



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

UPDATE YOUR CONTACT INFORMATION

Have you changed your phone number or mailing address? In order to document this change, contact our Member Services department at 1-800-407-9069 / TTY 711 toll free, 7 days a week, 8 a.m. to 8 p.m.

To contact Medica HealthCare's Member Services department, call 1-800-407-9069 / TTY 711 toll free, 7 days a week, 8 a.m. to 8 p.m.

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. The benefit information provided is a brief summary, not a complete description of benefits.

For more information, contact the plan. Limitations, co-payments, and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or co-payments/co-insurance may change on January 1 of each year.

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

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** 305-438-5328
- Social Services Unit** 1-877-698-7008
- Medical Management** 1-800-995-0480
- UHC Vision** 1-800-407-9069
- Psychcare Mental Health Services** 1-800-221-5487

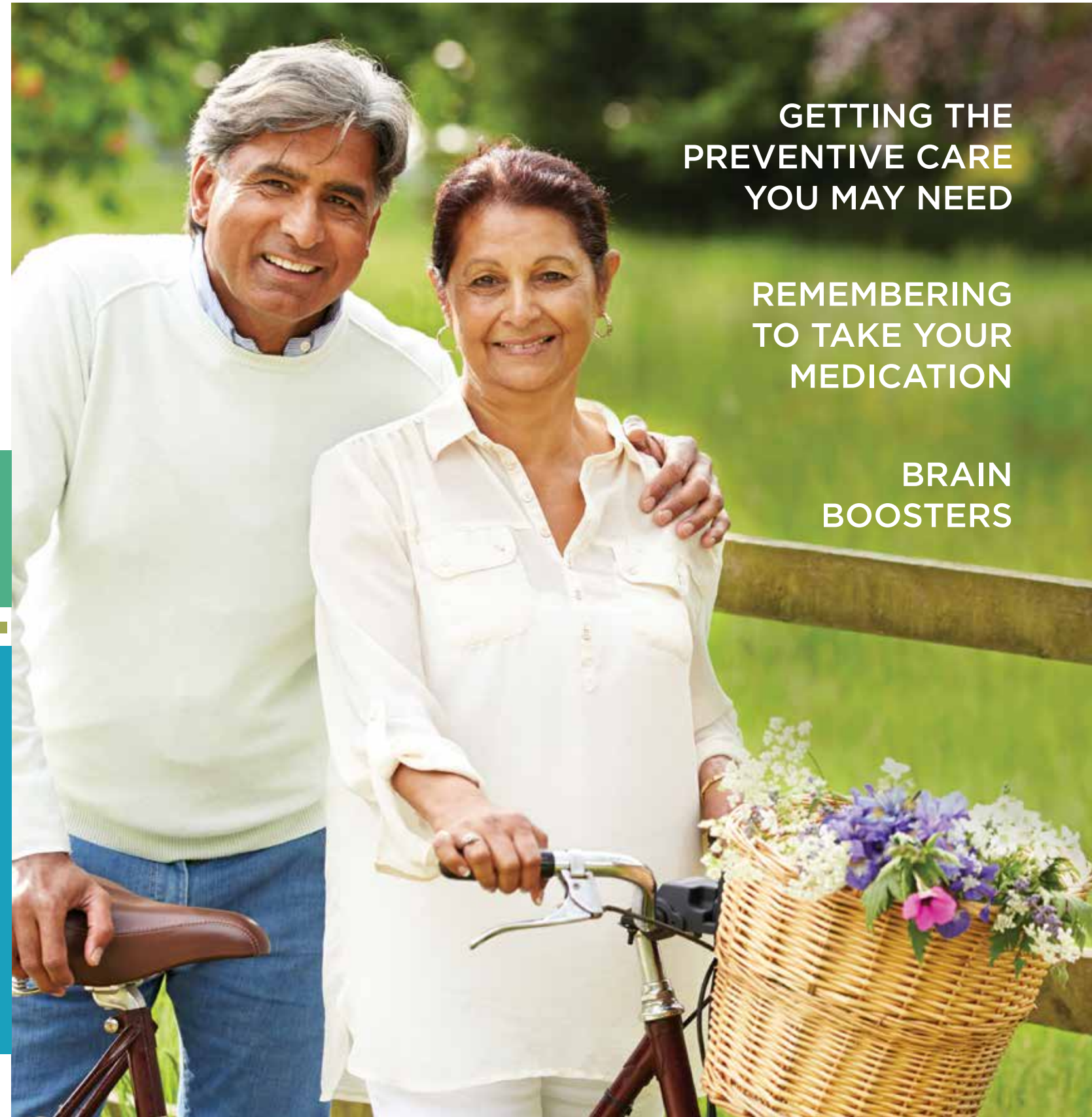
Monday-Friday 8 a.m. to 8 p.m. / TTY 711 toll free
*7 days a week, 8 a.m. to 8 p.m. / TTY 711 toll free

PrimeTime



YOUR GUIDE TO HEALTHY LIVING

SUMMER 2015



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REPORT FRAUD, WASTE & ABUSE
UPDATE YOUR CONTACT INFORMATION

GETTING THE PREVENTIVE CARE YOU MAY NEED

When you're feeling sick, calling your doctor seems natural — but when you're feeling well, it may not be something you think about. Yet setting up appointments for your annual wellness exams and health screenings are some of the most important phone calls you'll make all year. *Don't be shy.* During doctor visits, speak

up when you have questions or concerns. Your doctor is an excellent source of reliable information and guidance. Preventive care is very important to your health. That's why all members are encouraged to take advantage of the two types of annual wellness exams that are covered by your plan.



DEAR VALUED MEMBER,



Thank you for trusting in Medica HealthCare as your health care plan. As part of our commitment to helping you live a healthy life, in this summer issue of PrimeTime, we're focusing on what you, our valued member, could do to help yourself stay mentally sharp. How's this for a wellness plan? Drink more coffee, play video games, join your friends on a fun adventure and enjoy another guilt-free hour or two of sleep each night. It sounds almost too good to be true, but when it comes to brain health, these activities (and a slew of others you'll learn about on the following pages) are just what the doctor ordered. Discovering easy ways to help keep our brains strong and healthy is inspiring.

Consider it done. And here's a huge brain fitness bonus: The smart things we do for our gray matter are often beneficial for our bodies, too. On another note, this spring you may have been randomly selected to participate in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, or the Medicare Health Outcomes Survey (HOS). Thank you for your participation as these surveys give you the opportunity to share your thoughts about your health plan's quality of care and member experience. Your voice counts! It will play a key role in identifying future areas for improvement and impact our 2016 Star rating by the Centers for Medicare and Medicaid Services (CMS).

Sincerely,

Orlando Lopez-Fernandez, Jr., M.D., F.A.C.C.
Chief Medical Officer

Covered annual preventive screenings

The Annual Wellness Visit allows you and your doctor to develop or update a personalized prevention plan based on your current health and risk factors. The Annual Routine Physical Exam is a separate service from the Annual Wellness Visit, but you can get them done in the same visit. This comprehensive exam is performed by your primary care doctor. The purpose is to screen for disease, promote a healthy lifestyle and look at potential risk factors for future medical problems. In addition to getting a head-to-toe physical exam at this visit, your doctor will also check your blood pressure and make sure you're up-to-date on your immunizations for things such as flu shots. Most plans cover this exam for a \$0 copayment, too.



HIGH RISK MEDICATIONS

The Centers for Medicare and Medicaid Services (CMS) has dubbed the below listing of medications as "high risk" and that members should work with their primary care physicians to determine if they can convert to an alternative.

HIGH RISK MEDICATION	ALTERNATIVE
Oral estrogen, estrogen patches	Estrogen Creams
Carisoprodol, Cyclobenzaprine, Metaxalone, Methocarbamol, Orphenadrine	Baclofen, Tizanidine
Chlorpropamide Glyburide	Glimeperide, Glipizide
Cyproheptadine, Diphenhydramine, Hydroxyzine	Levocetirizine, Loratadine (over-the-counter benefit)
Meprobamate	Anxiety: Alprazolam, Buspirone
Nifedipine (short acting only)	Nifedipine ER, Amlodipine
Zolpidem, Zaleplon	Temazepam, Triazolam, Trazodone

Source: <http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Downloads/PY2012-High-Risk-Meds.pdf>

MORE SCREENINGS TO ASK ABOUT

Your annual preventive screenings are the perfect time to make sure you're up-to-date on other health screenings, which can check for other diseases, such as cancer. Depending on your health care plan, you may be eligible to receive any of the following health screenings for either a \$0 co-pay or reduced cost. This is not a complete list of covered screenings. Please refer to your Evidence of Coverage or call the number on the back of your member ID card for more information about screenings and costs. Ask your doctor which preventive screenings you may need and when:

- BREAST CANCER SCREENING (MAMMOGRAM)
- BONE DENSITY TEST (OSTEOPOROSIS)
- COLON CANCER SCREENING
- ADULT BMI ASSESSMENT
- BLOOD PRESSURE SCREENING
- RHEUMATOID ARTHRITIS SCREENING
- DIABETES SCREENING
- GLAUCOMA TEST
- DEPRESSION SCREENING
- CARDIOVASCULAR SCREENING
- OBESITY SCREENING

BRAIN BOOSTERS

THE BRAIN IS AN AMAZING THING. IT IS THE BODY'S GRAND CENTRAL STATION OF FUNCTION, THOUGHT AND MEMORY. IT'S WHAT MAKES YOU, YOU — WHICH IS WHY IT'S NECESSARY TO KEEP YOUR MOST IMPORTANT ORGAN FUNCTIONING AT ITS PEAK. "PEOPLE USED TO BE TAUGHT THAT YOU WERE BORN WITH ONE SET OF BRAIN CELLS," SAYS VONDA WRIGHT, M.D., AUTHOR OF *FITNESS AFTER 40: HOW TO STAY STRONG AT ANY AGE AND GUIDE TO THRIVE*. "BUT WE KNOW NOW THAT'S NOT TRUE. THERE'S NEVER AN AGE OR SKILL LEVEL WHERE WE CAN'T MAINTAIN OR REBUILD OUR BRAINS AND BODIES. AGE IS NOT A BARRIER."



READ ON TO SEE WHAT EASY STEPS YOU CAN TAKE TODAY THAT COULD HELP IMPROVE YOUR HEALTH, MEMORY AND COGNITIVE FUNCTION.

- 1 ANYTHING:** As in doing anything you can to keep your brain strong and memory sharp. "I do everything to keep my mind healthy," says Michael Roizen, M.D., chief wellness officer of the Cleveland Clinic. "I eat a Mediterranean diet, I exercise, I try to get more sleep than I ever have and I'm constantly exposed to new things."
- 2 BRAIN GAMES.** Test your skills at renewUHC.com with quick and fun brain games designed to adapt to you; once you pass certain levels, the games get more challenging.
- 3 COFFEE.** Love your daily cup of Joe? Drink up! In 2013, Nature Neuroscience reported that drinking coffee improved participants' long-term memories just 24 hours after consumption.
- 4 DANCE.** A 2011 study in the Journal of Sports Science and Medicine found that adults who learned to dance the cha-cha twice a week for six months showed marked improvement in memory and cognitive ability.
- 5 ENGAGE.** "Mental activities like reading, watching the news and volunteering help the mind to stay active and healthy," says Mustafa Husain, M.D., a vice chair in the Department of Psychiatry and Behavioral Sciences at Duke University Medical Center.

- 6 FISH.** A 2013 University of Exeter Medical School study showed that a Mediterranean diet — one that's chockfull of fruits, vegetables, whole grains, legumes, poultry and plenty of fish — may lower the risk of developing dementia. The goal: Eat fish one to two times per week.
- 7 GOOGLE.** "Simply Googling a subject matter you don't know anything about will keep your brain stimulated," says Vonda Wright, M.D., author of *Fitness after 40: How to Stay Strong at Any Age and Guide to Thrive*. Did your granddaughter just start judo lessons? Spend 30 minutes online to get schooled on her new passion!
- 8 HAVE FUN WITH FRIENDS.** "Establishing important social ties is a key aspect to remaining mentally vibrant," says Sandra Bond Chapman, author of *Make Your Brain Smarter*. "Your mind hates status quo, so align with fellow adventurers to discover new areas of interest."
- 9 INTERVAL TRAINING.** Scientists at University of California Irvine's Center for the Neurobiology of Learning and Memory reported in 2009 that short bursts of moderate exercise improved memory consolidation in both healthy adults and those suffering from cognitive decline.

- 10 JAQUES-DALCROZE EURHYTHMICS.** In 2013, Swiss researchers found that participation in a six-month eurhythmics class (where adults performed tasks such as walking to the rhythm of a piano while playing a percussion instrument) showed improved cognitive function and decreased anxiety.
- 11 "KICK IT" INTO HIGHER GEAR.** According to Michael Roizen, M.D., chief wellness officer of the Cleveland Clinic, exercising for at least 20 minutes three times a week may have positive effects on the hippocampus, the section of the brain where your memory is processed.
- 12 LAUGH.** Love to clown around? Keep at it! Prevention magazine reported in 2011 that humor yields big brain benefits, including improving your memory and exercising your brain.
- 13 MAGNESIUM.** Loading up on magnesium-rich foods (such as pumpkin seeds, soy beans, brown rice and bananas) can potentially reverse middle-age memory loss, according to 2010 MIT research.

- 14 NAP.** A 15-minute nap just might make your brain healthier, say Georgetown University researchers who recently suggested that our brains at rest are organizing memories and information critical for cognitive function.
- 15 PILATES.** "I meditate and practice Pilates three times a week," says Naomi Judd. The Grammy Award-winning country singer also reads often to keep her "brain and memory healthy and strong."
- 16 QUIT MULTITASKING.** "Our brain is not wired to do more than one thing at a time," says Sandra Bond Chapman, author of *Make Your Brain Smarter*. "Multitasking fatigues the brain and reduces productivity and accuracy."
- 17 RAP.** "Memorizing new lyrics to songs, even rap, strengthens your mind," says Vonda Wright, M.D. "It's also a great way to connect with your grandkids!"
- 18 STRESS-FREE.** "The events of stress aren't what age us, it's our reaction to those events," explains Michael Roizen, M.D., chief wellness officer of the Cleveland Clinic.

- 19 TEA.** Green tea may help boost brain cell production to aid memory, according to research published in *Molecular Nutrition & Food Research* in 2012.
- 20 UNWIND.** "Make brain downtime a priority," says Sandra Bond Chapman, author of *Make Your Brain Smarter*. "Step away and disengage at least five times a day to free your mind for that next 'aha' moment."
- 21 VINO.** It appears a glass of red wine a day does a body good. According to a 2011 study out of the Mount Sinai School of Medicine, polyphenols, antioxidants found in red wine, may reduce your risk of Alzheimer's disease.
- 22 WATCH YOUR MEDIA INTAKE.** In her book *Living the Good Long Life*, lifestyle guru Martha Stewart says, "I know that when I have too much input, there's less output from my mind."
- 23 EXHALE.** That blissful state of happiness and peace often achieved through breath-focused meditation can also increase blood flow to the brain. "As you practice regulating your attention and emotional response, you improve your ability to pay attention and regulate your

- emotions," says Majid Fotuhi, M.D., in his book *Boost Your Brain*.
- 24 YOU.** What interests you? Take the time to learn new hobbies and activities that you've always wanted to try. "We rewire our brains every day by how we use them," says Sandra Bond Chapman, author of *Make Your Brain Smarter*.
- 25 Zzzzs.** "Studies suggest that a good night's sleep helps foster both mental and emotional resilience," reports Harvard Health Publications in July 2009.





OUR QUALITY IMPROVEMENT 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 MEASURES FOR 2014.

HEDIS

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. Medica HealthCare improved on four (4) indicators and remained the same on eleven (11) HEDIS indicators.

OUR TOP THREE (3) PERFORMING INDICATORS INCLUDE:

- Adult BMI (Body Mass Index) Assessment
- Comprehensive Diabetes Care – Medical Attention for Nephropathy
- Comprehensive Diabetes Care – LDL-C Screening

CAHPS

The CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey measures members' experiences with their health plan over a six month period. Certain CAHPS and HEDIS scores are given a 1 to 5 Star rating by the Centers for Medicare and Medicaid Services (CMS). These ratings are used to provide information to members to help them choose their plans, affect Medicare payments, and help Medica HealthCare focus on quality improvement initiatives. The CAHPS survey indicates we're currently doing a good job helping you see your chosen provider and getting access to the care you may need. Medica HealthCare has a Star rating of 5 (Excellent) in this area.

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.

MEMBER SERVICES

We also routinely measure the quality of our Member Services. We want to be sure you get the help you need when you call, so we measure wait times for our Member Services calls. Our goal is to answer every call in 30 seconds or less and we continually train our staff so they can provide even better service to you.

CREDENTIALING

We make sure that doctors and other health care professionals in our network have the proper credentials and qualifications.

FINANCIAL INCENTIVES STATEMENT

Medica HealthCare's Utilization Management (UM) staff, physicians and other health care professionals make decisions on the health care services you receive based on the appropriateness of care and service and existence of coverage.

UM staff, physicians and other health care professionals making these decisions:

- Do not specifically receive reward for issuing non-coverage (denial) decisions.
- Do not offer incentives to physicians or other health care professionals to encourage inappropriate underutilization of care or services.
- Do not hire, promote, or terminate practitioners or other individuals based upon the likelihood or the perceived likelihood that the individual will support or tend to support the denial of benefits.

PHARMACY BENEFIT UPDATES

Our formulary updates on a monthly basis. The following are examples of changes that may occur:

- MEDICATIONS INCREASING/DECREASING IN COPAY

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 MANAGEMENT AND DISEASE MANAGEMENT PROGRAMS

Medica HealthCare offers case and disease management programs. These programs 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.

- 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

The Chronic Care Improvement Program (CCIP) offers education and information on how to prevent strokes. It is 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.

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

CASE MANAGEMENT PROGRAMS

We work with you and your doctor or other caregivers to help you with your healthcare 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.

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

IF YOU'RE INTERESTED IN THE CASE MANAGEMENT PROGRAM, CALL US MONDAY - FRIDAY FROM 8 A.M. TO 5 P.M. AT 855-445-1444 OR 786-437-5252. TTY USERS CAN DIAL 711.

REMEMBERING TO TAKE YOUR MEDICATION

When it comes to remembering to take medications, it's often easier said than done. Yet taking medications as directed is one of the most important things you can do to stay healthy, especially when it comes to treating conditions such as diabetes, high blood pressure or high cholesterol. Here are some tips we've learned through the years that may help you remember.

- Link taking your medication with an activity. For instance, take it when you brush your teeth or when you eat a meal.
- Use a weekly or daily pillbox, and keep it somewhere you'll see it.
- Post reminder notes in a spot where you're sure to see them, like on the front of the refrigerator or on a bathroom mirror.
- Set a clock or your cellphone alarm to buzz when it's time to take your medications, or download an app for your smartphone that will automatically remind you. Some examples are RxmindMe and MedCoach.
- Create a chart of all your medications. Write down when and how you take them, and hang the chart near your medications or carry it in your wallet or purse.

AN EASY WAY TO REMEMBER REFILLS

Medica HealthCare's refill reminder service can take the worry out of remembering when to refill your prescriptions. If you're taking medications to treat diabetes, high blood pressure or high cholesterol, you'll get a reminder call each time your prescription is due for a refill.

There's no charge, and it's one small way your plan is trying to help you maintain good health.