

Healthy You

Summer 2020

In this issue:

- Getting Care Safely During the Pandemic
- Staying Connected While Apart
- Staying Active at Home
- COVID-19 Fraud Alert
- And more!





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Getting Care Safely During the Pandemic

To reduce the spread of the novel coronavirus (COVID-19), we're all being asked to limit our travel and interaction with people outside of our immediate family and home. But you don't need to let that cause you to neglect important aspects of your healthcare. You can take advantage of your PacificSource benefits that help you get health advice and care from the comfort of your home.



Telehealth: Phone- or video-based healthcare

Telehealth services are a way you can receive healthcare "virtually"—via phone or video consultation. A video session with your doctor is the closest thing to an in-person visit and is a great option for most healthcare appointments, including mental health counseling.

Using telehealth, you can feel confident about receiving care while avoiding crowds, and your cost is the same as a regular doctor visit. (PacificSource is waiving all out-of-pocket costs for COVID-19 testing, diagnosis, and treatment.* Learn more at [Blog.pacificsource.com/home/covid-19-updates](https://blog.pacificsource.com/home/covid-19-updates).)

Many healthcare professionals are offering more in-depth phone appointments or video-appointment capabilities using technology such as Skype, Zoom, or FaceTime. Check with your doctor to see if telehealth services are available and how to connect.

PacificSource is waiving
all out-of-pocket costs
for COVID-19 testing,
diagnosis, and treatment.*

* You may have out-of-pocket costs for other tests, such as flu or strep.



Matrix in-home visits

We've partnered with Matrix Medical Network to provide you with in-home health and wellness visits, at no cost to you. This video-based appointment is a chance for you to talk with a nurse practitioner, review your medications, and discuss any health related concerns—all from the safety and convenience of your home.

You may receive a call from Matrix to schedule an appointment. Please know these calls are legitimate. If you're ready to schedule an appointment now, you can call Matrix toll-free at **(855) 214-4807** (TTY: 711).



Getting your medications

If your plan includes Part D prescription drug coverage, here are some tips for getting your medications safely during the pandemic:

- PacificSource allows a one-time early refill for prescription drugs.
- Have your medications delivered to your home from CVS Caremark Mail Service Pharmacy. There's no extra cost and shipping is free. Register online or call:
 - **www.Caremark.com**
 - **(866) 362-4009**, TTY/TDD: 711
- Allow a family member, friend, or neighbor to pick up your prescription for you.
- If you do need to pick up your prescription in person, call your pharmacy ahead to see if they offer dedicated senior shopping hours. If not, ask when they are typically the least busy, and try to go during that time.



24-Hour NurseLine: Advice when you need it

Sometimes you just need to talk with a healthcare professional about an issue. Determining whether or not urgent care is needed can be difficult, especially in those after-hours moments. If you find yourself, or someone you care about, in a non-life-threatening medical situation, and you want professional advice, call our 24-Hour NurseLine. This service is included at no extra cost with a PacificSource Medicare plan.

The benefits:

- Free 24/7 phone access
- Assistance with health-related questions or concerns
- Help determining whether you need to see a doctor or go to urgent care

To access the nurse line, call toll-free **(855) 834-6150**, TTY (844) 514-3774.

Free Home Screening Kits

Preventive screenings are important to stay healthy. Did you know many screenings can be completed from the comfort of your home at no extra cost to you?

PacificSource partners with a company called Home Access to give eligible members a safe and effective alternative to in-person testing. Kits are available to screen for **colon cancer, kidney disease, and A1C** (blood glucose).

How it works:

1. Our partner Home Access sends the FDA-approved lab kit with instructions directly to your home.
2. You complete the test at home and return the sample in a postage-paid envelope to the lab.
3. Home Access sends the results to you in one to two weeks. Your primary care doctor will also receive the results so they can follow up with you.

Restrictions apply. If you are interested in receiving a kit, please contact us to learn more: **(888) 863-3637** (TTY 711) or **MedicareCS@pacificsource.com**.



COVID-19 Updates and Info

As long as COVID-19 is a concern, PacificSource remains focused on how best to serve you and the people throughout our four-state service area. Our aim is to keep you informed while creating ways to limit the spread of the virus and optimize your access to care.

You can find the latest information on your benefits related to COVID-19, health and wellness tips, FAQs, videos, and more at **Blog.pacificsource.com/home/covid-19-updates**.





Staying Connected While Apart

It's been said that the phrase "social distancing" should really be thought of as physical distancing, as there are still many ways we can socialize. Humans are social creatures, and connecting with loved ones is more important now than ever for our well-being. Here are a few suggestions for doing just that:

- **Pick up the phone.** While emails and texts are a convenient way to keep in touch, there's something intimate and nourishing about hearing a familiar human voice.
- **Go virtual.** See if your church, exercise class, book club, or social group can set up a Facebook Live, FaceTime, or Zoom event. This is a great way to connect without having to be in person.
- **Be mindful with social media.** While these sites can help you stay connected, excessive use can fuel feelings of anxiety and depression. Tip: Post thoughts that will help people and encourage them.
- **Get creative.** As long as you're careful to stay at least six feet apart and wear a mask, you can occasionally walk, bike, or chat in-person with a friend.
 - **Picnic on a big blanket:** You on one end, a friend on the other (no food sharing).
 - **Drive-through date:** Meet in a local restaurant parking lot, and enjoy take-out in separate cars while chatting through open windows.



New to video calls?

Platforms like FaceTime and Zoom are designed to be user friendly. But if you're new to them, they can be a little intimidating at first. Take advantage of online tutorials or YouTube videos to get up to speed:

Zoom:

TinyURL.com/hhe7sg2

Skype:

TinyURL.com/y7wx4u4g

FaceTime:

Support.Apple.com/en-us/HT204380

Google Hangouts Meet:

www.YouTube.com/watch?v=pdNxUrXryrA



Spring Fling Chowder

Prep: 15 minutes | **Cook:** 30 minutes | **Makes:** 8 cups

Ingredients

- 1 Tbsp. vegetable oil
- 1 small onion, chopped
- 2 cups fresh or frozen asparagus, chopped into small pieces
- 1 large potato, peeled and diced
- 3 cups low-sodium chicken or vegetable broth (or use water) (see notes)
- 1 can (15 ounces) cream-style corn
- 1 cup peas, frozen or canned and drained
- Salt and pepper to taste
- ½ cup grated cheddar cheese

Nutrition Facts		Serving size: about 1 cup	
Calories	150	Carbohydrate	21g
Fat	5g	Fiber	3g
Cholesterol	5mg	Sugars	5g
Sodium	360mg	Protein	7g

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Directions

1. Heat oil in large pot over medium heat (300 degrees in an electric skillet). Sauté onion, asparagus, and potato until soft, about 10 minutes.
2. Add chicken or vegetable broth and corn. Cover and simmer until potato is tender, about 10 minutes.
3. Add peas and simmer 2 to 3 more minutes.
4. Season with salt and pepper, if desired. Top with cheese and serve warm.
5. Refrigerate leftovers within 2 hours.

Notes

- Broth can be canned or made using bouillon. For each cup of broth use 1 cup very hot water and 1 teaspoon or 1 cube bouillon.
- Leave skin on potato for added fiber.
- Try using fresh or frozen broccoli instead of asparagus.
- Try using canned green beans or diced tomatoes instead of peas.



Staying Active at Home

Staying home and practicing social distancing is important for slowing the spread of the novel coronavirus (COVID-19). But staying active is also vital to your well-being. What to do?

The Silver&Fit® program, included at no extra cost with your PacificSource Medicare plan, is offering several resources to help you stay active at home during the pandemic:

- **Signature Series Exercise Videos:** Enjoy these popular exercise videos, designed for all fitness levels, right from the comfort of your own home computer.
- **Silver&Fit ASHConnect™ mobile app** offers more than 250 on-demand exercise classes, informational videos, and articles.
- **Fitness Tracking:** Visit the Silver&Fit website to sync your wearable tracker, mobile app, or exercise equipment to the Silver&Fit Connected!™ tool to keep yourself accountable.
- **Home Fitness Kits:** Explore their selection of 35 unique home fitness kits.
- **Healthy Aging Coaching:** Sign up for one-on-one coaching sessions with a trained health coach and keep working toward your fitness and lifestyle goals.

For more information, visit www.SilverAndFit.com.





COVID-19 Fraud Alert

U.S. health officials are alerting the public about fraud schemes related to the novel coronavirus (COVID-19). Scammers are offering COVID-19 tests to Medicare members in exchange for personal details, including Medicare information. However, the services are unapproved and illegitimate.

You or a loved one may be targeted in a number of ways, including telemarketing calls, social media, and door-to-door visits.

These scammers use the coronavirus pandemic to benefit themselves, causing members potential harm. The personal information collected can be used to fraudulently bill Federal healthcare programs and commit medical identity theft.

Scammers are working other angles as well, including bogus offers related to stimulus checks, debt-reduction, fake charities, and more.

Protect Yourself

- Be cautious of unsolicited requests for your Medicare or PacificSource Medicare ID number.
- Be suspicious of any unexpected calls or visitors offering COVID-19 tests or supplies. If your personal information is compromised, it may be used in other fraud schemes.
- Ignore offers or ads for COVID-19 testing or treatments on social media sites.
- A doctor or other trusted healthcare provider should assess your condition and approve any requests for COVID-19 testing.
- If you suspect COVID-19 fraud, please contact the National Center for Disaster Fraud Hotline at **(866) 720-5721 or disaster@leo.gov**.

Source: IOG.HHS.gov/coronavirus (COVID-19 Fraud, 3/23/2020)

Accessibility help: For assistance reading this document, please call us at (888) 863-3637. TTY: (800) 735-2900

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。

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