



# Optimum

# LIVING

SUMMER 2023

Member Newsletter

**Benefits of Completing  
a Comprehensive  
Medication Review  
(CMR) with a Health  
Plan Pharmacist**

**Get and Stay Active  
with SilverSneakers®**

**Getting to Know  
Your ID Card**

**AND much more!**



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## CONCIERGE SERVICE LOCATIONS

- Service Area
- Concierge Service Locations
- ★ Headquarters & Concierge Location



### BREVARD/INDIAN RIVER/MARTIN/ST. LUCIE

2501 S. Federal Hwy. Fort Pierce, FL 34982  
(888) 274-8575

### CHARLOTTE/MANATEE/SARASOTA

12145 Mercado Dr., Venice, FL 34293  
(888) 850-5315

### CITRUS/HERNANDO

8373 Northcliffe Blvd., Spring Hill, FL 34606  
(888) 211-9921

### COLLIER/LEE

21301 S. Tamiami Trail, Suite 310, Estero FL, 33928  
(888) 272-2992

### HILLSBOROUGH/POLK

3611 W. Hillsborough Ave., Suite 208, Tampa, FL 33614  
(888) 211-9918

### LAKE/MARION/SUMTER

3101 SW 34th Ave., Suites 902-903, Ocala FL 34474  
(888) 420-2539

### ORANGE/SEMINOLE

92 Dean Rd., Suite 300, Orlando FL 32825  
(888) 364-7905

### OSCEOLA

1339 E. Osceola Pkwy, Kissimmee, FL 34744  
(888) 609-0690

### PASCO

8601 Little Road, New Port Richey, FL 34654  
(888) 609-0698

### PINELLAS

3665 East Bay Dr., Unit #220, Largo, FL 33771  
(888) 609-0699

### VOLUSIA

852-35 Saxon Blvd., Unit #21, Orange City, FL 32763  
(888) 389-6018

# Register & Do More Online with our Member Portal!

Here are some of the benefits you will receive:



Place & track orders for your over-the-counter medication and diabetic supplies



Find a Plan Doctor, Pharmacy, Hospital and covered drug



Print and order your ID CARD, provider directory, formulary and other Plan materials



Gain access to health & wellness information, including electronic prescription refill reminders



View your claims activity and benefit information



Access important Plan forms and documents from a central location



Track your out-of-pocket expenses. (MOOP)



Complete your Health Assessment Form; enroll in one of our Disease Management Programs



Try our Personal Health Tracker and other Member Self Management Tools

**See next page on how to sign up now for the Member Portal.**

Log onto  
**www.youoptimumhealthcare.com**

click on **Member Login** and **Register Today!**



Medicare Plans Members Providers Agents & Brokers OTC Quick Links



Search



Member Login

Optimum HealthCare, Inc. is an HMO with a Medicare contract. Enrollment in Optimum HealthCare, Inc. depends on contract renewal. This Information is not a complete description of benefits. Call 1-866-245-5360 (TTY: 711) for more information. From October 1 to March 31, we are open 7 days a week from 8 a.m. to 8 p.m. EST. From April 1 to September 30, we are open Monday through Friday, 8 a.m. to 8 p.m. EST. Optimum HealthCare, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Optimum HealthCare, Inc. cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Optimum HealthCare, Inc. konfòm ak lwa sou dwa sivil Federal ki aplikab yo e li pa fè diskriminasyon sou baz ras, koulè, peyi orijin, laj, enfimite oswa sèks. Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-245-5360 (TTY: 711). Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis ed pou lang ki disponib gratis pou ou.



**OPTIMUM**  
HealthCare, Inc.

Item # 11L, Covid-19 Antigen Home Test Kit price update - The Covid-19 Antigen Home Test Kit will now come in a quantity of 1 for the price of \$7.50. Two kits are available to be ordered at once for \$15.

# 11 New Items Added to our 2023 OTC Catalog

Now we are offering 159 OTC Catalog Items

## We care about our member's overall health and wellbeing.

To better serve our members, we have increased our OTC items offered starting in 2023. Eleven new products have been added. Now, members can choose from 159 Items from 19 different categories of products and supplies by ordering online or over the phone.



The following items are available now to order. Please log on to the member portal, visit the OTC page on the Health Plan website <https://www.youroptimumhealthcare.com/otc-order-online> or ask member services for more information while placing your OTC Order.

SR. No	Section	Item#	Item	Item Description	Qty.	Price
1	Allergies	1G	Generic Comparable of Claritin	Allergy Relief Tablets, Loratadine 10mg	30 ct	\$8
2	Analgesics	2N	Generic comparable of Bio Freeze	Pain Relief Spray	89 ml	\$12
3	Antacids	3E	Generic comparable of Mylanta	Antacid/Anti-Gas Liquid	335 ml	\$6
4	First Aid	9E	Gauze Roll	Gauze Roll 4"	2 yds	\$5
5		9U	Non-Stick Pads	Non-Stick Pads	10 ct	\$6
6	Miscellaneous	11M	Vaseline	Petroleum Jelly Vaseline	113 gm	\$3
7		11N	Pedometer	Pedometer	1 ct	\$20
8		11O	Sharps container	Home Sharps container	1 ct	\$6
9	Topical Oral	12K	Generic comparable of Abreva	Cold Sore Treatment	2 gm	\$25
10		12L	Generic comparable of Biotene	Dry Mouth Spray	30 ml	\$12
11		12M	Generic comparable of Compound W	Liquid Wart Remover	9 ml	\$8

Online  
Ordering  
Portal

To see the current OTC list and to place an order, visit the Health Plan website to access your member portal account or call us at 1-866-900-2688, TTY: 711.

To place online orders through the OTC (Over-the-Counter) and Diabetic System, you must be an active member and registered through the Member Portal. The Member Portal is a central destination for all information related to your health, benefits, providers, claims and medications.



# Please PROTECT YOURSELF!



Identity theft can be a scary and confusing situation for anyone to go through.

Knowing how to identify suspicious activity can save you from becoming a victim.

It is so important to always be pro-active in protecting your personal information. Scammers are getting more creative in their approach to steal your identity to commit fraud.

Diabetic testing kits, durable medical equipment (DME), prosthetics, wound care and genetic testing are all examples of known services that scammers use to try and obtain your personal information.

Please remember that for any medical necessities like the services mentioned above, go to your primary care doctor. You can also contact the Plan for assistance.

## Here are some tips to help protect your identity.



Never give your personal information to a random caller saying they can provide you DME supplies or diabetic supplies to you at no cost. This is a scam! If you require any DME supplies etc., please consult with your primary care doctor.



You will never receive calls for telehealth services unless you have asked for this service with your doctor.



Never sign up or give out your personal information to any social media ad(s) offering free gift cards for doing lab tests.



Never sign up to receive "free items" from a source you do not know and trust especially from social media ad(s) or unknown calls.



The Plan will never call you to ask for your personal information. We will already know the information for the person we are calling unless we are verifying your contact information for HIPAA reasons.



Always check your EOB's (Explanation of Benefits) for any mistakes.  
- When you go to your doctor's appointment, write down the dates you went and save any receipts you get from the doctors. That way, you will be able to compare it with the EOB you receive from the Plan to check for any errors.

**To report suspected Medicare fraud, contact Optimum HealthCare at 1-866-245-5360**

# Benefits of Completing a Comprehensive Medication Review (CMR) with a Health Plan Pharmacist

**You may benefit from talking with a pharmacist if you take several medications and have multiple health conditions. To take part in the Medication Therapy Management (MTM) program, you must have these required conditions:**

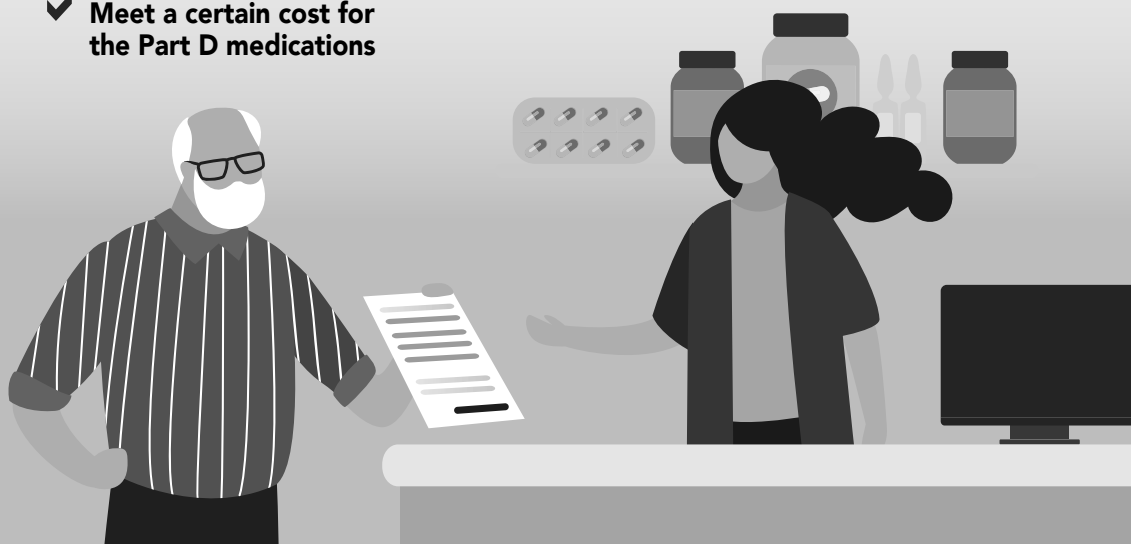
- ✓ **Have a minimum of three chronic diseases.** (Chronic Heart Failure (CHF), Diabetes, High Cholesterol, High Blood Pressure, Asthma, COPD, and other lung conditions)
- ✓ **Take at least eight covered Part D medications.**
- ✓ **Meet a certain cost for the Part D medications**

## What can our Health Plan pharmacist do for you?

- ✓ **Pharmacists can help answer any questions** about your prescription medications, vitamins, and over-the-counter products.
- ✓ **Pharmacists can look for medication interactions.** (2 medications that when taken together can cause unwanted side effects)
- ✓ **Pharmacists can find duplicate therapy.** (2 medications that work the same way, but you only need one of them)
- ✓ **Pharmacists can reach out to your provider** if you have any side effects or problems with your medications.
- ✓ **Pharmacists can recommend lower cost medications.** This can help lower your copays and stay out of the "donut hole." The pharmacists can also communicate this information to your provider.

The Optimum HealthCare pharmacy team are friendly, bilingual, and focused on helping you without any distractions.

Contact the Health Plan's **Pharmacy Department** at **813-506-6064** or TTY 711 to speak with one of our pharmacists today at no cost to you! We are open 9AM to 5PM, Monday through Friday.



## COMMENTS FROM OUR MEMBERS WHO PARTICIPATED IN THE MTM PROGRAM.

*" I didn't know I was taking two of the same types of medications. I'm so grateful I spoke with the pharmacist. "*

*" The pharmacist improved my medication schedule to make it easy for me. "*

*" This service has helped me to reduce my medication costs. "*



# Indoor Exercise

**S**ummer is coming! That means warmer temperatures and rainy afternoons are around the corner. If you currently live a healthy lifestyle and are exercising daily, then you will want to consider some exercise options that are weather-friendly. If you are not an avid exerciser, speak with your doctor and develop an exercise plan that is specific to your needs. Optimum HealthCare also has a benefit, called SilverSneakers®. This benefit can provide eligible members with a free gym membership. What's even better is that SilverSneakers provides digital resources through SilverSneakers LIVE, SilverSneakers On-Demand and a mobile app, SilverSneakers GO to use in the privacy of your home. Call Optimum HealthCare today to inquire about the SilverSneakers benefit or [SilverSneakers.com](https://www.silversneakers.com) for more information.

## LOCATION CHOICE

Location choice is probably the biggest factor when planning your exercise regimen at home. It will be helpful to choose a location in your own home that is free of clutter, air-conditioned, and quiet. It should be a space that you enjoy. Some folks choose an area in which they can be close to a television or window. Others may choose an enclosed patio. Whatever your choice; just make sure that it is a space that you will enjoy.

## GETTING EQUIPMENT

Getting the needed equipment does not need to be expensive. For a modest amount of money, you can

get some basic equipment such as an exercise mat, resistance bands, and small free-weights. These relatively inexpensive items can help you to stay in shape and keep you healthy over the hot summer months.

## HEALTHY LIFESTYLE

A healthy and active lifestyle is an excellent way to deter illness and keep yourself feeling your best. Following a proper diet will also help to maintain your weight and decrease stress on your joints. Your Health Plan has Nurses available to assist you in your healthy lifestyle goals. Please contact your Health Plan today and ask to speak with a Nurse Case Manager.



# KEEP MOVING FOR Better Joint Health

If you have osteoarthritis, you're not alone. More than 32.5 million U.S. adults are affected by the condition, which is caused by damage or breakdown of joint cartilage between bones.<sup>1</sup> Known as "wear and tear" arthritis, osteoarthritis most commonly affects joints in the hands, knees, hips, neck and lower back. Symptoms may be mild, barely affecting daily activities, or quite painful, to the point of disability.<sup>2</sup>

## Treatment for osteoarthritis may include:<sup>1</sup>

- Getting more exercise
- Physical therapy with exercises to strengthen your muscles
- Losing weight
- Prescription medications and over-the-counter pain relievers
- Using crutches, canes or other devices for support
- Surgery, if none of the other treatments have worked

Exercise can help strengthen your muscles and help with weight loss so there's less stress on your joints. Water exercise is easy on your joints and helps build strength. It's important

to move as much as you can, and as your doctor recommends. Using your SilverSneakers® fitness benefit is a great way to get the activity you need.

## In the SilverSneakers blog article *The Dos and Don'ts of Exercising with Arthritis*, you'll find guidance on:

- Including variety in your routine with cardio, strength and mobility exercises
- Doing high-intensity exercise
- Gradually increasing impact
- Letting pain be your guide
- Tailoring exercises for different affected joints

Check out the article and the website to see how SilverSneakers can help you stay active. If you haven't signed up already, get started at ***SilverSneakers.com/StartHere***.

## As a reminder, SilverSneakers includes the following for you at no extra cost.

- SilverSneakers LIVE virtual classes and workshops

- SilverSneakers Community classes, both in-person and virtual, offered locally
- SilverSneakers On-Demand videos available 24/7
- The SilverSneakers GO mobile app
- Access to thousands of participating locations with equipment, pools and other amenities<sup>3</sup>
- Group exercise classes<sup>4</sup> for all levels at select participating locations

## Always talk with your doctor before starting an exercise program.

1. <https://www.cdc.gov/arthritis/basics/osteoarthritis.htm#number>
2. <https://www.niams.nih.gov/health-topics/osteoarthritis>
3. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
4. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

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**SilverSneakers**



*GET AND STAY ACTIVE WITH*

# SilverSneakers®

Because we care about your well-being, Optimum HealthCare includes the SilverSneakers® fitness program. This fitness and lifestyle benefit gives you opportunities to stay active, make friends and connect with your community – all **at no additional cost**.

Exercise is a key part of maintaining a healthy lifestyle and can support a healthy immune system.<sup>1</sup> SilverSneakers offers a variety of options to help you keep moving, from working out at a participating fitness location<sup>2</sup> to virtual classes you can do at home. Create an account at [SilverSneakers.com](https://www.silversneakers.com) to get your ID number, and make the most of SilverSneakers, including:

**Memberships to thousands of participating locations<sup>2</sup>** nationwide means you can visit as many as you want, as often as you like. In addition to equipment, pools, and other amenities<sup>2</sup>, select locations offer group exercise classes designed for all abilities<sup>3</sup>. SilverSneakers also offers fun activities held outside the traditional gym.

**SilverSneakers LIVE** gives you full-length, live classes and workshops on the SilverSneakers website via Zoom<sup>4</sup>. Classes and workshops are led by expert trainers, and no equipment is needed. Multiple activities are available per day, such as cardio dance and yoga classes, and “The Happiness Effect” and “Balance Builder” workshops.

**SilverSneakers On-Demand** gives you access to 200+ online workout videos ranging from easy, low-impact exercises to high-energy cardio. In addition, get information on topics like nutrition, fitness challenges and more.

**The SilverSneakers GO mobile app** gives you access to workout programs that can be tailored to your fitness level. You can modify exercises to different levels with just one click, schedule activities and get notifications to stay on track.

**Stay connected.** Many SilverSneakers members who come for the fitness end up staying for the friendships. Visiting participating locations is a great way to socialize and make new friends! Get the latest program news delivered right to your inbox by subscribing to the SilverSneakers newsletter.

Learn more and start using your SilverSneakers benefit today. Go to **SilverSneakers.com** to create your account, get your SilverSneakers ID number and use all the digital resources at your convenience. Find a participating location near you with the handy location finder.

**Always talk with your doctor before starting an exercise program.**

1. <https://www.ncbi.nlm.nih.gov/pubmed/29713319h>
2. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
3. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.
4. Zoom is a third-party provider and is not owned or operated by Tivity Health or its affiliates. SilverSneakers members who access SilverSneakers Live classes are subject to Zoom's terms and conditions. SilverSneakers member must have Internet service to access SilverSneakers Live classes. Internet service charges are responsibility of SilverSneakers member.

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## DEFINING THE MEDICAL HOME MODEL

Optimum HealthCare utilizes a Patient-Centered Medical Home model in delivery of your health care. This means that you and your Primary Care Physician (PCP) are partners in your care. The goal is for you to:

- Have an approach to care considering you as a whole person, not just your condition.
- Receive coordinated care with other providers.
- Get high quality care. Your doctor's recommendations are based on sound clinical practices.

Your PCP takes responsibility for your care. The PCP also ensures that you have access to the services you need. This is to help prevent complications and better manage your health. Everyone is different and your needs are based on your medical condition. Care is based on:

1. **Where** the treatment should occur,
2. **When** it is needed
3. What **type** would best work for you and your medical condition(s).

As a Health Plan Member, this means that you need to coordinate with your PCP for all of your health care concerns.

- It is a good idea to make an appointment shortly after you select your PCP. It is best to establish a relationship up front before you have a problem.
- It is important that you and your PCP talk about your health care goals. You both need to know what is reasonable for you to meet your goals.
- You should see your PCP as soon as possible after you have had a hospital stay or visit. This means a discharge from a hospital, observation visit, or emergency room (ER) trip. It is the best way for your doctor to understand what changed in your health that led you to the hospital.
- It is a good time to discuss how you are feeling after discharge. You can get any questions answered about things to watch for such as medication issues and wound care.
- You should also discuss what you would do differently next time to avoid the hospital visit, if possible.

If you need help making a PCP appointment, staff at Optimum HealthCare can help. Call the number for Member Services on your member identification card.

**CASE MANAGEMENT NURSES CAN ALSO ASSIST YOU IF YOU ARE HAVING TROUBLE MANAGING YOUR HEALTH CARE AFTER DISCHARGE.**

They can be reached Monday through Friday from 8:00 a.m. - 4:00 p.m. EST. Call **1-888-211-9913**.

## Tools For A Healthier You

Taking control of your own wellness through self-education can help you become healthier, happier and more confident. Optimum Healthcare has lots of information available to help you focus on wellness every day. Take a look online at the Member Portal. After logging in, there's a list of links on the left side of the screen for you to explore.

Click on "Health Education," and you'll find interactive topics and tools. You can try the calorie counter or the physical activity tracker to keep you moving. There's a link to quizzes, videos and recipes from [choosemyplate.gov](http://choosemyplate.gov). You can gain insight into dealing with stress

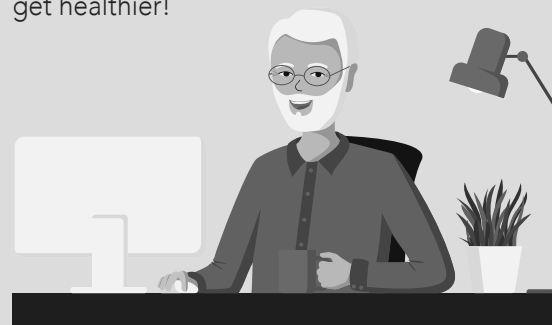
or depression. Diabetics can use a tool to convert their HbA1c number to an average blood sugar reading and learn about the importance of healthy vision.

If you're a smoker who wants to quit but you think it's too difficult, check out the [CDC.gov/tobacco/campaign](http://CDC.gov/tobacco/campaign) website. There you can find stories of real people who went through that struggle and kicked the habit. You can also find tips for quitting, and telephone Quitlines with coaching over the phone. This could be a life-changing website for you!

Do you like to have a drink – or two – to help you unwind at the end of the day? Do you wonder whether you're drinking too much? [Rethinkingdrinking.niaaa.nih.gov](http://Rethinkingdrinking.niaaa.nih.gov) has a wealth of information on standard drink sizes, the health effects of alcohol, women and alcohol, and tips for cutting back. There's even a calculator

which can tell you how much alcohol and how many calories are in your typical drink and the financial cost per week, month or year.

What's more, Health Education resources on the Member Portal provide reliable, up-to-date information and are always there for you. Take charge of your own well-being and become a smarter healthcare consumer, able to speak confidently to providers. There's no time like the present to read, to learn and to get healthier!



# UNDERSTANDING BENEFIT LIMITS



WE HOPE THAT AS A HEALTH PLAN MEMBER YOU ENJOY ACCESS TO ALL THE BENEFITS YOU NEED WHICH THE PLAN OFFERS.

Some benefits, such as physical therapy, prescription coverage and nursing home care, have yearly Medicare limits but renew the following year. Your (EOC) Evidence of Coverage, which we mailed you when you enrolled, provides detailed information about benefits, including those with benefit period limits. This can allow you to plan ahead.

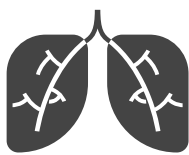
If you have questions about your EOC, please call Member Services at the number on the back of your Health Plan ID card. If you think you'll run out of a benefit, a Health Plan Social Worker can help you consider your options or find resources at 1-888-211-9913 during normal business hours, Monday – Friday 8:00 a.m. to 4:00 p.m. EST.

***Here are some examples of benefits running out and members needing help transitioning to other care:***

- **“DONUT HOLE” OR COVERAGE GAP:** This can be a stressful time when prescriptions cost more. The good news is that there are programs and resources that can help you during the coverage gap.
- **IT IS POSSIBLE TO USE UP YOUR INPATIENT DAYS:** This may happen when you are admitted to a hospital or skilled nursing facility for a lengthy period of time. Your inpatient benefit days could run out if you reach the number of days threshold and have not stayed out of an inpatient setting for 60 consecutive days; this would reset the benefit period.
- **TRANSITION FROM PEDIATRIC TO ADULT CARE:** Our Member Services team is able to help members switch over to an adult primary care physician once they reach adulthood.

WE WANT YOU TO FOCUS ON ACHIEVING YOUR HEALTH GOALS WITHOUT WORRYING ABOUT BENEFITS RUNNING OUT. PLEASE GIVE US A CALL IF YOU ARE CONCERNED ABOUT A PARTICULAR BENEFIT.

# COPD: Managing Your Feelings



If you've been worrying about a nagging cough or shortness of breath, finding out you have Chronic Obstructive Pulmonary Disease (COPD) may at first come as a relief. But as the diagnosis sinks in, you may feel like you've had a one-two punch: a chronic illness and the anxiety and depression that often accompany it.

Practical education may be your immediate concern, overseen by your Primary Care Physician (PCP) or Pulmonologist: symptoms to watch for, medications which can help and lifestyle changes to prevent a worsening of the physical disease. But nearly as important is paying attention to your feelings. You might be ashamed or afraid to admit you

need help. It takes courage to talk to another human being, even a healthcare provider, about stresses and worries related to COPD.

## But there is real help available to you:

- **Pulmonary Rehabilitation** - it can help you breathe easier, which will relieve anxiety and improve your outlook. Ask your provider if you qualify.
- **Family and friends** - this is the time for heart-to-heart talks about feelings (yours and theirs) and challenges now and in the future. Spending quality time with those you love can transform your mood and broaden your perspective.
- **Exercise** - with the ok of your PCP or Pulmonologist, physical activity can help your lungs and your feelings. Even regular walks in a natural setting can make a difference.
- **Go back to school** - try in-person or online classes such as yoga and tai chi. Many of these practices can be done either seated or standing.
- **COPD support groups** - where people

will understand firsthand what you're going through. Your providers can connect you with local groups, or you can find support at:

<https://www.lung.org/lung-health-diseases/lung-disease-lookup/copd/living-with-copd/finding-support>

- **If you can't shake your feelings of sadness or fear, go to a pro** - call Carenet Behavioral Health (the number is on your Plan ID card) and arrange to talk to a counselor. You can see an in-network behavioral health provider without a referral from your PCP, though it's always good to let your PCP know. Take a look at your Evidence of Coverage (EOC) for details under "Outpatient Mental Health Care," or call Member Services (the number is on your ID card) and a representative can look up your EOC.

If you have COPD, don't wait to get help for both your physical and mental health. You'll find a world of hope and opportunity, even in the midst of new challenges.

## Getting to know your ID Card



RxBIN#: xxxxxx RxPCN#: XXX  
RxGrp#: xxxxxxxx Issuer#: xxxxxx  
RxD#: Insert member ID#

Optimum HealthCare

ID: 0000000000  
FIRSTMILAST

Eff. Date: Insert Date  
PCP: John Doe, M.D.  
Phone: 555-555-5555

MedicareRx  
Prescription Drug Coverage

H5594 - PBP - xxx

PCP Office Visit: \$ Urgent Care: \$  
Specialty Office Visit: \$ ER: \$

Member Services: 1-866-245-5360  
TTY/TDD: 711 [www.youroptimumhealthcare.com](http://www.youroptimumhealthcare.com)

Provider Services (UM):	X-XXX-XXX-XXXX	Submit Claims to:
24/7 Nurse Advice Line:	X-XXX-XXX-XXXX	Optimum HealthCare
Pharmacy Member Services:	X-XXX-XXX-XXXX	Claims Department
Pharmacy Technical Support:	X-XXX-XXX-XXXX	P.O. Box 151258
Behavioral Health:	X-XXX-XXX-XXXX	Tampa, FL 33684
Submit all Behavioral Claims to XXXX		EDI Payer ID: XXXXXX

If you haven't studied your Plan ID card, join the club! Many people glance at their card, see that the name is correct, and file it away in a wallet or other safe place. But if you take a minute to really look at it, you'll see there's a lot of useful information packed into that small space.

As you might expect, it includes your Plan name, identification number, effective date and PCP name and phone number. You can also see what copays (if any) you have, so there are no surprises. Next are listed the Plan's Member Services phone number, the number to enable the hearing-challenged to communicate on the phone (TTY/TDD), and the Plan's email address.

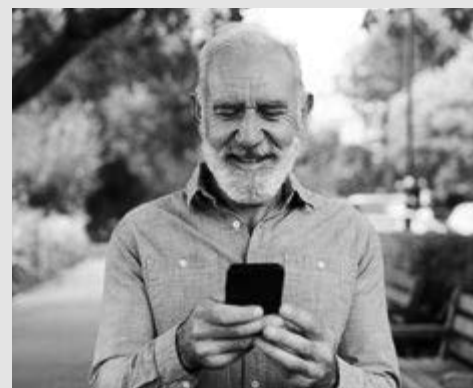
You may find the bottom right section of the card especially useful. Five Plan phone numbers are given, as well as the address where providers may submit claims. Among the phone numbers is the "24/7 Nurse Advice Line," a free Plan benefit which could be a huge help to you.

Imagine waking up at 2 a.m. after a few days of cold symptoms, with a cough that won't stop and a sharp pain in your chest to go along with it. You may wonder whether you should go to the

emergency room or wait to call your PCP when the office opens.

You do have a third option, even at 2 a.m.: you can call Carenet, the service provider for the Nurse Advice Line. Carenet Nurses are available anytime for listening to your symptoms, assessing your situation and giving clinically-based direction. Being able to talk about how you feel might in itself help; in any case, you will have guidance as to what to do next. The Nurse Advice Line/Carenet is a good thing to remember when you're unsure whether you need help or just some clinical information.

So take a second look at your Plan ID card - it's chockful of phone numbers to help you anytime, any day of the week!



# Diabetes & Your Body

Although Diabetes is a chronic illness, it can be managed. Diabetes affects the way your body uses the sugar from the foods you eat. Signs and symptoms of Diabetes often present slowly. It may take years for you to become aware of the condition. You should see your doctor on a regular basis to help you stay healthy.

## Some signs and symptoms of Diabetes are:

- INCREASED THIRST
- INCREASE IN URINE OUTPUT
- BEING TIRED
- BLURRY VISION
- SLOW TO HEAL SORES
- FREQUENT INFECTIONS
- DARKENED SKIN IN YOUR ARMPITS AND NECK

As you get older, your chances of becoming a diabetic increase especially after the age of 45. As people get older, they tend to exercise less, lose muscle, and gain weight. Increased age along with decreased activity increases the chance of developing diabetes. Being overweight is also a risk factor for developing diabetes.

A healthy lifestyle can help reduce your chance of developing diabetes. If you already have diabetes, then a healthy lifestyle can help you to control the disease. A healthy lifestyle can help reduce the likelihood of developing nerve damage, vision problems, slow healing wounds, or prolonged infections.

Consider getting active, joining a gym, or contacting your Health Plan to ask about the Silver Sneakers membership benefit. Consult your doctor when starting any exercise program. Your doctor can help direct you on what level of activity is best suited for your health. Eating healthy foods will also be helpful in controlling the harmful effects of diabetes. Please speak to your doctor regarding healthy foods that are specific to your needs.

Your Health Plan is available to help you in controlling your diabetes. The Health Plan has Nurses on staff that are available to assist you in identifying proper foods and exercise routines that can keep you feeling great. In addition, some members qualify for over-the-counter medication and including diabetic test strips. This can help with your out-of-pocket expenses.

# Help With **CHRONIC CONDITIONS**

AS A HEALTH PLAN MEMBER, NURSES ARE AVAILABLE TO YOU BY PHONE TO HELP YOU MANAGE YOUR CHRONIC CONDITION SUCH AS DIABETES OR HEART DISEASE. **THE NURSE CAN HELP YOU WITH:**

- **DIABETES** Nurses have the latest information to help you control your blood sugars. The nurses can help with suggestions for meals, exercise, and taking medications. They will answer questions that you have about your care plan and if you are having trouble obtaining diabetic supplies or a glucometer, nurses can help.
- **HEART DISEASE** Nurses can help you with information on managing your cholesterol and heart healthy eating. They will answer questions that you have about your care plan. They can also help you understand how to reduce your risk factors and live a healthier life.

Our nurses will work with you and your primary care doctor to come up with the best plan to manage your health. Do you know when to report symptoms to your doctor, or what questions to ask at your next appointment? If not, nurses can help.

Did you start this year off right by setting health related goals? Our nursing team is ready to work with you and your doctor to help you meet your health goals. Our nurses can help with a variety of goals including weight or medication management. Meeting health goals can also help you improve your blood results for cholesterol and diabetes.

Your Health Plan's website has tools and resources, regarding the program, that are available to you. Tips on weight management, nutrition, exercise, smoking cessation and even depression are there.

This Disease Case Management support is a free service. Call for assistance at 1-888-211-9913 during normal business hours, Monday - Friday 8:00 a.m. to 4:00 p.m. EST.





# Catch Problems Early with Preventive Health Screenings

**P**reventive health tests can give us information about your health. These tests can find health problems early, before they become serious. Your Plan adopts preventive health standards for our members. These standards are based on nationally recognized standards of care. We provide these guidelines to our members to help you stay current with preventive health screenings and tests. Every year we review the standards and update them as needed. Our Quality Committee approves the changes to our recommendations. Throughout the year, we send information to our members about various preventive screenings that are recommended. We let our network doctors know what preventive health standards we have adopted on a regular basis.

Recommendations may be based on age and gender. They can also be based on other risk factors and health conditions. Some examples of preventive health standards that are recommended include colorectal cancer screening, high blood pressure screening, and breast cancer screening in women.



**Find out what preventive health standards will benefit you, by taking the following steps:**

- 1. Review the preventive health recommendations that are posted on our website. (The link is listed below.)**
- 2. Find out which ones are relevant to you, based on your age, gender, and risk factors.**
- 3. Talk with your doctor about your preventive health plan. Agree on what tests you should have and how often.**
- 4. Then don't forget to schedule your screenings**

**and put the dates on your calendar.**

Be sure to talk with your doctor about changes in your lifestyle based on the results of your preventive health tests.

To see the Plan's most up to date preventive health standards and a helpful Member Guide for Preventive Services, please visit our website at:

[www.youroptimumhealthcare.com](http://www.youroptimumhealthcare.com)  
→ About Us → Utilization & Quality → Quality Management  
→ Preventive Health Information

## Communicate Health Information



It is important to give your healthcare provider all of your medical information. This includes all of the medicine you take, your health conditions, and other doctors you may see. To ensure the best treatment

for you, sometimes providers need to talk to each other. Providers can't legally communicate with each other without your permission. To help all of your providers be on the same page regarding your care, you need to fill out an ROI (Release of Information) form. Each provider has this form. It allows them to communicate about your care as well as be informed and up-to-date on your health status. Ask your provider to share your information. It can help with communication about your care.

You do not have to share your health information with all of your providers. It is your choice. There are certain life-threatening situations, however, when providers are allowed to contact each other without your permission. This can happen if you are unconscious or unable to make medical decisions for yourself. This can also happen if you are in danger of hurting yourself.

Ask your provider today about signing the ROI form so that you can share your health information!



## Helping Our Members Get the Best Care and Services

One of our goals at Optimum HealthCare is to help our members improve their health by providing the best care and service options. In order to do this, we rely on our Quality Management (QM) program. This program describes how we monitor the quality of care and services given by the Plan's providers. The QM Program, which the Plan updates annually, describes how we look at areas that need to be improved in medical and preventive services. We also perform outreach and health education activities for our members.

Each year, we evaluate the current Quality Management program in order to make updates and plan interventions for the upcoming year. We assess progress toward meeting our goals. One of the tools we use to evaluate the QM program is HEDIS® (**H**ealthcare **E**ffectiveness **D**ata and **I**nformation **S**et). HEDIS® is the most widely used rating system in the health care industry. HEDIS® is used like a report card. Health Plans receive a score on certain services, tests and procedures. Optimum HealthCare conducts an annual HEDIS® review. We will use our overall HEDIS® scores to create new goals and to develop improvement plans for the coming year.

**You can read more about the Quality Management Program on our website at:**

[www.youroptimumhealthcare.com](http://www.youroptimumhealthcare.com) → About Us → Utilization & Quality → Quality Management

## How Do I Receive Plan Services?



Your Health Plan covers many services which can help you become healthier, such as visits to Specialists, testing, and DME (durable medical equipment). Information about all your benefits is detailed in your EOC (Evidence of Coverage). To access most of them, your PCP (Primary Care Physician) will make the arrangements for you by sending referrals to the Plan.

Some benefits, such as Behavioral Health care, do not require a PCP referral. If you have questions about any benefits, please contact Member Services at the number located on the back of your Health Plan ID card, or the Carelon Behavioral Health number (also listed) for your Behavioral Health benefits.

## Assistance in Arranging your Community Needs and Resources



**Trained Social Workers are on staff to help our members in arranging Community and Social Service needs. They can provide resources that may assist you with health care and basic needs. Daily problems**

**along with medical limitations can be overwhelming. A Social Worker can link you to various community resources for matters including, but not limited to:**

- **HOME LIFE.** Do you have trouble washing up, getting dressed or making meals?
- **SAFETY.** If you don't feel safe at home or have problems with where you live.
- **FOOD.** If you have problems getting or preparing food. There are places like food pantries that might work for you.
- **FINANCES.** This includes rent, bills, or other payment problems.

- **MEDICINES.** There are mail order medicine benefits. There might be payment assistance. Some pharmacies even deliver medicines.
- **RIDES.** Some options might be in your area or town.
- **BEHAVIORAL HEALTH.** Have you been experiencing symptoms of depression or anxiety? Maybe you have lost a loved one or have been having relationship problems.

A Social Worker can assist you with a variety of services that may be helpful for you in your community. Assistance is available by calling 1-888-211-9913, Monday through Friday, 8:00 a.m. to 4:00 p.m. EST.

# Don't Miss Calls from the Health Plan!

Have you missed calls from the Health Plan because those calls have been marked as Spam? You can prevent these calls from being marked as Spam by adding the Health Plan phone number to your cell phone's contacts. Simply add the telephone number **813-506-6000** to your contact list in your cell phone and the Health Plan's number will no longer show up as **Spam** on your caller ID. And since there are so many scammers out there, it's also a great way to verify that the caller is truly from your health plan.



# Hurricane Season is Fast Approaching

Have you completed your Hurricane preparations? Hurricane season starts on June 1st, 2023, and it runs until November 30, 2023. It is better to be prepared than to wait for the storm to be on the way. We can help you review what you need to do to get ready. Visit our website **[www.youroptimumhealthcare.com](http://www.youroptimumhealthcare.com)** and click "Quick Links" then "Newsletters" to view our Disaster Preparation Guide for 2023. This Guide is full of valuable information. You can also visit us in person at one of our Concierge offices listed on the back page to pick one up. This Guide will assist you and your family if an emergency is declared.



Source: NOAA



## Always Available to Our Members

The Plan offers a lot of information for our members on our website. This includes resources and programs available to our members. Please visit our website at: **[www.youroptimumhealthcare.com](http://www.youroptimumhealthcare.com)**

Click on the links below for more information on the following topics:

*(PLEASE NOTE: link to "About Us" is located by scrolling down to the bottom banner of website page and "Quick Links" is located at top of website page)*

- **Advance Directives:** About Us → Utilization & Quality → Advance Directives
- **Case & Disease Management Programs:** About Us → Utilization & Quality → Case Management or Disease Management
- **Clinical Health Guidelines:** About Us → Utilization & Quality → Clinical Practice Guidelines
- **Fraud, Waste & Abuse:** Quick Links → Fraud, Waste & Abuse
- **Grievance & Appeals:** Quick Links → Grievances and Appeals
- **Medical Record Standards:** About Us → Utilization & Quality → Medical Record Standards
- **Member Rights & Responsibilities:** About Us → Utilization & Quality → Member Rights and Responsibilities
- **Newsletters:** Quick Links → Newsletters
- **Patient Safety Programs:** About Us → Utilization & Quality → Quality Management
- **Preventive Health Guidelines:** About Us → Utilization & Quality → Quality Management → Preventive Health Information
- **Privacy:** Quick Links → Privacy Practices
- **Quality Management Programs:** About Us → Utilization & Quality → Quality Management
- **Quality Management Performance:** About Us → Utilization & Quality → Quality Management → Monitoring Quality
- **Utilization Management Programs:** About Us → Utilization & Quality → Utilization Management
- **UM Decisions:** About Us → Utilization & Quality → Utilization Management

# NON-DISCRIMINATION NOTICE

## Discrimination Is Against the Law

### Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

Optimum HealthCare, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Optimum HealthCare, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

#### Optimum HealthCare, Inc.:

- 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 these services, contact the Optimum HealthCare Civil Rights Coordinator.

If you believe that Optimum HealthCare, Inc. 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:

#### Optimum HealthCare Civil Rights Coordinator

P.O. Box 152727  
Tampa, FL 33684  
Phone: 1-866-245-5360, TTY: 711  
Fax: 813-506-6235

You can file a grievance by mail, fax, or phone. If you need help filing a grievance, the Optimum HealthCare Civil Rights Coordinator 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 <https://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, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

#### Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

# MULTI-LANGUAGE INTERPRETER SERVICES

Form Approved OMB# 0938-1421

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-866-245-5360 (TTY: 711). Someone who speaks English/Language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-866-245-5360 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的服务, 帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务, 请致电 1-866-245-5360 (TTY: 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存在疑問, 為此我們提供免費的翻譯服務。如需翻譯服務, 請致電 1-866-245-5360 (TTY: 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-866-245-5360 (TTY: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-866-245-5360 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-866-245-5360 (TTY: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelpflicht. Unsere Dolmetscher erreichen Sie unter 1-866-245-5360 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-866-245-5360 (TTY: 711) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медицинского плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-866-245-5360 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري, ليس عليك سوى الاتصال بنا على 1-866-245-5360 (TTY: 711). سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएं उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-866-245-5360 (TTY: 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattate il numero 1-866-245-5360 (TTY: 711). Un nostro incaricato che parla l'italiano vi fornirà l'assistenza necessaria. È un servizio gratuito.

**Português:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-866-245-5360 (TTY: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-866-245-5360 (TTY: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-866-245-5360 (TTY: 711). Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品処方箋プランに関するご質問に回答するために、無料の通訳サービスがあります。通訳をご利用になるには、1-866-245-5360 (TTY: 711)にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。

Form CMS-10802 (Expires 12/31/25)



P.O. Box 151137, Tampa, FL 33684

**Health & Wellness Information**

# Optimum LIVING

Member Newsletter

SUMMER 2023

