



Go paperless! It's quick and easy.

Sign up online to receive certain communications electronically, such as:

- Newsletters
- Premium invoices
- Preventive care information
- Other important plan notifications

Make the Switch from Paper

Why you should go paperless:

- It helps you get more organized. You will have less mail to sort through and file.
- You can access the information online 24-hours a day, seven days a week.
- Using less paper helps the environment.

How to go paperless:

To sign up, follow these three simple steps:

1. Click on the purple "InTouch Login" button at the top of our website at www.Medicare.PacificSource.com.
2. From your InTouch home page, select "My Profile" from the InTouch Home dropdown menu.
3. Then select the materials you would like to receive through email and click "Save."

If you do not have an InTouch account, please visit our website at www.Medicare.PacificSource.com to sign up, or, call our Customer Service Department.

Please note: Medicare requires us to send certain materials and communications on paper, so you will continue to receive these specific items through regular mail.

Inside

Healthy Resolutions page 2

Free Recipe page 3

Accessing Your Vision Benefits page 4

Tobacco Cessation page 5

Medicare Survey's page 6

National Medicare Coverage Changes page 7

24-hour Health Advice Hotline page 7



Customer Service

Bend: 541.385.5315
Springfield: 541.225.3771
Boise: 208.433.4612

Toll-Free: 888.863.3637
TTY: 800.735.2900

- **Oct. 1 to Feb. 14:** 8:00 a.m. to 8:00 p.m. local time zone, seven days a week.
- **Feb. 15 to Sept. 30:** 8:00 a.m. to 8:00 p.m. local time zone, Monday - Friday.

Healthy Resolutions



New ID Cards

Please be sure you are using your new PacificSource Medicare ID card at your healthcare appointments and pharmacy. Your new ID card will have a 2015 issue date on the front. If you did not receive a new ID card in the mail, please call Customer Service (see contact information on page 1).

Celebrating a new year often includes reflection of the events, progress, and accomplishments of the previous year. Many people decide to make changes to improve things in their life, called "New Year's Resolutions." We encourage you to make "**Health Resolutions!**"

Making the decision to improve your health is one of the most important decisions you can make. Your health affects every other area of your life.

What are your Health Resolutions?

- Lose weight
- Exercise regularly
- Stop using tobacco
- Control your blood pressure
- Take your medications as prescribed
- See your primary care provider (PCP) once a year
- Get your important health screenings
- Manage your medical conditions better
- Reduce your medical costs

As you begin the road to better health in 2015, we want you to know you can count on us to help you reach your healthcare goals.

To start, there are two important questions to ask.

1. Where are you now? (current health status)
2. Where do you want to be? (goal)

To assist you in reaching your health goals, we recommend these steps:

Step 1: Make an appointment with your PCP for an **Annual Wellness Visit** and **Annual Physical Exam**.

Step 2: Prepare for the appointment. Providing your doctor with all necessary health and personal information will allow your doctor to make an accurate assessment of your health status, needs, and create a care plan for you. Helpful information to have ready:

- A medication list that includes doses, why you take the drug, and the name and phone number of the provider who prescribed the drug.

Healthy Resolutions

- A list of the doctors you have seen recently, including their specialty and phone number. (If you have notes or instructions from your last exam, it's a good idea to bring them to your appointment.)
- Your medical history, including surgeries and the doctors who performed them.
- A list of your allergies, special diets, visual or hearing needs, and any physical limitations.
- Record of immunizations, blood test results or other screening tests (such as screening for breast, cervical, prostate, or colon cancer).

Consider taking someone you trust to your appointment. Sometimes it helps to have another person available for assistance and support.

Step 3: Ask Questions. Take every opportunity to talk to your doctor, nurse or pharmacist, and ask questions that will help you understand your health needs and how to reach your health goals.

Wishing you a happy and healthy year!

BBQ Chicken Pizza

Diabetic-friendly recipe -Serves 8



Ingredients

- Cooking spray
- ½ pound boneless skinless chicken breast
- ¼-teaspoon salt (optional)
- ½-teaspoon hot sauce
- 1 (12-inch) pre-packaged whole-wheat Italian pizza crust
- ½ medium red onion, thinly sliced
- ½-cup reduced-fat shredded Italian Style cheese
- ½ teaspoon dried oregano
- ¼-teaspoon ground black pepper
- ¼-cup sugar-free apricot preserves
- ¼-cup barbeque sauce

Instructions

- Preheat the oven to 375°F. Spray a baking sheet with cooking spray.
- Season the chicken with salt (optional) and pepper on both sides.
- Place the chicken on the prepared baking sheet and bake for 25 minutes or until the juices run clear. Remove the chicken from the oven and chop into half-inch pieces.
- In a small saucepan, combine the sugar-free apricot preserves, barbeque sauce, and hot sauce. Bring to a boil.
- Spoon the sauce over the pizza crust. Top the crust with cooked chicken, sliced onion, and cheese. Sprinkle the cheese with the dried oregano.
- Bake the pizza for 20-25 minutes or until the cheese is melted and bubbly.

Accessing Your Vision Benefits



Find an in-network vision provider on our website, www.Medicare.PacificSource.com or call our Customer Service team (contact information is listed on page 1).

Are you due for an eye exam or need new eyeglasses?

Accessing your vision benefits is easy. No referral is required to see a vision provider. Some plans do require you to see an in-network provider. Find your plan type below to understand your plan requirement.

Plans that require you to see an in-network provider are:

- Essentials (HMO)
- MyCare (HMO)

Plans that allow you to see in-network or out-of-network providers are:

- Essentials-Choice (HMO-POS)*
- Explorer (PPO)*

** Members may pay more if seeing an out-of-network provider.*

Refer to your 2015 Evidence of Coverage (EOC) for more detailed vision care benefit information, or call Customer Service.

How to find an in-network vision provider.

Call our Customer Service Department or go to our website, www.Medicare.PacificSource.com.

- Click on “Find a Doctor” under Search Tools
- Enter your city, state, or zip code
- Click “Find Providers”

You can enter more information by clicking on “Narrow Your Search,” if you want fewer results. You can search by doctor name, specialty category: *Vision Providers*, clinic name, distance from your home, and more. Then, you have the option to print, email, or text your search results.

The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Limitations, copays, and restrictions may apply. Benefits, and/or copays/coinsurance may change on January 1 of each year.

Tobacco Cessation

Are you trying to quit using tobacco but don't know how?

Many tobacco users know they should quit but aren't sure how to start. There are many benefits to quitting, not only will you feel better, but you'll also save money. Are you ready to take the next step?

As a member of PacificSource Medicare, you have a Tobacco Cessation Services benefit. This benefit can help you quit using tobacco. Some of the services included in this benefit are:

- Two counseling quit attempts within a 12-month period (each counseling attempt includes up to four face-to-face visits); and
- Some medications used for the treatment of tobacco (if you have Part D coverage)

Within 20 minutes of stopping your tobacco use, your body begins to heal because toxins are no longer being carried to your organs. Nicotine leaves your body within three days. Stopping your tobacco use can also help:

- lower your blood pressure,
- lower risk of heart disease,
- stroke,
- chronic bronchitis,
- emphysema and cancer.

Review your Evidence of Coverage (EOC) for additional benefit information.

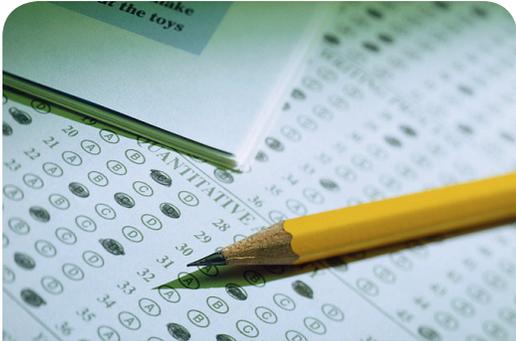


We're here to help you quit using tobacco.

Within 20 minutes of stopping tobacco use, your body begins to heal.

Your PacificSource Medicare plan includes a benefit to help you stop using tobacco. See your Evidence of Coverage for benefit information or call our Customer Service team (contact information is listed on page 1).

Medicare Health Outcome Survey & Medicare Satisfaction Survey Program



Your feedback is important

You may receive a survey or two from Medicare soon. If you receive a survey in the mail, please complete it!

Your feedback will help us improve our services to you.

You may receive a survey, or two, from Medicare soon.

Both the Medicare Health Outcomes Survey (HOS) and the Medicare Satisfaction Survey programs were created by the Centers for Medicare and Medicaid Services (CMS), the federal government agency that runs the Medicare program, to monitor and improve the quality of care provided to Medicare members. Because members are randomly sampled, you may receive both of these surveys in the mail around the same time. These surveys may look similar, but they collect different kinds of information.

The HOS measures the quality of care you receive by asking questions about your health over a certain period of time.

The Medicare Satisfaction Survey, also known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, collects information on your experience and satisfaction with the healthcare you receive.

If you receive a survey (or both surveys) in the mail, please complete it! Your feedback will help us improve our services to you.

Protect Your Identity - Free Shred Friday

We want to help you protect your identity. We offer a free document shred service for our members on the first Friday of each month. Bring your documents to the location that is nearest you. We are located at:

- **Bend:** 2965 NE Conners Ave, Bend, OR
- **Springfield:** 110 International Way, Springfield, OR
- **Boise:** 408 E Parkcenter Blvd Ste 100, Boise, ID



National Coverage Changes Issued by the Centers for Medicare & Medicaid (CMS)

Check our website for more information about National Coverage Determination (NCD) changes.

We post national coverage changes to our website at www.Medicare.PacificSource.com within 30 days of CMS announcing a change. Visit our website for more information about recent changes. Below is a list of recent changes.

- Lab National Coverage Determinations (NCDs) ICD-9 - Released October 2014
- New Medicare studies added: Autologous Platelet-rich Plasma (PRP) and Transcatheter Aortic Valve Replacement (TAVR) - Released October 2014
- Screening for Colorectal Cancer - Stool DNA Testing - Released October 9, 2014
- Microvolt T-wave Alternans - Released January 13, 2015

For detailed information about these changes, please call our Customer Service team or visit www.Medicare.PacificSource.com/Tools/NCDChanges.aspx.

Health Advice Hotline

Available 24-hours, 7 days a week.

Call (855) 834-6150 toll-free any time, day or night, to receive trusted health information and advice from the comfort of your home. A nurse may call you back with additional advice and information based on your health questions and needs. The average call back time is less than 15 minutes. This service is free. TTY users should call (844) 514-3774.

24-Hour Health Advice Hotline

Call toll-free:
(855) 834-6150



TTY: (844) 514-3774
Staffed around the clock
Seven days a week

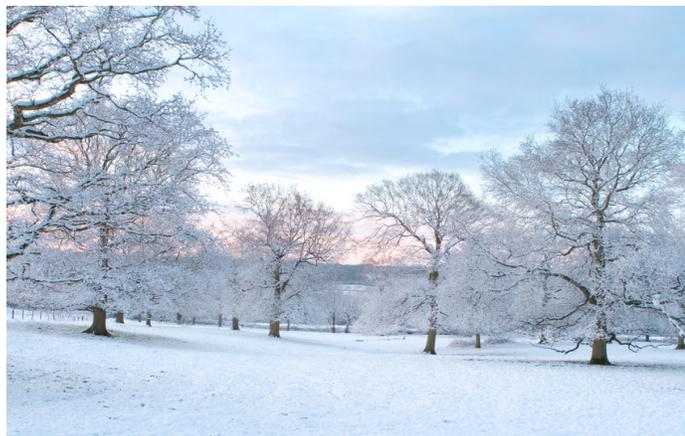


Cut out this card and keep by your phone as a quick reference.



2965 NE Conners Avenue
Bend, Oregon 97701

Important Plan Information



Prevent Fraud, Waste, and Abuse

Healthcare fraud is a growing problem. It drives up the cost of healthcare, and puts a burden on taxpayers and healthcare systems. We are committed to stopping healthcare fraud, but we need your help too!

Visit www.Medicare.PacificSource.com/Company/Compliance.aspx and select "For Members" for useful information and tips on what you can do to help prevent healthcare fraud.

Website Quick Tips

We have a secure member site called InTouch. Click "InTouch Login" at the top of our website (www.Medicare.PacificSource.com). Once you log on, you can:

- Pay your premiums online. Make a one-time credit card payment, or automatic deductions from your checking account. View statements or change accounts any time.
- View your plan materials and benefits.
- See how close you are to reaching your out-of-pocket maximums and limits.
- Look at your claims and status of referrals, medical and pharmacy authorizations.
- Submit appeals and grievances online.
- Order a new ID card, or print a temporary ID card.
- Go paperless.