cards will help combat identity theft and safeguard taxpayer dollars.

CMS will begin mailing new cards in April 2018, and plans to replace all Medicare cards by April 2019.

Personal identity theft affects a large and growing number of seniors. Incidents among seniors increased to 2.6 million from 2.1 million between 2012 and 2014, according to the Department of Justice. In addition to financial loss, identity theft can disrupt lives, damage credit ratings, and result in inaccuracies in medical records and costly false claims.

For more information about this CMS Social Security Number Removal Initiative, visit <https://www.cms.gov/Medicare/SSNRI/Index.html>.

Source: www.CMS.gov/Newsroom/MediaReleaseDatabase/Press-releases/2017-Press-releases-items/2017-05-30.html

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–February 14:** 8:00 a.m. to 8:00 p.m., seven days a week
- **February 15–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: Kristi Kernutt, PO Box 7068, Springfield, OR 97475-0068, (541) 225-1967, fax (541) 684-5475, or email Kristi.Kernutt@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, or by mail or phone at:

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

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

Complaint forms are available at HHS.gov/ocr/office/file/index.html.

Arabic: مقرب لصلتا. ن اجمال اب لكل رفاوتت ةيوغلللا ةدعاسملا تامدخ نإف، ةغلللا ركذا ثدحتت تنك اذا: ةظوحلم (888) 863-3637 مقر: مكبل او مصلا فتاه مقر (800) 735-2900.

Cambodian-Mon-Khmer: ប្រយ័ត្ន៖ បរិស័នជាអ្នកនិយាយ ភាសាខ្មែរ, សរោជន្តយជនកែភាសា ដោយមិនគិតលុយស្គាល គឺអាចមានសំរាប់បរិស័នក្រុម។ 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 هست، دینک یم وگتفگ 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.



HealthyYou **Summer**
2965 NE Conners Avenue
Bend, Oregon 97701

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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 may change on January 1 of each year.

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

www.Medicare.PacificSource.com

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