



PO BOX 56-6596, MIAMI, FL 33256-5748



Medicare Advantage plan rated 4.5 out of 5 stars by CMS

THIS INFORMATION IS AVAILABLE FOR FREE IN OTHER LANGUAGES. PLEASE CALL OUR CUSTOMER SERVICE NUMBER AT 1-800-407-9069, TTY 711, 8 A.M. - 8 P.M. LOCAL TIME, 7 DAYS A WEEK.

Medica HealthCare is insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments, and restrictions may apply. Benefits, premium and or co-payments/co-insurance may change on January 1 of each year.

UnitedHealthcare Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-814-6894 (TTY: 711)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-814-6894 (TTY: 711)

The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

Medicare evaluates plans based on a 5-Star rating system. Star Ratings are calculated each year and may change from one year to the next.

IMPORTANT PHONE NUMBERS

For information about your health plan, call the areas listed below to speak with our staff. These phone numbers are toll free:

MEMBER SERVICES*: 1-800-407-9069 (Including Pharmacy)

FILE AN APPEAL: 1-800-407-9069

SOCIAL SERVICES UNIT: 1-877-698-7008

MEDICAL MANAGEMENT: 1-866-273-9444

ICARE HEALTH SOLUTIONS: 1-800-407-9069

PSYCHCARE MENTAL HEALTH SERVICES: 1-800-221-5487

Monday-Friday 8 a.m. to 8 p.m. / TTY 711 toll free
*7 days a week, 8 a.m. to 8 p.m. / TTY 711 toll free

REPORT FRAUD, WASTE AND ABUSE

If you suspect fraud, waste, or abuse, you can contact Medica HealthCare's Special Investigations Unit at:

PHONE: 1-800-455-4521 / TTY 711 toll free
EMAIL: ReportFraud@UHCSouthFlorida.com
MAIL: P.O. Box 56-6596, Miami, FL 33256-5748
You may remain anonymous and you are protected from retaliation.

You can also contact the Centers for Medicare and Medicaid Services (CMS), Office of the Inspector General at:
PHONE: 1-800-447-8477 / TTY 1-800-377-4950
FAX: 1-800-223-8164
EMAIL: HHSTips@oig.hhs.gov
MAIL: Office of the Inspector General
Department of Health and Human Services
Attn: HOTLINE, P.O. Box 23489
Washington, DC 20026

PrimeTime

MEDICA HEALTHCARE

YOUR GUIDE TO HEALTHY LIVING

FALL / WINTER 2016



WARNING SIGNS OF ALZHEIMER'S

WHAT IS HEART FAILURE?

TAKE CONTROL THIS FLU SEASON



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DEAR VALUED MEMBER

At Medica HealthCare, our mission is simple: help Medicare beneficiaries live healthier lives. **We are pleased to inform you that Medica HealthCare received a 4.5 out of 5 Star Rating for 2017 by the Centers for Medicare & Medicaid Services (CMS).**

Providing you with the best possible health care experience is at the heart of everything we do. That's our commitment to our plan members! And when it comes to your well-being, keeping up to date with your health history, doctor visits and preventive exams is our priority. Your health is one of your greatest assets. In this issue of Prime Time, you'll learn how to check your heart rate along with easy ways to help boost it. Part of keeping healthy is working the body and the mind together. Gentle exercise like yoga and dancing or even a simple walk outdoors can improve both physical and mental health. So, learn more in the coming pages on ways to help start your day right.

Also in this issue, you'll learn the warning signs of Alzheimer's. In about the time it takes to read this message, another American will be diagnosed with Alzheimer's. This is a disease that causes a slow decline in memory, thinking and reasoning skills. According to the Alzheimer's Association, one adult develops the disease every 67 seconds.

As always, your happiness and satisfaction with your plan are important to us. To speak with one of our friendly representatives, just call 1-800-407-9069 toll free, TTY 711, 7 days a week. Help is just a phone call away.

Sincerely,

Roger Rodriguez
Chief Executive Officer



WARNING SIGNS OF ALZHEIMER'S

There is still no known way to prevent, cure or even slow down Alzheimer's, and that can make us all feel discouraged. But, as with many diseases, early diagnosis can help people make decisions about their present and future care. By knowing the early signs and symptoms of Alzheimer's, you can help yourself or your loved ones get testing and care that may be needed.

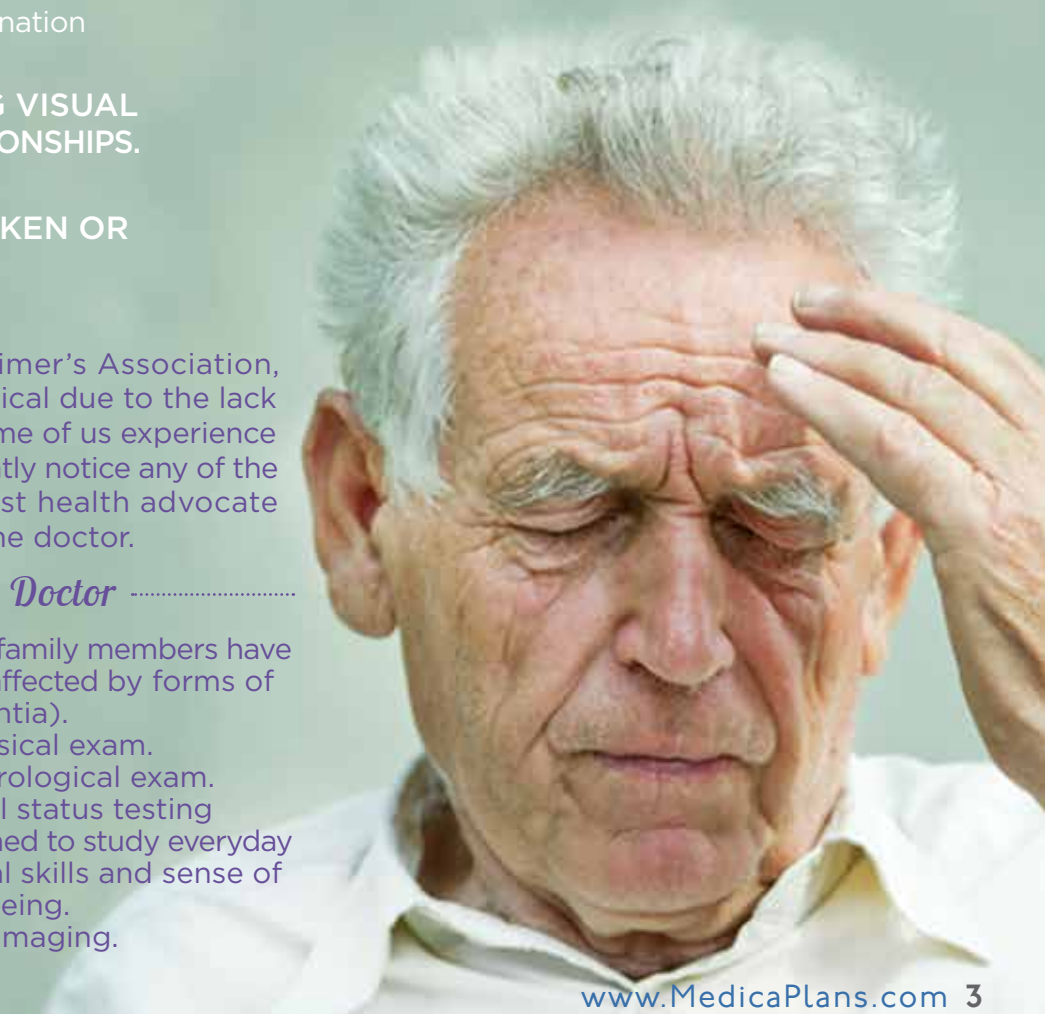
ACCORDING TO THE ALZHEIMER'S ASSOCIATION, HERE ARE 10 EARLY WARNING SIGNS OF ALZHEIMER'S TO KNOW:

- 1 MEMORY LOSS THAT DISRUPTS DAILY LIFE.**
Example: Forgetting recently learned information or asking the same question over and over.
- 2 CHALLENGES IN PLANNING OR SOLVING PROBLEMS.**
Example: Trouble keeping track of monthly bills.
- 3 DIFFICULTY COMPLETING FAMILIAR TASKS.**
Example: Having a hard time remembering the rules of a favorite card game.
- 4 TIME OR PLACE CONFUSION.**
Example: Forgetting how a destination was reached.
- 5 TROUBLE UNDERSTANDING VISUAL IMAGES AND SPATIAL RELATIONSHIPS.**
Example: Difficulty reading.
- 6 NEW PROBLEMS WITH SPOKEN OR WRITTEN WORD.**
Example: Repeating words.
- 7 MISPLACING THINGS AND LOSING THE ABILITY TO RETRACE STEPS.**
Example: Putting things in unusual places.
- 8 DECREASED OR POOR JUDGMENT.**
Example: Paying less attention to personal grooming.
- 9 WITHDRAWAL FROM WORK OR SOCIAL ACTIVITIES**
Example: Avoiding social situations.
- 10 CHANGES IN MOOD AND PERSONALITY**
Example: Confusion, fearfulness and anxiousness.

Remember: According to the Alzheimer's Association, occasional forgetfulness may be typical due to the lack of sleep or even dehydration that some of us experience from time to time. But if you consistently notice any of the symptoms listed above, be your best health advocate by making an appointment to see the doctor.

What to Expect at the Doctor

- An Alzheimer's diagnosis cannot be confirmed by a single test. Rather, diagnoses are made after a complete assessment that includes the following:
- A review of your medical history (including past illnesses and current prescriptions) and your family history (to see if any other family members have been affected by forms of dementia).
 - A physical exam.
 - A neurological exam.
 - Mental status testing designed to study everyday mental skills and sense of well-being.
 - Brain imaging.





what is HEART FAILURE?

Our bodies need oxygen and nutrients in the blood to function properly. Heart failure develops when the heart cannot pump enough blood for the body's needs. It does not mean the heart has stopped working. Heart failure is a chronic condition that can get worse over time. With heart failure, the heart becomes enlarged and gets weaker over time.

Heart failure can affect different people in different ways. For some people, their hearts cannot fill with enough blood. For others, their hearts do not have the power to pump enough blood throughout the body. Most people with heart failure have both of these problems.

There is no known cure for heart failure, but it can be managed. Treatment may include a combination of heart failure medicines and lifestyle changes. You can learn more about heart failure and talk to your healthcare provider about what you can do.

SYMPTOMS

- People with heart failure may feel tired and short of breath.
- Climbing stairs, walking, and some other daily activities may be difficult for them.
- Some people get swelling in their feet, ankles, legs, liver, stomach, and veins in their necks.

CAUSES

Some of the most common causes of heart failure are:

- Coronary heart disease (CHD)
- High blood pressure
- Diabetes

Source: GlaxoSmithKline

HOW DOES THE HEART CHANGE WITH HEART FAILURE?

- **Heart Muscle Thickens:** As the heart muscle gets weaker, its walls may start to get thicker. This is called dilated cardiomyopathy (DCM).
- **Heart May Pump Faster:** Also, as the heart gets weaker, it may start to pump faster in an attempt to get more blood out.

NORMAL HEART: A healthy heart pumps oxygen-rich blood (red) throughout your body.

ENLARGED HEART: In heart failure, the weakened heart cannot pump as strongly.

10 WAYS TO BOOST YOUR HEART RATE IN JUST 10 MINUTES

- Go for a brisk walk.
- Engage in vigorous house cleaning.
- Lift light weights in your living room.
- Park your car further away from your destination in a parking lot.
- Do yard work.
- Dance to your favorite music.
- Vacuum like you mean it!
- Do jumping jacks during TV commercials.
- Chase your grandchild around the playground.
- Walk up and down the stairs.



WHAT'S MY TARGET HEART RATE?

The American Heart Association recommends 30 minutes per day at least five times a week of "moderate intensity aerobic activity"—about 50 to 69 percent of your maximum heart rate. Unless you are really fit, your maximum heart rate should be about 220 minus your age.

EXAMPLE: AGE: 70

Maximum heart rate: 150 beats per minute (220 - 70 = 150)

Moderate intensity activity target: 75 to 104 beats per minute (150 x .50 = 75; 150 x .69 = 103.5)

HOW DO I CHECK MY HEART RATE?

- Find your pulse on the thumb side of your inner wrist, or just underneath your chin to the right of your windpipe.
- Use the tips of your first two fingers (not your thumb) to press lightly over your wrist or neck. Feel the pulse?
- Count your pulse for 10 seconds and multiply by six to find your beats per minute.

Sources: American Heart Association and Mayo Clinic. Be sure to consult with your doctor before beginning a new exercise routine.

IMPORTANT TESTS AND EXAMS

Managing diabetes is important to your overall health.

Part of managing diabetes is keeping track of your tests/exams. Have your healthcare provider check the boxes next to the tests/exams you need. Add the date of your next test/exam.

BLOOD TESTS*

- Before-meal blood sugars: 70-130 mg/dL
- Post meal (-2.0 hours) blood sugars: <180 mg/dL

BLOOD SUGAR:

- A1C: <7%
- Next Exam Date: _____
- Quarterly, if treatment changes or not at goal
- At least 2 times a year if stable at goal

Lipid profile

- Next Exam Date: _____
- Yearly
- LDL ("bad" cholesterol): <100 mg/dL
- Triglycerides: <150 mg/dL
- HDL ("good" cholesterol): >40 mg/dL for men; >50 mg/dL for women

BLOOD PRESSURE*

- Blood pressure
- Next Exam Date: _____
- <140/80 mmHg[†]
- Each diabetes visit

EYE EXAM*

- Dilated eye exam
- Next Exam Date: _____
- Yearly

FOOT EXAMS*

- Foot check
- Next Exam Date: _____
- Each diabetes visit
- Comprehensive foot exam
- Next Exam Date: _____
- At least yearly (more often in patients with foot conditions)

URINE TESTS*

- Microalbuminuria
- Next Exam Date: _____
- <30 Qg albumin/mg creatinine
- Yearly
- Urinalysis
- Next Exam Date: _____
- Early signs of disease, blood in urine

OTHER TESTS* (IF INDICATED)

- Thyroid exam
- Next Exam Date: _____
- Electrocardiogram
- Next Exam Date: _____
- Dental exam
- Next Exam Date: _____

Speak to your doctor to help set your individual goals.

* Individual goals in patients with diabetes may vary.

† Blood pressure goal for people with diabetes and high blood pressure.

WORKING THE BODY & THE MIND TOGETHER

GENTLE EXERCISE LIKE TAI CHI AND DANCING CAN IMPROVE BOTH PHYSICAL AND MENTAL HEALTH

Gentle exercise is a great way to keeping moving, and its benefits go beyond physical health. Mind-body workouts can help improve strength, posture, balance and flexibility, and they may also contribute to a sense of well-being, says Paige E. Denison, director of Enhance Fitness at Project Enhance Senior Services in Seattle, WA. "While not all exercise is good for a particular individual, the proper amount, intensity and type of physical activity can be life changing."

Try the following mind-body exercises that may help keep you sharp in both body and mind.

TAI CHI

Often called "moving meditation," Tai Chi is a gentle form of exercise that uses flowing motions accompanied by deep breathing. A 2012 study in the Journal of Alzheimer's Disease found an increase in brain volume and memory improvement among seniors who practiced Tai Chi three times a week. "People also talk about experiencing a sense of calm and clarity as among the benefits," says Denison.

YOGA

Practicing yoga for just eight weeks improved both the physical and mental well-being of people with knee osteoarthritis and rheumatoid arthritis, according to a 2015 study from Johns Hopkins researchers. Compared with a control group, people who practiced yoga reported a 20 percent improvement in pain, energy levels, mood and the ability to perform activities at home and work. "Yoga and Tai Chi can be done mindfully or mindlessly," says Lorenzo Cohen, Ph.D., director of MD Anderson's Integrative Medicine Program in Houston, TX. "Yoga in particular can incorporate meditation and controlled breathing techniques, which can help ease stress."

DANCE

Dancing can also be a gentle exercise. It can improve your balance and make it less likely you'll suffer a fall, a 2010 University of Missouri study shows. "Dancing helps you get in physical shape of course," says Cohen. Ideally you want to be able to practice the mind-body benefits of each type of exercise, not only during your workout but also "off the mat." "Try to lead a more mindful life in everything you do," says Cohen. "Although a specific recommended 'dose' of exercise hasn't been studied, in general the more you do the better the outcome." Remember, check with your doctor before beginning any exercise program.

PREVENT FALLS

CLUTTER IN YOUR HOME CAN BE A HAZARD. HERE'S HOW TO PREVENT FALLS AT HOME, WHERE THEY OCCUR MOST OFTEN.

- Remove boxes, newspapers and cords from walkways and traffic areas.
- Secure loose rugs with double-faced tape or slip resistant backing. Or get rid of rugs altogether.
- Repair loose flooring such as boards, carpeting or linoleum.
- Use nonslip mats in your tub or shower, and install grab bars in your tub, shower and near your toilet.
- Use night lights in your bedroom, bathroom and the path between.
- Keep paths to light switches clear of clutter.



TAKE CONTROL OF YOUR HEALTH THIS FLU SEASON

The typical flu season occurs from fall to early spring, affecting many of us.

IF YOU WANT TO HELP REDUCE YOUR RISK OF GETTING THE FLU, GET YOUR FLU VACCINATION AT YOUR LOCAL PARTICIPATING PHARMACY AT NO ADDITIONAL COST: WALGREENS, TARGET, NAVARRO, PUBLIX, BJ'S CLUB, COSTCO, CVS, KMART, SAM'S CLUB, WALMART AND WINN-DIXIE.

Although the length and severity of an epidemic may vary, and some individuals may not be affected, we can expect to be surrounded by sneezing, coughing and fevers for a few months out of every year. Flu shots are the most effective method to protect against influenza and its complications. Even if you feel that you don't need the vaccine, consider getting one to prevent exposing others with contaminated germs, such as children and the elderly. Many infected individuals may be contagious even if they don't show signs or symptoms of influenza.

HOW DOES THE FLU VACCINE WORK?

The flu virus changes and adapts every year, which is why it is so widespread and so difficult to avoid. Each year, federal health professionals predict which three strains of the flu are most likely to thrive in order to determine which to include in the vaccine. After a vaccination, the immune system produces antibodies to protect against viruses.

Many people incorrectly assume that the flu vaccine could give you the flu; however, flu shots are safe for most people. Symptoms are typically mild and go away within a day or two. Possible side effects of the flu vaccine include: low-grade fever, headache, chills, as well as swollen, red, tender area around the vaccination spot.

Source: Centers for Disease Control and Prevention



HIGH RISK medications

THE MORE YOU KNOW

Take charge and talk to your doctor about high-risk medications you may be taking.

While everything comes with a warning label these days, some things need extra caution. High-risk medications are one of those things.

High-risk medications are those drugs that are not recommended for use in a Medicare population. This is due to an increased risk of potential side effects or safety concerns.

Some of the most commonly used high-risk medications include: Carisoprodol, Cyclobenzaprine, Estradiol, Estropipate, Glyburide, Hydroxyzine HCL, Methocarbamol, Premarin and Promethazine HCL, along with the long-term use of sleep aids such as Eszopiclone, Zaleplon and Zolpidem.

Talk to your doctor and identify any potential high-risk medications you or a loved one may be taking. Then discuss available alternatives that may have fewer side effects or safety concerns.



PRESCRIPTION ORGANIZATION

TAKING MULTIPLE MEDICATIONS AS PRESCRIBED CAN BE CHALLENGING — YET DOING SO CAN BE VITAL FOR YOUR HEALTH. HERE ARE SOME METHODS TO HELP YOU ORGANIZE AND MANAGE YOUR PRESCRIPTIONS, WHICH COULD HELP ENHANCE YOUR QUALITY OF LIFE.

1. USE DAILY DOSING CONTAINERS

(available at most pharmacies)

2. KEEP A WRITTEN SCHEDULE

of the medications you take, how often you take them and how much you take each time. Create your own chart or visit www.fda.gov and type "My Medicine Record" into the search window for a handy downloadable format.

3. ASK YOUR DOCTOR FOR 90-DAY SUPPLIES

of your medications. The bigger the supply, the fewer times you need to refill your prescription!

4. ESTABLISH A ROUTINE

Place your medications where you can't miss them — by your toothbrush or the kitchen sink, for example — and take them at the same time each day (unless your doctor tells you to do otherwise). Have a smartphone? Set up a daily alarm clock reminder.





OUR QUALITY MANAGEMENT PROGRAM

strives to improve your health care experience

Medica HealthCare's goal is to help members get access to the health care services and information they deserve and expect. Every year Medica HealthCare focuses on programs and activities that measure the quality of care, safety, and services provided to our members. Medica HealthCare also works to educate doctors and our members to improve patient safety. Below are summaries of some of these activities and performance for 2015.

HEDIS

(Health Care Effectiveness Data and Information Set) is one of the performance measurement indicators Medica HealthCare uses to measure and drive health care outcomes. Several of the HEDIS measures are also Star Ratings measures by the Centers for Medicare & Medicaid Services (CMS). For measurement year 2015 Medica HealthCare's top three performing indicators include:

- Adult BMI (Body Mass Index) Assessment (4 Star)
- Comprehensive Diabetes Care - Nephropathy Monitoring (5 Star)
- Comprehensive Diabetes Care - HbA1c Poorly Controlled >9.0% (4 Star)

CMS STAR RATINGS

Star Ratings is a measurement system enacted by the

Centers for Medicare & Medicaid Services (CMS) to measure health plan performance using quality indicators rating from 1-5, with 5 being the highest rating. For 2016 Medica HealthCare received an overall rating of 3.5 Stars; in 2017, it received 4.5 Stars. Medicare evaluates plans based on a 5-Star rating system. Star Ratings are calculated each year and may change from one year to the next.

NCQA ACCREDITATION

On August 27, 2015, Medica Healthcare obtained NCQA accreditation status of Commendable by the National Committee for Quality Assurance (NCQA) for service and clinical quality that met or exceeded NCQA's rigorous requirements. This Commendable rating is awarded for a three year period.

FOR MORE INFORMATION ABOUT THE QUALITY IMPROVEMENT PROGRAM, PLEASE CALL THE CUSTOMER SERVICE NUMBER ON THE BACK OF YOUR MEMBER ID CARD.

PHARMACY BENEFIT UPDATES

OUR FORMULARY IS UPDATED ON A MONTHLY BASIS. THE FOLLOWING ARE EXAMPLES OF CHANGES THAT MAY OCCUR:

- MEDICATIONS INCREASING/DECREASING IN CO-PAY

Medications may move from a higher tier to a lower tier when a generic becomes available.

- MEDICATIONS EXCLUDED FROM BENEFIT COVERAGE

Some medications may no longer be covered when a generic becomes available.

- SUPPLY LIMITS

Decreasing or increasing supply limits for certain medications to align with the FDA-approved dosing interval.

- PHARMACY UTILIZATION MANAGEMENT

Adding or deleting Prior Authorization and Step Therapy to ensure beneficiaries are taking medications that are most appropriate.



FOR OUR LATEST FORMULARY AND FORMULARY CHANGES, PLEASE VISIT OUR PHARMACY PAGE ON OUR WEBSITE: WWW.MEDICAPLANS.COM

CASE AND DISEASE MANAGEMENT PROGRAMS

Medica HealthCare offers case and disease management programs that can help you make healthy choices and follow your doctor's directions. You may be identified for these programs from health risk assessments, health care claims for medical services and medications, or when you leave the hospital. You, your family member or caregiver, or your doctor can also ask for these services at any time. These programs are offered at no additional cost to you and you can choose to accept or tell us you're not interested.

DISEASE MANAGEMENT PROGRAMS

We have programs for members with diabetes and heart failure. The programs include educational materials that will be mailed to you and may include telephone calls from nurse case managers. All members receive educational materials, but not all members receive telephone calls.

OUR DISEASE MANAGEMENT SERVICES:

- Education about your condition, including important tests and information on how to help manage your condition
- Services to help you manage your condition
- How to talk to your doctor and questions you should ask when you go for appointments
- Help you understand your doctor's instructions



CHRONIC CARE IMPROVEMENT PROGRAM

Our Chronic Care Improvement Program (CCIP) offers education and information on how to prevent strokes. It's part of a national program to help Medicare members manage conditions such as high blood pressure and high cholesterol. The program offers many of the same services as disease management and case management.

CASE MANAGEMENT PROGRAMS

We work with you and your doctor or other caregivers to help you with your health care needs. Nurse case managers will call you to get information about your health and what you need to help you live a healthier life. They will follow up with you regularly to make sure you have the education and services you need.

OUR CASE MANAGEMENT SERVICES:

- Teach you about the medical conditions you have and explain things about your health that you might not understand
- Help you make healthy choices and changes that could help you feel better
- Help you set up your doctor visits, get home health care and any medical supplies you may need
- Help you when you come home from the hospital so you understand what to do to get better
- Help you with transportation to your doctor visits
- Let you know about other services that you may need

FOR MORE INFORMATION ON THE CASE MANAGEMENT PROGRAM, CALL US MONDAY-FRIDAY FROM 8 A.M. TO 5 P.M. AT 855-445-1444 / TTY 711.