

HERE'S TO HEALTH

FROM PROMINENCE HEALTH PLAN



Reduce your risk of falling

Tips and risk factors you should know

Page 2

Create your account now on the new member portal!

Tackling incontinence for a better quality of life

Your expanded pharmacy benefits for 2020!

Preventing FALLS

Falls can pose a serious risk for older adults, but there are preventive steps you can take. Increasing your physical activity can improve balance, strength, coordination and flexibility. Before starting a new exercise program, consult a doctor. It's also important to keep up with vision checks and evaluate your home for potential falling hazards. **Talk with your primary care provider about any concerns and use the test below to help assess your risk.**



<input checked="" type="checkbox"/> Check all that pertain to you	Why it matters
<input type="checkbox"/> I have fallen in the past year (If yes, give yourself 2 checks)	People who have fallen once are likely to fall again
<input type="checkbox"/> I use or have been advised to use a cane or walker to get around (If yes, 2 checks)	People who have been advised to use a cane or walker may already be more likely to fall
<input type="checkbox"/> Sometimes I feel unsteady when I'm walking	Unsteadiness or needing support while walking are signs of poor balance
<input type="checkbox"/> I steady myself by holding onto furniture when walking at home	This is also a sign of poor balance
<input type="checkbox"/> I am worried about falling	People who are worried about falling are more likely to fall
<input type="checkbox"/> I need to push with my hands to stand up from a chair	This is a sign of weak leg muscles, a major reason for falling
<input type="checkbox"/> I have some trouble stepping up onto a curb	This is also a sign of weak leg muscles
<input type="checkbox"/> I often have to rush to the toilet	Rushing to the bathroom, especially at night, increases your chance for falling
<input type="checkbox"/> I have lost some feeling in my feet	Numbness in your feet can cause stumbles and lead to falls
<input type="checkbox"/> I take medicine that sometimes makes me feel light-headed or more tired than usual	Side effects from medicine can sometimes increase your chance of falling
<input type="checkbox"/> I take medicine to help me sleep or improve my mood	These medicines can sometimes increase your chance of falling
<input type="checkbox"/> I often feel sad or depressed	Symptoms of depression, such as not feeling well or feeling slowed down, are linked to falls
<input type="checkbox"/> TOTAL Add up your check marks. If you have scored 4 or more you may be at risk for falling and should talk to your primary care provider.	

Source of chart: cdc.gov/steady/pdf/STEDI-Brochure-StayIndependent-508.pdf

STAYING FIT AND FABULOUS after 50

In her late 50s, Sue Arzillo decided it was time to make some positive changes and become more proactive about her health. She had been 50 pounds overweight and inactive for most of her life, so she hired a personal trainer and dietitian to set her on the right path toward her fitness goals. That experience had such a positive impact on her life that she decided to become a personal trainer to help older people who were in the same situation she had been.



BEING MINDFUL OF MUSCLE LOSS.

At age 72, Arzillo revealed that she doesn't have the endurance or muscle mass she had when she was younger. Still she does her best to keep moving and improving. According to the Centers for Disease Control and Prevention, muscle mass decreases 3-5% every decade after 30 years of age, and that rate increases over age 60. However, muscle-strengthening activities can help prevent this.

"By being physically active, I feel good when I can carry heavy bags of groceries or quickly climb stairs without being out of breath," Arzillo says.

OVERCOMING PHYSICAL LIMITATIONS.

Arzillo shared that one of her clients, at age 73, needed to have both knees replaced. Arzillo worked with her for almost a year on exercises to strengthen the muscles around her knees before her surgeries. This helped to support quick recoveries. The client will be 80 this year and continues to lift weights twice a week and walk every day.

"Move more!" advises Arzillo. If you're afraid to exercise because you worry that you might fall, it's important to talk to your primary care provider (PCP) about your concerns and make sure you check your house often for tripping hazards. Also, before starting a new exercise program, consult a doctor.

STAYING BUSY AND INVOLVED.

For seniors who feel isolated or lonely, it is important to stay busy. Sue is very active in the community, plays Scrabble, reads and recently joined a mahjong group. Staying in touch with friends and family is also important, she says.

When asked how she envisions her life in the next 10 years, Arzillo replied, "I intend and hope to continue doing what I'm doing now. I know some things will get more difficult, but as I like to say, I'll keep pushing the wagon up the hill."



YOUR MEMBER PORTAL IS LIVE!

The Medicare Advantage member portal provides an easy and secure way for you to access the information you need at the touch of a few buttons, including:

- ◆ Claims status
- ◆ Claims payments
- ◆ Maximum out-of-pocket tracking
- ◆ Link to Teladoc®
- ◆ Link to MedImpact
- ◆ Health Assessment Survey
- ◆ Prior authorization status
- ◆ Access to ID cards
- ◆ Message boards and more

Create an account by going to **ProminenceMedicare.com** and clicking on the Member Portal link in the upper right-hand corner of the website.

To create a new account, you will be asked for your first name, last name, member ID number and email and/or phone number to create a password.

I'M NOT FEELING WELL. WHERE SHOULD I GO FOR CARE?

When an unexpected illness or emergency happens, it's important to know where you can go for care. Prominence Health Plan contracts with specific providers, urgent care facilities and hospitals to provide in-network healthcare services. Refer to your Provider Directory for more information. Understanding your provider network can reduce your out-of-pocket costs significantly. In the event of a serious or life-threatening emergency, call 911 or go straight to the nearest emergency room (ER).



PRIMARY CARE PROVIDER (PCP)

Treats common illnesses, minor injuries and helps manage chronic conditions.

Health screenings, blood pressure/ oxygen checks, annual physical exams, follow-up (from hospital/ER), managing chronic diseases, etc.



TELADOC® TELEMEDICINE

A convenient and affordable option that provides access to U.S. board-certified doctors and therapists by phone or video – 24 hours a day, every day of the year.

Allergies, minor burns, cold or flu, coughs, cuts, ear infections, pulled/strained muscles, urinary tract infections, etc.



URGENT CARE (UC)

Treats non-life threatening medical conditions and is often open after hours and on weekends. Visit an Urgent Care Center when you cannot wait to see your PCP but your condition and symptoms are not life-threatening. Remember, certain medical conditions MUST be treated at an ER.



EMERGENCY ROOM (ER)

Treats serious medical conditions that cause a threat to a person's life, limb or jeopardize a person's organs or bodily functions. Call 911 or go straight to the nearest ER for these conditions. Please note that the conditions below are a sampling and are not a complete list.

Signs of possible stroke (slurred speech, facial drooping on one side, etc.), signs of possible heart attack (chest pain, shortness of breath, etc.), serious burns, fever with rash, difficulty breathing, broken bones, severe cuts, abnormal bleeding, concussion/confusion.

For more information about the best option for your medical care, contact the Prominence Care Coordination team at 833-201-0303 (TTY: 711), 8 a.m. to 5 p.m. (PT), Monday through Friday.



Let's talk about urinary incontinence

Worrying about urinary incontinence can cause you to lose sleep, avoid leaving the house, feel embarrassed, and stop or limit exercise. However, there are steps you can take to help regain control.

Urinary incontinence is any uncontrolled leakage of urine from the bladder. The main types are:

Stress incontinence

Urine leaks when physical pressure is placed on your bladder, such as when you cough, sneeze, laugh, exercise or lift an object.

Urge incontinence (overactive bladder)

You have a sudden and intense urge to urinate without any warning.

Overflow incontinence

Your bladder does not empty completely and causes leaks due to overflow.

Functional incontinence

A physical or mental impairment prevents you from getting to the bathroom in time, such as poor eyesight or limited mobility.

Mixed incontinence

You experience more than one type of urinary incontinence.

If you experience any type of urinary incontinence, it's important to talk to your primary care provider (PCP).

Ways to address incontinence and improve your quality of life include:

- 1. Practicing pelvic floor exercises*** – This can help strengthen the pelvic floor muscles to help you hold your bladder longer.
- 2. Bladder training** – With bladder training, you plan to urinate on a set schedule, and gradually lengthen the amount of time between trips to the bathroom.
- 3. Hydrate properly and avoid bladder-irritating fluids** – Coffee, tea, soda and alcohol can all irritate the bladder, making it more difficult to control. Water is the best way to stay hydrated while protecting your bladder.
- 4. Be more physically active** – Exercise* can help you maintain a healthy weight, which can also help with incontinence.

*Talk with your doctor before starting a new exercise program.

Spring challenge word scramble answers (see puzzle on page 7).

1. Trainer, 2. Allergies, 3. Muscle, 4. Pharmacy, 5. Control, 6. Refills, 7. Hazards, 8. Balance, 9. Network, 10. Strength, 11. Portal, 12. Claims, 13. Account, 14. Flexibility, 15. Drugs, 16. Rewards, 17. Vaccine, 18. Services, 19. Tips, 20. Fitness



Get more out of **YOUR BENEFITS!**



100-day-supply prescription fills and more \$0 copay drugs

To help you stay on schedule with your medications, you can fill your prescriptions for a 100-day supply as a Prominence Medicare Advantage member. This applies to Tier 1, 2, 3, 4 and 6 drugs. This option prevents lapses in refills and saves you time since you don't need to wait to fill your prescriptions monthly.

To take advantage of this option, call your prescriber and request that a prescription for a 100-day supply be sent to your current pharmacy. You can also contact your current pharmacy and ask if they will request a 100-day supply with your provider.

In addition, we have expanded our \$0 prescription drug list to include more medications than we offered in 2019. Tier 1 and Tier 6 drugs have a \$0 copayment. These drugs are used to treat some of the most common and often controllable chronic diseases.

To find more about your pharmacy benefits, call 1-855-969-5882 (TTY:711) from 8 a.m. to 8 p.m., seven days a week from October 1 through March 31, and Monday through Friday from April 1 through September 30.

The 2020 Prominence Perks Program Earn rewards while getting healthier!



Now through December 31, you can earn gift cards* for completing recommended preventive screenings based on your current health status, age and past medical history, including:

- ◆ 2020 Welcome Call - \$15
- ◆ Health Risk Assessment Survey - \$10
- ◆ Prominence Health Assessment - \$50
- ◆ Breast Cancer Screening (mammogram) - \$25
- ◆ Colorectal Cancer Screening (colonoscopy in 2020) - \$50
- ◆ Colorectal Cancer Screening (FIT/FOBT/ colonoscopy completed in 2019 and older) - \$25
- ◆ Annual Flu Vaccine - \$10 (available starting September 2020)
- ◆ Diabetic Care Management Package (A1C, Eye, Micro) - \$50

Be on the lookout for more detailed information about this year's program in the mail!

*Rewards are non-transferrable and may be subject to applicable restrictions. Individual rewards based on current eligibility status. Prominence Health Plan may discontinue this program at any time.

Spring Challenge

WORD SCRAMBLE

Set aside some quiet time this spring to unscramble the words below, which are related to articles in this issue. Answers are on page 5.

1. ntrirae _____

2. ligialrse _____

3. sceuml _____

4. mypaachr _____

5. oclortn _____

6. ellirfs _____

7. adrshza _____

8. eblacna _____

9. otnkewr _____

10. tsnrtegh _____

11. laptro _____

12. miacsl _____

13. ncacuto _____

14. llytfxbieii _____

15. usdgr _____

16. dwerars _____

17. cvciaen _____

18. veiscrse _____

19. ipst _____

20. nsestfi _____

Find us on  

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits and/or copayments/coinsurance may change January 1 of each year.

Prominence Health Plan is an HMO, HMO-POS plan with a Medicare contract. Enrollment in Prominence Health Plan depends on contract renewal.

Prominence Health Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-969-5882 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-969-5882 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-969-5882 (TTY: 711).

What is the right way to wash your hands?

Follow these five steps provided by the Centers for Disease Control and Prevention.

- ◆ Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- ◆ Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- ◆ Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- ◆ Rinse your hands well under clean, running water.
- ◆ Dry your hands using a clean towel or air dry them.

You can use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available. You can tell if the sanitizer contains at least 60% alcohol by looking at the product label.

