

# HealthyYou



Medicare Member News | Summer 2014



## 2014 Flu Shot Clinics

PacificSource Medicare will be holding flu shot clinics in Bend and Boise this September.

See page 6 for more details.

## Get out and get active!

### It's important to start moving and keep active.

Experts recommend that older adults get at least 30 minutes of physical activity every day. The good news is that you don't have to do this activity all at once. It's fine to divide it into three 10-minute sessions of motion. Examples of moderate to vigorous activity are:

- taking the stairs instead of an elevator,
- doing housework,
- walking the dog,
- mowing the lawn or gardening,
- riding a bike, or
- walking to the store.

Choose activities you will enjoy. Set a goal such as, "I will take a 10-minute walk every day before lunch." Get support from your family and friends. Invite them to join you. Be prepared for bad weather, and have an indoor activity plan.

Your doctor knows the impact that regular activity has on enhancing your present health and preventing future problems. He or she will ask you questions about your physical activity during your next routine visit. Remember, it is always a good idea to check with your doctor before you begin a new physical activity program, especially if you already have health problems.

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## 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.

# Diabetes Health Tip

## Keeping your feet active

Cornerstones4Care™

People with diabetes can develop problems with their feet. Getting daily physical activity and not smoking can help prevent foot damage by improving blood flow to the feet. This page shows some activities you can do to keep your feet healthy. Before doing these activities, warm up with 5 to 10 minutes of light activity, like walking.

### Golf ball roll

What you need: A golf ball and a chair

- Sit on the chair with both feet on the floor
- Roll a golf ball under the arch of your foot for 2 minutes
- Do the same with your other foot



### Towel stretch

What you need: A hand towel

- Sit on the floor with both legs in front of you
- Loop a towel around the ball of your foot and hold the ends of the towel in your hands
- Pull the towel toward you
- Hold for 30 seconds. Then relax for 30 seconds. Repeat 3 times
- Do 2 sets of 10 with each foot

### Calf raises

What you need: A chair for support

- Hold on to the back of a chair for balance
- Lift one foot off of the floor so that all your weight is placed on the other foot
- Raise the heel of your foot as far as you can. Repeat 10 times
- Do 2 sets of 10 with each foot

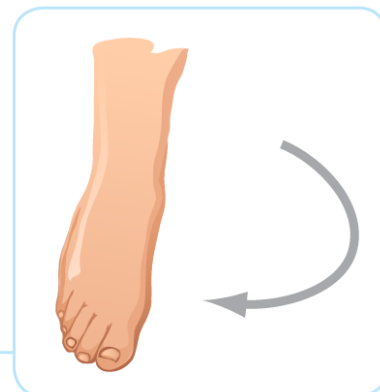


# Diabetes Health Tip continued

## Ankle range of motion

What you need: A chair to sit on

- Sit down so that your feet do not touch the floor
- Point your toe. Use your foot to write each letter of the alphabet in the air
- Do 2 sets with each foot



## Marble pickup

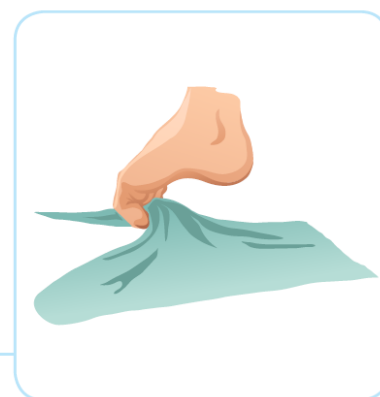
What you need: 20 marbles, a bowl, and a chair

- Sit on the chair with your feet flat and place the 20 marbles on the floor in front of you
- Use your toes to pick up 1 marble at a time and place it into the bowl. Continue until you have picked up all the marbles
- Do the same with your other foot

## Towel curls

Equipment needed: A hand towel and a chair to sit on

- Sit with both feet on the floor and put the hand towel in front of you
- Grasp the center of the towel with your toes. Curl the towel toward you
- Repeat 5 times with each foot



**Talk with your doctor before beginning an exercise program.**

For more information, visit [Cornerstones4Care.com](http://Cornerstones4Care.com)

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# Importance of Advance Directive's



**An advance directive gives instructions about your health care treatment if you're unable to make decisions for yourself.**

## Do you have an advance directive?

### What's an advance directive?

An advance directive may also be called "Living Will" and "Power of Attorney for Health Care." This is a legal document with instructions about your health care treatment if you are not able to make decisions for yourself.

In Oregon, the Health Care Decisions Act gives you the right to allow for a natural dying process. This act does not allow assisted suicide, euthanasia, or any direct action to end a person's life.

In Idaho, the Freedom of Conscience for Health Care Professionals Act gives a doctor the right not to give health care or end of life treatment if it violates their conscience. Be sure to talk to your doctor about your wishes.

### Who signs my advance directive?

An advance directive should be completed and signed when you feel it's the right thing to do, and can clearly state your wishes. You'll need to pick a health care representative and another person as an alternate. Both people must be at least 18 years of age and must sign your advance directive.

Be sure to choose people you trust completely to carry out your wishes. You can stop or change your representatives at any time. Two adults must also witness you signing. They cannot be related by blood or marriage, or entitled to any part of your estate. They also cannot be your physician, attorney, health care staff, or residential staff.

### Can you make changes or cancel your advance directive?

Yes. Your advance directive stays in effect until you stop it in writing. You can make it effective for a limited time or make changes in writing at any time.

# How do I get an advance directive?

## Information in an Advance Directive

### Instructions to Include

General instructions, like you never want to be placed on life support, may be unclear if an accident or emergency requires you be placed on life support temporarily. Specific instructions in each of the sections below are best. Your doctor can decide when any of these may apply:

1. Close to death: An illness where death is near with or without treatment, and where life support would only delay the moment of death.
2. Permanently unconscious: Completely unaware of self or your environment with no reasonable possibility of returning to a conscious state.
3. Advanced progressive illness: An illness that will be fatal and unlikely to improve.
4. Extraordinary suffering: An illness or condition where life support will not improve the medical condition and would cause the person permanent and severe pain.

### Who to Give Copies of Your Completed Advance Directive

- Both your representatives.
- Your doctor.
- The hospital or facility where you're receiving treatment.

### Where can I find out more or get the form?

You can get an advanced directive form on our website at [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com). Select "Already a Member," choose your plan, and locate the form under the section "Printable Forms for You." You can also get this form from a lawyer, social worker, office supply store, doctor, hospital, surgery center, or you can call Customer Service (see page 1 for contact information).

In Oregon, Senior Health Insurance Benefits Assistance (SHIBA) can also help. You should ask an attorney if you have legal questions.



### Need help?

Visit our site at [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com), or call Customer Service.

You can also get an advanced directive form from a lawyer, social worker, doctor, hospital, office supply store, or surgery center.

# 2014 Flu Shot Clinic



## Can't Make It?

If you are unable to come to one of our flu shot clinics, you can still get your shot. Here are some other options:

- Your doctor's office.
- Pharmacies: Ask if they do immunizations and if they are contracted with PacificSource Medicare.
- Events at grocery stores.
- Events at Senior Centers.
- Find scheduled clinics at [www.getaflushot.com](http://www.getaflushot.com).
- Call your local Public Health Department.

Make sure you show your PacificSource Medicare ID card. If you are required to pay for your shot and the provider will not bill PacificSource Medicare, we will reimburse you. You will need to provide us with a receipt from the provider.

## Flu season is just around the corner. Make sure you get your flu shot this year.

You need a flu shot every year. Last year's flu shot won't protect you against this year's flu. Please join us at one of our 2014 free flu shot clinics. Vaccine quantities are limited, so it's first come first served. No appointment needed. Remember to wear a short-sleeved shirt and bring your completed consent form ([click here to download form](#)). Location, date and time are:

### Bend - Bend National Guard Armory

875 SW Simpson Avenue, Bend, OR 97702

**Tuesday, September 16, 2014, 10:00 a.m. - 4:00 p.m.**

### Boise - Ada County Paramedics

370 Benjamin Lane, Boise, ID 83704

**Monday, September 22, 2014, 10:00 a.m. - 4:00 p.m.**

**Friday, September 26, 2014, 10:00 a.m. - 4:00 p.m.**

The 2014 - 2015 seasonal flu vaccine provides protection against an A/H1N1-like virus, an A/H3N2-like virus, and an influenza B-like virus. It will not prevent illness caused by other viruses. It takes up to two weeks for protection to develop after the shot, and protection lasts about a year. You cannot get the flu from a flu shot.

This year's flu vaccine is made from the following viruses:

- A/California/7/2009 (H1N1)pdm09-like virus,
- A/Texas/50/2012 (H3N2)-like virus, and
- B/Massachusetts/2/2012-like virus.

Additional events may be scheduled after you receive this notice. Please visit our website at [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com) and click on "Events" in the upper right area of the website to check if other flu shot clinic events are added.

**Please note:** All events are subject to vaccine availability and national recommendations.

# 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](http://www.Medicare.PacificSource.com) within 30 days of CMS announcing a change. Visit our website for more information about recent changes. Below are a list of recent changes.

- Decision Memo for Screening of Hepatitis C Virus (HCV) in Adults - Released June 2, 2014
- Decision Memo for Intensive Cardiac Rehabilitation (ICR) Program, Benson-Henry Institute Cardiac Wellness Program - Released May 6, 2014

For detailed information about these changes, please call our Customer Service team or visit:

[www.Medicare.PacificSource.com/Tools/NCDChanges.aspx](http://www.Medicare.PacificSource.com/Tools/NCDChanges.aspx)

## Pharmacy Authorizations now on InTouch

### You can now view the status of your pharmacy authorizations online.

If you have Part D coverage through PacificSource Medicare, you are now able to view your pharmacy authorizations just like you do for medical authorizations.

Simply log into your secure InTouch account by going to [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com) and click "InTouch Login" at the top of the website.

From your InTouch Home page, click the "PreAuthorization" link in the Quick Links box to the right of the page.

#### Do you have questions?

If you have any questions, please contact our Customer Service department. Their contact information is listed on page 1.



### National Changes and More Information

We post national coverage changes to our website at [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com) within 30 days of CMS announcing a change.

### Access your claim information 24 hours a day online.

Log into InTouch, our secure member site, by visiting [www.Medicare.PacificSource.com](http://www.Medicare.PacificSource.com).

Simply click on the purple "InTouch Login" button at the top of our website.



2965 NE Conners Avenue  
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## 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](http://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](http://www.Medicare.PacificSource.com)). Once you log on, you can:

- Pay your premiums online. Set up a one-time or automatic credit card payments, 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.