

Secure Connection



Summer
2024

Health and Wellness or Prevention Information

A Publication of
TheHealthPlan



Monitoring Physical Activity



As the weather gets warmer, it is a great time of year to be active! Physical activity and exercise can help improve quality of life and overall health according to the National Institute of Health (NIH). Being active can also:

- Lower your risk of a cardiovascular event
- Lower your fall risk
- Improve brain function
- Improve your sleep quality



The Centers for Disease Control and Prevention (CDC) recommends 30 minutes of aerobic exercise a day, 5 days a week. It is also recommended to spend at least 2 days doing activities that strengthen the muscles and improve balance. Some examples of these types of activities are listed below.

Aerobic Activities

- Water aerobics
- Stationary bike
- Mow the lawn or rake leaves
- Going for a walk or hike with a friend

Muscle-Strengthening

- Resistance band exercises
- Gardening
- Chair yoga

Balance Activities

- Tai Chi
- Chair yoga
- Walking heel-to-toe



SilverSneakers is a health and exercise benefit available to our Medicare members. This program provides live and on-demand exercise classes online for free. These classes are designed for members who are 65 and up. The program also partners with thousands of gyms to provide free memberships. To get started with SilverSneakers, follow the directions below.

It's Easy to Get Your Personal SilverSneakers ID.



If you're new to SilverSneakers, go to [SilverSneakers.com/Eligibility](https://www.silversneakers.com/Eligibility) and follow the simple steps.



If you're already a member, log in to the Member Portal and click Profile / Member ID.



Download the **SilverSneakers Go™** app. Log in. Click the profile icon (top right). Your ID appears at the top of the next screen.



Call our Experience Center at 1.888.423.4632 (TTY: 711). Monday – Friday 8 a.m. – 8 p.m. ET

Talk with your doctor or provider about your physical activity. They can help you start, increase, or maintain your level of exercise or physical activity.

You can also contact a Health Coach at The Health Plan for more guidance by calling **1.877.903.7504**. 🍏

References: <https://files.selecthealth.cloud/api/public/content/cdf4496e25c9434e80463c472205af89?v=ae0150b>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6304477/>
<https://www.cdc.gov/physical-activity-basics/guidelines/older-adults.html>

2024 Wellness Incentives



Did you know that if you have a SecureCare HMO, SecureChoice PPO or our dual eligible Secure Care HMO DSNP, and you receive a colorectal cancer screening, mammogram, or annual wellness exam, you can earn money while staying healthy?

You can earn \$25.00 for each completed service, totaling \$75.00 annually. We will add this to the same card you currently use for your over-the-counter items. Your provider must send us a bill for these services. The incentive reward does not expire until the end of the year and can be used for anything with the exclusion of alcohol, tobacco, firearms, or the lottery.

What are you waiting for? Schedule those appointments! We want you to stay healthy and don't want you to miss out on your incentive rewards money.

Please call our customer service department if you have any questions or need help scheduling an appointment. We will be happy to assist you. **1.877.847.7907 (TTY:711)**. The Health Plan hours: October 1st – March 31st – 8 a.m. to 8 p.m., 7 days a week. April 1st – September 30th, 8 a.m. to 8 p.m., Monday – Friday. 🍏

Our Pharmacy Staff is Here for You!



Here at The Health Plan, our mission is to provide top of the line services to help improve the health and well-being of our members. We work to achieve this through a team of healthcare professionals and different partners across our community. Part of this team includes several pharmacists who work every day to make sure our members are receiving the best care possible.

Our pharmacy team offers several different services including:

- Reviewing medication lists for any serious drug interactions, errors and appropriate dosing.
- Assisting members who have transportation issues with finding pharmacies that offer delivery.
- Helping members find assistance programs and cost-saving opportunities to help pay for prescriptions.
- Facilitating the prior authorization process for any prescription that requires pre-approval.

In addition to these services, our team is always available to discuss questions and concerns about your pharmacy care. Starting a new medication and want to learn more about it? Want to know when the best time is to take your medications? Do any of your medications interact with each other? If you have questions that need answers, our team is here and ready to help. Contact us at **1.800.624.6961**, extension 7914. 🍏



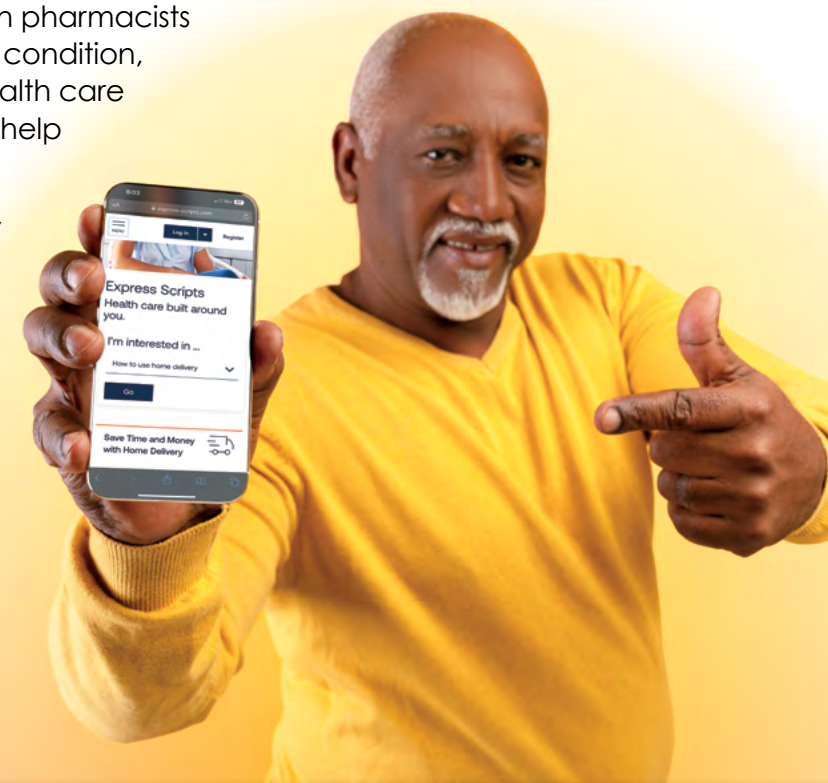
Why Home Delivery?

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

1. Consistency – You take a long-term medication where a 90-day fill makes sense and see taking this medication for the foreseeable future.
2. 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.
3. Peace of Mind – You like knowing you will continue to receive your medication when many retail pharmacies have limited their hours or are closing.
4. 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.
5. Value Access – You want the ability to have an unrushed conversation with a pharmacist from the privacy of your own home, any time of the day or night, without having to leave a voicemail.
6. 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. 🍏

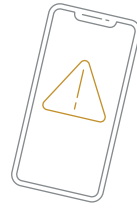


Member Rights & Responsibilities



To view your member rights and responsibilities, please visit our website at [healthplan.org](https://www.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**. 🍏

Tips to Help Identify Scams



Have you received a call from someone saying they are from Medicare, the IRS or a DME vendor? Did they ask for your social security number or bank account number? Or maybe the caller is offering you discounted or free medical supplies and asks for your member or Medicare ID to bill THP. In any case, you may be wondering if those calls are legitimate or if they are scam calls. Chances are you received a scam call. Here are a few tips to help you decide:

- No one calling from THP, or our partners, will ask for your social security number. THP and our partners will confirm your identity by using your date of birth and address if we call you. We do this so that we can be sure that we're giving the right information to the right person.
- Medicare or the IRS will never call you. The only time they might is if you ask for a return call.
- No one calling from Medicare or THP will ask for your bank account number.
- No one calling from Medicare or THP will ask for your Medicare ID number. The ID numbers that are given to you are confidential and not to be shared with anyone.

Remember: **DO NOT** give anyone on the phone your member or Medicare ID or personal information. To protect yourself from scammers, do not give any caller your personal information. Ignore them. **HANG UP!**

If you're still not sure after reading these tips, call The Health Plan's customer service team at **1.877.847.7907 (TTY:711)**. THP hours: October 1st – March 31st – 8 a.m. to 8 p.m., 7 days a week. April 1st – September 30th, 8 a.m. to 8 p.m., Monday – Friday. 🍏

** The Health Plan does have a vendor who helps with Medicaid applications who will ask for a Social Security Number. If you have any questions please call our Customer Service Line at 1.877.847.7907 (TTY: 711) for clarification.*

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**. 🍏



Knowledge Check Digital Health Literacy



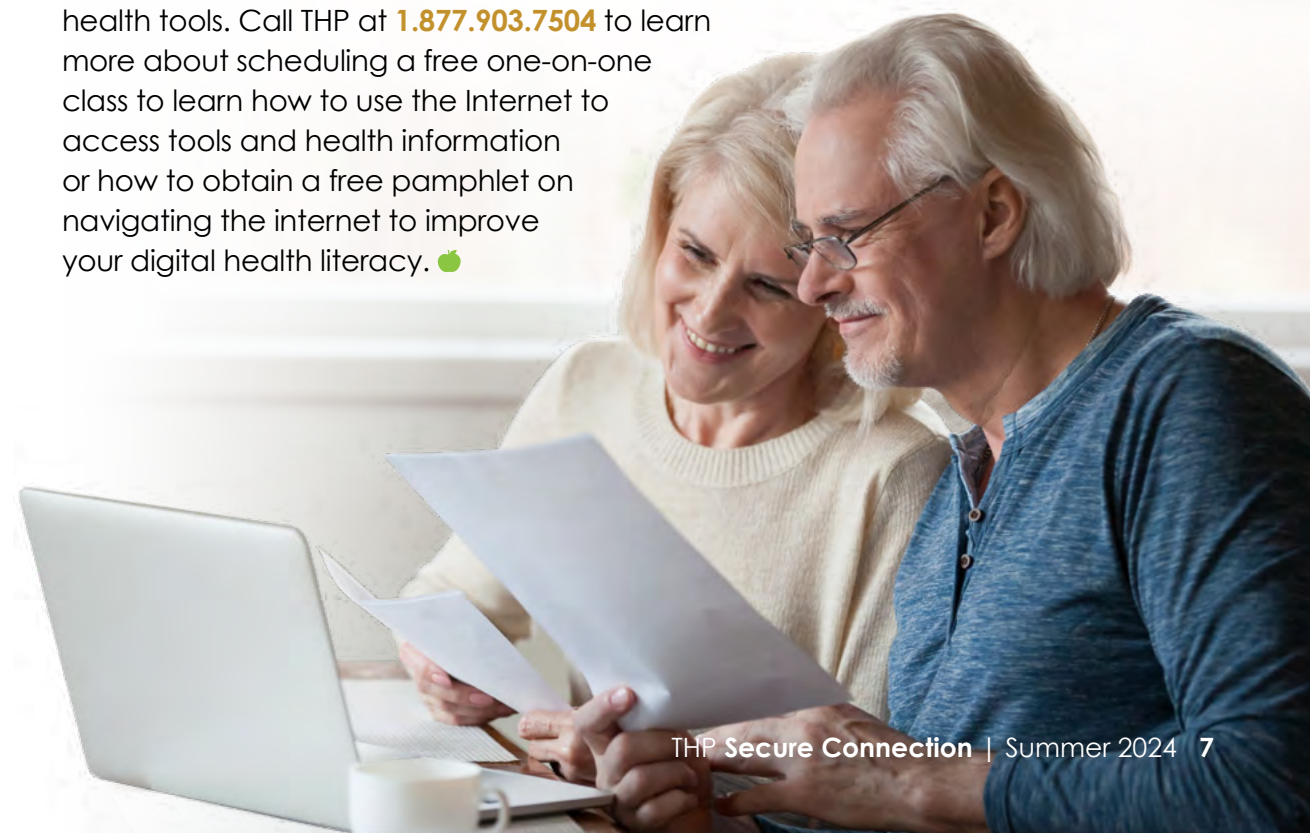
Digital health literacy is defined as the ability to use technology, such as the internet, to find and use health care information. Test your knowledge and comfort level accessing and using digital health information by taking this quiz:

Using the following scale, write in the number value which best reflects your experience. Enter the values in the righthand column, and then add them up to determine your total score:

1 Strongly Disagree, 2 Disagree, 3 Undecided, 4 Agree, 5 Strongly Agree

1. I know what health resources are available on the internet.	
2. I know where to find helpful health resources on the internet.	
3. I know how to find helpful health resources on the internet.	
4. I know how to use the internet to answer my questions about health.	
5. I know how to use the health information I find on the internet to help me.	
6. I have the skills I need to evaluate the health resources I find on the internet.	
7. I can tell high-quality health resources from low-quality health resources on the internet.	
8. I feel confident in using information from the internet to make health decisions.	
Total Score	

If you scored 15 or less... You may benefit from some help learning how to find and use internet health tools. Call THP at **1.877.903.7504** to learn more about scheduling a free one-on-one class to learn how to use the Internet to access tools and health information or how to obtain a free pamphlet on navigating the internet to improve your digital health literacy. 🍏



Sleeping Tips



Set Up the Bedroom

- Keep it quiet and relaxing
- Set the temperature on a cool, comfortable setting
- Close the curtains and keep the room dark
- Avoid spending excess time in the bedroom
- If you cannot fall asleep in 20 minutes, get out of bed

Form a Routine:

- Be consistent and wake up at the same time each day
- Schedule at least 7 hours of sleep
- Exercise
- Keep a sleep diary



What to do if you can't sleep?

Relax

- Control your breathing by taking a deep breath through your nose and out through your mouth slowly.
- Try mindfulness or meditation.

Avoid a Wandering Mind

- Get out of bed if you have not fallen asleep after 20 minutes.
- Keep the lights low in other rooms.
- Don't check the time.

Start a Sleep Diary

- Include what you drank and ate that evening, any stresses, and what activities you did.
- This will help your physician and you find solutions.

Things to Avoid Before Bed

- Caffeine
- Alcohol
- Large meals
- Electronics
- Bright lights

Osteoporosis



As we age, Osteoporosis is a disease that affects your bones. Bones become thin and brittle with lots of holes inside, making them easier to break. You can take action to prevent osteoporosis by eating a diet rich in vitamin D and calcium, doing weight-bearing exercises, avoiding smoking, and limiting alcohol intake. It's also important to protect yourself from falling. Making your home safer can reduce your risk of breaking a bone.

All women aged 65 and older should be routinely screened for osteoporosis. Women at high risk for broken bones should start sooner. Older men should talk with their doctor about osteoporosis. Your doctor will complete a physical exam and ask you about your symptoms. Your doctor may have you complete a test called a dual-energy X-ray absorptiometry (DXA) scan. This test measures bone thickness to see if your bones are getting thin and brittle.

Treatment for osteoporosis can include medicine to reduce bone loss and build bone strength. Treatment can also include getting enough calcium and vitamin D and making better choices like eating healthy foods, getting plenty of weight-bearing exercise, and not smoking. 🍏

Source: <https://www.healthplan.org/library/articles/hw131419>



Value-Added Flyer Correction



In April, we mailed a value added flyer to our Medicare members. This flyer had several phone numbers for additional services you may be eligible for as a THP member. The 24-hour nurse line phone number had an error. The correct information for the 24-hour nurse line is **1.866.687.7347**. We apologize for any inconvenience this may have caused and appreciate your understanding. 🍏

What is a Medicare Yearly Visit?

Medicare yearly wellness visits are your time to plan with your doctor about your health to make sure you get the medical care you need. Together, you and your doctor can create a health care strategy that's right for you. If you put off seeing your doctor or getting your preventive screenings last year, call your doctor today to schedule an appointment. Don't let a lack of transportation be the reason you cannot schedule your annual visit. Call your doctor today and ask for a telehealth visit if getting to the office is an issue.

Whether your annual wellness visit is in-person or over the phone, you will receive a \$25 incentive reward added to the same card you currently use for your over-the-counter items. Your provider must send us a bill for these services with a telehealth visit code. Read the article on 2024 Wellness Incentives for more information on the incentive rewards and screenings that also offer you a \$25 reward. 🍏

Word Search

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

- Activity
- SilverSneakers
- Wellness
- Incentives
- Pharmacy
- Delivery
- Scams
- Fraud
- Digital
- Health
- Literacy
- Sleeping
- Correction
- Osteoporosis
- YearlyVisit
- Medicare
- Vendor
- Bones
- Chicken
- Pesto
- Kitchen



Chicken Pesto Roll-Ups

Makes 4 Servings

Prep time: 15 Minutes

Bake: 30 Minutes

Ingredients:

- 4 boneless skinless chicken breast halves (6 ounces each)
- ½ cup prepared pesto, divided
- 1 pound medium fresh mushrooms, sliced
- 4 slices reduced-fat provolone cheese, halved

Directions:

- Preheat oven to 350°. Pound chicken breasts with a meat mallet to 1/4-in. thickness. Spread 1/4 cup pesto over chicken breasts.
- Coarsely chop half the sliced mushrooms; scatter remaining sliced mushrooms in a 15x10x1-in. baking pan coated with cooking spray. Top each chicken breast with a fourth of the chopped mushrooms and a halved cheese slice. Roll up chicken from a short side; secure with toothpicks. Place seam side down on top of the sliced mushrooms.
- Bake, covered, until chicken is no longer pink, 25-30 minutes. Preheat broiler; top chicken with remaining pesto and remaining cheese. Broil until cheese is melted and browned, 3-5 minutes longer. Discard toothpicks.



Nutrition:

1 stuffed chicken breast half: 374 calories, 17g fat (5g saturated fat), 104mg cholesterol, 582mg sodium, 7g carbohydrate (1g sugars, 1g fiber), 44g protein. Diabetic Exchanges: 5 lean meat, 2 fat. 🍏

Contact Us

1.877.847.7907 (TTY: 711)

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

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

Have You Changed Your Phone Number, Email or Mailing Address?

Don't forget to update your addresses and phone number with us and your provider's office. 🍏





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Wheeling, WV 26003-2704

Health and Wellness or Prevention Information

