

Secure Connection



Spring
2023

Health and Wellness or Prevention Information

A Publication of
TheHealthPlan



Medicare Advantage – Old & New Benefits



The start of 2023 brings light to many old and new benefits for the Medicare Advantage plans. For starters, partnering with InComm has provided members with a new and improved option for utilizing the **over the counter (OTC)** benefit. DSNP members have been supplied with a **VISA card** and HMO/PPO members received an OTC Network card that allows them to shop in store at retailers such as Walmart, CVS, Walgreens, etc. to purchase eligible OTC products. The DSNP Visa card also supplies members with a monthly allowance for **healthy foods** and **utilities**.



All Medicare Advantage members have access to InComm's mobile app and website which can be used to check the card's available balance, find participating retailers, and verify whether a product is eligible for purchase.



Also included for our DSNP members in 2023 is our new partnership with **Papa Pals**. Papa Pals offers companionship and assistance to those in need. Whether the member would like assistance with light cooking and cleaning, transportation to approved locations, or even if the member is simply looking for someone to spend time with, Papa Pals is there for our members. DSNP members are eligible for 60 hours a year.



As a reminder to Medicare Advantage members, benefits continued to be offered include **vision** and **dental**. The dental benefit is offered through Liberty Dental and the vision benefit is offered through Superior Vision. Members are encouraged to contact the plan for further information regarding these benefits as the benefit does vary by plan.



Please call us at
1.877.847.7907 (TTY: 711)



Our hours of operation are:

October 1 – March 31
8 a.m. to 8 p.m., 7 days a week

April 1 – September 30
8 a.m. to 8 p.m., Monday-Friday 🍏



Medicare CAHPS

Each year, The Health Plan (THP) conducts Consumer Assessment of Health Care Provider and Systems (CAHPS) surveys, as required by CMS. You may receive a survey from SPH Analytics, a Press Ganey solution, on behalf of THP. SPH Analytics is our trusted vendor to ensure your survey responses remain confidential.

The survey focuses on key service and quality of care measures, including getting needed care, communication with doctors, understanding of medication and the coordination of healthcare needs. Should you get one in the mail, we appreciate your time filling it out and returning it. Your answers to these questions will not affect your current benefits in any way and help THP identify opportunities to improve the services we provide you. 🍏



Affordable Connectivity Program

Helping Households Connect

The Affordable Connectivity Program is a Federal Communications Commission program that helps connect families and households struggling to afford internet service. This new benefit provides a discount of up to \$30 per month toward broadband service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers.

Eligible households can enroll through a participating broadband provider or directly with the Universal Service Administrative Company (USAC) using an online or mail-in application.

You can learn more about the benefit, including eligibility and enrollment information, by visiting [fcc.gov/ACP](https://www.fcc.gov/ACP), or by calling 1.877.384.2575. 🍏

Tips for a Healthy Spring

Spring is right around the corner. Now is a great time to 'spring' into some healthy habits. By making healthy choices now, you can make a lasting impact on your health down the road. Here are some tips to begin a new, healthier season:

- Eat healthy – Choose healthy options like fruits, vegetables, low-fat dairy, lean meats, and whole grains.
- Get active – Aim to get at least 150 minutes of moderate-intensity aerobic exercise every week, add muscle strengthening exercises at least twice a week.
- Go to sleep – Try to get at least 7 hours of sleep each night.
- Choose water – Replace sugary drinks and alcohol with water to reduce calories.
- Brush your teeth – Brush your teeth twice a day and floss too. Members under 21 years of age can receive a \$25 gift card for having an annual dental exam.
- Quit smoking – If you are smoking, now is the time to quit. Talk to your doctor today about the best options for you.
- See your doctor – Schedule your annual wellness visit with your primary care doctor. 🍏



Seasonal Allergies

Spring is in the air! For some people, this can mean sneezing, itchy nose and eyes, and several other seasonal allergy symptoms. Seasonal allergies can be miserable. However, before you avoid the outdoors for the next few months, here are some tips to fight seasonal allergies.

First, reduce your exposure to allergy triggers. On windy days, avoid long outdoor exposure. Wind can stir up and blow around pollen that can cause allergy symptoms to arise. If you must be outside for an extended period of time, wear a face covering to avoid exposure to pollen and other allergens. In addition, if the pollen count is high for the day, choose to limit your time outside. The pollen count is typically reported on your local news station or on the radio.

Another way to cope with seasonal allergies is with over-the-counter antihistamine medications such as Claritin or Zyrtec. These medications can relieve symptoms such as sneezing, itching, runny nose, and/or watery eyes. Using a nasal spray with a saline solution can also help. Rinsing out your sinuses will flush out any mucus or allergens causing irritation.

For many people, avoiding allergens and taking over-the-counter medications is enough to get them through the peak of seasonal allergies. If the tips above aren't helping, talk to your doctor about other treatments available. 🍏



Decrease the Spread of Germs and Infections

Germs and infections can spread easily. A person's cough or sneeze can spread germs but items that have become soiled or in contact with body fluids, such as blood or urine, can also spread infection.

Washing your hands often can help you keep germs and infections from spreading. Keeping your home and personal belongings clean can help too. To help reduce germs and avoid infections, be sure to disinfect your home and personal items frequently. "Disinfecting" means using soap or another cleaner to get rid of germs that can cause infection.

Here are some helpful tips to decrease the spread of germs and infections:

General cleaning tips:

- Make sure you disinfect your cleaning tools regularly. Dirty mops and sponges, for example, can contain germs and mold and dirty cleaning rags can spread germs instead of removing them.
- Soak sponges and mops in disinfectant, such as diluted household bleach, for 5 minutes each week. To dilute household bleach, follow the directions on the label.
- Cleaning rags can be washed in a washing machine with household detergent. You can add household bleach to the wash cycle, if you like.
- Don't clean rags, sponges, bedpans, or urinals in the kitchen sink. And don't pour mop water into the kitchen sink. Instead, empty dirty water into the toilet or shower drain. This helps keep germs from spreading from one area to another.
- Clean all medical equipment, humidifiers, and dehumidifiers. Follow the manufacturer's instructions. For example, some equipment may be cleaned with a mixture of 1 part vinegar to 3 parts water.



Do your Part in Reducing the Spread of Infection!

Remember to wash your hands and cover your mouth with a tissue or the inside of your elbow when you cough or sneeze. Most importantly, if you are sick, stay home and avoid social interactions. 🍏

Bathroom and kitchen tips:

- Use different cleaning cloths to clean the bathroom and the kitchen.
- Clean kitchen counters often. Use a household cleaner.
- Clean the bathroom and kitchen floors each week. If you mop the floors, always use a clean mop. Wipe up any spills when they happen.
- Clean the inside of the refrigerator monthly. When there is spoiled food, wipe shelves with soap and water.
- Clean soap dishes and any containers used for dental care items each week.

Here are a few other tips for reducing germs in the home:

- Wash higher surfaces before washing lower ones. For example, clean counters and sinks before floors and toilets.
- Wear gloves when cleaning pet items, such as litter boxes.
- Change the water in flower vases often.
- Keep the home well ventilated with fresh air. 🍏



Why Home Delivery?

If you have a pharmacy benefit with your THP medical insurance, here are five reasons why Express Scripts Pharmacy Home Delivery may be right for you:

- **Have Consistency** – You take a long-term medication where a 90-day fill makes sense and plan to take this medication for the foreseeable future.
- **Desire Convenience** – You like getting medications delivered right to your door, eliminating trips to the pharmacy and waiting in line especially when the weather outside is awful.
- **Like Ease of Use** – You want managing prescriptions to be simple, including helpful digital tools, automatic refills that come when you need them and a pharmacy that works with your doctor to get any needed prescription renewals.
- **Value Access** – you want the ability to have an unrushed conversation with a pharmacist from the privacy of your own home any time day or night, without having to leave a voicemail.
- **Want Personalized Care** – You find value in being automatically matched with pharmacists who focus on your medical condition, giving you an additional health care professional on your side to help manage your health.

With Express Scripts Pharmacy, you get all of these advantages and more. Plus, you could save on prescriptions as compared to retail.

Visit [express-scripts.com/rx](https://www.express-scripts.com/rx) or call **1.877.203.9024** to learn more. 🍏

Statin Use

Persons with Diabetes and Statin Therapy for Patients with Cardiovascular Disease

Do you have diabetes or a heart condition (cardiovascular disease)? If so, taking drugs known as statins might be the right choice for you. If you have diabetes, you're twice as likely to have heart disease or a stroke than someone who doesn't have diabetes. According to the American Heart Association (AHA), cardiovascular disease (CVD) was listed as the underlying cause for 874,613 deaths in the United States in 2019. In addition to a healthy lifestyle, you can lower these risks by taking a statin. Statins are not only used to lower cholesterol but can also be used to lower your risk of heart disease and stroke.

If you have a heart condition or are between the ages 40 to 75 and have diabetes, ask your doctor if a statin should be prescribed for you. The Health Plan has partnered with MagellanRx on two programs: Statin Use in Persons with Diabetes (SUPD) and Statin Therapy for Patients with Cardiovascular Disease (SPC). You or your provider may receive a phone call from MagellanRx to talk about the importance of using a statin, what to expect from taking a statin, and strategies to improve your health. Through the SUPD program, The Health Plan hopes to lower your risk of having a heart attack or stroke and to promote the best care for you.

For questions about using statins with diabetes and heart problems, talk to your doctor or pharmacist or visit our website at [healthplan.org](https://www.healthplan.org). 🍏

Incentives: Starting in 2023!

Since preventative services, such as a mammogram (males can need this too), colorectal cancer screening, and annual wellness visits are an important part of maintaining your health, you can receive up to \$75.00 total if you have these preventative services in 2023.

- You will receive \$25.00 each for having a mammogram, colorectal cancer screening, and annual wellness visits. These rewards will be loaded on the same Incomm card. The rewards must be used within the same year or they will expire. 🍏



Colorectal Cancer

Colorectal cancer, sometimes called colon cancer or rectal cancer depending on where it is found, is the third most common cancer in the United States. This kind of cancer is most often found in people older than 50 but can also be found in younger people. The US Preventive Service Task Force recommends that adults aged 45 to 75 be screened for colorectal cancer. There are several types of screenings that are available, but you should talk to your doctor to find out which one is best for you. Some options available include the FIT (fecal immunochemical test), a flexible sigmoidoscopy, or a colonoscopy. This is not a full list, just a few of the different screenings available. It's never too early to start your screenings, so talk with your doctor today about colorectal cancer screenings. 🍏

Word Search

L B Q H B M W F V B G Y Z M B N M B E T
 G E R E G M W C L E A N I N G V R M C X
 L N S R A V X Y H F W G C M N M C R D C
 V E T E P A A C D Z T T T Q O Q M P S X
 B F A F A R J T D V V E G E T A B L E S
 R I T O U K E Y J Z T S H J H P C V F N
 O T I R P B G S V B H O B B I E S P V M
 A S N Y W J A S C I Z E L E R T Y E P E
 D C S O H V R D M R A Q M X L I F Q A D
 B Y J U E A D V B F I W L E W A R X L I
 A Z A S A I E Z R I E P W R L X X K L C
 N I V J L J N V R F V R T C R H F Q E A
 D F E Z T D I X I P K J M I N T A M R R
 F R R S H S N D Q T M A H S O L C A G E
 L U H U Y P G L W U Z U X E U N L R I D
 J I G R K R X J U Z C K D E M B S N E E
 R T R V M I R F W T N G J D P W C C S K
 Q E J E I N H **T H E H E A L T H P L A N**
 X A W Y L G Q K Y R G F N K M T V Z P I
 G V I B X S C R E E N I N G I Q D H C J

- The Health Plan** Exercise
 Here for You Hobbies
 Prescriptions Cleaning
 Fruit Spring
 Screening Healthy
 Vegetables Broadband
 Allergies Benefits
 Gardening Statin
 Medicare Survey

Vendor List



A vendor list was recently sent out to all Medicare Advantage HMO/DSNP and PPO members. This vendor list introduces which vendors we use, what they provide, and how to reach them directly. A copy of the vendor list was mailed out in September with the Annual Notice of Change (for current members) and the Evidence of Coverage for new members. For any assistance or questions regarding the vendor list or programs, please contact The Health Plan Customer Service at **1.877.847.7907**, TTY users should call 711. The vendor list can also be viewed at myplan.healthplan.org/Account/Login. 🍏

How to Report Fraud Waste and Abuse

Contact us if you suspect fraud, waste, or abuse has occurred. Our FWA/Compliance Hotline is **1.877.296.7283**. 🍏



Member Rights & Responsibilities



To view your member rights and responsibilities, please visit our website at healthplan.org, scroll to the bottom of the page, and select "Member Rights and Responsibilities" in the lower right corner. For a printed copy, please call **1.877.847.7907**. 🍏

Feta Chicken Burgers

Makes 6 Servings

For Sauce:

- ¼ cup finely chopped cucumber
- ¼ cup reduced fat mayonnaise

For Burgers:

- ½ cup chopped roasted sweet red pepper
 - 1 tsp garlic powder
 - ½ tsp Greek seasoning
 - ¼ tsp pepper
 - 1 ½ pounds lean ground chicken
 - 1 cup crumbled feta cheese
 - 6 whole wheat hamburger buns
- * Optional: lettuce and tomato slices

Directions:

1. Preheat broiler. Mix cucumber and mayonnaise in a bowl and set aside.
2. Mix red pepper and seasonings together in a large bowl. Add chicken and cheese, mix lightly but thoroughly. The mixture will be a little sticky. Shape into six ½ inch thick patties.
3. Broil burgers 4 inches from heat until a thermometer reads 165 degrees, roughly 3-4 minutes per side. Serve on buns with the cucumber sauce.

Nutrition:

1 burger with 1 tbsp sauce:
 354 calories, 14g fat (5g saturated fat),
 95mg cholesterol, 703mg sodium,
 25g carbs, 31g protein. 🍏





1110 Main Street
Wheeling, WV 26003-2704

Health and Wellness or Prevention Information

