

Healthy You

Winter 2022

In this issue:

- Happy, healthy new year!
- 8 tips for staying well
- Dental care for older adults
- Quick chili recipe
- And more!



You're invited!

Join us for several virtual events focused on supporting your well-being, including:

- **Live exercise class with Silver&Fit®**
- **Protect yourself from fraud**
- **And more!**

To learn more, visit
[Medicare.PacificSource.com/Events](https://www.Medicare.PacificSource.com/Events).

Questions? We can help

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

Toll-free: 888-863-3637, TTY 711
MedicareCS@PacificSource.com

October 1 to March 31:

7 a.m. to 8 p.m., Pacific time,
seven days a week

April 1 to September 30:

7 a.m. to 8 p.m., Pacific time,
Monday through Friday



Healthy You Winter

2965 NE Conners Avenue
Bend, Oregon 97701

Health-and-wellness or prevention information

[Medicare.PacificSource.com](https://www.Medicare.PacificSource.com)

Healthy You

Winter 2022



Have a happy, healthy new year!



Get the most from your plan in 2022

Let's be honest. Most people sign up for a Medicare Advantage plan, and then don't think about it until they need it. That's like buying a new car and not learning where the controls are before you take off down the road. You may be okay figuring it out as you go, but you could also run into some unpleasant surprises.

To protect your health and your finances, check out the following tips to get the most from your PacificSource plan.

Learn what's new

If you're a renewing member, first, thank you. We appreciate your continued trust in PacificSource!

Back in October, you should have received an "Annual Notice of Changes" packet in the mail. If you set that aside to read later, now is the time. Understand the changes to your plan's costs and benefits before they go into effect.

The good news? We've enhanced benefits and reduced out-of-pocket costs for all plans next year.

If you did not receive these mailings or have questions about them, please contact us right away at **888-863-3637** or MedicareCS@PacificSource.com.

Get InTouch and our mobile app

For easy 24/7 access to your plan info, sign up for InTouch. This web portal is free, secure, and can be used on most devices. With InTouch, you can:

- **See your benefit details**, such as copays and out-of-pocket totals
- **Access your Evidence of Coverage booklet (EOC)**. This is an important legal document that includes details about what's covered, what's not covered, and how to get healthcare.
- **Pay your premium**
- **Access your member ID card**
- **Find an in-network provider or pharmacy**
- And more

Sign up is quick, easy, and free. Visit [Medicare.PacificSource.com](https://www.Medicare.PacificSource.com) and select the InTouch button at the top of the page to get started.

For on-the-go access to your coverage info, you can download our free mobile app, myPacificSource. The app lets you view your ID card, see out-of-pocket totals, and more. Visit [Medicare.PacificSource.com/Mobile](https://www.Medicare.PacificSource.com/Mobile) for more information.

Check out our video learning library

Our short, on-demand videos are an excellent resource to learn about your PacificSource Medicare plan. Learn about the basics, online tools, extra benefits, and more—all at your own pace, from the comfort of home. To get started, visit [Medicare.PacificSource.com/members/video](https://www.Medicare.PacificSource.com/members/video).

Don't forget your vision and hearing

Your plan covers routine vision exams once every two calendar years. You can also get up to \$200 for eyeglasses or contact lenses every two calendar years. And you have the freedom to choose the style and provider you like best.

With your TruHearing® benefit, you can get two high-quality hearing aids per year at a major discount. The benefit includes a hearing exam and batteries. There's also a money-back guarantee, warranty, and unlimited follow up visits in the first year. Visit [TruHearing.com/PacificSource](https://www.TruHearing.com/PacificSource) for details.

Connect with a health coach

Did you know our Silver&Fit® program includes healthy aging coaching? As a PacificSource Medicare member, you can be paired with a personal health coach at no cost to you. The coach can help you achieve your goals in fitness, nutrition, stress, and sleep. Coaching is done via scheduled phone sessions.

The Silver&Fit program also includes a no-cost fitness center/YMCA membership, a Home Fitness Kit with free fitness tracker option, digital workout videos, and more.

Learn more at [SilverandFit.com](https://www.SilverandFit.com).

Questions? We can help

For more details about your benefits, check your Evidence of Coverage booklet, available online at [Medicare.PacificSource.com](https://www.Medicare.PacificSource.com) or call our Customer Service team.

Get preventive care, get gift cards!



Using your preventive care benefits is one of the best ways to get the most out of your plan. Preventive care helps to identify problems early, so you can get the right care as soon as possible. These services may also assess your current state of health. Examples include your annual wellness visit, mammograms and other screenings, and flu shots.

There's no cost to you for preventive care

And you can earn gift card rewards for completing many of these services. So schedule your annual wellness visit or other screenings recommended by your doctor, and get ready to do a little shopping—on us!

How it works

Once your medical claim has been processed, you'll receive a "Reward Certificate" in the mail. Follow the instructions to choose your gift card. There are more than 100 popular retailers to choose from.

\$0 copay services	Gift card reward
Routine physical or annual wellness visit	\$50
Mammogram	\$25
A1c (blood glucose test)	First test \$15 Second test \$25
Diabetic eye exam	\$25
IN 2022	
Flu shot	\$10
Bone mineral density test	\$20
Colonoscopy or at-home colon cancer test	\$20

8 tips for staying well — this winter and beyond



Winter is a time for getting cozy indoors. Unfortunately, more time spent indoors also contributes to the spread of colds, flu, and other bugs. Here are some of the best ways you can protect yourself and others from getting sick.

Protect yourself and others

- 1 Get vaccinated for the flu.** See more info to the right. And don't forget, you can also earn a \$10 gift card reward for getting a flu shot. See page 2.
- 2 Avoid close contact with people who are sick.** When you are sick, keep your distance from others to protect them from getting sick too.
- 3 Stay home when you are sick.** If possible, stay home from work, school, and errands when you are sick.
- 4 Cover your mouth and nose with a tissue when coughing or sneezing.** It may prevent those around you from getting sick. Flu and other viruses spread mainly by droplets made when people with flu cough, sneeze, or talk.
- 5 Wash your hands often.** If soap and water are not available, use an alcohol-based hand rub.
- 6 Avoid touching your eyes, nose, and mouth.** This is how many germs are spread.
- 7 Clean and disinfect** frequently touched surfaces at home, work, or school, especially when someone is ill.
- 8 Try your best to keep up on self-care to help your immune system:** Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious foods.

Flu shots work!



We all know flu is no fun. But did you know people 65 years and older are at higher risk of developing serious (possibly deadly) flu complications? Flu even puts adults age 65+ at greater risk for heart attack and stroke.

Getting vaccinated each year is the single best way to reduce the risk of seasonal flu and its potentially serious complications. Seasonal flu vaccines protect against the four flu viruses that research indicates will be most common that season. While experts recommend getting your flu shot in the fall, it's not too late.

Keep in mind:

- There's no cost for a flu shot. Your Medicare plan covers this service at 100%.
- The flu shot is available at your doctor's office*, most pharmacies, or your local public health department.
- You can get a flu shot and a COVID-19 vaccine at the same time.
- Vaccines are safe and effective. If you have any concerns, talk with your doctor.

*Copay for an office visit may apply.

Dental care for older adults

Eating, speaking, smiling... our teeth play several key roles in our everyday lives. And while dental care is always important, there are special considerations as we age. Here are the things to be aware of and ways to take care of your dental health for your lifetime.



- Start with the basics: Brush teeth twice a day with fluoride toothpaste and floss between teeth to remove dental plaque.
- Visit your dentist regularly, even if you have no natural teeth or have dentures.
- Watch out for dry mouth: This condition, often a side effect of medications, aging, or other health issues, can also lead to more cavities. If you're experiencing dry mouth, talk with your doctor. It may also help to stay hydrated and chew sugarless gum.
- Be mindful of beverages: Drink fluoridated water and limit sugary and alcoholic drinks.
- If you have diabetes, work to manage the disease. This will help you avoid dental and other health complications. If you need support, your doctor and our Condition Support Program can help.



As of January 1, 2022, many of our Medicare Advantage plans include dental benefits. We also have supplemental dental plan options. If you have questions about dental benefits, please check your Evidence of Coverage booklet, available online at [Medicare.PacificSource.com](https://www.Medicare.PacificSource.com) or call our Customer Service team.



Alternatives to opioid painkillers



Opioids are a class of drugs used for pain. When taken as prescribed by your doctor, they can help reduce pain. However, these drugs may be harmful to your health if not used as directed. Using opioids incorrectly or for a long time can increase the risk of misuse. They can put you at risk for unwanted side effects, such as slowed breathing, addiction, or even death.

There are other drugs that may be helpful to reduce your pain. Alternatives to opioid medications include Tylenol (acetaminophen), Advil (ibuprofen), and Aleve (naproxen). You can also talk to your provider about alternative medications for pain.

Nondrug options

Besides medications, there are many nondrug ways you could try to control pain, increase movement, and improve quality of life. Your plan may cover some of these options; check your Evidence of Coverage booklet for more information. Examples include:

- Physical therapy and acupuncture*
- Cognitive behavior therapy (CBT)
- Exercise and the Silver&Fit® fitness program
- Massage therapy
- Meditation

*Coverage may be subject to eligibility.

How to dispose of unused medication

Safe medication disposal is important to keep our community safe. Unneeded, unused, or expired medications should be disposed as soon as possible. This is especially important for opioids to avoid accidental poisoning, misuse, or abuse. Proper disposal of unused medications saves lives.

The best way to dispose of most types of medications is to take them to a local Drug Take Back program or a permanent collection site. Examples include:

- Fire stations
- Police stations
- Select municipal buildings
- Select pharmacies

For more information, visit [FDA.gov/DrugDisposal](https://www.fda.gov/DrugDisposal).

If you have questions about disposing of your medications, ask your pharmacist, or contact our Customer Service team. We can help you find the drop-off site nearest you.

Meals as Medicine

Good nutrition is vital for healing. That's why we partner with GA Foods to provide a meal benefit to members. You're eligible to get home-delivered meals within 30 days after a recent in-patient stay in a hospital or nursing facility—at no extra cost to you.

This benefit includes one delivery containing 14 precooked, frozen meals (two meals per day for seven days). Special meals are available that meet heart-healthy, diabetic-friendly, or low-sodium guidelines. Vegetarian and Kosher options are also available.

How it works: After you are discharged, you will receive a call from GA Foods to initiate this benefit. Once your delivery details have been confirmed, your meals will arrive in 24 to 72 hours. For more information, please call GA Foods at 888-308-4910, TTY 711.



Quick chili

Ingredients

- ½ pound lean ground meat (15% fat)
- 1 medium onion, chopped
- 1 can (15 ounces) kidney beans with liquid
- 2 cans (14.5 ounces each) diced tomatoes with liquid
- 2 tablespoons chili powder

Directions

1. Brown meat and onions in a large skillet over medium-high heat (350 F degrees in an electric skillet). Drain fat (see Notes).
2. Add undrained beans, tomatoes with liquid, and chili powder.
3. Reduce heat to low (250 F degrees in an electric skillet), cover, and cook for 10 minutes. Serve warm.
4. Refrigerate leftovers within 2 hours.

Notes:

- Serve with shredded cabbage, low fat sour cream, or grated cheese.
- Add other vegetables, such as bell peppers, carrots, celery, and corn, if desired.
- Add dried cumin, oregano, or red pepper flakes in Step 2 for extra flavor.
- Try adding cilantro on top for more flavor.
- Pour fat from cooked meat into a metal container. Let it cool, then dispose of it in a garbage can.

Makes: 6 cups

Prep time: 5 minutes

Cook time: 20 minutes



Nutrition per 1-cup serving

Calories	170
Total fat	4.5g
Saturated fat	1.5g
Trans fat	0g
Cholesterol	25mg
Sodium	590mg
Total carbohydrate	20g
Fiber	7g
Sugars	6g
Protein	12g
Vitamin A	25%
Vitamin C	35%
Calcium	8%
Iron	10%

Reprinted with permission from Food Hero (OSU), [FoodHero.org/older-adults](https://www.foodhero.org/older-adults)

Be a fraud fighter



Medicare fraud takes money from the Medicare program each year, which means higher healthcare costs for everyone. How can you help? Guard your PacificSource Medicare ID card like you would a credit card. Also review your Explanation of Benefits (EOB) statements from PacificSource Medicare for any services billed that you don't recognize.

Report anything suspicious to us as soon as you can. You can also report your concerns to Medicare by calling 1-800-MEDICARE.



Accessibility help: For assistance reading this document, please call us at 888-863-3637, TTY 711.

Members on our PERS or PacificSource Dual Care (HMO D-SNP) plans: Some benefits described in this newsletter may vary for your plan. Please refer to your Evidence of Coverage booklet for your plan benefit details.

PacificSource Community Health Plans is an HMO, HMO D-SNP, and PPO plan with a Medicare contract and a contract with Oregon Health Plan (Medicaid). Enrollment in PacificSource Medicare depends on contract renewal.

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. TruHearing® is a registered trademark of TruHearing, Inc. The Silver&Fit Program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a registered trademark of ASH and used with permission herein. Participating fitness centers and fitness chains may vary by location and are subject to change.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-863-3637, TTY 711.

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 711。