



HealthyYou

Fall 2017

Pink Is the New Fall Trend

If you see a lot of pink this fall, it's because October is National Breast Cancer Awareness Month (pink ribbons are the signature of breast cancer survivors). Early detection is key to surviving this disease, which can afflict men as well as women.

The Importance of Regular Screening

According to the American Cancer Society, breast cancer that's found early, when it's small and has not spread, is easier to treat successfully. However, many women with breast cancer have no symptoms, such as a lump that can be felt. The goal of screening is to find breast cancer early, even before it causes symptoms.

For women 55 and older with average risk, the American Cancer Society recommends a mammogram every other year or continuing yearly mammograms. Screening should continue if a woman is in good health and is expected to live 10 more years or longer.

What You Can Do (Besides Wearing Pink)

- Get a mammogram.
- Tell your doctor if you notice any changes to your breasts.
- Get involved in fun awareness and fundraising events, such as Relay For Life® and Susan G. Komen® walks.

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Winter Is Coming

Tip for “Snowbirds”

If you plan an extended stay away from home, please let us know where to send your documents and information from PacificSource. When you request an address change with the post office, remember to contact us, too.

Please be aware:

- Some plans only cover in-network benefits and medical services. Outside the network area, only urgent or emergency services would be covered.
- If you will be outside the PacificSource service area for longer than six months, you may need to select a new plan.

If you have questions, feel free to contact our Customer Service team. They will be happy to assist you.

If you're a glass-half-full person, winter may make you think of pumpkin pie spice, fall leaves, football, special meals, and twinkling lights. But as the glass-half-empty people may remind you, it can also mean cold weather, slick sidewalks, and hazardous driving conditions. (A few *Game of Thrones* fans may think of zombies, but we'll save that advice for a different article.)

Simple preparations can help you stay safe whether you are at home or outside in winter weather. Here are a few suggestions based on preparedness advice from the American Red Cross website at www.redcross.org:

At Home

- Talk with your family and have a plan for severe weather or a power outage.
- Make an emergency preparedness kit. Visit www.redcross.org/get-help to learn more.
- Keep a supply of nonclumping kitty litter to make walkways and steps less slippery.

Outside (if you must go out, stay safe)

- Wear layered clothing, mittens or gloves, and a hat.
- Cover your mouth to protect your lungs from severely cold air.

- Keep dry. Change wet clothing frequently to prevent a loss of body heat.
- Stretch before you go out. This will reduce your chances of muscle injury.
- Avoid overexertion, such as shoveling heavy snow, pushing a vehicle, or walking in deep snow. The strain from the cold and the hard labor may put a strain on your heart.
- Walk carefully on snowy, icy sidewalks.
- If traveling, let someone know your destination, your route, and when you expect to arrive.

Source: www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/winter-storm



Your New Fitness Buddies: Flexibility and Balance

When it comes to fitness, strength and endurance seem to get all the attention. Most of us may not think about flexibility and balance ... until we lose them. The good news: It's never too late to benefit from improving flexibility and balance.

Flexibility and Balance Support Overall Fitness and an Active Lifestyle

- Improve your range of motion.
- Reduce aches and pains.
- Prevent falls and injury.

Simple Ways to Improve Your Flexibility and Balance

- **Stretch.** While it's important to warm up before a workout, you can actually do more harm than good if you stretch when your muscles are cold. Try gentle movement as a warm-up, and make static stretching your cool-down instead.
- **Channel your inner yogi.** There are many different types of yoga, but what they all have in common is that they help improve your balance and flexibility. If it's totally new to you, consider trying a few basic poses when you get up in the morning or before you go to bed. Tai chi is also a great option to improve your balance and mind-body connection.
- **Strengthen your core.** You can strengthen your core (your abdominal muscles, back muscles, and the muscles around the pelvis) doing simple things, such as making an effort to stand or sit up straight with your shoulders back as often as possible. Trade your chair for a yoga or balance ball.
- **Stand up straight.** This will help strengthen your core and improve your balance. When you stand, try holding one foot out in front of you a few inches. It doesn't have to be much—just enough that you're working a little harder to keep your balance. Aim for ten seconds. To make it easier, stand on one foot and lift your other foot behind you, rather than in front of you, bending at the knee.
- **Walk heel-to-toe.** When you're walking short distances, such as from your bedroom to the living room, try walking heel-to-toe in as straight of a line as you can. It's tougher than it sounds, and can really help improve your balance.

Sources: American Heart Association, Harvard Health Publications, Mayo Clinic



Be Smart and Safe

- Talk to your doctor before you start or change your exercise routine.
 - Hang onto a chair or railing if you need to steady yourself.
 - Modify movements to fit your own fitness level.
 - Start slow. It's not a race or a contest.
-



Silver&Fit® Program

With the Silver&Fit® Exercise and Healthy Aging Program, you can improve your health and stay fit with our home fitness kits or membership to a participating fitness club near you. Some benefits include:

- Low-cost access to a fitness club or exercise center near you. There is a \$50 annual membership fee.
- The option to work out at home instead of going to the gym. There is a \$10 yearly fee for up to two home fitness kits.
- Silver&Fit Connected!™ is a fun and easy way to earn rewards by tracking your exercise at a fitness center and/or through a wearable fitness device or smartphone app.

To find a gym near you, go to www.SilverandFit.com.

This benefit is not included on the Essentials Rx 27 (HMO) plan.

The Silver&Fit® Program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). All programs and services may not be available in all areas. Silver&Fit® is a registered trademark of ASH and used with permission herein.

Stay in the Know with Preventive Care Screenings

Benjamin Franklin was a smart man. If preventive care screenings had been available to Ben, it's a good bet that he would have taken advantage of them. We're fortunate to live in time with many medical tools for measuring health risks and detecting potential problems.

It's likely you already know about the following basic preventive care visits.* Some or all of the services listed below may be covered, depending on your specific plan. Check your plan benefits, then get your visits on your calendar.

- Annual physical exam
- Vision exam

Your doctor may recommend specific screenings* or include them with your visit. Common screenings include:

- Bone density test (osteoporosis screening)
- Well-woman exam (cervical and vaginal cancer screening)
- Cholesterol screening
- Colonoscopy (colorectal cancer screening)
- Diabetes screening
- Mammogram (breast cancer screening)
- Prostate cancer screening

Remember Ben's prevention advice. Health problems are usually easier to treat or even avoid when caught early.

**Please see your health plan policy for details about preventive care coverage.*

"An ounce of prevention is worth a pound of cure."

—Benjamin Franklin

Remember Dental Care

Getting dental exams and cleanings every year is an important part of your preventive care. Your oral health is closely tied to your overall health. If you don't already have dental care coverage with your plan, consider adding it.

Are You at Risk for Diabetes?

As you may know, diabetes is a problem with your body that causes blood glucose (sugar) levels to rise higher than normal. Diabetes can cause serious health problems. It was the seventh leading cause of death in the United States in 2015. That year, 30.3 million Americans (9.4 percent of the population) had diabetes. Of those, 23.1 million were diagnosed, and 7.2 million were undiagnosed. That means 1 out of 4 didn't know they had it.

Are you at risk?

If one or more of these things applies to you, you're at risk for prediabetes and type 2 diabetes:

- Have a family history of diabetes
- Are over age 40 (the risk for diabetes increases as you get older)
- Are overweight
- Have a history of gestational diabetes (diabetes or high blood sugar when pregnant)
- Have high blood pressure

Get Tested

Your doctor can test for diabetes using a sample of your blood. This may already be included with your yearly checkup. If you don't have a primary care doctor, we can help you find one. Feel free to contact our Customer Service team.

Source: www.diabetes.org

PacificSource Customer Service

Toll-free: (888) 863-3637

TTY: (800) 735-2900

Email: MedicareCS@pacificsource.com

Hours:

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 through Friday





“Please Pass the Flavor”

Boost flavor and nutrition with new twists on old favorites.

Apple Orange Cranberry Sauce

Create a new tradition by making a homemade sauce that is lower in added sugar and higher in fruit than the traditional and canned versions.

- 2 cups cranberries
- 3 cups cored, cubed apple
- 1 orange, cut into chunks (with peel)
- 1 teaspoon fresh minced ginger
- 2 Tablespoons maple syrup
- 2 Tablespoons honey
- 2 Tablespoons sugar

Heat a saucepan over medium heat. Add all ingredients and stir frequently until all the cranberries have popped. Taste and add up to 2 tablespoons more syrup or honey for additional sweetness, if desired. This is half the added sugar (including honey and syrup) of a traditional cranberry sauce.

Recipe adapted from www.greensense.com/Site/Features/Living/Food/Green_Cuisine/apple_cran.html

Flavorful Mashed Potatoes

Take advantage of the natural creaminess of potatoes. For about 8 potatoes, add the following instead of cream and butter:

- 1/2 cup reduced-sodium chicken broth, heated
- 2 Tablespoons reduced-fat sour cream
- 1/4 cup buttermilk

Optional: Freshly ground pepper, fresh herbs, spices, or roasted garlic

Hold the salt! Allow people to add salt at the table as desired.

Light and Easy Green Beans

Green bean casserole can be a high-fat, high-calorie feast! Instead, steam green beans to tender-crisp, then sauté with diced shallots and toasted, sliced almonds.

Take a Holiday from Stress

There is a connection between stress and illness, which is why it is important to take it easy this holiday season. Don't get caught up in the stress of finding the perfect gift or planning the ultimate party. Enjoy the season instead of driving yourself crazy. Here are some tips to help you reduce stress:

- **Let go of perfect.** Don't get caught up in finding the perfect gift or planning the perfect party. Enjoy the moment instead of driving yourself crazy.
- **Pace yourself,** and don't take on more responsibility than you can handle. Set realistic expectations for yourself.
- **Make lists** to help you prioritize the most important tasks.
- **Know your spending limit.** Overspending is one of the biggest holiday stressors.
- **Share the traditional holiday tasks,** such as gift wrapping and preparing holiday meals, with friends and family. This will make things easier on you and allow you to spend time with those you love.
- **Get enough sleep,** and keep a regular meal and exercise schedule.
- **Learn to say "no."** So many events, so little time! Pick the events that are most important to you.
- **Plan ahead** for shopping trips, time to visit friends, and time for activities. This will help prevent scheduling conflicts and will reduce the stress of trying to do everything at once.
- **Get support.** It's common for the holidays to trigger depression. There are many signs, including feeling sad or hopeless, loss of interest, lower energy, trouble concentrating, changes in sleep, and changes in appetite. If you notice any of these signs, talk to your doctor or trusted advisor.

Why Get a Flu Shot?

The flu shot gives you up to 60 percent more protection from the flu than if you don't get one, according to the Centers for Disease Control and Prevention. When more people are vaccinated, the flu virus is less likely to spread throughout your community. And as a PacificSource Medicare member, your flu shot is covered!

Get your flu shot from your doctor's office or local pharmacy. Visit www.Medicare.PacificSource.com/Search/Pharmacy to find local, in-network pharmacies, such as Albertsons, Costco, Rite Aid, Safeway, and Walgreens.



Be a Smart Cookie to Avoid Being Bitten by Medical Identity Theft

Free Shred Friday

We want to help protect your identity. We offer a free document shred service for our members on the first Friday of each month. Bring your documents to a PacificSource office near you:

Bend: 2965 N.E. Conners Ave., Bend, OR

Boise: 408 E. Parkcenter Blvd., Ste. 100, Boise, ID

Springfield: 110 International Way, Springfield, OR

Medical identity theft occurs when someone steals your personal information (such as your name, Social Security number, Medicare number, or PacificSource Medicare number) to obtain medical care, buy drugs, or submit fake billings to PacificSource Medicare in your name. This theft can disrupt your life and damage your credit rating. It even can be life-threatening to you if wrong information ends up in your personal medical records.

Protect your personal information

- Guard your Medicare, Social Security, and PacificSource Medicare numbers. Don't share them or other personal information with anyone who contacts you by phone, email, or in person, unless you've given them permission in advance.
- Be suspicious of anyone who offers you free medical equipment or services, and then requests your Medicare or PacificSource Medicare number. If it's free, they don't need your number!
- If your Social Security card is stolen, contact your local police department immediately to file a report. Also, call Social Security at (800) 772-1213, TTY (800) 325-0778, to get a new card. If your PacificSource Medicare card is lost or stolen, call us right away.

Watch out for these common fraud schemes

- Someone asks to borrow your card, or offers you free services, groceries, transportation, or other items in exchange for your Medicare or PacificSource Medicare number.
- Someone calls conducting a health survey, and asks for your Medicare or PacificSource Medicare number.
 - Someone calls claiming to be from Medicare, Social Security, or PacificSource Medicare and asks for payment by phone or online.

We were all taught to be courteous, and thieves depend on that. But remember, it's perfectly acceptable to hang up on someone or walk away. If you are not sure if a call is real, hang up. Real representatives will not ask for your number. And if you hang up, they will understand you are protecting yourself and will contact you by another means.

Check all your medical bills, statements, and credit reports

If you spot unusual or questionable charges, contact your healthcare provider first. It may just be a mistake. If not resolved, report it.

If your wallet or purse containing your Social Security card is stolen, contact your local police department immediately to file a theft report. You should also contact SSA directly at (800) 772-1213 to request a replacement Social Security card. *Source: www.medicare.gov*



Contacts for Reporting

PacificSource Customer Service

Toll-free: (888) 863-3637

TTY: (800) 735-2900

Fax: (541) 322-6423

Email: 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

Report anonymously to PacificSource through EthicsPoint, 24 hours a day, seven days a week.

Toll-free: (888) 265-4068

Online: <https://secure.ethicspoint.com/domain/media/en/gui/16499/index.html>



Medicare

Toll-free: (800) MEDICARE or (800) 633-4227

Department of Health & Human Services Office of Inspector General Hotline

Toll-free: (800) HHS-TIPS or (800) 447-8477

TTY: (800) 377-4950

Fax: (800) 223-8164

Email: HHStips@oig.hhs.gov

Online: www.OIG.HHS.gov/fraud/hotline

You can also contact your local Senior Medicare Patrol. They work locally to empower seniors to fight healthcare fraud and resolve errors.

Toll-free: (877) 808-2468

Email: info@smpresource.org

Federal Trade Commission Identity Theft Hotline

Report misuse of your personal information:

Toll-free: (877) 438-4338 (877-ID-THEFT)

TTY: (866) 653-4261

Online: www.FTC.gov/idtheft

Social Security

Toll-free: (800) 772-1213

TTY: (800) 325-0778

For more information and a printable brochure:

www.StopMedicareFraud.gov and www.OIG.HHS.gov

Source: www.medicare.gov

Your Online PacificSource Account Information

Access your PacificSource Medicare account information 24 hours a day through INTouch for Members, our secure member website. Log in or register at www.InTouch.PacificSource.com/Members



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 ل لصتا . ن اجم ل اب ل كل رفاوتت ة يوغ ل ل ا ة دع اس م ل ا تام دخ ن اف ، ة غ ل ل ا ركذا ث دحتت تنك اذا : ةظوح لم
(888) 863-3637 مقرر : مكبل او مصلا فتاه مقرر (800) 735-2900.

Cambodian-Mon-Khmer: បុរយ័កុន៖ បរិស័នជាអុនកនិយាយ ភាសាខ្មែរ, សរោជន្តយជុនកែភាសា
ដោយមិនគិតលុយនួន គឺអាចមានសំរាប់បរិវេនកុ។ 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: XIYYEEFFANNAA: 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 ترو ص ب ی ن ابز تال ی هس ت ، دی ن ک ی م و گت ف گ ی س ر اف ی ن ابز ه ب رگا : هجوت
ف ی م دش اب . اب (888) 863-3637, TTY: (800) 735-2900 س ا هت دی ری گ ب .

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: เรียน: 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.

Health-and-wellness or prevention information



HealthyYou **Fall**
2965 NE Conners Avenue
Bend, Oregon 97701

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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 may change on January 1 of each year.

www.Medicare.PacificSource.com

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