

HealthyYou

Winter 2016

Silver&Fit® Exercise & Healthy Aging Program. Something for Everyone!

With the Silver&Fit program, you can improve your health and stay fit with home fitness kits or a membership with a local fitness club.

Some benefits include:

- Low cost access to a fitness club or exercise center in your neighborhood.
- The option to workout at home using up to two home fitness kits per year instead of going to a gym.

- Silver&Fit Connected!™ a fun and easy way to earn rewards by tracking your exercise at a participating fitness center and/or through a wearable fitness device or smartphone app.

To find a gym near you go to www.SilverandFit.com or call Silver&Fit toll-free at (877) 427-4788, TTY users call (877) 710-2746, Monday through Friday, 5:00 a.m. to 6:00 p.m. Pacific Time.



Member Satisfaction Surveys

PacificSource administers two large-scale member satisfaction surveys annually. You may receive both of these surveys in the mail soon. Please respond, your answers will help make our service even better.

2016 Improvements:

- We removed the PCP referral requirement to improve timely access to care.*
- Added the “Select Care Drug” tier with a \$0 co-pay**.
- We added preferred pharmacies to our network to provide you with lower drug co-pays than in 2015**.
- Added a fitness benefit through Silver&Fit.

So what are these surveys?

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey: This survey collects information on member experience and satisfaction about the healthcare they receive. This survey is sent to a sample of members from February through May.

Health Outcomes Survey (HOS): This survey measures the quality of care Medicare members receive by asking questions about their health over a certain period.

These surveys help us improve your

member experience, our provider networks, and quality of care. Your feedback is anonymous, and we only receive overall results.

Why does PacificSource Medicare conduct both the HOS and the CAHPS satisfaction survey?

The Centers for Medicare and Medicaid Services (CMS), the federal government agency that runs the Medicare program, requires all Medicare Advantage plans to conduct both surveys annually.

Is it possible you will be selected for both HOS and CAHPS?

Yes. Because members are randomly sampled, you might receive both of these surveys in the mail around the same time in a yellow envelope.

Although these surveys may look similar, they collect different kinds of information. These surveys help us understand how to monitor and improve the quality of care provided to our members. If you receive a survey (or both surveys) in the mail, please complete it/both.

* Referrals continue to be required for Portland MyCare Rx 22 plan members.
** This benefit information does not apply to Essentials Rx 803 (PERS) plan. Please review your member materials for details on benefits.

Our Preferred Pharmacies

Prescription drug costs are rising, but we're working hard to save you money. You will save money by using our preferred pharmacies*.

Although your prescription drug costs are less when you fill your prescriptions with a preferred pharmacy, you are welcome to choose from any of our in-network pharmacies.

Some of our preferred pharmacies include:

- Albertsons
- Costco
- Fred Meyer/Kroger
- Haggen
- Safeway
- Shopko
- Target
- Walmart
- CVS Caremark (mail-order)

Mail-Order: Did you know that you could get your prescription drugs shipped to your home through our in-network mail-order delivery program? It's fast, convenient and cost efficient.

CVS Caremark mail-order pharmacy is a preferred pharmacy, which means you will save even more money on your prescription drugs! If you have never used mail-order and need help, please call and speak to one of our pharmacy representatives. You can also call CVS Caremark direct at (866) 362-4009.

The formulary, pharmacy and provider network may change at any time. You will receive notice when necessary. Other pharmacies are available in our network. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-pays, and restrictions may apply. Benefits, co-pays and co-insurance may change on January 1 of each year.



We're here to help!

If you have questions about your drug coverage, call Customer Service.

Customer Service

Bend: (541) 385-5315

Springfield: (541) 225-3771

Boise: (208) 433-4612

Toll-free: (888) 863-3637

TTY: (800) 735-2900

Our Hours:

Oct. 1 to Feb. 14:

8:00 a.m. - 8:00 p.m.
seven days a week.

Feb. 15 to Sept. 30:

8:00 a.m. - 8:00 p.m.
Monday - Friday.

*This benefit information does not apply to Essentials Rx 803 (PERS) plan. Please review your member materials for details on benefits.

Depression in Older Adults

Depression causes ongoing feelings of sadness and loss of interest. Depression affects how you feel, think and act. It can lead to a variety of emotional and physical problems.

Signs of Depression

People who are depressed may:

- Feel sad, blue, or down every day.
- Feel helpless, hopeless, or worthless.
- Might feel like giving up, cry a lot, feel empty or have no feelings.
- Lose interest in friends and things that used to make them happy.
- Not sleep well or sleep too much.
- Gain or lose weight, but not on purpose.
- Feel tired all the time.
- Have body aches and pains.
- Feel very jittery or very slow.
- Feel unable to concentrate or think or forget simple things.
- Thinking of death or suicide.
- Feeling irritable, angry or restless.
- Overeat or have no appetite.

Many people who are depressed don't even know that is what's wrong. And many people do not want to admit they need help for their depression so they go untreated. Call your doctor if you have any of these symptoms above.

Depression is not a weakness or something that you can just "snap out" of. Depression is a medical condition that is both common and treatable. Most people with depression feel better with medication and counseling. If you find yourself struggling with feelings of sadness, unrelieved stress or fatigue that won't go away, remember that help is available.

Treatment options

Antidepressant medications can help but may take longer to work than you might think. It is important to keep taking your medicine even if you begin to feel better.

Talking to a psychiatrist, psychologist, or other therapist (this is called psychotherapy) can help you understand your feelings. Changing how you think and what you do may give you more control over your life to manage depression.

Our case managers can help you with tools and information to manage depression. If you would like more information, please call our Customer Service department. Our phone numbers are listed on page eight of this newsletter.

Osteoporosis and Fall Prevention

Osteoporosis is a disease that causes bones to become thin, weak, and more likely to break. One in 10 falls in older adults cause a serious injury such as a broken bone. The most common broken bones related to osteoporosis are the spine, wrist, and hip. It is important to talk with your doctor about your risk factors for osteoporosis. Together you can develop a plan to protect your bones.

There are multiple factors – both controllable and uncontrollable that put you at risk for developing osteoporosis.

Here are some uncontrollable risk factors:

- Being more than 50 years old
- Being female
- Menopause

- Family history of osteoporosis
- Low body weight/being small and thin
- Broken bones or height loss

However, you can do some things to help prevent osteoporosis and falls.

Some controllable risk factors are:

- Eat a balanced diet rich in calcium
- *Take vitamin D supplements
- *Get regular physical activity
- Don't smoke
- Limit your consumption of alcohol
- Check your home for safety
- Talk with your doctor about a screening test

*Be sure to talk to your doctor before you begin taking any new supplements or start any new exercise program.



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, 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.



Annual Physical Exams

Annual Physical exams are a great way for you and your provider to stay in touch with any health changes you may be having.

What to expect

Some things that are covered during your annual physical are:

- A review of active medical problems.
- Routine lab work not otherwise covered by Medicare as preventive.
- A hands on physical exam.
- A development of specific treatment plans.

Before you go to your exam, gather some information for your provider.

- Your health history.
- Any family members' history, such as cancer, heart disease or high blood pressure.
- Any prescription medicine you are taking and the dose. Also, include over-the-counter drugs such as vitamins and minerals.
- Any concerns you are having.



Basic Dental Care

Dental health is important for your overall health. Basic dental care involves, brushing and flossing your teeth at least twice a day, getting regular check-ups, eating a healthy diet and avoiding tobacco products.

Practicing basic dental care helps prevent:

- Tooth decay
- Gum disease
- Bone loss
- Bad breath

With our optional preventive dental benefits*, you are covered for diagnostic and preventive care services including: routine exams, cleanings and x-rays. There is no deductible or waiting period.

If you would like to add dental, you must enroll and pay an additional monthly premium. Call us for more information or to find out when you can enroll.

*This benefit information does not apply to Essentials Rx 803 (PERS) plan. Please review your member materials for details on benefits.



2965 NE Conners Avenue
Bend, Oregon 97701

Important Plan Information

Address
Block
Placeholder



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.

National Coverage Changes Issued by 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 within 30 days of CMS announcing a change. Please visit our website at www.Medicare.PacificSource.com/Search/Drug/NCDChanges or call our Customer Service department for more information about recent changes.

Recent Change

- Systematic review for effectiveness of Hyaluronic Acid in treatment of severe Degenerative Joint Disease (DJD) of the knee.

PacificSource Community Health Plans is an HMO/PPO plan with a Medicare contract. Enrollment in PacificSource Medicare depends on contract renewal. Y0021_MISC3641_CMS Accepted 02082016.