

Check Up

June 2021

CCA One Care Magazine



What's Inside

- Meet CCA Member Rey
- Get \$100 via the Member Support Program
- Learn How to Make Salmon-Stuffed Avocados in Only 15 Minutes
- Get More Tips for Living Well at Home



Member Spotlight: Rey

Rey has been a Commonwealth Care Alliance One Care member for nearly a decade. He suffered a spinal cord injury after a car accident in 2002. During his initial hospital stay, Rey didn't feel like he was in charge of his care. "I didn't question what I got because I felt like I should be grateful," he says.

Although he was trying to get back to normal by finishing school, Rey didn't have a vision for his health and how it would impact his life. When he joined CCA after being referred by one of his doctors, his care team asked him questions other healthcare professionals didn't, including what his goals were and what he needed to accomplish them.

After reaching several health goals with CCA, Rey realized that with the right support, he could do more. He says that his care team at CCA has never treated him like a patient—they treat him like an equal. The success he achieved in reaching some of his health goals even inspired him to write a children's book.



Putting Yourself in Charge of Your Health: Complex Care Self-Management Programs

About half of adults in the U.S. have one or more chronic diseases. If you are one of them, CCA offers programs that can help you better manage your condition, so you stay healthy and out of the hospital.

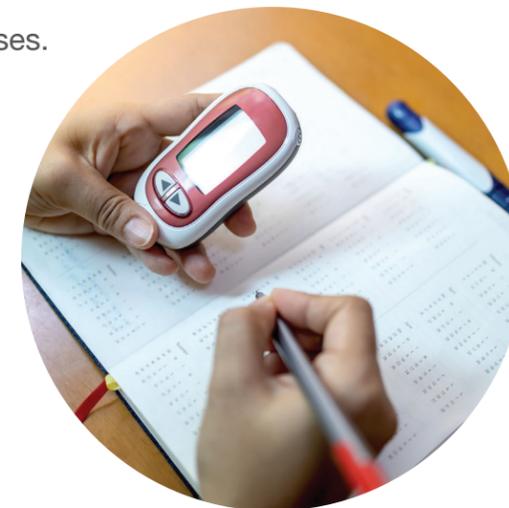
Our Complex Care Self-Management programs may help you if you have one or more of these conditions:

- **Chronic obstructive pulmonary disease (COPD)**
- **Diabetes**
- **Heart failure**

Program participants get support through a range of services:

- Skilled providers who work with your primary care doctor to help you control your condition
- In-home and video visits
- Evaluation to get the services you need
- Tools to better understand and manage your symptoms
- Coaching for healthy eating and living

Ask your CCA care partner how you can enroll in one of these programs.



“My CCA team helped me learn more about my chronic disease and how to manage my symptoms. I stayed out of the hospital for the first time in years and was able to spend more time with my family.”

— CCA Member

“My care team and I are trying to accomplish the same goal: to get me to succeed in whatever I want to achieve.”

Rey says members shouldn't be afraid to ask for what they need from CCA, and to make the most of all the benefits CCA offers. "Whether it's transportation or help with getting a chair, or other day-to-day things that you might need, think big."

The Member Support Program Gives You Up to \$100 for Food and Household Items

CCA launched the Member Support Program to help cover the cost of your basic needs during COVID-19. **This year, you can again get up to \$100 of items.**

To learn about available items and place your order:

Visit www.CCAgives.com or

Call **877-237-8350 (TTY 711)**, 8 am to 8 pm, Monday to Friday

All products are shipped directly to your home free of charge.

Be sure to use your \$100 credit before June 30, 2021.



Here for You, Day or Night: CCA Nurse Advice Line

For urgent needs or routine health advice, we're available 24 hours a day, 7 days a week through the **Nurse Advice Line**.

Call **866-610-2273 (TTY 711)** and follow the menu prompts to speak to a nurse or behavioral health specialist about medical, mental health, or substance abuse symptoms.

For any life-threatening conditions or medical issues that need immediate attention, call 911.

The CCA Website Has a New Look— Designed with Your Needs in Mind.

Come Check Us Out!

At CCA, we're always looking for ways to improve the way we communicate with you—so that you can receive the care you need to live safely and independently at home. That's why we worked with our members to identify the most important tools and information for our new site.

Thanks to your feedback, we've built a site that is easier and faster to use.

Check out some of our updates:

Faster Access to Important Information

An improved site navigation and easy to use link buttons help you find the things you need—like doctors in our network, details about benefits and programs, and forms and resources. Plus, easy-to-access contact information will help you get more support when you need it!

Improved Accessibility for All Our Members

A simple, mobile-friendly design helps you find the information you need—even if you're on the go. Plus, we've made our site more accessible, including for our members with disabilities.

More Tips to Keep You *Living Well at Home*

Keep your health goals on track with wellness tips, health plan updates, and other information you can use to manage your conditions and stay healthy. Plus, we'll feature even more great stories about CCA members and their care teams! Stop by for a visit at: www.commonwealthcarealliance.org/living-well-at-home



Check out the new CCA website at
commonwealthcarealliance.org

What's Your Reason for Getting the COVID-19 Vaccine?

COVID-19 has affected almost every part of our daily lives. We need to work together as a community to stop this virus. We asked some of our employees why they chose to get vaccinated.



“Because it was the right thing to do. I look forward to traveling as soon as it is safe to do so. I can't wait to see my mom!”
— Ciara Washington



“To prevent the virus from spreading and to hopefully return to a more normal lifestyle someday soon.”
— Peggy Carroll

“Because it's the responsible thing to do. I wanted to protect myself and everyone else around me.”
— Burt Pusch, CCA Member and Consultant



“To protect my family, friends, and community; together, we can stop the virus from hurting more families.”
— Louis Rivera

“Because it's our best line of defense.”
— Cynthia Chen



Join us in protecting yourself, your family and friends, and our community
by getting your COVID-19 vaccine. Sign up at vaxfinder.mass.gov.

And call us at 866-610-2273 (TTY 711) for:



Answers to your
questions or concerns
about getting the vaccine



Help making a vaccine
appointment if you
can't use the Internet



Free rides to or
from your vaccine
appointment

Meet Tom Barber,

a doctor at CCA Primary Care
(previously Commonwealth Community Care)



Dr. Barber didn't always want to go into medicine—he first wanted to be a journalist.

“I'm curious about people and their stories. I believe we can make the world a little bit better by communicating with each other.”

But his plans changed in college when he decided to follow in his grandparents' footsteps. His grandfather and grandmother were both doctors who met in medical school after World War I in Scotland. Although he took a different path than he planned, Dr. Barber has enjoyed his career. “I've been super happy in my work. No regrets,” he says.

Since 2014, Dr. Barber has been a key member of the CCA Primary Care team. When COVID-19 first hit, he asked to help. “I was grateful to be involved, to get myself educated, and to educate other people,” he says.

The pandemic also changed how CCA Primary Care functions. They are now doing more video visits, on top of some in-home and in-office visits. Whether meeting in person or over a video visit, his goal is to get a complete picture of his patient's needs.

“That's what makes our primary care different. We get to know our patients on a deeper level. As we work on a care plan, we try to get a sense of who they really are and what matters to them most.”



Dr. Barber's dedication to his patients landed him a spot on *Boston Magazine's* Top Doctors list in 2021!

Be Kind to Your Heart with These Salmon-Stuffed Avocados



This recipe combines superfoods—like heart-healthy fish and avocados—for a tasty no-cook spring meal. And, best of all, it's ready in 15 minutes!

Prep time: 15 minutes

Cook time: 0 minutes

Total time: 15 minutes

Ingredients

- ½ cup nonfat plain Greek yogurt
- ½ cup diced celery
- 2 tablespoons chopped fresh parsley
- 1 tablespoon lime juice
- 2 teaspoons mayonnaise
- 1 teaspoon Dijon mustard
- ⅛ teaspoon salt
- ⅛ teaspoon ground pepper
- 2 (5-ounce) cans salmon, drained, flaked, skin and bones removed
- 2 avocados
- Chopped chives for garnish

Direction

1. Combine yogurt, celery, parsley, lime juice, mayonnaise, mustard, salt, and pepper in a medium bowl. Mix together. Add salmon and mix well.
2. Halve avocados lengthwise and remove pits. Scoop about 1 tablespoon from each avocado half into a small bowl. Mash the scooped-out avocado with a fork and stir into the salmon mixture.
3. Fill each avocado half with about ¼ cup of the salmon mixture, mounding it on top of the avocado halves. Garnish with chives, if desired.

Nutrition Facts

Serving size: ½ Avocado and ¼ Cup Salmon Salad

Servings per recipe: 4

Calories 293

Amount per serving

Total Fat 19.6g

Cholesterol 61.2mg

Salt (sodium) 399.8mg

Protein 22.5g

Total Carbohydrate 10.5g

Dietary Fiber 7g

Sugars 1.8g

Source: “Salmon Stuffed Avocados.” Diabetic Living Magazine, Spring 2019. www.eatingwell.com/recipe/270549/salmon-stuffed-avocados/

Commonwealth Care Alliance (CCA) is a health plan that contracts with both Medicare and MassHealth (Medicaid) to provide benefits of both programs to enrollees.

The Urgent Care You Need— in the Comfort of Your Home



We know how stressful it can be when you feel sick—especially if you can't easily visit a doctor. To help, we offer our members convenient in-home urgent medical care through our instED® program.

You can request an instED visit for a wide variety of symptoms. Within a few hours, a highly trained paramedic will provide you with the care you need in the comfort of your home. **instED visits are fully covered by your CCA health plan.**

To request an instED visit, visit www.instED.us or call the CCA Nurse Advice Line at 866-610-2273 (TTY 711).

The instED program is not available in all areas. Other in-home urgent care providers are available in the CCA network.

For any life-threatening conditions or medical issues that need immediate attention, call 911.

