



Healthy You

Spring 2018

Opioid Use: New Reports Raise New Concerns

A recent report from the Centers for Disease Control and Prevention (CDC) reveals that misuse of opioid pain medications affects all racial/ethnic groups and all ages, including people over age 65. People over 65 are using opioids in surprisingly high numbers and high doses, and many are becoming addicted. Hospitalization and deaths due to opioid misuse in this age group have also increased dramatically in the past two decades.

What is an opioid?

Opioids are a type of medication used primarily for pain relief. Examples include: morphine, codeine, methadone, oxycodone (OxyContin®, Percodan®, Percocet®), hydrocodone (Vicodin®, Lortab®, Norco®), fentanyl (Duragesic®, Fentora®), hydromorphone (Dilaudid®, Exalgo®), and buprenorphine (Subutex®, Suboxone®).

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Stay Safe If You Take an Opioid Medication

Pain management is an important part of getting well; however, opioids can have serious risks and side effects. Talk with your doctor about treatment options, and carefully consider all of the risks and benefits. Be sure to tell your doctor about all other medications you take, including other prescriptions and over-the-counter drugs.

Know the Risks

Side effects: Feeling sleepy or dizzy, nausea, vomiting, and constipation.

Tolerance and dependency: Over time, you might need higher doses to relieve your pain, putting you at higher risk for a potentially fatal overdose. You can also develop dependence, which means you can feel sick when the medication is stopped.

Overdose: Your risk of overdose increases when you take more than prescribed, take it more often, or take it for a longer time.

Drug interactions: Opioids may not mix well with other drugs, supplements, or alcohol. Examples include sleep aids, muscle pain and spasm drugs, and illegal drugs. Some combinations can hurt you or even be fatal. Always talk with your doctor or pharmacist before mixing medications.

Questions? We Can Help

Our friendly, knowledgeable Customer Service team will be happy to assist you.

Bend: (541) 385-5315

Springfield: (541) 225-3771

Boise: (208) 433-4612

Toll-free: (888) 863-3637

TTY: (800) 735-2900

MedicareCS@pacificsource.com

October 1 to February 14:
8:00 a.m. to 8:00 p.m., local time zone, seven days a week

February 15 to September 30:
8:00 a.m. to 8:00 p.m., local time zone, Monday through Friday



Enhance Your Quality of Life with Better Hearing

May is Better Hearing and Speech Month, and PacificSource is working to raise awareness of the importance of healthy hearing.

If you suspect that you or a loved one has hearing loss, we encourage you to schedule a hearing checkup. Treatment with hearing aids will not only help you hear better, it can increase your self-confidence, help you enjoy social activities more, and improve your relationships with your loved ones.

As a PacificSource member, you have a hearing aid benefit through TruHearing™ that lowers your out-of-pocket cost on premium hearing aids to co-pays of \$699 or \$999 per aid, depending on which model is selected. Call TruHearing at **(844) 319-3625** to get started.

Surveys Help Us Ensure Quality Care

You may receive a survey soon – your response matters!

Every year, PacificSource administers the Health Outcomes Survey to measure the quality of care Medicare members receive and to identify areas we can improve.

We have partnered with **SPH Analytics**, a survey vendor approved by the Centers for Medicare and Medicaid Services (CMS), to administer this survey. The survey will be sent to a small and random sample of members between April and August.

The survey questions focus on changes to your health over time and your experience with the medical treatment you receive. We know these questions are very personal, but we encourage you complete the survey to help us better understand how we can work with healthcare providers to ensure that you receive quality care.

Your feedback is anonymous; we only receive overall results. If you are included in the random sample, it's important to know that you will receive a copy of the survey in the mail, and maybe even a phone call from SPH Analytics.

This is an optional survey and you are not required to respond. However, we appreciate your loyalty as a member and hope you will share your feedback with us!

If you have any questions about the survey, please contact our Customer Service team, or call SPH Analytics via the number listed on the cover letter of the survey.



Bladder Control Issues?

Don't Let Embarrassment Keep You from Getting Help

Do you experience leakage of urine? Do bladder control issues limit your normal activities or travel? If you said “yes” to either of these questions, it’s important to talk to your doctor.

Many people assume that loss of bladder control (also called urinary incontinence) is a natural part of aging. But the truth is, it’s not. Incontinence is a symptom of an underlying health issue. It is often treatable, but must be addressed by a healthcare provider.

Unfortunately, many men and women who experience incontinence are too embarrassed to speak to their doctors or seek treatment. Additionally, bladder control problems can cause stress and anxiety, and make it difficult to travel or do other activities you enjoy. So talk to your doctor about what you can do reduce your symptoms.

Tips to Make the Conversation Easier

Plan Ahead

- Bring a list of medications you are taking
- Keep track of your daily urination habits, such as frequency, symptoms, and impact on activities

Questions to ask your doctor

- What is likely causing my incontinence?
- What are other possible causes for my symptoms or conditions?
- What are my treatment options?

How is incontinence treated?

While treatment depends on the diagnostic results, it may include one or more of the following:

- Physical therapy, such as pelvic muscle exercises
- Bladder training
- Prescription medications and creams
- Surgery
- Lifestyle changes



A New Defense against Shingles

Nearly one in three people in the United States will develop shingles, also known as herpes zoster, in their lifetime. And the risk of getting it increases as you get older. Fortunately, a new vaccine called Shingrix® has been shown to help your body build a strong defense against shingles, as well as postherpetic neuralgia (PHN).

What is shingles? Shingles is a painful rash that develops on one side of the face or body and can last for up to four weeks. Chickenpox and shingles are related, because they are caused by a virus known as varicella zoster. After a person recovers from chickenpox, the virus stays inactive in the body. It can reactivate many years later and cause the shingles disease.

What is postherpetic neuralgia (PHN)? PHN is the most common complication from shingles. Symptoms of PHN include a severe pain or burning sensation that can continue for several months in the same place where the shingles occurred.

About the vaccine: Shingrix® is now preferred over Zostavax®, a shingles vaccine in use since 2006. It is available in doctors' offices and pharmacies. The vaccine can be given to healthy adults age 50 years and older. It is given in two doses separated by two to six months.

You can get Shingrix® whether or not you remember having had chickenpox in the past. If you had shingles in the past, talk to your doctor or pharmacist about getting the vaccine to help prevent future occurrences of the disease.

Vaccination may not result in effective immunity in all patients. Effectiveness depends on several factors, including age, but may be improved by receiving the recommended dose, route, and interval.

This vaccine is covered under Medicare Advantage plans. Please see your 2018 Evidence of Coverage for details, or contact us if you have any questions. (See page 2 for contact information.)

You can find more information about Shingrix®, including possible side effects, at www.CDC.gov/vaccines/vpd/shingles/public/shingrix.

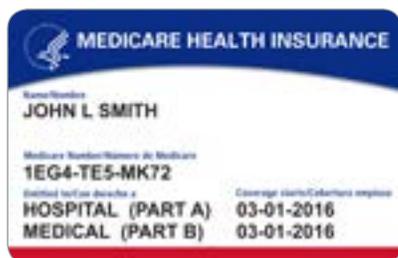


On the Way: New Cards, New Numbers

In April, Medicare began sending new cards with new Medicare numbers to people with Medicare. Your new Medicare card will include a new number unique to you, instead of your current Social Security-based number. Things to know:

- All new Medicare members will be issued these cards, and those already on Medicare will get them in the mail on a rolling basis over the next year.
- You can begin using your new card as soon as you receive it. Be sure to destroy your old card when you receive your new one.
- If you need to update your mailing address, visit your www.SSA.gov/myaccount or call (800) 772-1213.

More info: Blog.medicare.gov



Prescriptions the Easy Way: Mail Order and Auto-refill

Keeping track of all your medications can be challenging, which is why we've partnered with Caremark® to offer you mail-order and auto-refill options, at no additional charge.

Signing up is easy:

1. Ask your doctor to send a 90-day prescription to CVS Caremark Mail Service Pharmacy electronically or by fax at (800) 378-0323.
2. Enroll in mail-order services with any of these three easy options:
 - **Online:** www.Medicare.Pacificsource.com/Search/Pharmacy
 - **Phone:** Call CVS Caremark at (866) 362-4009 (TTY/TDD: 711)
 - **Mail:** Fill out the Mail Service Order Form, along with your form of payment, copy of your written prescription(s), and send to the CVS Caremark Mail Service Pharmacy address printed on the form.
3. Opt-in to the auto-refill program so your next refill is processed automatically.



Reminder: 2018 Medicare Coverage Limits

Each year, the Centers for Medicare & Medicaid Services (CMS) announces updated coverage limits for certain services.

The table below shows the change in the coverage limits by service. We also list these coverage limits on our website at www.Medicare.PacificSource.com.

	2017	2018
Physical and speech therapy combined	\$1,960 coverage limit	\$2,010 coverage limit
Occupational therapy	\$1,960 coverage limit	\$2,010 coverage limit

Therapy services beyond the Medicare coverage limit require an approved prior authorization by PacificSource. See your 2018 Evidence of Coverage for more information.

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 and co-pays may change on January 1 of each year. Other pharmacies are available in our network. The pharmacy network and provider network may change at any time. You will receive notice when necessary.

You can get prescription drugs shipped to your home through our in-network, mail-order delivery service. To refill your mail-order prescriptions, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. Typically, you should expect to receive your prescription drugs within 10–14 days from the time that the mail-order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us toll-free at (888) 863-3637. TTY users call 711.



Preventing Medicare Fraud

Scammers are devious, but you can outsmart them

It's a sad fact that there are people who con seniors in order to steal money from Medicare. Each year, Medicare fraud costs taxpayers billions of dollars and ultimately increases healthcare costs. Follow these tips to thwart fraud attempts.

Did you know?

Medicare and PacificSource Medicare do not sell or mail medical supplies. If you receive medical supplies that you or your doctor did not order, you might be the target of a fraud scheme. Take action to protect your PacificSource Medicare benefits:

- Refuse medical supplies you did not order.
- Return unordered medical supplies that are shipped to your home.
- Report companies that send you these items to us.

Do Your Part

You can protect your identity and your benefits.

- Never give out your Social Security, Medicare, PacificSource health plan number, or banking information to someone you don't know.
- Carefully review your PacificSource Medicare Explanation of Benefits (EOB) to ensure all the information is correct.
- Know that free services DO NOT require you give your Medicare or PacificSource Medicare numbers to anyone.
- Share these tips with your friends.

To discuss benefit, coverage, claims payment, or potential fraud concerns, please contact our Customer Service team. (See page 2.)

**To report suspected fraud to Medicare, call toll-free:
(877) 7SAFERX (877-772-3379).**



Quinoa and Beans with Chili-Lime Vinaigrette

Ingredients

- 1 can pinto or other beans, drained and rinsed
- 1 cup quinoa, rinsed
- 1½ cups chicken or vegetable broth, or water
- ½ red bell pepper, finely diced
- 1 cup cucumber, seeded and finely diced
- ½ cup cilantro leaves, chopped

Vinaigrette

- 6 Tbsp. fresh lime juice
- 6 Tbsp. olive oil
- ½ tsp. ground cumin
- ½ tsp. chili powder
- Pinch cayenne
- Pinch of brown sugar



*Makes 6 servings,
about 1 cup each.*

Instructions

1. Prepare quinoa using 1½ cups liquid (low-sodium chicken broth, veggie broth, or water).
2. While quinoa is cooking, rinse, chop, and dice veggies.
3. Combine ingredients for vinaigrette, and whisk or emulsify with hand blender.
4. Allow quinoa to cool some, then combine all ingredients in one dish, toss, and serve.

Nutrition Facts per Serving

Calories 290

Total Fat 16g (88% healthy fat)

Sodium 400mg

Carbohydrate 30g

Fiber 6g

Protein 7g

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 اجم ل اب كل رفاوتت ةي وغلل ادع اسم ل تامدخ ن اف ، ةغلل ركذا ثدحتت تنك اذا : ةظوحم
(888) 863-3637 مقرر : مكبل او مصلا فتاه مقرر (800) 735-2900.

Cambodian-Mon-Khmer: ប្រយ័ត្ន: បរិស័ទជាអ្នកនិយាយ ភាសាខ្មែរ, សំរោងន្ទយជនកែភាសា
ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បរិស័ទ។ 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: XIYYEEFFANNA: 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 ی ارب ناگی ار 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 س امت 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.