

MEDICA®

# 2020: THE YEAR OF YOU

For Medica Advantage Solution® (HMO, HMO-POS, and PPO) Members



# Welcome to Medica Advantage Solution

Medica wants to make sure you know about all the tools and resources you now have access to. This 2020 calendar is full of helpful tips, checklists and reminders. You'll find stickers to remind you of appointments, tear-off pages with helpful phone numbers and more.



## Do you have questions about your plan?

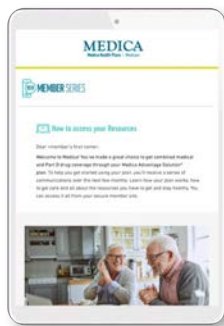
Speak with a health plan specialist in Minnesota by calling **1-866-269-6804** (TTY: **711**) or in Iowa and Nebraska at **1-866-398-7374** (TTY: **711**). From Oct. 1 through March 31, call between 8 a.m. to 8 p.m. Central, seven days a week. And from April 1 through Sept. 30, call between 8 a.m. to 8 p.m. Central, Monday-Friday.



## GET MEDICA MAGAZINE 3 TIMES A YEAR

Three times each year, you'll receive Medica Magazine™ (spring, summer, fall). This colorful magazine contains practical information to help you improve or maintain your health and wellbeing, inspiring features on fellow Medica members, practical strategies for talking with your doctor, and nutrition tips and healthy recipes.

# WAYS WE STAY CONNECTED TO YOU



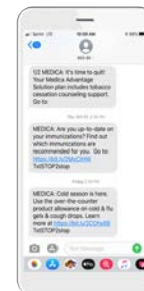
## Member Email Series

As a member of Medica Advantage Solution, you can elect to receive a special email series during the plan year. This series will provide you with a new email every few days to help you make the most of your plan and your benefits. Simply opt in by going to [medica.com/MemberSeries](https://medica.com/MemberSeries) and signing up. You'll be glad you did.



## Follow Us On Social Media

Let's stay connected! Follow [@Medica4Me](https://www.facebook.com/Medica4Me) on Facebook, Twitter, Instagram, LinkedIn or YouTube. Our social media offers healthy recipes, industry news, community involvement and inspiring member stories.



## Text Reminders

Sign up to receive SMS text reminders at [medica.com/MemberSeries](https://medica.com/MemberSeries). You'll get timely reminders to use the great benefits you have available to you.



## Member Website

[MyMedica.com](https://www.mymedica.com) is your secure member portal for a one-stop, online resource that puts your health plan benefits and drug coverage activity at your fingertips.



# VIBRANT VISION

It's important that you get your eyes examined yearly, especially over the age of 60 to keep your vision vibrant. With potential eye health issues like glaucoma, cataracts, and degenerative eye disease, getting checked annually is a good idea. Most eye concerns happen gradually over time and are almost undetectable in their early stages. Did you know that glaucoma is the leading cause of blindness in adults over 60? Glaucoma causes damage to the eye's optic nerve and can build pressure inside your eye. Because the effects cannot be reversed, early detection is a key factor in slowing the progression of glaucoma.

If you have any of the following, you may be at greater risk of developing glaucoma:

- » Your parents or grandparents have or had glaucoma. It tends to be inherited.
- » You have diabetes. Diabetes can lead to eye health issues, including glaucoma.
- » You are of Irish, Russian, African-American, Japanese, Hispanic, Inuit or Scandinavian descent. These groups tend to have a greater risk of developing glaucoma.
- » You are currently taking certain steroid medications. Side effects of those medications may include an increased risk of glaucoma.

Your Medica Advantage Solution plan includes a yearly routine eye exam and some Advantage Solution plans offer reimbursements on eyewear.

**Source:** Mayo Clinic, WebMD

# JAN

## 2020



### Extras Matter

Advantage Solution plans include coverage for an annual routine eye exam. Advantage Solution HMO and PPO plans also include an eyewear reimbursement. To see if your plan qualifies or to learn more, go to [medica.com/Members](https://medica.com/Members), click on *Medicare Member* and select your plan type or call the Medica Customer Service number found on the back of your Medica ID card for additional assistance.

**MEDICA®**

*January is Glaucoma Awareness Month.*

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p><i>Have you signed up for our Advantage Solution email and text program yet?</i> Go to <a href="https://medica.com/MemberSeries">medica.com/MemberSeries</a>.</p>			1  New Year's Day	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20  Martin Luther King, Jr.'s Day	21	22	23	24	25
26	27	28	29	30	31	<p><i>You may receive a call from Medica to complete your annual Health Survey.</i></p>





# TERRIFIC TICKERS

Keep your terrific ticker in tip top shape! With cardiovascular disease (heart disease) being the number one cause of death in people over 65, it's important to help lower your risk of heart attacks by:

- » Keeping your weight under control
- » Lowering your triglycerides with exercise
- » Cutting down on your sugar intake
- » Keeping your blood pressure moderated
- » Limiting your salt intake
- » Drinking less alcohol
- » Managing your stress
- » Eating a diet full of healthy foods high in vitamins
- » If you do smoke, quit

**Source:** American Heart Association

# FEB

## 2020

### In the Spotlight

Here are some common warning signs of a heart attack to know and watch for:

**Chest Discomfort** — You may experience discomfort in the center of your chest that lasts more than a few minutes, or that goes away and comes back.

**Not Just The Chest** — Pain or discomfort in one or both arms, the back, neck, jaw or stomach, may be signs of a heart attack.

**Shortness of Breath** — If you are having trouble breathing or are short of breath, with or without chest discomfort, it could be a sign of a heart attack.

**Other Signs** — Other signs, such as breaking out in a cold sweat, nausea or lightheadedness may occur.

***If you experience any of these signs, it is important that you call 911 immediately. Minutes matter!***

**Source:** American Heart Association

**MEDICA®**

### February is Heart Month.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p><i>Have you considered mail order prescriptions? If you take maintenance medications, you could save money on copays when you sign up for mail order prescriptions. Call Express Scripts® at <b>1-800-289-8690</b> (TTY: <b>711</b>) to learn more.</i></p>						1
2	3	4	5	6	7	8
Groundhog Day						
9	10	11	12	13	14	15
					Valentine's Day	
16	17	18	19	20	21	22
	Washington's Birthday					
23	24	25	26	27	28	29
		Mardi Gras				





# BENEFICIAL BITES

After a long winter, consider eating healthier by eating the rainbow. According to the U.S. Dietary Guidelines, each day you should be aiming for 10 servings of fruits and vegetables. What does that look like? At each meal, fill at least half of your plate with fruits and vegetables.

Why these colorful, beneficial bites? **Red** fruits and vegetables help fight cancer, reduce the risk of diabetes and heart disease, improve skin quality and more. **Orange and yellow** fruits and vegetables improve immune function, reduce the risk of heart disease and promote eye health. **Green** fruits and vegetables boost the immune system, help detoxify the body, restore energy and vitality, and help with bone health. **Blue and purple** fruits and vegetables fight cancer, get rid of unwanted inflammation, have anti-aging properties and help reduce stress. **White and brown** fruits and vegetables protect against certain cancers, keep bones strong and are a heart-healthy choice.

**Source:** [foodrevolution.org](http://foodrevolution.org)



# MAR

## 2020



### Extras Matter

New in 2020, our Medica Advantage Solution® plan members who have certain health conditions may have access to the Healthy Savings® program. With this program, identified members will be notified by mail and will receive up to 50% off on fresh fruits and vegetables up to \$65 per quarter at participating retail grocers. Plus, access to savings and weekly specials on pre-qualified healthy foods including milk, whole-grain bread, eggs, yogurt and more. Shop, scan and save!

**MEDICA®**

### March is Nutrition Month.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
Daylight Savings Time Begins	Holi					
15	16	17	18	19	20	21
		St. Patrick's Day		First Day of Spring		
22	23	24	25	26	27	28
29	30	31	Watch your mailbox this spring for a personalized preventive health checklist mailer. If you have screenings due, we'll remind you to complete the services to get the care you need.			



# LIMITING LIQUOR

Alcohol abuse impacts your “whole self.” More than 14.4 million Americans have an alcohol use disorder and fewer than 10 percent of those are receiving the professional treatment they need for the disease. Alcohol can impair your ability to drive, lead to falls in the home, contribute to memory loss, cause social isolation and lead to violent behavior. It is also associated with problems such as diminished liver function, major mood swings, cancer, stroke, osteoporosis, cardiomyopathy, seizures, high blood pressure and vision problems. Now that you understand the importance of limiting liquor, consider these alternatives:

- » Flavored seltzer water or club soda with a wedge of lime or lemon
- » Sparkling juices
- » “Mocktails” or non-alcoholic mixed drinks
- » Non-alcoholic beers, wines and champagnes
- » “Blue dolphin,” “water back,” “sky juice” or “Adams Ale” when you are at a local bar or restaurant (code names for a glass of water)

**Source:** Alcohol.org





# APR

## 2020



### In the Spotlight

**Meet Michael**  
Medica Member

Navigating the health care system can be a trying experience. Medica member Michael is glad he has a Care Coordinator in his court to support him through life's ups and downs.

With Medica, Michael was assigned a care coordinator to help him focus on his health in all aspects. She has helped with figuring out doctors' appointments and suggesting help with AA meetings nearby and more. By having Care Coordination services available to those who need it most, Medica helps our members take control of their health and wellbeing and get them on the right track.

Read Michael's full story at  
[medica.com/AdvantageSolutionToolkit](https://medica.com/AdvantageSolutionToolkit).

**MEDICA®**

### April is Alcohol Awareness Month.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Watch for Medica Magazine in your mailbox this month.			1  April Fool's Day	2	3	4
5	6	7	8  Passover (First Day)	9	10  Good Friday	11
12  Easter	13	14	15  Tax Day	16	17	18
19	20	21	22  Earth Day	23  Ramadan (First Day)	24	25
26	27	28	29	30		

# MOOD MAKEOVER

About 22 percent of Medica members 65 and older have had a diagnosis of anxiety or depression, similar to rates in the U.S. as a whole. People often write off signs of depression like changes in appetite, sleep and concentration as being just part of the aging process, which can prevent them from seeking treatment. In addition to seeking medical advice, you can also boost certain nutrients in your diet, while limiting others to help alleviate many of the symptoms of anxiety and depression.

To get a mood makeover, try limiting your caffeine intake to avoid feeling jittery or anxious. Eat a diet rich in complex carbohydrates such as whole grains, legumes, vegetables and fruits. Enjoy “feel good” superfoods high in nutrients such as B vitamins, vitamin D, magnesium, selenium, zinc, omega-3 fatty acids, probiotics and protein. Avoid simple carbohydrates found in sugary or processed foods. Try not to skip meals, which can also contribute to low blood sugar levels and an anxious feeling.

**Source:** Medica claims data, Medica medical staff, Baylor College of Medicine, Center for Science in the Public Interest, Harvard Medical School, Shape Magazine, WebMD and Centers for Disease Control and Prevention.





# MAY

## 2020



### Extras Matter

If you are experiencing signs of anxiety or depression you have the option to receive services through an in-person visit or over the phone. Call Medica Behavioral Health toll free at **1-800-848-8327** (TTY: **711**) for help finding a mental health provider that is part of Medica's network. Medica Behavioral Health Services are available 24 hours a day, seven days a week. You can also get access to these services in the Medica Behavioral Health network. Visit **liveandworkwell.com** and enter Access Code: **Medica**. Once logged in, select **Find a Resource** to locate a mental health provider. Virtual Visits may also be available.

**MEDICA®**

*May is Mental Health Month.*

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p><i>Take advantage of your dental reimbursement. Caring for your teeth will give you the confidence to show those pearly whites all year long. Get the dental reimbursement form in your 2020 Forms for Members Booklet or at <a href="https://medica.com/Members/Medicare/Advantage-Solution-Member-Forms">medica.com/Members/Medicare/Advantage-Solution-Member-Forms</a>.</i></p>					1	2
3	4	5	6	7	8	9
		Cinco de Mayo				
10	11	12	13	14	15	16
Mother's Day						
17	18	19	20	21	22	23
						Eid al-Fitr (First Day)
24	25	26	27	28	29	30
31	Memorial Day					



# MODEL MEN

According to WebMD, there are four key things men should remember when it comes to taking care of themselves. You, too, can be a model man when you follow these four tips:

1. Use it or lose it. Keep your brain active by reading, doing crossword puzzles, exploring new hobbies and socializing.
2. Strength training. Men and women alike over 65 lose bone mass and flexibility as we age. Regular strength training can prevent muscle loss, help you avoid falls and can keep you on your toes.
3. There's still time to quit! Studies show that people who stop smoking at age 65 add almost two years to their lives, cutting their risk of heart disease and lung cancer.
4. Don't forget key screening tests. See your doctor for regular screenings. Get tested for cholesterol, hypertension, diabetes and don't forget about a colonoscopy. Make sure to get your annual exam and check out [medica.com/Prevention](https://www.medica.com/Prevention) for additional recommended screenings.

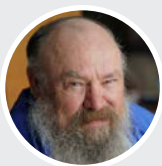
**Source:** WebMD





# JUN

## 2020



### In the Spotlight

**Meet Charles**  
Medica Member

After more than 40 years as a logger, Charles Hendricks retired five years ago at age 62. Soon after, he was so exhausted he could barely walk to the mailbox. He knew something was wrong.

After a visit to his doctor and some tests, Charles found out he had colon cancer and needed extensive surgery. The surgery was followed by months of physical therapy, but luckily there were no complications and the surgery removed all the cancer with no need for radiation or chemotherapy. Five years later, Charles' cancer is in remission and he is doing well. Charles says, "I hope I never get sick and need my insurance again, but I'm sure glad I had it when I needed it."

Read Charles' full story at  
[medica.com/AdvantageSolutionToolkit](https://medica.com/AdvantageSolutionToolkit).

**MEDICA®**

### June is Men's Health Month.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
Flag Day					Juneteenth	First Day of Summer
21	22	23	24	25	26	27
Father's Day						
28	29	30	<p><i>Do you need help finding a network provider near you? Call HealthAdvocate<sup>SM</sup> today at 1-866-668-6548 (TTY: 711).</i></p>			



# RESPONSIBLE RAYS

In the heat of the summer, staying safe in the sun is extremely important. Although the sunshine is a natural source of Vitamin D, it can also lead to sunburn, dehydration, heat stroke or skin cancer. Age, medication and conditions like heart disease or diabetes can make you more susceptible to risks. Use these simple precautions for getting responsible rays: **Drink fluids.** Pay attention to what you drink and try to drink 6-8 glasses of water a day – more during physical activity or when the weather is hot and humid. **Use Sunscreen.** Don't take the chance on sunburn. Overexposure can lead to skin cancer. Apply a broad-spectrum sunscreen that protects against ultra-violet rays. Remember to reapply it to all exposed skin every few hours. **Put on your sunglasses.** As we age, our eyes get more sensitive and sun can increase our risk of cataracts, macular degeneration and more. **Watch out for signs of heat stroke.** Watch for a flushed face, high body temperature, headache, nausea, confusion, dizziness or lack of sweating. Get out of the sun immediately if you feel any of these symptoms.

**Source:** Centers for Disease Control and Prevention





# JUL

## 2020

### In the Spotlight

#### The Skinny on Skin Cancer

Did you know that if you've had five or more sunburns, your risk of skin cancer goes up 50 percent? More than two million people are diagnosed with various forms of skin cancer every year. Almost 10,000 of them will die from melanoma, which looks like a mole – black, brown, pink, red, purple, blue or white. Reduce your risk of getting skin cancer by:

- » Using a +30 SPF sunscreen daily that cuts both UV-A and UV-B rays.
- » Stay in the shade when possible, especially between 10 a.m. and 4 p.m.
- » Wear a wide-brimmed hat and sunglasses.
- » Check your body for unusual skin growths every month and get them checked if you see anything unusual.

**Source:** Mayo Clinic

**MEDICA®**

*July is UV Safety Month.*

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Watch for Medica Magazine in your mailbox this month.			1	2	3	4 Independence Day
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30 Eid al-Adha (First Day)	31	Don't forget to order sunblock with SPF 45 from the Over-the- Counter (OTC) catalog!



# PREVENTING PROBLEMS

Immunizations protect your health by lowering your chance of getting vaccine-preventable diseases like the flu, pneumonia and shingles. There are new vaccines being developed all the time like the Shingrix<sup>®</sup> shingles shots. Given in two doses, they are only needed once after age 60. However, there are more vaccines that adults over 65 still need. You may be doing work around the house and step on a rusty nail – without a tetanus vaccine, you may suffer serious trouble breathing, and have “lockjaw” muscle spasms that can even cause bone fractures. What about that sick person on the flight home from vacation who kept coughing right behind you? Pertussis, otherwise known as whooping cough, can cause vomiting, slowed or stopped breathing, seizures, lead to pneumonia or even brain damage. If you stay up-to-date with your immunizations and vaccines, all these things could be prevented or symptoms could be much less severe. Contact HealthAdvocate at **1-866-668-6548** (TTY: **711**), 24 hours a day, seven days a week, to get a cost estimate or locate a provider for the immunization you are interested in.

**Source:** Centers for Disease Control and Prevention





# AUG

## 2020



### Extras Matter

When prescriptions aren't needed, Over-the-Counter (OTC) drugs and supplies can come in handy. Simply place an order online for items such as aspirin, vitamins, facial tissue and sunblock. All Advantage Solution plans have a quarterly benefit allowance that can be used toward the purchase of eligible OTC health and wellness products. Allowance amount varies by plan. Place orders online at [cvs.com/otchs/medicahealthplans](https://cvs.com/otchs/medicahealthplans).

**MEDICA®**

### August is Immunization Awareness Month.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p><i>If you are under the weather, a highly trained nurse is available 24/7 through the HealthAdvocate<sup>SM</sup> NurseLine<sup>TM</sup>. Call to discuss symptoms, self-care tips, medication interactions and non-urgent medical issues. There is no additional cost for this service. Call toll free at <b>1-866-668-6548 (TTY: 711)</b>. NurseLine is available 24 hours a day, seven days a week.</i></p>						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31				Ashura (First Day)	



# LOWERING LIPIDS

As we age, we encounter new risk factors with our health. More than 100 million Americans have precariously high cholesterol levels. You may already be aware that cholesterol is associated with the fatty foods we eat. Did you know that 75 percent of the cholesterol that is in our blood comes from what the liver produces? Only 25 percent comes from the foods we eat. Low-density lipoproteins (or LDL) collect inside the walls of blood vessels and causes blockage, leading to things like heart disease, stroke and even some types of diabetes. However, keeping our cholesterol levels in check can lead to a longer, healthier life. Evidence indicates a direct connection between lowering our LDL cholesterol (bad cholesterol) and reducing your risk of death from heart attacks and strokes.

## **Here are five simple changes you can make to lower your lipids:**

1. Ask your doctor for a plan to improve what you eat and what exercises are appropriate for you.
2. Eat foods like oatmeal, walnuts, tuna and salmon. Avoid items high in trans and saturated fats and simple sugars.
3. Don't smoke. Smoking lowers your "good" (HDL) cholesterol.
4. Get at least 30 minutes of exercise each day. It will help keep your weight under control and can help lower your blood pressure and raise your "good" (HDL) cholesterol while lowering your triglyceride levels.
5. If your doctor prescribes medicine to lower your cholesterol, take them as directed.

**Source:** WebMD





# SEP

## 2020



### Extras Matter

Advantage Solution members receive an annual physical exam at no cost (when you get it done at an in-network provider). If you haven't been in for your annual exam lately, this may be a great time to get your cholesterol checked. Every four to six years, the American Heart Association recommends that adults over age 20 get their cholesterol checked. That cholesterol lab work is also covered at no cost from an in-network provider. Don't forget to use the preventive care tools found in the back of this calendar to help keep you current with screenings, immunizations and helpful questions to ask your doctor at your next preventive care visit.

**MEDICA®**

*September is Cholesterol Education Month.*

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7 Labor Day	8	9	10	11	12
13	14	15	16	17	18 Rosh Hashanah (First Day)	19
20	21	22 First Day of Fall	23	24	25	26
27 Yom Kippur (First Day)	28	29	30	<p><i>Help keep your cholesterol levels in check by staying active with SilverSneakers® fitness and lifestyle programs. They are included in your plan and give you unlimited access to over 16,000 nationwide gym locations, online programs, the SilverSneakers On the Go app and more. Visit <b>SilverSneakers.com</b> to learn more.</i></p>		



# DETECTING DANGER

As the second most common cancer in American women, about 13 percent of females will develop breast cancer in their lifetime. Be aware of all steps you can do to detect danger early and help prevent breast cancer. Here are four ways to get started:

**Get examined.** By doing monthly self-breast exams and going in for a biennial mammogram, you have your best chance for an early diagnosis.

**Watch your weight.** By getting to and maintaining a healthy weight, women can decrease their risk of breast cancer. As women go through menopause, increased body weight puts females at a greater risk for cancer.

**Get moving.** Getting at least 150 minutes of moderate intensity or 75 minutes of vigorous intensity activity each week will also lower your risk.

**Limiting or avoiding alcohol.** The American Cancer Society has found that even low levels of alcohol intake have been linked to an increased risk of cancer. Limit your alcohol intake to one drink a day. That is one 12 ounce beer, 5 ounces of wine or 1.5 ounces of 80-proof distilled spirits (hard liquor).

**Source:** American Cancer Society



# OCT

## 2020



### Extras Matter

According to the Centers for Disease Control and Prevention, having a regular mammogram is the best test doctors have to find breast cancer early. A Mammogram is considered a preventive screening and is available at no additional cost, when you get it done at an in-network provider.

**MEDICA®**

*October is Breast Cancer Awareness Month.*

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<i>It's time to think about your coverage for 2021. You can renew or make changes to your Medicare plan during the Annual Enrollment Period, Oct. 15 to Dec. 7.</i>  <i>Watch your mailbox for Medica Magazine.</i>				1	2	3
4	5	6	7	8	9	10
11	12 Indigenous Peoples' Day Columbus Day	13	14	15 Medicare Annual Enrollment Period Begins	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31 Halloween



# SWEET SELECTION

Take time this month to be careful about your sweet selections and realize that one in 10 Americans has diabetes. The American Diabetes Association wants to make sure that those at risk for type 2 diabetes can lower their chances of getting diabetes by making healthy lifestyle choices. Eating a healthy diet, getting more physical activity and losing weight are the three biggest factors in keeping type 2 diabetes at bay. Easier said than done? Consider making small changes that can lead to big results. Even losing 10-15 pounds can have a significant impact on your health. Consider making these small but impactful changes:

- » Take the stairs instead of the elevator or escalator.
- » Avoid trans and saturated fats and simple sugars.
- » Don't smoke.
- » Get 30 minutes of exercise each day.
- » Take any prescriptions as prescribed by your doctor.

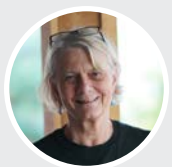
**Source:** WebMD





# NOV

## 2020



### In the Spotlight

**Meet Gail**  
Medica Member

Gail has been an educator her entire life and thought of herself as generally in good health. Recently, Gail's doctor told her she had pre-diabetes, which is a precursor to type 2 diabetes. This occurs when blood sugar levels are higher than normal, but not high enough to be diagnosed with diabetes.

Both traditional and non-traditional treatments have been a part of Gail's pre-diabetes self-care. She chose to help control her blood sugar and other health conditions by eating healthier foods that are mostly organic and non-GMO. Getting to the gym and going for walks with the dog are also part of her new regimen.

Learn more about Gail at  
[medica.com/AdvantageSolutionToolkit](https://medica.com/AdvantageSolutionToolkit).

**MEDICA®**

## November is Diabetes Awareness Month.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1  Daylight Savings Time Ends	2	3  Election Day	4	5	6	7
8	9	10	11  Veterans Day	12	13	14  Diwali
15	16	17	18	19	20	21
22	23	24	25	26  Thanksgiving	27	28
29	30	<p><i>Have you gotten your flu shot yet? The Centers for Disease Control and Prevention (CDC) recommends that everyone age six months and older get a flu shot each year. Have your HealthAdvocate find a local pharmacy, grocery store, or clinic that is in network. Call toll free at 1-866-668-6548 (TTY: 711). This service is available 24 hours a day, seven days a week and is included in all Advantage Solution plans.</i></p>				

# FABULOUS FESTIVITIES

This time of year is full of celebrations, holidays, gift giving and social activities that can be challenging for many. Nearly one quarter of Medica members over 65 report a diagnosis of anxiety or depression. Depending on where you live, even the weather can influence how you feel and when and where you celebrate. As 2020 comes to a close, make sure you are making fun, but sensible, choices when it comes to experiencing those fabulous festivities.

Reduce stress, related to holiday shopping, by doing your research. Ask for advice on safe and age-appropriate gift ideas. Plan your budget and shop early. Consider ordering from a trusted online retailer to avoid crowds. Homemade gifts can be a great alternative to adding to the clutter. When you are out and about, try to attend activities in the daylight or consider taking a bus, train, cab or use a ride share app to get to and from them safely, especially if alcohol is involved. If you have no family or friends nearby, take the time to get out and see what your local senior center, community education or religious group has to offer. Staying socially active can improve both health and longevity.

**Source:** National Safety Council and American Public Health Association



# DEC 2020



## Extras Matter

The first week of December is Older Driver Safety Awareness Week! Stay safe when going to all your holiday celebrations this month and throughout the year by making sure you are a safe driver. Part of safe driving is making sure that your vision is checked annually.

Advantage Solution plans cover an annual routine eye exam. Advantage Solution HMO and PPO plans also include reimbursements for eyewear. Check your 2020 Evidence of Coverage for exact amounts and your 2020 Forms for Members booklet for reimbursement forms.

**MEDICA®**

## December is Safe Celebrations Month.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7  Medicare Annual Enrollment Period Ends	8	9	10  Hanukkah (First Day)	11	12
13	14	15	16	17	18	19
20	21  First Day of Winter	22	23	24	25  Christmas	26  Kwanzaa (First Day)
27	28	29	30	31  New Year's Eve	<p><i>Have you turned in your dental and other reimbursement forms?</i> Find the forms at <b>medica.com/Members/Medicare/Advantage-Solution-Member-Forms</b>.</p>	



# PREVENTING FALLS AT HOME

One in three Americans over 65 suffers a fall each year, often leading to serious injuries such as a broken bone or head trauma. While a fall can happen anywhere, almost 80 percent of falls occur in the home or outside near the home. To help you stay safe at home, use this fall prevention checklist.

## Bedrooms

- ☐ Place a lamp close to your bed so it's easy to reach.
- ☐ Put in a night light so you can see where you're walking at night.

## Bathrooms

- ☐ Put a non-slip mat on the floor of your tub or shower.
- ☐ Install grab bars if you need support getting into or out of the tub, or up from the toilet.

## Stairs

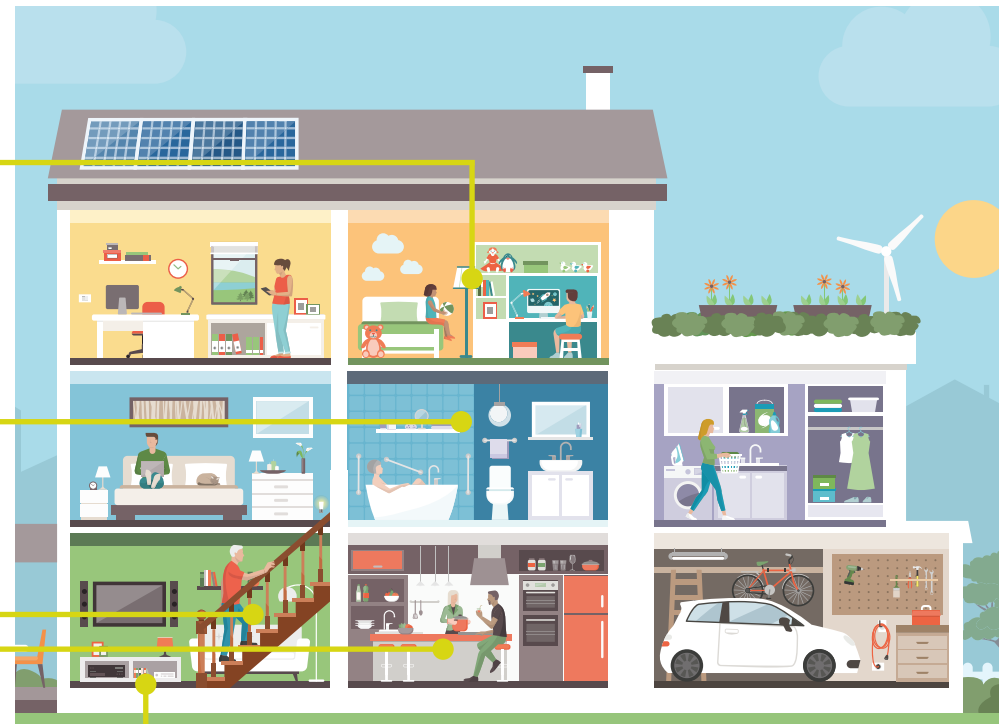
- ☐ Keep objects off stairs.
- ☐ Fix any broken or uneven steps and make sure any carpet is firmly attached to each step.
- ☐ Make sure you have a light over all stairs — and a light switch at the top and bottom of the stairs.
- ☐ Install handrails on both sides of all stairs, and fix any loose handrails.

## Kitchen

- ☐ Keep items you use often on lower shelves.
- ☐ Never use a chair as a step stool.

## Floors

- ☐ Keep papers, shoes, books and other objects off the floor.
- ☐ Remove throw rugs or make sure they have a non-slip backing so they stay put.
- ☐ Coil or tape cords and wires next to the wall so you won't trip over them.





# MyMedica.com

## Register for Access to Your Secure Member Website

MyMedica.com is your secure member portal where you can access your personal member website for a one-stop, online resource that puts your health plan benefits and drug coverage activity at your fingertips.

**MyMedica.com** gives you access to the personalized information that you need to understand your health plan benefits and get important questions answered. There are a variety of useful self-service tools that let you access your Medica plan information 24/7, 365 days a year. Registering is easy and only takes a few minutes. Once you're registered, you can:

- » Track your medical and pharmacy claims.
- » Find a network provider, facility or pharmacy near you.
- » Order a replacement ID card.
- » Check prescription drug prices and find out if they are covered.

## Follow the easy three-step registration process to get started

1. Go to **MyMedica.com**.
2. Click on the Register Now button.
3. You'll be guided through a quick three-step registration process.



# Helpful Numbers

## Medica Customer Service

Minnesota Plan Members Call Toll Free: **1-866-269-6804** (TTY: **711**)

Iowa and Nebraska Plan Members Call Toll Free: **1-866-398-7374** (TTY: **711**)

### October 1 through March 31

8 a.m. to 8 p.m. Central, seven days a week

### April 1 through September 30

8 a.m. to 8 p.m. Central, Monday through Friday

## Medica Billing Questions

Toll Free: **1-800-424-1316** (TTY: **711**)

7 a.m. to 9 p.m. Central, Monday through Friday

## Medica Behavioral Health Services

Toll Free: **1-800-848-8327** (TTY: **711**)

Available 24 hours a day, seven days a week

## Centers for Medicare & Medicaid Services (CMS)

Toll Free: **1-800-633-4227** (TTY: **1-877-486-2048**)

Available 24 hours a day, seven days a week

## An Ounce of Prevention...

Chronic conditions can't always be prevented. But there are choices you can make to avoid injuries and to minimize pain no matter what your condition. Here are five guidelines to keep in mind.

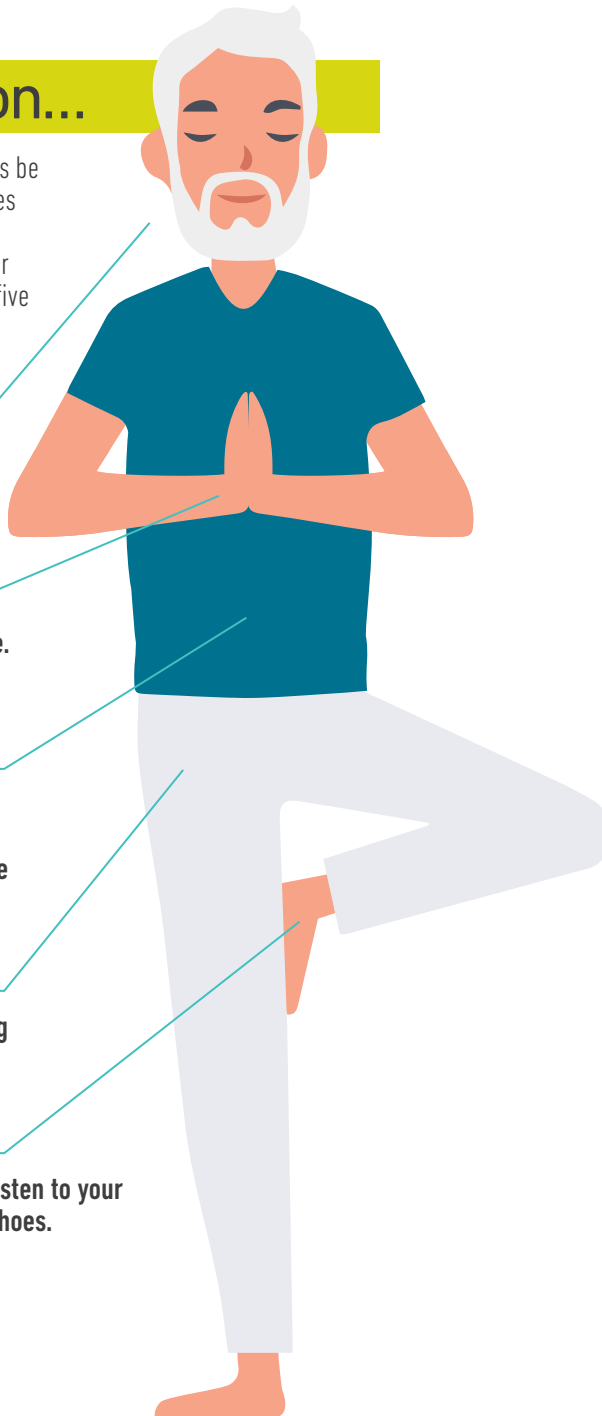
**1** Reduce stress and try meditation.

**2** Maintain good posture.

**3** Eat a healthy diet and maintain a healthy weight to minimize the impact on your joints.

**4** Be careful when lifting something heavy.

**5** Exercise. Start slow, listen to your body and wear good shoes.



## Questions to Ask Your Doctor at Your Annual Physical

**Your annual physical is a great opportunity for you to talk to your doctor about all of your health care concerns. Not sure what questions to ask your doctor? Here are some to get you started:**

- ☐ What screenings and immunizations do I need?
  - ☐ Cholesterol, triglycerides, blood pressure
  - ☐ Breast cancer screening
  - ☐ Colon cancer screening
  - ☐ Diabetic screening
  - ☐ Bone mineral density testing to check for osteoporosis
  - ☐ Vaccines such as flu, pneumonia, shingles, MMR, Tdap
- ☐ Do I need to be concerned about side effects or interactions with any of my medications?
- ☐ How should I start, increase or maintain my level of exercise or physical activity?
- ☐ Do I need to make any changes regarding my nutrition or weight?
- ☐ How can I improve or maintain my physical health?
  - ☐ Does my health limit the activities I can do?
  - ☐ Do I have any problems with work or daily activities due to my health?
  - ☐ Do I have pain that interferes with my activities?
- ☐ How can I improve or maintain my mental health?
- ☐ How can I reduce my risk of falling?
- ☐ How can I improve my bladder control?



## Recommended Preventive Screenings for Men and Women Over 65

Preventive Health Screening	When You Should Get It	Date You Got It
<b>Screenings for All Adults</b>		
Cholesterol	Annually	
Blood Pressure	Annually	
Body Mass Index (BMI)	Annually	
Depression	Routinely	
Colorectal Cancer	Ages 50-75, frequency varies depending on the type of screening you have. After age 75, check with your doctor about screening benefits.	
Hepatitis C Virus (HCV)	Once, if born between 1945 and 1965 or those considered at high risk.	
Alcohol	Annually, discuss with your doctor if you have concerns.	
Dementia*	Routinely, as part of your annual wellness visit, check with doctor.	
<b>Additional Recommended Screenings for Men</b>		
Abdominal Aortic Aneurysm	Age 65-75, one lifetime screen, if at risk.	
<b>Additional Recommended Screenings for Women</b>		
Mammography Screening (Breast Cancer)	Age 5-74, biennially.	
Osteoporosis/Bone Mass Density	Age 65 or older, routinely, check with doctor.	

## Recommended Immunizations for Men and Women Over 65

Immunization	When You Should Get It	Date You Got It
Influenza (Flu)	Annually	
Pneumococcal (Pneumonia)	Once at age 65, even if previously received.	
Tetanus/Diphtheria/Acellular Pertussis (Td/Tdap)**	Tdap once if you haven't received it, then Td booster every 10 years.	
Zoster (Shingles)**	Single/double dose after age 60, depending on vaccine.	

\*Additional recommendations provided by the Alzheimer's Association on Dementia.

\*\*Requires Part D cost sharing.



# Your ID Card Contains Important Information

Doctors, pharmacists and other providers need this information to serve you and correctly bill Medica for services you receive. Be sure to carry it with you at all times.

## The Front of Your Card

**ID number.** This ID number, assigned by Medica, is unique to your policy.

**Covered member.** The covered member under the plan is listed under subscriber name.

**Care type.** The name of your Medica plan and network.

**MEDICA®**  
Payer ID: 94265  
ID: 999999901      Group: 73024      Card Issuer: 80840  
Name:  
John Q Subscriber  
Care Type: Advantage Solution H8889-004 (PPO)  
SVC Type: Medical, Part D  
MedicareRx  
Prescription Drug Coverage  
Rx BIN: 003858  
Rx PCN: MD  
Rx GROUP: 2MEDICA  
CMS: HXXXX-XXX  
In case of EMERGENCY go to the nearest Emergency Room or call 911.  
Medicare Limiting Charges Apply

**Pharmacy information.** Your pharmacy will use this information to submit your claims.

## The Back of Your Card

**EPIC Hearing.** Call this number to find a hearing aid and exam provider near you and to schedule an appointment.

**Claims.** Use this address to submit paper claims (used mostly by providers).

Visit Medica at [www.medica.com](http://www.medica.com)      Card Issued: 00/00/00  
Customer Service: 952-992-2134 or 866-269-6804  
TTY: 711  
Pharmacists: 800-922-1557  
Medical Providers: 800-458-5512 or [www.medica.com](http://www.medica.com)  
Health Advocate Nurseline: 866-668-6548 TTY: 711  
EPIC Hearing: 866-956-5400  
Medical Claim: Medica, PO Box 30990, Salt Lake City, UT 84130  
ESI Claims: Express Scripts, Attn: Medicare Part D,  
PO Box 14718, Lexington, KY 40512-4718

**Customer Service phone number.** Call this number when you have questions about your plan or need to request reimbursement forms for dental and vision (HMO & PPO plans only).

**Nurse line phone number.** Call this number for 24 hour advice from a registered nurse.

**Note:** CHI Health logo will be in the upper right of some ID cards.

# Helpful Reminder Stickers

## Appointments

### PRIMARY CARE



### TEETH



### EYES



### EARS



## Immunizations & Screenings



## Prescription Refills



## Physical Activity





# BEING HEALTHY IN 2020

This year, take the time each month to consider setting and working toward accomplishing a **S.M.A.R.T.** goal to improve your health. A **S.M.A.R.T.** goal is a goal that is Specific, Measurable, Attainable, Realistic and Trackable. Use the space below each month on this page to write in a **S.M.A.R.T.** goal to help make 2020 a healthy and happy year.

## Consider the following when making your goals:

**Specific** — A specific goal should consider the five W questions: Who is involved? What do I need to accomplish? Where is this goal achieved? When do I want to accomplish this goal? Why do I want to achieve this goal?

**Measurable** — To ensure you are making progress, a goal has to be measurable. Ask how many or how much, how will I know when I am making progress and when will I know my goal has been reached?

**Attainable** — Am I capable and do I have the resources to achieve it?

**Realistic** — Can I commit to this and is it within reach?

**Trackable** — Do my goals have something that is measurable that I can track on a calendar or in a journal?

Source: Mayo Clinic

JANUARY								FEBRUARY								MARCH								APRIL															
			1	2	3	4								1																			1	2	3	4			
5	6	7	8	9	10	11		2	3	4	5	6	7	8		1	2	3	4	5	6	7		5	6	7	8	9	10	11		12	13	14	15	16	17	18	
12	13	14	15	16	17	18		9	10	11	12	13	14	15		15	16	17	18	19	20	21		12	13	14	15	16	17	18		19	20	21	22	23	24	25	
19	20	21	22	23	24	25		16	17	18	19	20	21	22		22	23	24	25	26	27	28		19	20	21	22	23	24	25		26	27	28	29	30			
26	27	28	29	30	31			23	24	25	26	27	28	29		29	30	31						26	27	28	29	30											
<hr/>								<hr/>								<hr/>								<hr/>															
<hr/>								<hr/>								<hr/>								<hr/>															
<hr/>								<hr/>								<hr/>								<hr/>															
MAY								JUNE								JULY								AUGUST															
						1	2			1	2	3	4	5	6				1	2	3	4								1									
3	4	5	6	7	8	9		7	8	9	10	11	12	13		5	6	7	8	9	10	11								2									
10	11	12	13	14	15	16		14	15	16	17	18	19	20		12	13	14	15	16	17	18								9									
17	18	19	20	21	22	23		21	22	23	24	25	26	27		19	20	21	22	23	24	25								16									
24	25	26	27	28	29	30		28	29	30						26	27	28	29	30	31									23									
31																													30										
<hr/>								<hr/>								<hr/>								<hr/>															
<hr/>								<hr/>								<hr/>								<hr/>															
<hr/>								<hr/>								<hr/>								<hr/>															
SEPTEMBER								OCTOBER								NOVEMBER								DECEMBER															
			1	2	3	4	5						1	2	3			1	2	3	4	5	6	7					1										
6	7	8	9	10	11	12		4	5	6	7	8	9	10		8	9	10	11	12	13	14								6									
13	14	15	16	17	18	19		11	12	13	14	15	16	17		15	16	17	18	19	20	21								13									
20	21	22	23	24	25	26		18	19	20	21	22	23	24		22	23	24	25	26	27	28								20									
27	28	29	30					25	26	27	28	29	30	31		29	30													27									
<hr/>								<hr/>								<hr/>								<hr/>															
<hr/>								<hr/>								<hr/>								<hr/>															
<hr/>								<hr/>								<hr/>								<hr/>															

### **Discrimination is Against the Law**

Medica complies with applicable Federal civil rights laws and will not discriminate against any person based on his or her race, color, creed, religion, national origin, sex, gender, gender identity, health status including mental and physical medical conditions, marital status, familial status, status with regard to public assistance, disability, sexual orientation, age, political beliefs, membership or activity in a local commission, or any other classification protected by law. Medica:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: TTY communication
- Written information in other formats (large print, audio, other formats)
- Provides free language services to people whose primary language is not English, such as:  
Qualified interpreters and information written in other languages

If you need these services, contact the number on the back of your identification card. If you believe that Medica has failed to provide these services or discriminated in another way on the basis of your race, color, creed, religion, national origin, sex, gender, gender identity, health status including mental and physical medical conditions, marital status, familial status, status with regard to public assistance, disability, sexual orientation, age, political beliefs, membership or activity in a local commission, or any other classification protected by law, you can file a grievance with: Civil Rights Coordinator, Mail Route CP250, PO Box 9310, Minneapolis, MN 55443-9310, 952-992-3422, TTY: 711, [civilrightscoordinator@medica.com](mailto:civilrightscoordinator@medica.com).

You can file a grievance in person or by mail, fax, or email. You may also contact the Civil Rights Coordinator if you need assistance with filing a complaint. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

© 2020 Medica. Medica® and Medica Advantage Solution® are registered service marks of Medica Health Plans. “Medica” refers to the family of health services companies that includes Medica Health Plans, Medica Community Health Plan, Medica Insurance Company, Medica Self-Insured, MMSI, Inc. d/b/a Medica Health Plan Solutions, Medica Health Management, LLC and the Medica Foundation.

All other trademarks are the property of their respective owners.

CHA55180-1-01219

**If you want free help translating this information, call the number included in this document or on the back of your Medica ID card.**

Si desea asistencia gratuita para traducir esta información, llame al número que figura en este documento o en la parte posterior de su tarjeta de identificación de Medica.

Yog koj xav tau kev pab dawb kom txhais daim ntawv no, hu rau tus xov tooj nyob hauv daim ntawv no los yog nyob nraum qab ntawm koj daim npav Medica ID.

如果您需要免費翻譯此資訊,請致電本文檔中或者在您的Medica ID卡背面包含的號碼。

Nếu quý vị muốn trợ giúp dịch thông tin này miễn phí, hãy gọi vào số có trong tài liệu này hoặc ở mặt sau thẻ ID Medica của quý vị.

Odeeffannoo kana gargaarsa tolaan akka isinii hiikamu yoo barbaaddan, lakkoobsa barruu kana keessatti argamu ykn ka dugda kaardii Waraqaa Eenyummaa Medica irra jiruun bilbila'a.

إذا كنت تريد مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الوارد في هذه الوثيقة أو على ظهر بطاقة تعريف مبدكيا الخاصة بك.

Если Вы хотите получить бесплатную помощь в переводе этой информации, позвоните по номеру телефона, указанному в данном документе и на обратной стороне Вашей идентификационной карты Medica.

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປຂໍ້ມູນນີ້ຟຣີ, ໃຫ້ໂທຫາເລກໝາຍທີ່ມີຢູ່ໃນເອກະສານນີ້ ຫຼື ຢູ່ດ້ານຫຼ້າຂອງບັດ Medica ຂອງທ່ານ.

이 정보를 번역하는 데 무료로 도움을 받고 싶으시면, 이 문서에 포함된 전화번호나 Medica ID 카드 뒷면의 전화번호로 전화하십시오.

Si vous voulez une assistance gratuite pour traduire ces informations, appelez le numéro indiqué dans ce document ou au dos de votre carte d'identification Medica.

Kung nais mo ng libreng tulong sa pagsasalin ng impormasyong ito, tawagan ang numero na kasama sa dokumentong ito o sa likod ng iyong Kard ng Medicaid.

ይህን መረጃ ለመተርጎም ነጻ አርዳታ የሚፈልጉ ከሆነ በዝ ህ ሰነድ ውስጥ ያለውን ቁጥር ወይም Medica መታወቅያ ካርድዎ በስተጀርባ ያለውን ይደውሉ።

Ako želite besplatnu pomoć za prijevod ovih informacija, nazovite broj naveden u ovom dokumentu ili na poleđini svoje ID kartice Medica.

D7t11 j7k1e sh1 atai hodooni7 n7nZingo 47ninaaltsoos Medica bee n47hoid7zin7g7bineid44i  
n1mboo bik7elg788 b44sh bee hod7lnih.

Wenn Sie bei der Übersetzung dieser Informationen kostenlose Hilfe in Anspruch nehmen möchten, rufen Sie bitte die in diesem Dokument oder auf der Rückseite Ihrer Medica-ID-Karte angegebene Nummer an.

MCR-0119-C