

A publication for **AvMed Medicare** Members

ASPIRE

Winter 2023

**Staying Active Keeps
Your Heart Healthy**

**Get the Best Price
for Prescriptions**

**New! Flex Card
Benefits**

*AvMed Member
Negui M.*

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ASPIRE

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AvMed, one of Florida's largest not-for-profit health plans, provides quality health benefits throughout the state.

Always consult your Primary Care Physician (PCP) regarding medical advice. The health information in this publication is not intended to replace your doctor's directives.

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Saturday, 9 am-1 pm.
www.AvMed.org

AvMed Speaks Your Language
Estamos aquí para servirle.
En español, llame al
Departamento de Servicios a los
Afiliados al 1-800-782-8633
AvMed a votre service.
Pour un représentant bilingue
qui peut répondre à vos
questions 1-800-782-8633

OUR COMMITMENT TO YOU

Dear Valued Member:



Hope your new year is off to a great start!

Our mission remains the same, to help you live healthier. We will continue to go beyond the expected to encourage better health along with an enhanced Member experience.

In this edition of **ASPIRE**, we include information on how to make the most of your membership, like taking advantage of prescriptions savings and a new Flex card.

Also featured is an inspirational story about an AvMed Member who is making staying active a priority and she credits AvMed with helping achieve this goal.

As a reminder, it's still flu season and free flu shots are available at participating provider or pharmacies.

Additionally, in the next few weeks, you may receive a survey in the mail from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) about AvMed.

We value your opinion and appreciate your feedback as this tool plays an important role in your healthcare and ensures we continue delivering better service, quality and affordability.

AvMed has been Florida's trusted partner in health for more than 50 years. We're proud to be a part of this community. As we continue through the year, I hope we inspire you to live a healthier, happier life. Thank you for the privilege of serving you and your family. We look forward to another great year in 2023!

Sincerely,

A handwritten signature in black ink, appearing to read 'James M. Repp'.

James M. Repp

President and Chief Operating Officer, AvMed
ASPIRE@AvMed.org



Share Your WELLfluent™ Life! How are you joining the WELLfluent? Email us at ASPIRE@AvMed.org with your story and photo or share it on Facebook – tag AvMed and use the hashtag **#JoinTheWELLfluent**. You could be featured in an upcoming issue of the magazine.

Staying Active Helps Keep Your Heart Healthy



It's a great time to make sure you're taking care of yours and doing what you can to help prevent heart disease.

You may be at an increased risk of heart disease because of health conditions, your lifestyle, your age or family history.¹ The latter two are out of your control. But, with a few lifestyle changes, you do have a lot of power when it comes to protecting your heart and improving other conditions that affect your heart, like diabetes.

Regular exercise may help lower your blood pressure, blood cholesterol and blood sugar levels, and reduce your risk of heart disease.² SilverSneakers® can help you get and stay active.

4 ways to protect your heart:³

1. **Eat a healthy diet** with plenty of fresh fruits and vegetables and less processed foods, and limit alcohol.
2. **Maintain a healthy weight** to avoid putting extra stress on your heart and blood vessels.
3. **Don't smoke**, but if you do smoke, quitting now can help lower your risk for heart disease.
4. **Get regular physical exercise** by spending 2 hours and 30 minutes weekly doing moderate-intensity exercise, like brisk walking or workout classes.

SilverSneakers® is a lifestyle and fitness program designed specifically for seniors and is included with your AvMed plan at no additional cost. Check out articles from SilverSneakers like [8 Things Cardiologists Wish Every Older Adult Knew to Prevent Heart Attacks](#).

With SilverSneakers, you're sure to find something to fit your level, from SilverSneakers Classic with seated options, to high-intensity Total Body Strength. Plus, SilverSneakers gives you access to:

- memberships to thousands of fitness locations⁴ (visit as many as you like)
- group exercise classes⁵ designed for all abilities
- instructors trained in senior fitness
- fun activities held outside the gym
- [SilverSneakers On-Demand](#) online workout videos for at-home workouts, available 24/7
- [SilverSneakers LIVE](#) full-length classes and workshops (exercise with others, but from the comfort of home)
- [SilverSneakers GO](#) mobile app with workout programs, location finder and more



1. [cdc.gov/heartdisease/risk_factors.htm](https://www.cdc.gov/heartdisease/risk_factors.htm)

2. [nhlbi.nih.gov/files/docs/public/heart/phy_active_brief.pdf](https://www.nhlbi.nih.gov/files/docs/public/heart/phy_active_brief.pdf)

3. [cdc.gov/heartdisease/prevention.htm](https://www.cdc.gov/heartdisease/prevention.htm)

4. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

5. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

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Go to [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted) to get your SilverSneakers ID number today.
Always talk with your doctor before starting any exercise program.

Help Us Do Even Better!

It is our top priority to continuously improve your Member experience and benefits to help you stay healthy. In the next few weeks, you may receive an independent survey in the mail from the Consumer Assessment of Healthcare Providers and Systems or CAHPS program.

By filling out this survey, we can learn more about your AvMed experience to improve our services and better meet your needs. This tool plays an important role in your healthcare and ensures we continue delivering quality services and the best healthcare experience possible.

We value your opinion. If you receive a letter or call about a survey to rate your AvMed health plan, we kindly ask that you take a few minutes to participate.

Your healthcare experience is very important to us! As a reminder, through AvMed you now enjoy:

- Trusted service with more than 50 years serving Floridians
- More ways to help keep money in your pocket:
- NEW! Flex card helps you pay for eligible expenses
- Prescription savings tool via Rx Savings[®] Solutions

- HealthyperksSM gives you up to \$125 in rewards for healthy behaviors
- Extra Benefits such as over the counter, hearing aids, and vision
- \$0 Premium, \$0 Primary Care Provider office visits, \$0 Telemedicine visits
- Comprehensive dental coverage with \$0 copay for crowns
- Private Transportation door-to-door to approved health care providers
- Fresh meal delivery program via DeliverLeanTM available on certain plans after an overnight stay in the hospital
- SilverSneakers[®] Fitness Program attend classes in person or receive in-home kits and exercise at home



Our Member Engagement Team is available to answer any of your questions. **Please call 1-800-782-8633 (TTY 711) to let us know how we can serve you better.** Hours of Operation, October 1- March 31, 8 am-8 pm; 7 days a week April 1- September 30 Monday-Friday, 8 am-8 pm and Saturday, 9 am-1 pm.

Protect Yourself From the Flu

The flu vaccine is the first and most important thing you can do to protect yourself against flu, especially this flu season with both COVID-19 and the flu to worry about.

So, if you've already had your flu shot, we applaud you for embracing better health. If you haven't, it's not too late and it only takes a few minutes. Ask your doctor or visit an AvMed Participating Pharmacy for your flu shot now.

If you do develop flu or COVID-19 symptoms, contact your doctor as soon as possible for treatment options to reduce the duration and severity of the illness.

Remember to answer "yes" to receiving your flu shot in any survey you may receive. Stay healthy and happy with a little help from your friends at AvMed.



For more information, visit: [AvMed.org](https://www.AvMed.org) or CMS at www.Medicare.gov/Pubs/pdf/12113-Protect-yourself-from-the-flu.pdf.

Happy and Healthy Life with AvMed

Following her 25-year career in banking, Negui M. has made staying active a priority and she credits AvMed with helping achieve this goal.

She said, "I love Dancing with TJ or Yoga with Erika – those are my favorite (AvMed) classes."

As a long time AvMed Member, the benefits of Negui's plan are one of the reasons she stays with AvMed. "Every year, around enrollment, many companies will reach out to me, but I always stay with AvMed. They offer excellent programs, keep me with my doctors, and their employees are so nice to work with. I'm very thankful to be an AvMed Member."

In addition, Negui has fully embraced AvMed's virtual events and programs. For example, she also enjoys gardening, inspired by AvMed's online programs. Now, Negui uses fresh herbs from her garden while cooking. She added, "I love the smell of cooking with fresh herbs, like rosemary. They make the whole kitchen smell amazing. I also like to make tea from the herbs in my garden."

"I've been an AvMed Member for many, many years. I always appreciate how helpful and kind the people are when I call," she said.

Negui believes that dancing and gardening are the foundation for creating a happy and healthy life, stating, "You will always be happy as long as you are dancing and gardening."



Feel inspired? Be sure to share your WELLfluent™ story with us by emailing ASPIRE@AvMed.org



*AvMed Member
Negui M.
tending to her garden*

MAKE THE MOST OF YOUR BENEFITS

New for 2023 Medicare plans, AvMed now offers Flex Card monthly benefits.

NationsBenefits offers a comprehensive flex card solution that offers AvMed Members a convenient way to pay for eligible items and approved services.

Members receive a personalized Mastercard® debit card that gives them quick and easy access to pre-loaded funds (amounts vary by plan). The card can be used to pay for services such as:

- OTC products
- Out-of-pocket expenses associated with dental care, vision care, hearing health care and hearing aids

Activate Your Flex Card

Your card must be activated before you can use your funds. To learn more about this benefit, you can call a Member Experience Advisor at **1-877-239-2946** (TTY 711) 24/7/365 a year.



Benefits may vary by plan. This information is not a complete description of benefits. Visit www.AvMed.org/medicare/medicare-plans/flex-card/.

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Card can be used for eligible expenses wherever Mastercard is accepted. Valid only in the U.S. No cash access.

HealthyperksSM launches in the Spring

AvMed is thrilled to be launching the new and improved 2023 Medicare Healthyperks program. Complete your annual wellness visit and you'll earn a \$50 reward. Watch your mailbox and or email for more information about how you can participate! While you're waiting, schedule your annual wellness visit, talk to your doctor about all your needed preventive care and start racking up your opportunities for gift card rewards.



For more information about Healthyperks rewards, visit www.AvMed.org/Healthyperks.

GET THE BEST PRICE FOR YOUR PRESCRIPTIONS

Keeping track of prescription drug costs can be confusing. That's why AvMed brings you **Rx Savings® Solutions**, a service that can help you get the best price for medicine you need.

How You Can Save

Rx Savings Solutions finds all the medication options—and their prices—for your conditions. You and your doctor decide what's best for your health and budget.



Here are just a few ways you might be able to save money:



Generic forms of name-brand drugs



Lower prices at different pharmacies or mail-order



Equally effective meds that cost less

To get started, access **Rx Savings® Solutions** by logging on to AvMed's Member Portal at **AvMed.org** and selecting the Rx Savings Solutions link on the left menu.

We hope you'll use this resource to help reduce your out-of-pocket expenses!



Should you have any questions, contact the Rx Savings Solutions pharmacy experts at **1-800-268-4476** or **support@rxsavingsolutions.com**. For more information, visit **www.AvMed.org/prescriptions/rx-savings-solutions/**.

Rx Savings Solutions has partnered with your health plan or employer to save you money on prescriptions. We utilize your claims history to find opportunities to save money on medications you and your family are taking. Any savings amounts displayed are based on Rx Savings Solutions patented algorithms and may vary at time of dispensing. All suggestions provided are for informational purposes only.

Rx Savings Solutions is a HIPAA-compliant service and your personal health information ("PHI") will not be shared with anyone, including your employer. Once you enroll with Rx Savings Solutions, you will be able to access information about your prescriptions and other PHI, so proper authentication is required.

Your Social Security Number or Health Plan ID may be used for authentication purposes during the initial setup. Once you have been authenticated, you will be able to set up your own account login and password for future account access.



»MEET DR. HOOVER

Dr. Keila Hoover, MD
Family Medicine
Medical Director and CEO of Premium Healthcare

For this issue we interviewed Dr. Keila Hoover, MD, Family Medical Care, about fall risk factors. Dr. Hoover is the founder of Hoover Medical and has been engaged in family medicine for 25 years. She discusses the importance of a fall prevention plan.

1. Why are falls such a big problem for older adults?

Falls in older adults are dangerous because they can lead to broken bones such as fractures of pelvis and limbs which will disable the elderly from being mobile. When an elderly person is not mobile, they are at higher risk for blood clots as well as pneumonia. Falls can also lead to head trauma, and since many elderly patients are on blood thinners, this can lead to bleeding in the brain which can be very serious.

2. What risk factors increase a person's risk for falling?

Risk factors which increase a person's risk for falls are unsteady gait, dementia and/or state of confusion, rugs, late night incontinence which leads to the patient getting up in the dark, lack of exercise, different floor elevations in home and new environment.

3. How do balance and strength exercises reduce the risk of falling?

Balance and gait exercises indicated by your physician allows you to strengthen your entire body and improve balance to prevent a fall from a very simple malrotation of your body.

4. What general fall prevention guidance do you typically offer your patients?

My fall prevention plan recommendations:

--- Become familiar with your environment. When changing an environment for yourself, parent/ grandparent or loved one, tour the area and make sure to properly recognize any steps, light switches, or obstacles.



--- Get rid of rugs in the home. If rugs are a must for the aesthetic of a room, make sure it is secured to the floor.

---Use shoes with non-slippery soles.

---Walk slow in unrecognized surroundings.

--- Do balance and strength exercises and stay active overall.

5. What information will my doctor need to create a fall prevention plan for me?

To create a proper fall prevention plan, doctors need: age, medical history (including surgeries, medications taken on a daily basis), mental status, a full assessment of areas of the body that suffer from chronic pain which can affect the gait of the patient, mental status, home dimensions and use of rugs, how far the bathroom is from the bed, whether the bathroom has a step into the shower or not, and the overall daily activity/exercise status of the patient.

One Pan Chicken



Chef Patty

As part of AvMed's Club Aspire virtual and in person events, join us every other Tuesday on Facebook Live to watch Chef Patty make delicious and healthy meals that you can easily prep while at home. Try her one pan chicken recipe below.

Ingredients:

- ½ cup olive oil
- 1 lemon, juiced
- 1 orange, juiced
- 4 garlic cloves, minced
- 1 tablespoon dried oregano
- 1 teaspoon Dijon mustard
- 1 teaspoon kosher salt
- ½ teaspoon freshly ground black pepper
- 6 chicken thighs
- 1 medium zucchini, halved lengthwise and sliced or cut into thick rounds
- 1 yellow bell pepper, chopped into 1-inch pieces
- ½ large red onion, sliced into thick wedges
- 1 pint cherry or grape tomatoes
- ½ cup Castelvetrano or kalamata olives, pitted
- ¼ cup feta cheese
- 2 tablespoons finely chopped fresh parsley

Instructions:


- Preheat the oven to 425°F.
 - In a large bowl, whisk together the oil, lemon juice, orange juice, garlic, oregano, Dijon mustard, salt, and pepper.
 - Place the chicken thighs in the bowl with the marinade and let marinate for at least 30 minutes.
 - Place the zucchini, bell pepper, red onion, and tomatoes in the bottom of a large cast iron skillet or oven-proof pan. Add the chicken thighs over the veggies and bake for 35 minutes.
 - Remove the skillet/pan from the oven, add the olives and feta and then place it back in the oven for another 10 to 15 minutes, or until the vegetables are softened and the chicken is cooked through to 165°F.
 - Yield: 4 Servings
- Finish with chopped fresh parsley. Enjoy!



Check out more events at [AvMed.org/About-Us/Calendar](https://www.avmed.org/about-us/calendar). You can register for an event by calling **1-888-430-9896**, or get our latest events delivered to your mailbox. Log in/Register to your AvMed Member portal and select *Set My Preferences* to opt-in to receive email updates!

AvMed complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, sexual orientation, gender, gender identity, disability, or age, in its programs and activities, including in admission or access to, or treatment or employment in, its programs and activities. The following person has been designated to handle inquiries regarding AvMed's nondiscrimination policies: AvMed's Regulatory Correspondence Coordinator, P.O. Box 569008, Miami, FL 33256, by phone 1-800-882-8633 (TTY 711), or by email Regulatory.Correspondence@AvMed.org.

- AvMed's Member Engagement Center
1-800-782-8633 (TTY 711)
October 1-March 31, 8 am-8 pm; 7 days a week.
April 1-September 30 Monday-Friday, 8 am-8 pm
and Saturday, 9 am-1 pm.
- AvMed Nurse On Call: **1-888-866-5432**
(TTY 711) 24 hours a day, 7 days a week
- Fraud and Abuse Hotline: **1-877-286-3889**
- AvMed website: **AvMed.org**
- AvMed Facebook:  **Facebook.com/AvMedHealth**



SANVELLO | **AvMed**

Mental health support. On your terms.

If you're feeling extra stress, anxiety, depression, or isolation right now, you're not alone. **Sanvello can help.**

Download the Sanvello app and upgrade with your AvMed insurance information to unlock free premium access.

Get started

The advertisement features a smartphone displaying the Sanvello app interface. The screen shows the time 9:41, signal strength, and battery icons at the top. Below the status bar, it says "Good evening, Harper." A large circular progress indicator is in the center, with the text "How are you?" inside it. At the bottom of the screen, there is a "SKIP" button. The background of the advertisement is a dark, textured image of a rocky coastline with waves crashing against the rocks.

AvMed Medicare is an HMO plan with a Medicare contract.
Enrollment in AvMed Medicare depends on contract renewal.