

# Check Up

Fall 2020

## CCA One Care Magazine



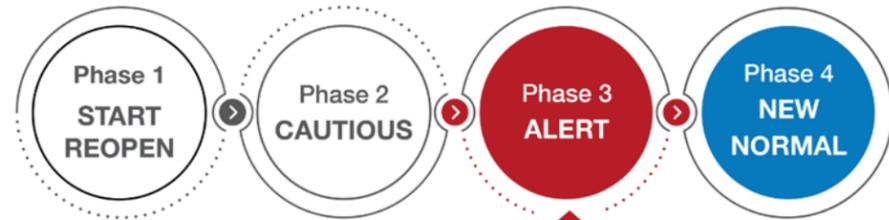
### What's Inside

- Preventive Care Screenings
- Your Care Partnership Team
- Member Spotlight
- Why You Need a 2020 Flu Shot



# Massachusetts is in Phase 3 of Reopening

On July 6, Massachusetts began Phase 3 of its 4-phase reopening plan. The state may announce more guidance and updates throughout Phase 3. With each phase, more businesses and services are opening with new guidelines.



We are here.

## What does this mean for me?



Avoid close contact. Still keep 6-feet of distance.



Still wear a face covering when you go out.



Call your doctors to schedule appointments.



Wash your hands often with soap and water for 30 seconds.

## Pharmacy Corner

### Two Easier Ways to Refill Prescriptions

There are better ways to stay on top of your refills and reduce trips to the pharmacy. Ask your local pharmacist about these services.

#### 1. "Med sync"



If you fill different prescriptions on different days of the month and find you or your loved one making multiple trips to the pharmacy, medication synchronization or "med sync" can help. Your pharmacist can coordinate refills to be filled on the same day each month so you only need to make one trip. All CCA members are eligible. Ask your local pharmacist to set it up.

#### 2. Refill or pick up notifications



Some pharmacies can send a text or phone call to remind you when your medicine is ready to be refilled or picked-up. This free service helps prevent you from missing a dose.



## Wellness: What's On Your Checklist?

The best way to prevent sickness is to stay well in the first place. Check off the list below with the healthy steps you already take. What can you add to protect your health?

Health Care	I do this now!	I can do this!
Flu vaccine	<input type="radio"/>	<input type="radio"/>
Cancer screening	<input type="radio"/>	<input type="radio"/>
Blood pressure checks	<input type="radio"/>	<input type="radio"/>
Lab tests	<input type="radio"/>	<input type="radio"/>
Healthy Eating		
Lots of vegetables and fruit	<input type="radio"/>	<input type="radio"/>
Healthy proteins	<input type="radio"/>	<input type="radio"/>
Limit fast food and sugar	<input type="radio"/>	<input type="radio"/>
Lifestyle Choices		
Don't smoke	<input type="radio"/>	<input type="radio"/>
Limit alcohol	<input type="radio"/>	<input type="radio"/>
Regular physical activity	<input type="radio"/>	<input type="radio"/>



Ask your CCA care partner how they can help you expand your checklist!



## Member Services: Your Information Hub!

Need help finding a doctor or dentist? Want to know if we cover a medication? Member Services can help.

**What happens when I call?** First, we will ask a few questions, so we know who you are and how to reach you. Then we'll chat with you to understand how we can help.

#### How can we help?

- Find an in-network doctor.
- Understand the benefits and rules for your plan.
- Check the status of your request.
- Resolve any issue you're having at the pharmacy.
- Send a message to your care partner.
- And more!

#### When can I call?

Monday to Friday: 8am to 8pm.  
Weekends: 8am to 6pm.

Call Member Services at  
**866-610-2273 (TTY 711)**

# The Best Path to Health— Preventive Care

Tests and screenings can give us peace of mind and find early warning signs of problems. Talk to your healthcare provider about which care is right for you.

## Cancer Screening

Regular screening is essential to help find and treat cancer early.

**Routine screening recommendations:**

	Gender	Age
<b>Prostate Cancer</b>	Men	55+
<b>Colorectal Cancer</b>	Everyone	50-75
<b>Breast Cancer</b>	Women	50-74
<b>Cervical Cancer</b>	Women	24-65

## Chronic Disease Management

Routine testing is key to staying as healthy as possible.

Diabetes	Goal
<b>A1c blood glucose</b>	< 9%
<b>Blood pressure</b>	< 140/90
<b>Vision</b>	Annual exam
<b>Kidneys</b>	Annual urine protein (microalbumin) and eGFR blood test
Hypertension	Goal
<b>Blood pressure</b>	Goal < 140/90

# Bringing You *uncommon care*<sup>®</sup>

Your CCA Care Partnership team gives you access to the help you need, when you need it. They work in your community and can provide face-to-face care.

Your Care Partnership team members are skilled in different special services, including:

- nursing care, such as wound care or checking vitals
- primary care support, such as treating health conditions and helping with urgent needs
- behavioral health care, such as mental health diagnoses or community supports
- connecting you to resources for important needs, like access to housing and food

Your care partner will work with you to arrange your services. They will also:

- ✓ Develop a care plan just for you
- ✓ Work with your doctors, family and caregivers
- ✓ Help you manage your medications
- ✓ Work with you to manage health conditions like diabetes or heart disease
- ✓ Discuss your treatment options
- ✓ Answer any questions you or loved ones may have

If you have any questions about your Care Partnership team and how they bring you *uncommon care*<sup>®</sup>, please ask your care partner or call CCA Member Services at 866-610-2273 (TTY 711).



# Member Spotlight: Justin

“It’s really about how you frame it. Instead of looking at what’s wrong with life, look at what’s right.”



One Care member Justin lives with quadriplegia, but his outlook often surprises people. Justin suffered a spinal cord injury when he was in his 20s. He faced many barriers when he had concerns about his injury and the issues that came with it.

“My doctors weren’t really in communication with each other. It took a lot of coordination for them to be able to move from one thing to the next.”

Justin joined Commonwealth Care Alliance (CCA) in 2015 and now has a full care team that includes a care partner, nurse practitioner, primary care physician, and an occupational therapist (OT). He knows he can call any of them if he has a problem. “This insurance has alleviated a lot of stress. Having an entire team

*all focused upon what’s best for me has been tremendous.”*



With help from his OT, Justin tracked activities that were difficult because of his injury. This helped his OT get a standing chair for Justin. With the help of his CCA care team, Justin keeps his spirits up by going out and meeting new people.

“This has created so many possibilities for me and allowed me to engage more thoroughly in everything...It’s the most normal I’ve felt ever.”



## I heard about CCA from a friend.

We love hearing that! We want to support more people like you. Talk about CCA to your family, friends, and neighbors! Let them know how we help you. If they’re interested in becoming a member, we can answer their questions or help them enroll at 877-780-4711 (TTY 711).

## Diabetes-friendly Southwest Breakfast Quiche

This tasty crustless quiche gives you a healthy start to your day and is great for leftovers.

**Prep time:** 10 minutes

**Cook time:** 40 minutes

**Total time:** 50 minutes

### Ingredients

- 3 eggs
- ¼ cup whole wheat flour
- ½ tsp baking powder
- ½ cup egg whites or egg substitute
- ¼ cup skim milk
- 1 cup fat-free cottage cheese
- 1 can canned green chilis, 7-oz
- 1 cup reduced-fat shredded cheddar cheese

### Directions

1. Preheat oven to 400°F. Coat a 9-inch baking dish with cooking spray. Set aside. Blend or whip cottage cheese until smooth and set aside.
2. Combine and blend eggs, flour, and baking powder. Next add egg whites and milk. Beat until smooth. Add green chilis, cottage cheese, and shredded cheese and stir well.
3. Pour mixture into prepared dish and bake for 15 minutes at 400°F. Reduce heat to 350° and bake for another 25 minutes or until the quiche is set and the top is golden brown. Cut into 6 equal slices.

### Serving suggestions (not included in Nutrition Facts for carbohydrate purposes):

Try with salsa, avocado, or plain Greek yogurt.



### Nutrition Facts

6 Servings  
Serving size: 1 slice

**Calories 170**

Amount per serving

**Total Fat 7g**

Saturated Fat 3.5g

Trans Fat 0g

**Cholesterol 110mg**

**Sodium 500mg**

**Potassium 230mg**

**Total Carbohydrate 10g**

Dietary Fiber 1g

Total Sugars 4g

Added Sugars 0g

**Protein 16g**

**Phosphorus 300mg**

**Credit:** American Diabetes Association Diabetes Food Hub - <https://www.diabetesfoodhub.org>  
[https://www.diabetesfoodhub.org/recipes/southwest-breakfast-quiche.html?home-category\\_id=1](https://www.diabetesfoodhub.org/recipes/southwest-breakfast-quiche.html?home-category_id=1)

## Why Do I Need the Flu Shot This Year?

Getting a flu shot is especially important in 2020. Staying healthy will help you fight other illnesses like COVID-19 and keep you out of the hospital.

If you think that you cannot do it on your own, talk to CCA—we can help. Encourage family members and friends to get the flu shot as well.

**When:** Try to get your shot by October 31.

**Who:** Everyone over six months old should get the shot. Especially people with chronic medical conditions.

**Where:** You can get your flu shot by contacting your PCP. Flu shots are free at your local pharmacy and community clinics. Be sure to call ahead. If you need assistance on where to get the flu shot, call Member Services at 866-610-2273 (TTY 711).

**Why:** The shot reduces your risk of getting the flu and prevents serious complications. Some people experience mild symptoms, but the shot will not give you the flu.

Let us know when you get the shot so we can record it.

**Call Member Services at 866-610-2273 (TTY 711).**

