

Check Up

*CCA One Care
Magazine*



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6 Facts About Mental Health

One of the hardest things about maintaining our mental health can be asking for help. Talking to someone about our issues and feelings is tough. But emotional and mental health are as important to our well-being as our physical health.

More people are realizing that mental health is important and are learning more about mental health conditions. Here are six things you should know about mental health conditions.

Mental Health Conditions:

- 1 Are **NOT** anyone's fault
- 2 Can impact physical health
- 3 Are as common as physical illnesses
- 4 Can get worse if ignored
- 5 Are treatable
- 6 Affect daily life (relationships, work, sleep, etc.)

Can Mental Health Conditions Be Treated?

Yes! The good news is that mental health conditions can be treated. It may take time and patience to find ways to cope that fit your own needs. Once you do, it can have a big impact on the way you feel. Treatment may be a mix of things, like medication paired with a certain type of therapy.

Signs It's Time to Seek Help



Feeling sad, angry, or "not yourself."

Abusing drugs, alcohol, food, or sex to cope.

You've lost someone or something important to you.

Something traumatic has happened.

You can't do the things you like to do.

How Can I Get Help?

The first step is spotting when emotions and feelings are disrupting your life. The next step is to ask for help. It takes a lot of strength to ask for help. Talk to your CCA care partner, who can connect you with the behavioral health clinician on your care team. He or she is trained and here to help you find the right providers and treatment to meet your needs.

Member Spotlight: Meet Marie



“A lot of people don’t understand blindness—even in the rehab world. We have different needs... [And with an amputation] it’s a whole new life.”

One Care member Marie has battled diabetes for most of her life. She lost her vision and one of her legs, due to the disease. Losing her leg was tough, “I think missing a piece of your body can feel like you’re less of a person. That was hard for me to overcome.”

To help get her mind off her problems, Marie started to plan activities each day.

“It helped me realize there’s a world out there to enjoy. We only have this moment—why not enjoy this moment.”

She started cooking, took yoga classes, and joined an adaptive sports group. She even started horseback riding every week. “It’s my happy place. I am proud of myself because I never could have pictured myself on a horse.”

Marie also focuses on the things that make her happy. “It helps to get out—the longer you don’t go out, the more comfortable you get inside. Exercise and do something every day. That’s what I’m trying to do.”



Here for You, Day or Night



Did you know we have a 24/7 phone line for members experiencing medical, mental health, or substance use symptoms? CCA’s Clinical Response Unit (CRU) is a resource available to you 24 hours a day, 365 days a year.

Call the CRU to speak to a registered nurse or a licensed mental health counselor about symptoms like:

- A mild fever
- Minor allergic reactions
- Ear or sinus pain
- Nausea
- Vomiting or diarrhea
- Sore throat
- Frequent and/or painful urination
- Shortness of breath, dizziness

Call Member Services at 1-866-610-2273 (TTY 711) and follow the prompts to connect to the CRU.

Take Charge of Your Life!

Do you have a chronic condition like diabetes or high blood pressure? Want to learn new ways to manage and thrive with your condition? If so, one of CCA's free health education workshops could help you. Group programs focus on how to self-manage chronic conditions.

Over the course of six weeks, you will learn new ways to take back control of your well-being. It's also a great chance to meet people who share health challenges like yours.



Learn More About CCA's Free Health Education

Talk to your care partner or just call **1-877-783-8113 (TTY 711)** to sign up or learn more.

Our Programs

My Life, My Health

For members with chronic conditions like arthritis, high blood pressure, and problems with sleep, we cover topics around managing symptoms and communicating with doctors and loved ones.

The Sweet Taste of Success

For members with diabetes, this program covers topics like healthy eating, physical activity, and medication.

Busy Hands, Healing Minds

This program is for people who are managing mild to moderate depression. Shake off the blues with fun social activities like games and arts & crafts to help give you energy and feel positive!

Classes are held in different locations and CCA provides transportation. We also offer a one-on-one program for members who have or are at risk of developing cardiovascular disease.

Programs are offered in English and Spanish.



Are you on Facebook? We are too!

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Scam Alert!

Every year, scams hurt millions of people. A scam is an untruthful attempt by a person or organization to get hold of your personal information or money. Scammers will say anything and use many ways to cheat people out of money. They could reach you through:

- Phone calls
- Letters
- Emails
- Fake websites
- Text messages
- Showing up at your front door

How to Protect Yourself

If you think someone is trying to scam you, remember these key tips, even when you are contacted by people you may know:

- **Never give out or confirm sensitive information**—like your bank account, credit card, or Social Security number.
- **Never give your money to someone who demands it.** Don't send cash by mail, pay with a gift card, or wire money.
- **Don't trust a name or telephone number.** Con artists use official-sounding names and spoof phone numbers and email addresses to make you trust them.
- **Ask questions and for information in writing that you can verify.**

If you are unsure, make sure to slow down and give yourself time to think before giving out your money or personal information. Talk to someone you trust and always check out the claim. If you're comfortable, you can talk to your CCA care partner. They can help you check out the information further.



Remember...

CCA often calls you to take surveys or to remind you about important appointments and tests you are due for. **CCA will never ask you for your Social Security number or bank information.**



COMMON SCAM RED FLAGS

-  Claims to have a low-risk investment that will give you a higher return than anywhere else
-  Says that you've won big money in a lottery or sweepstakes
-  Insists on secrecy and discourages you from asking questions or getting more information
-  Pressures you to act quickly or to make up your mind right away
-  Says a friend or family member is in trouble
-  Offers to "help" you recover money you already lost
-  Claims to be from the Social Security Administration or IRS

Member Voices Making a BIG Difference!

Since 2017, CCA members like you have shared their feedback through the Member Voices program.

**2019
to Date**

14

**ADVISORY
GROUP
MEETINGS**

6

**ORIENTATION
SESSIONS**

4

**FOCUS
GROUPS**

133

**MEMBERS
PARTICIPATED**

70

**NEW
MEMBERS**

**We talked
about
things like....**



Thank You to All Those Who Have Participated

This input helps CCA identify ways to improve the care and services we deliver. In the Member Voices program, members share what works—and what doesn't—in many ways.

If you would like to join CCA's Member Voices program, call Emily Escobar at **857-246-8862** or email membervoices@commonwealthcare.org.



Pharmacy Corner

4 ways to make sure your medications help YOU this summer, and all year long!

1 Store Them Properly

Always check the label or talk to the pharmacist for storage instructions. Most medications should be stored at room temperature—away from heat, humidity, and light. And don't leave them in the car.

2 Get Labels in Your Language

Ask to have your prescription labels written in your primary language. Many pharmacies can print labels in the language of your choice. This can help you avoid any medication mistakes.

3 Sign up for Refill Reminders

Many pharmacies can text or call you when it's time to refill or pick up your prescriptions. Ask your pharmacy how to sign up!

4 Request a 3-Month Supply

You may be able to get a prescription from your doctor for 3 months. Or ask the pharmacy to contact your doctor to change your current fill to a 3-month duration. A 3-month supply means you don't need to pick up your medications every month.

Need More Information?

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

Chicken Kebabs

Bringing pops of color to the grill.

Become a grill master this summer with this easy chicken kebab recipe. Perfect to impress your family, neighbors, and friends at the next BBQ party!

Prep Time: 2 hours | **Cook Time:** 10 minutes



Chicken Kebabs

Ingredients

- 2 pounds boneless, skinless chicken breast, cut into ~1.5-inch cubes
- 1/8 cup low-sodium soy sauce
- 1/8 cup olive oil
- 1 teaspoon oregano
- 1/2 cup lemon juice
- 3 garlic cloves, cut finely
- 3 bell peppers, cut into medium-sized pieces
- 1 zucchini, sliced into 1/2-inch-thick pieces
- 1 summer or yellow squash, sliced into 1/2-inch-thick pieces
- 1 onion, sliced into thin pieces
- 1 lemon, halved
- 10 wooden skewers

Directions

1. Place the chicken in a mixing bowl. Don't forget to wash your hands properly after handling the raw meat. Add low-sodium soy sauce, olive oil, oregano, lemon juice, and garlic. Mix well. Cover the mixing bowl and place it in the refrigerator for at least 2 hours.
2. After the chicken has marinated, or soaked in the sauce, preheat the grill to medium-high heat.
3. Stack the wooden skewer with the pieces of chicken, peppers, zucchini, squash, and onion. Just spike the skewer through the middle of each piece of food.
4. Skewers will need to cook for about 10 minutes. Place the skewers on the grill. At 5 minutes, turn the skewers over to ensure that everything is cooking evenly. Before removing all the skewers, check the chicken to make sure that it is cooked through and is not pink in the middle.
5. Remove the skewers with tongs.
6. Place the skewers on a plate and squeeze the halved lemon on top the kebabs for extra flavor.

Nutrition Facts:

Serving size: 1 Skewer

Servings per recipe: 10 Skewers

Nutrition per Serving:

Calories: 153

Total Fat: 5.1 mg

Cholesterol: 58 mg

Salt (sodium): 220 mg

Total Carbohydrates: 6 g

Sugars: 3.5 g

Protein: 20.6 g

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.



5 Tips for Safe Summer Fun

Remember these 5 easy safety tips as you head outdoors to enjoy the nice weather:

- 1 Use sunscreen
- 2 Wear UV sunglasses
- 3 Drink water
- 4 Keep food covered and cool
- 5 Watch the temperature



Check your medications too!

Some medications can make your skin more sensitive to sunburns or dehydration. Antibiotics, diuretics, seizure medicines, anti-inflammatory medicines, and even some cholesterol-lowering medicines can cause heat or sun sensitivity. Look for a warning on the bottle or ask your care partner or primary care provider.