

Check Up

*CCA Senior Care
Options Magazine*



What's Inside:

- A Heart Healthy Roadmap
- Member Spotlight
- Stay Safe this Winter
- Home Delivery for OTC Products

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.

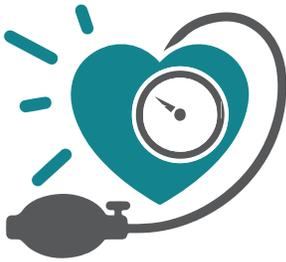
2. Heart failure (congestive heart failure or CHF)

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 Hal



“I was healthy enough. I could walk around. But I had heart problems and was seeing my doctor a lot.”

Hal first joined CCA in 2015. His doctor suggested CCA because living at home was the most important thing to Hal.

Independent at Home

Now in his mid-80s, Hal still lives independently at home where he manages his chronic conditions, like heart failure. “Rather than going to another facility...thanks to the care from CCA, there’s improvement all around that enables me to be independent and in this apartment.”

Hal likes how his CCA care team helps him stay on top of everything. “I don’t think I’d be in the position I am now, living at home, without them.”



“It’s quite the luxury having this attention. It makes me feel good and confident about my health.”

Watching Out for His Heart

Hal also knows that staying focused on his health helps him be able to still live at home. He makes sure to take his medications. He knows fluid build-up can impact his heart, so he sticks to a low-salt diet and checks his weight every day.

Living at home allows Hal to do the things he loves most, like painting and visiting with friends and family. He teaches art classes in his building. “It’s very rewarding in many ways. I usually have 12 students. It’s stimulating and inspiring.”



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.

Get Your Over-the-Counter Products Delivered!

Use your **CCA Healthy Savings Card** to buy over-the-counter (OTC) items without leaving your home! CCA SCO members can now buy OTC products with free home delivery using our new retailer, **NationsOTC**.

You have 3 options to place your orders with NationsOTC:

- 1. By phone:** Call 833-SHOP-OTC (746-7682) (TTY 711).
- 2. By mail order:** Use the NationsOTC mail order form available on the CCA website.
- 3. Online:** Visit NationsOTC.com and sign in using your Healthy Savings Card number.

NationsOTC offers a large section of Medicare-approved OTC products, but does not have every Medicare-approved item. You can still use your Healthy Savings Card in-person at participating retailers to buy items like the ones listed below:

Common Items Bought with the CCA Healthy Savings Card

Allergy and sinus medications	Ear care	Pain relievers
Antacids	Eye and contact lens care	Respiratory treatments
Anti-fungal treatments	First aid items	Sleep aids
Antibiotic creams	Foot treatment items	Smoking deterrents
Anti-itch treatments	Hemorrhoid preparations	Stomach remedies
Cold and flu medicine	Incontinence items	Sun protection
Cough medicine	Laxatives	Toothbrushes and toothpaste
Dental and oral care products	Motion sickness medicines	Vitamins
Denture care	Orthopedic and compression supports	Weight control aids
Diabetes accessories		

Please visit the CCA website to access the following:

- A complete list of OTC items eligible to buy with your Healthy Savings Card
- Healthy Savings Card Frequently Asked Questions
- A link to check your Healthy Savings Card balance
- A list of participating Healthy Savings Card retailers

As of January 1, 2020, your Healthy Savings Card will be loaded with \$110.00 at the start of every quarter.



www.commonwealthcarealliance.org/members/sco/healthy-savings-card



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) Senior Care Options Program (HMO SNP) is a Coordinated Care plan with a Medicare contract and a contract with the Commonwealth of Massachusetts/EOHHS Medicaid program. Enrollment in the Plan depends on contract renewal to provide benefits for both programs to 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.