

Check Up

Fall 2020

CCA Senior Care Options Magazine



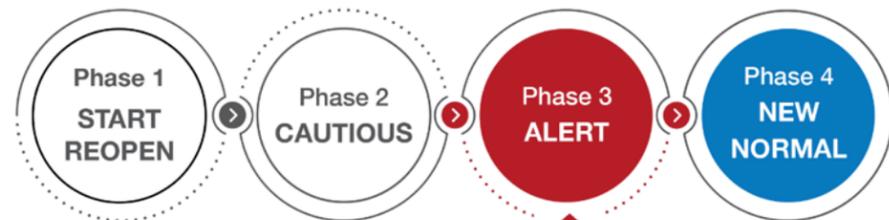
What's Inside

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



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.



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).



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
Prostate Cancer	Men	55+
Colorectal Cancer	Everyone	50-75
Breast Cancer	Women	50-74
Cervical Cancer	Women	24-65

Chronic Disease Management

Routine testing is key to staying as healthy as possible.

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

Bringing You *uncommon care*[®]

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*[®], please ask your care partner or call CCA Member Services at 866-610-2273 (TTY 711).



Member Spotlight: Alejandro

“Dad, let’s go. There is nothing good for you here.”

Three years ago, Alejandro’s family thought he only had days to live. His daughter flew to Puerto Rico to bring him to Massachusetts. Alejandro has Parkinson’s disease and other health issues. He was in a state of paralysis with very little movement.

Alejandro’s daughter took care of him day and night for three months. He started to receive regular medical care. She signed him up for Commonwealth Care Alliance (CCA). With CCA, Alejandro also got a care team that includes a social worker, personal care attendant, physical and occupational therapists, and nurses. This helped his daughter to be able to return to work.



Alejandro’s nurse practitioner, Char, taught him meditation and breathing exercises. These practices helped ease the anxiety, tremors, and hallucinations caused by Alejandro’s Parkinson’s. *“The most helpful is the meditation. It’s something easy...I do it every time I get the tremors. I think it helps me sleep.”*

Now, Alejandro can walk, talk, laugh, and dance! While it hasn’t been an easy road, Alejandro’s fighting spirit has helped him.

“I like the challenge. I’m a fighter.”



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		Amount per serving	
6 Servings		Total Fat 7g	Total Carbohydrate 10g
Serving size: 1 slice		Saturated Fat 3.5g	Dietary Fiber 1g
		Trans Fat 0g	Total Sugars 4g
Calories 170		Cholesterol 110mg	Added Sugars 0g
		Sodium 500mg	Protein 16g
		Potassium 230mg	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

2021 SCO Benefit Changes

There are some new and exciting SCO benefit changes for 2021, and it is important that you read about them. Below you will find a brief summary of some of the changes. You can get full details by reading the Annual Notice of Change (ANOC).



Healthy Savings Card will be \$125 per calendar quarter (every 3 months). If you have a chronic condition, you will be also be able to use the card to purchase healthy food products.



We increased the services you can get via telehealth, so you can stay safe and healthy at home. This includes primary care, behavioral health, and urgent and emergency care.



We are offering a new wellness allowance up to \$250 to use for a gym membership, fitness classes, and other health items. **And more!**

Please read the full details on benefit updates and changes in the Annual Notice of Change (ANOC). You should have received a copy sent to your home, and it is also available online. For a full listing of benefits, please read the Evidence of Coverage (EOC). Both the ANOC and EOC are located on Senior Care Options Program member page under 2021 Member Materials:

<http://www.commonwealthcarealliance.org/members/sco>

If you have any questions, call Member Services at **866-610-2273 (TTY 711)**.