

Winter 2020

Check Up

*CCA One Care
Magazine*



What's Inside:

- A Heart Healthy Roadmap
- Member Spotlight
- Stay Safe this Winter
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Your Roadmap to a Heart Healthy Diet

Cardiovascular disease (CVD) is the term for all types of diseases that affect the heart or blood vessels. Three of the most common cardiovascular issues are listed below:

1. High blood pressure (hypertension)

When the force of your blood pushing against the walls of your blood vessels is too high. High blood pressure puts you at risk for stroke, heart failure, and kidney failure.

2. Heart failure (congestive heart failure or CHF)

A chronic condition in which your heart muscle is unable to pump enough blood to meet the body's needs. Basically, the heart can't keep up with its workload.

3. High cholesterol (hyperlipidemia)

When you have raised levels of fats in your blood. Most people do not experience any symptoms, but having high cholesterol increases your risk for stroke and heart disease.

The good news is that even if you have a cardiovascular disease, eating the right foods can help improve your heart health. Follow the roadmap below to make food choices that support your heart health!



I have high blood pressure:

- Eat 4-5 servings of fruit.
- Eat 4-5 servings of vegetables.
- Eat 1 serving of legumes. Try lima beans, chickpeas, lentils, and beans.
- Choose low-fat dairy.
- Limit salt (sodium). Eat less than 2 grams per day!



I have high cholesterol:

- Eat a high-fiber diet. That means: fruit, vegetables, whole grains, beans, nuts, and seeds.
- Avoid red meat (mutton, pork, beef). Eat low to moderate amounts of fish, poultry, and low-fat dairy products.



I have heart failure:

Limit salt (sodium). Eat less than 2 grams per day!



Cigarettes and alcohol damage the function of your heart!



Remember to take your medications too!

Member Spotlight: Meet Lyne



“I used to have to choose between putting gas in my car so I could get my prescriptions and go to the doctors, or putting milk in the fridge. As a person who struggles with mental health, that was scary.”

One Care member Lyne joined CCA after a few tough years of trying to keep up with her healthcare costs so she could stay healthy for her son. Lyne struggles with depression and anxiety, as well as thyroid issues that also affect her mental health.

When Lyne became a CCA member, CCA helped her get the medications that she couldn't afford before. Lyne also likes having someone at CCA who she can call anytime. When she got sick last summer, a CCA nurse visited her on the weekend. Instead of waiting until Monday, she got the prescription she needed right away.



“I'm more relaxed now because I know it's covered... Before, I was putting [my health] on the backburner. I would sit with it, because I had to.”

“Now, I have the medication and care I need to be me. I can focus better. I can breathe again.” Lyne says she can pay more attention to her health now. She exercises, eats well, and goes to therapy regularly. Next, she wants to quit smoking and find more ways to improve her health and well-being.

“I don't fool around with my health. After what I've been through, it's important to follow up and go to therapy. And I go faithfully every two weeks.”



Speak Up! Tell Us About Your Care

Member Voices is a program that brings CCA members together to share their experiences about the care and services they get from CCA. Help improve care for all members while meeting new people!

Call Emily Escobar at **857-246-8862** or email membervoices@commonwealthcare.org to join the Member Voices program.

Don't Risk a Fall This Winter!

Every winter, adults of all ages are injured by falls. Winter's cold, rain, sleet, and snow make it easier to fall. There is no way to prevent falls entirely. Follow these tips to lower your risk:



Plan ahead.

Wait for the conditions to clear before going out. Allow for enough time to get around without rushing.



Wear appropriate footwear.

Wear shoes or boots with rough soles that do not slip. Don't wear loose shoes or shoes with high heels.



Use handrails.

Always use a handrail when walking up or down stairs, or along a sloping walkway.



Dress for the weather.

Wearing extra layers of clothing and gloves gives you padding in case you fall.



Clean your shoes or switch to indoor shoes once you are inside.

Snow and ice can freeze on shoes, making them slippery. Always sit down before cleaning or removing shoes.



Reminder! Prescriptions Are Needed for Your Medical Supplies

The Centers for Medicare and Medicaid Services (CMS) requires a prescription for all medical supplies, including disposable items like wipes, diapers, or gloves. When you request these supplies from CCA, we will need a prescription. You may need to contact your doctor for a prescription. Your doctors and providers know about this requirement. CCA will also work with you to help get you the supplies you need.

If you have questions or need to request supplies, call Member Services at **866-610-2273 (TTY 711)**, 8 a.m. to 8 p.m., 7 days a week.



Are you on Facebook? We are too!

Follow us: www.facebook.com/CommonwealthCareAlliance

It's Not Too Late to Get Your Flu Shot

Did you know that flu rates are highest between December and February? This means that now is the time to get your flu shot if you haven't already.

Here are **3 more reasons** why you should get your flu shot:

- 1** People with chronic illnesses have a higher risk of getting very sick from the flu. Getting the flu shot protects you AND your loved ones from the flu!
- 2** The flu vaccine is different every year to protect against changing flu viruses. That means you need a flu shot this year—even if you got one last year.
- 3** The flu shot is free at many pharmacies and clinics in Massachusetts.



Have flu-like symptoms?

Stay home and contact your doctor or CCA care partner!



Pharmacy Corner

Don't Let the Weather Stop You from Getting Your Medicine!

Going outside in the winter can be difficult—and unsafe. But you still need to get your medications, even when the weather is bad. Consider these **2 options** so you don't have to leave home to get your prescriptions filled:

- 1 90-day Medication Supply**
A 90-day supply means you don't need to pick up your medications every month. Ask your doctor about getting your prescription filled for 90 days. You can also ask your local pharmacy to contact your doctor directly about the 90-day prescription.
- 2 Home Delivery**
Many pharmacies offer home delivery. This means your medications can be delivered directly to your home. You can also talk to your care partner or call Member Services about mail order delivery options.

Need More Information?

If you have questions about your pharmacy benefits, talk to your care partner or call Member Services at **866-610-2273 (TTY 711)**, 8 a.m. to 8 p.m., 7 days a week.

Feeling Better Through Therapy

One of the hardest parts about therapy can be taking the step to meet with a therapist the first time. Talking to someone about our concerns and feelings is tough. But emotional and mental health are as important to our well-being as our physical health. Therapy can be a safe space to talk about feelings.

What Is Therapy?

Therapy is a form of treatment to help people address mental and emotional health challenges. It can also be a way to develop effective coping habits. This can be helpful after a stressful event.

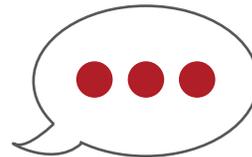
There are many different “types” of therapy. Therapists often blend different approaches based on the needs of the person. Here are a few examples:



Art



Music



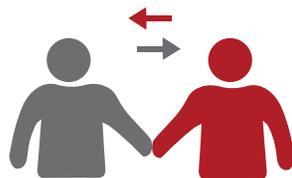
Talk



Online



Group



Couple



Short-Term



Long-Term

Don't be Afraid to Ask for What You Need

Simply asking for help is an important first step. Give yourself time to learn what works for you. Remember, there is no secret to therapy.

Talk to your CCA care partner. He or she is trained and available to help you identify the right providers and treatment to meet your personal needs.



Are You Having Trouble with Housing?

Finding housing is an issue for many of our members. If you're one of the many people having trouble securing housing, CCA has resources to help you.

Talk to your care partner about how we can help. And stay tuned for more information about CCA's Housing Workshop!

Heart-y Bean Burrito Bowl

Be good to your heart AND your appetite! This burrito bowl leaves out the carb-heavy tortilla. In place of white rice, we use heart-healthy brown rice. The veggies, avocado, and beans are great for your heart too—high in fiber and vitamins and low in saturated fat. It's a healthier version of the classic Mexican dish. (And done in less than 30 minutes!)

Prep Time: 25 minutes

Cook Time: 0 minutes

Total Time: 25 minutes



Heart-y Bean Burrito Bowl



Ingredients

- 3 tablespoons lime juice
- 2 tablespoons olive oil
- ½ teaspoon ground cumin
- ½ teaspoon salt
- ½ teaspoon pepper
- 2 cups cooked brown rice
- 1 15-ounce can black beans
- 2 cups lettuce
- 1 cup fresh cilantro, roughly chopped
- 1 pint grape tomatoes
- 1 avocado
- ½ small red onion
- Low-fat sour cream (optional)
- Tortilla chips (optional)
- Lime wedges (optional)
- Hot sauce (optional)

Directions

1. In a small bowl, whisk together the lime juice, oil, cumin, and ½ teaspoon each of salt and pepper.
2. Divide the rice and beans among serving bowls. Top with the lettuce, cilantro, tomatoes, and avocado.
3. Sprinkle with the red onion, then drizzle with the dressing.

Optional Ingredients

Not factored into Nutrition Facts below.

Serve with sour cream, tortilla chips, lime wedges, and hot sauce, if desired.

Nutrition Facts

Serving size: 1 bowl
Servings per recipe: 4

Calories **403.9**

Total Fat: 15.9 g

Cholesterol: 0 mg

Salt (sodium): 469.3 mg

Total Carbohydrates: 52.6 g

Dietary Fiber: 12.8 g

Sugars: 6.3 g

Protein: 11.5 g

CREDIT: Delish, www.delish.com/quick-heart-healthy

Commonwealth Care Alliance (CCA) One Care Program (Medicare-Medicaid) is a Coordinated Care plan offered under contract with the Centers for Medicare & Medicaid Service's Innovation Center and the Commonwealth of Massachusetts/EOHHS. Enrollment in the Plan depends on contract renewal to provide benefits for enrollees.

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Heads Up! Medicare May Contact You

From late February to July, CCA members may be contacted by Medicare to participate in two surveys. The two surveys are:

- 1 Consumer Assessment of Healthcare Providers & Systems (CAHPS):** This survey asks questions about the care and services you get from your health plan.
- 2 Health Outcomes Survey (HOS):** This survey asks questions about your health and well-being.



Why is Medicare running these surveys?

Every year, Medicare runs these two surveys to learn about the care and services you get from your health plan. They also ask about your health and well-being. Your feedback helps Medicare and CCA improve your care and services.

Are my answers private?

Yes. Medicare will keep all your answers private.

How will Medicare try to reach me?

Medicare may call you or send you a letter to get your survey reply.

Please remember that responding to Medicare about these surveys is important.