CCA's Healthcare Check-In Calls

Commonwealth Care Alliance® (CCA) wants you to be as healthy as possible. We’re going to be making phone calls during 2018 to check in and find out how our members are doing. We want to make sure you’re getting the care and preventive tests you need to maintain or improve your health.

What you need to know:

- CCA may be calling you from time to time to make sure you’re getting the most from your health plan.
- If you get a call with a Boston area code or if you have a voicemail waiting, please take the time to listen! The phone call or voicemail might be from CCA.
- CCA may call to ask:
  - If you’ve scheduled an appointment with your doctor
  - If you need help scheduling a healthcare appointment
  - If you need help scheduling transportation to a healthcare appointment
  - If you’re receiving the preventive care you should receive

Preventive care you might need includes:

- Diabetes care: including eye exams and kidney tests
- Cervical cancer test: Pap and HPV tests
- Breast cancer test: mammogram (X-ray of the breasts)

Sometimes people don’t know they have diabetes, cervical cancer, or breast cancer. That’s why getting the right preventive care is important!

Healthy Eating: Yogurt and Fruit Parfait

Enjoy a healthy treat on a hot summer day!

Ingredients

- 1 cup vanilla nonfat yogurt
- ¼ cup fresh or defrosted frozen strawberries in juice
- ¼ cup fresh blackberries, raspberries, or blueberries
- 1 cup low-sugar granola

Directions

1. Spoon a layer of vanilla yogurt into a bowl or glass
2. Combine strawberries and juice with fresh berries of your choice
3. Alternate layers of fruit and granola with yogurt
4. Serve parfaits immediately to keep granola crunchy
Do you ever forget to take a pill or other medication?
These pharmacies help you remember exactly what to take and when. You can choose PillPack Pharmacy or MedMinder Pharmacy to fill your prescriptions.

PillPack Pharmacy:
- Medication is sorted into packets that contain your doses for each time of day
- Packets are easy to tear open
- Packets are sent to your home by mail

MedMinder Pharmacy:
- MedMinder pill dispenser comes with prefilled trays containing your doses for each time of day
- Pill dispenser automatically reminds you to take pills by flashing and beeping
- Prefilled medication trays are sent to your home every month
- To get automatic reminder devices, you must get your medication trays filled each month by MedMinder Pharmacy

To learn more about PillPack and MedMinder, call Member Services at 1-866-610-2273 (TTY 711).

Do you have a rare or complex condition?
CCA uses Lumicera Specialty Pharmacy to provide specialized drugs. Talk to your doctor about using Lumicera Pharmacy if you have a rare or complex condition, such as multiple sclerosis, hepatitis C, or rheumatoid arthritis. Benefits include:
- Personalized support
- Expert advice on specialty medications and treatments
- Refill reminders by phone, text message, or email
- 24/7 access to a pharmacist

Contact Lumicera Pharmacy at 1-855-847-3553.

Do you take several long-term medications?
If you take medications for several chronic conditions, CCA's Medication Therapy Management program can connect you with a pharmacist or a trained healthcare worker to make sure your pills and other medications are working correctly and safely.

To find out if you're eligible for the program, call Member Services at 1-866-610-2273 (TTY 711).

CCA Member Experience Surveys
We want to learn what you think about your health plan. To find out, CCA is starting to use telephone surveys. Throughout the year, CCA will be calling our members. We'll ask about your experiences with services such as transportation, home care, urgent care, and pharmacy.

The survey will take just a few minutes.
If you get a phone call, please take the time to complete the survey. Your answers will help us continue to improve care and services for all of our members.

Your feedback matters. Thank you in advance for your time!

CCA Member Voices Program
Joining Member Voices can be empowering!
Just ask Susan L., CCA One Care member.

“...I'm very happy for the opportunity to be in the Member Voices program because CCA wants our honest feedback about how it's all working. Being heard in that way is so comforting.”

David F., CCA One Care member

Taking Care of You: Your Dental Health
Full or partial dentures replace missing teeth and make it easier to eat and speak.
Most people who get new dentures are very happy with them. However, getting used to wearing dentures takes time and patience. Sometimes, new dentures might need as many as 10 adjustments over a period of 3 or more months.
If you're having problems with dentures, talk to your dentist. Your dentures may simply need additional adjustments. These problems are normal and can be fixed.

Regular cleanings keep your smile healthy!
- Your regular dental checkup should include cleaning your teeth and checking your teeth and gums for problems.
- The health of your mouth affects the health of your whole body. This is because the mouth is a breeding ground for harmful bacteria.

CCA Member Experience Surveys
To join Member Voices, call Candace Smith at 617-960-0383 or email casmith@commonwealthcare.org.

5 Things You Should Know
1. Being part of Member Voices is your choice. You can stop at any time.
2. CCA transportation is available for all Member Voices events.
3. Disability-related accommodations are available.
4. Caregivers, PCAs, interpreters, and others can be present to help you participate.
5. When you share advice and ideas with CCA, we use this information to improve our care.

If you have questions or need help scheduling an appointment with a dentist, call CCA Member Services at 1-866-610-2273 (TTY 711).