

Optimum **LIVING**

Member Newsletter

SUMMER 2022

Keep Moving For
Better Joint Health

It's That
Time of Year
Again, Allergy
Season!

GETTING TO
KNOW YOUR
ID CARD

AND **much more!**



SUMMER IN THIS ISSUE

- 2 Concierge Service Locations
- 3-4 Register & Do More Online with our Member Portal!
- 5 45 New Items Added to our 2022 OTC Catalog!
- 6 Please Protect Yourself!
- 7 Keep Moving For Better Joint Health
- 8-9 It's That Time of Year Again, Allergy Season!
- 9 Getting to Know Your ID Card
- 10-11 Find Your Place with SilverSneakers®
- 11 COPD: Managing Your Condition
- 12 Catch Problems Early with Preventive Health Screenings
- 12 Communicate Health Information
- 13 Diabetes & Your Body
- 13 Help with Chronic Conditions
- 14 Defining the Medical Home Model
- 14 Tools For A Healthier You
- 15 Understanding Benefit Limits
- 16 Hurricane Season is Fast Approaching
- 16 How Do I Receive Plan Services?
- 16 Assistance in Arranging your Community Needs and Resources
- 17 Indoor Exercise
- 18 Don't Miss Calls from the Health Plan!
- 18 Quality Management Department
- 18 Always Available to Our Members
- 19 Non-Discrimination Notice & Multi-language Interpreter Services
- 20 Have You put Your Health on Hold during the Pandemic?

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

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.



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



Personal Health Tracker

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

Log onto
www.youroptimumhealthcare.com

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



Medicare Plans

Members

Providers

Agents & Brokers

OTC

Quick Links

Search



Member Login

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 èd pou lang ki disponib gratis pou ou. Rele 1-866-245-5360 (TTY: 711).

Please check previous page for Member Portal Registration benefits.



If it's your first time accessing the Member Portal, click on the "New User Sign Up" button to create a user name and password to log in with.

Sign in to Member Portal

Email:

Password:

Forgot Password

Click here for Privacy Policy

Secure Log In

First Time User

Please create a user name and password.

You will need your Member ID Number from your ID Card and Medicare last four characters from your Medicare Card.

New User Sign Up

FAQ

Help Manual

The 'New Member Registration' page will be displayed. Begin by entering in the required information.

New Member Registration

*First Name:

*Last Name:

*Email ID:

*Confirm Email ID:

*Date of Birth (MM/DD/YYYY)

*Member ID:

*Last 4 Characters of Medicare/MBI Number: (eg. For MBI# TEG4-TE5-MK74, Enter MK74)

Your Registration Code is:

Please enter your Registration Code from above:

Next Page

Please Click here to Go Back

If you have trouble registering, please contact Member Service, Click here for more detail Contact US

* Required

View ID and Medicare/MBI Number Sample Below to locate your Member ID and MBI Number last 4 Characters.

ID CARD

Member ID

MedicareR

MEDICARE HEALTH INSURANCE

JOHN L. SMITH

Last 4 digits of your Medicare/MBI number

1EG4-TE5-MK74

HOSPITAL (PART A)

MEDICAL (PART B)

Feedback

www.youoptimumhealthcare.com

45 New Items Added to our 2022 OTC Catalog

Now we are offering over 145 OTC Catalog Items

Following Additional Items are Available to Order Starting Feb. 14th, 2022

Section	Item#	Item Description	Price
Miscellaneous Items	11L	Covid-19 Antigen Home Test Kit	\$15
First Aid Supplies	9T	KN95 Masks	\$15

Section	Item#	Item Description	Price
Vitamins & Minerals	13Z	Breakfast Essentials Nutritional Powder Drink Mix	\$22

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

To better serve our members, we have increased our OTC items offered starting in 2022.

Three additional categories have been added – Home HealthCare, Diabetes Care and Supports. Now, members can choose 145+ Items from 19 different categories of products and supplies by ordering online or over the phone.



Section	Item#	Item Description	Price
First Aid Supplies	9P	Hydrogen Peroxide 3%	\$2
	9Q	Rubbing alcohol 70%	\$3
	9R	Witch Hazel Pad A.E.R. 40	\$7
	9T	KN95 Masks	\$15
Laxatives	10F	Psyllium Fiber Laxative Capsules	\$11
Miscellaneous Items	11K	Pulse Oximeter	\$40
	11L	Covid-19 Antigen Home Test Kit	\$15
Vitamins & Minerals	13W	Ensure Original Nutrition Powder Vanilla	\$22
	13X	Daily Multivitamin Gummy	\$11
	13Y	Vitamin C Gummy 250 mg	\$10
	13Z	Breakfast Essentials Nutritional Powder Drink Mix	\$22
Adult Incontinence	16G	Adult Bladder Control Pads	\$15
Home HealthCare	17B	Cane, 1- Leg Adjustable 29in to 38in	\$15
	17C	Cane, 4-leg base Adjustable Quad Standard	\$24
	17D	Digital Bathroom Scale	\$24
	17E	Medical Bracelet - Diabetes	\$20
	17F	Medical Bracelet - Heart Patient	\$20
	17G	Grab Bar, 12"	\$15
	17H	Grab Bar, 24"	\$20
	17I	Pistol Grip Reachers	\$12
	17J	Bath Mat, Non-Slip	\$12
	17K	Raised Toilet Seat - 250 lbs. capacity	\$25
	17L	Hand held shower	\$22

Section	Item#	Item Description	Price
Home HealthCare	17M	Shoe Horn	\$8
	17N	Lumbar cushion	\$24
	17O	CPAP Pillow Memory Foam	\$60
	17P	Humidifier, Ultra-Sonic	\$40
	17Q	Digital Kitchen Scale	\$20
Diabetes Care	17R	Magnifying glass	\$10
	18A	Diabetic Sock Ladies Shoe Size 5-10	\$9
Supports	18B	Diabetic Sock Men Shoe size 6-12.5	\$9
	19A	Protective Arm Sleeve, Small	\$15
	19B	Protective Arm Sleeve, Medium	\$15
	19C	Protective Arm Sleeve, Large	\$15
	19D	Protective Arm Sleeve, X-Large	\$15
	19E	Arthritis Knee Sleeve, Small	\$15
	19F	Arthritis Knee Sleeve, Medium	\$15
	19G	Arthritis Knee Sleeve, Large	\$15
	19H	Arthritis Knee Sleeve, X-Large	\$15
	19I	Compression Knee-High Socks, Women's, Small (Shoe Size 4-5)	\$12
	19J	Compression Knee-High Socks, Women's, Medium (Shoe Size 5.5-7.5)	\$12
	19K	Compression Knee-High Socks, Women's, Large (Shoe Size 8-10.5)	\$12
	19L	Compression Knee-High Socks, Men's, Medium (Shoe Size 6-8)	\$15
	19M	Compression Knee-High Socks, Men's, Large (Shoe Size 7.5-11)	\$15
	19N	Heating Pad Dry/Moist	\$22

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!

Do you ever see social media ads promising free items if you sign up for their program or asking you to pay a 1-time shipping/processing fee? What about those unknown calls saying they're sending out new Medicare ID cards and need you to confirm your Medicare number or wanting you to provide other personal information to receive the new card. These examples are scams! An attempt to steal your identity and your healthcare benefits.

Scammers can also pretend to call from Medicare or say they are agents to steal your Medicare number and other personal information. They can use a fake CallerID name to seem like they are calling from Medicare or another organization you know.

Don't always trust the name displayed on your phone's CallerID screen. If anyone calls you asking for your Medicare, Social Security, bank or credit card information, hang up! Scammers use your personal information to submit fraud claims and/or sign you up for a Plan you didn't agree to which in return could interrupt your healthcare services.

Here are some tips to help protect your identity:



You should never get a phone call from a company you don't have a relationship with.



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



A company must not represent itself as Medicare, Social Security, or Medicaid.
- Medicare, Medicaid, and Social Security will only call if you contacted them first and they are returning your call.



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.



Never enroll for any Plan you do not know or trust. Please contact the Plan for assistance if you are trying to change your Health Plan.



Never give your personal information to anyone you do not know and trust, in person or over the phone.



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.



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.

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

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.¹ 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.²

Treatment for osteoarthritis may include:¹

- 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 amenities³
- Group exercise classes⁴ 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.

SilverSneakers and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. SilverSneakers LIVE, SilverSneakers On-Demand and SilverSneakers GO are trademarks of Tivity Health, Inc.

© 2022 Tivity Health, Inc. All rights reserved. SSFP2586_0322



It's That Time of Year Allergy Season!



There are many medications available over the counter (OTC) to help allergy symptoms. These drugs include antihistamines, decongestants, combination drugs, corticosteroids, and others.

It's important to understand how the different types of medications work so that you can choose the best option.

Types of OTC Allergy Medications

Important safety note: *It is a good idea to avoid Benadryl because of potential side effects. Those side effects can include drowsiness, dizziness, and constipation. The alternatives listed above are safer and generally have less side effects.*

be used for only a few days at a time. They can make symptoms worse if taken for longer. Decongestants may also raise blood pressure. They typically are not recommended for people with glaucoma or blood pressure conditions.

ANTIHISTAMINES

Antihistamines help relieve watery eyes, itchy eyes/nose/throat, runny nose, and sneezing. Over the counter antihistamines are available as oral tablets/capsules, nasal sprays, and eye drops. Eye drops can relieve red, itchy eyes. Nasal sprays can be used for seasonal or year-round allergies.

Oral examples: cetirizine (Zyrtec), fexofenadine (Allegra), levocetirizine (Xyzal), diphenhydramine (Benadryl), and loratadine (Claritin).

Eye drop examples: ketotifen (Zaditor), naphazoline and pheniramine (OcuHist)

Nasal spray example: azelastine (Astepro)

DECONGESTANTS

Decongestants relieve congestion and are often used with antihistamines for allergies. Over the counter decongestants are available as oral tablets/capsules, nasal sprays, and eye drops.

Oral examples: pseudoephedrine (Sudafed)

Nasal Spray examples: phenylephrine (Neo-Synephrine) and oxymetazoline (Afrin)

Eye Drop examples: Some Visine eye drops

There are safety measures to be aware of when using decongestants. Nasal sprays and eye drops should

CORTICOSTEROIDS

Corticosteroids are also known as steroids. They can reduce inflammation associated with allergies. They are used to prevent and treat seasonal or year-round allergy symptoms. These symptoms include nasal stuffiness, sneezing, and itchy, runny nose.

This type of drug must be taken even when you are feeling good to work at its best.

Nasal Spray examples: budesonide (Rhinocort Allergy), fluticasone (Flonase Allergy Relief), and triamcinolone (Nasacort Allergy 24HR)

Year Again,

OTHERS

Saltwater solution, or saline – available as a nasal spray to relieve mild congestion and loosen mucus.

Artificial Tears- available to treat itchy, watery, and red eyes.

The options below are available through the OTC benefit at no cost to you!

Antihistamines: chlorpheniramine maleate 4mg, diphenhydramine HCl 25mg (Benadryl)

Corticosteroids: triamcinolone 55mcg (Nasacort Allergy 24HR), fluticasone 50mcg (Flonase)

Others: Deep Sea Nasal Saline 0.65%

Please check with your physician before using any of the above medications. Your physician can ensure they are appropriate for you!

ALLERGY SYMPTOMS



COUGH



EDEMA



NASAL DISCHARGE



LACRIMATION



NUMBNESS



SNEEZING



NAUSEA, VOMITING



ITCH

Getting to know your ID Card



Optimum HealthCare

ID: 0000000000
FIRSTMILAST

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

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

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

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 (Beacon):	X-XXX-XXX-XXXX	Tampa, FL 33684
Submit all Behavioral Claims to Beacon		EDI Payer ID: XXXXX

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-impaired 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!



FIND YOUR PLACE WITH

SilverSneakers®

Find your fitness

SilverSneakers® is a fitness benefit included with many Medicare health plans. The program helps members improve their health and stay independent. SilverSneakers® is more than a fitness program. It's a way of life.

Find new friendships

The SilverSneakers® community is warm and welcoming. In fact, 60 percent report making new and valuable friendships.¹ Meeting new people in class and at organized events helps members stay connected. Many members build friendships that extend beyond the gym.

Find your groove

Visit any participating location, any time.²

There are thousands of participating locations nationwide, and SilverSneakers® members can use them all. Locations include gyms, community and senior centers and more. Amenities may include pools, free weights, cardio equipment and indoor walking tracks.

Indoor and outdoor classes are available³

SilverSneakers® offers a variety of classes designed for all fitness levels and abilities. Cardio, strength and balance classes may help you reduce your risk for falls and maintain your independence. Tai chi, yoga, Latin dance and walking groups are just a few of the less traditional options offered through SilverSneakers FLEX®.



Trained instructors lead SilverSneakers® classes

SilverSneakers® instructors are trained specifically in senior fitness. They offer guidance and make members feel welcome. Instructors can modify exercises to match each participant's level and pace.

Online resources making getting active easier

SilverSneakers.com is a resource where members can find participating locations, see class descriptions with sample videos. SilverSneakers® articles cover exercise, health, nutrition and more. Members can also work out at home with SilverSneakers® On-Demand™ videos, access to SilverSneakers® LIVE virtual classes and sign up for the SilverSneakers GO™ app.

Find your place with SilverSneakers®

You may already have SilverSneakers® included in your Health Plan benefits. Visit **SilverSneakers.com/Check** or call **1-888-423-4632 (TTY: 711)** to find out if your Medicare plan includes this valuable benefit.

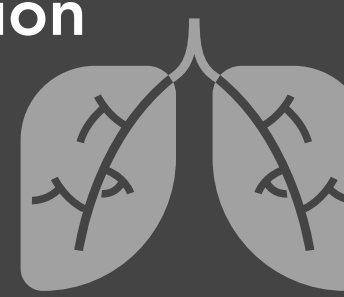
Always talk with your doctor before starting an exercise program.

1. 2018 SilverSneakers® Annual Participant Survey
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.

SilverSneakers®, the SilverSneakers® shoe logotype, and SilverSneakers FLEX® are registered trademarks of Tivity Health, Inc. SilverSneakers On-Demand®, SilverSneakers LIVE® and SilverSneakers GO® are trademarks of Tivity Health, Inc. © 2022 Tivity Health, Inc. All rights reserved.



COPD: Managing Your Condition



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 Beacon Health Options (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.

Catch Problems Early with Preventive Health Screenings

Preventive 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
→ 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!

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 SilverSneakers® 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. It can also increase your overall energy levels. 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. 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. If you are trying to reduce your risk factors, nurses can help.

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 am to 4:00 pm EST.





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. 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. It's best to do this when you don't have to worry about how sick you feel.
- You should also 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's also 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. You and your PCP need to understand what happened in order to prevent another stay or ER visit. 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 am - 4:00 pm 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. 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.

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.

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.

Hurricane Season *is Fast Approaching*

Have you completed your Hurricane preparations? 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 and click "Quick Links" then "Newsletters" to view our Disaster Preparation Guide for 2022. 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



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 Beacon Health Options 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 am to 4:00 pm EST.



Indoor Exercise

Summer 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. The Health Plan also has a benefit, called SilverSneakers®. This benefit can provide eligible members with a free gym membership. What's even better is that SilverSneakers has on-demand videos available for you to view in the privacy of your own home. Call the Health Plan today to inquire about the SilverSneakers benefit.

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.

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.



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® (**Healthcare Effectiveness Data and Information Set**). 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 → About Us → Utilization & Quality → Quality Management

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

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 & 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

Servicios de interpretación en varios idiomas

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-245-5360 (TTY: 711).

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 èd pou lang ki disponib gratis pou ou. Rele 1-866-245-5360 (TTY: 711).

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-245-5360 (TTY: 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-245-5360 (TTY: 711).

繁體中文 (Chinese): 注意：如果您使用繁體中文，可以免費獲得語言援助服務。請致電1-866-245-5360 (TTY: 711)。

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-245-5360 (ATS: 711).

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-245-5360 (TTY: 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-245-5360 (телетайп: 711).

عربي (Arabic): نود أن نقدم لك خدمات تفسيرية مجانية إذا كنت تتحدث العربية. اتصل بنا على 1-866-245-5360 (مكالمات مجانية: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-245-5360 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-245-5360 (TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-245-5360 (TTY: 711) 번으로 전화해 주십시오.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-245-5360 (TTY: 711).

ગુજરાતી (Gujarati): ધ્યાન: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-245-5360 (TTY: 711).

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-866-245-5360 (TTY: 711).

ΠΡΟΣΟΧΗ (Greek): Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-866-245-5360 (TTY: 711).



P.O. Box 151137, Tampa, FL 33684

If you have questions about your Health Plan or Health Plan coverage, please contact Member Services toll-free at 1-866-245-5360 or TTY/TDD at 711. If you have questions about your individual health, your doctor or PCP is most qualified to answer these questions. As always, if you feel you need emergency assistance please dial 911.

Optimum LIVING

Member Newsletter

SUMMER 2022



Have You put Your Health on Hold during the Pandemic?

It's time to Make Way for Better and prioritize your health with routine checkups and testing.



If there's one thing the past couple of years has shown us - our health means everything. While we have been trying to keep ourselves and loved ones safe, routine preventative care has been on hold.

In fact, **one in five adults¹ put off their healthcare during the pandemic.** These routine checkups catch serious conditions earlier and monitor preexisting ones. Not receiving this critical care has increased chronic and acute health conditions for people of all ages.

Now is the time to take advantage of all the new ways to stay on top of your health - and Labcorp is here to help.

Knowing what should be a part of your health checkup is the first step. Labcorp has put together a list of the most common routine screenings recommended based on your age and gender.

¹ Delayed Care with Harmful Health Consequences - Reported Experiences from National Surveys During Coronavirus Disease 2019. JAMA Health Forum.



HOW TO GET STARTED TODAY

1. Download your personalized routine screening checklist at [Labcorp.com/makewayforbetter](https://www.labcorp.com/makewayforbetter)
2. Schedule an appointment with your doctor
3. Make sure you are up-to-date with all your screenings