

# ASPIRE

Winter 2021

A color photograph of an elderly man with a mustache and glasses, wearing a green t-shirt and dark pants, walking on a paved path surrounded by lush tropical foliage and a building in the background.

**Christopher G.**  
on Reaching  
Weight Loss  
Goals

AvMed Member  
Christopher G.

**Virtual Events**  
**Designed to**  
**Keep You Safe**  
**and Connected**

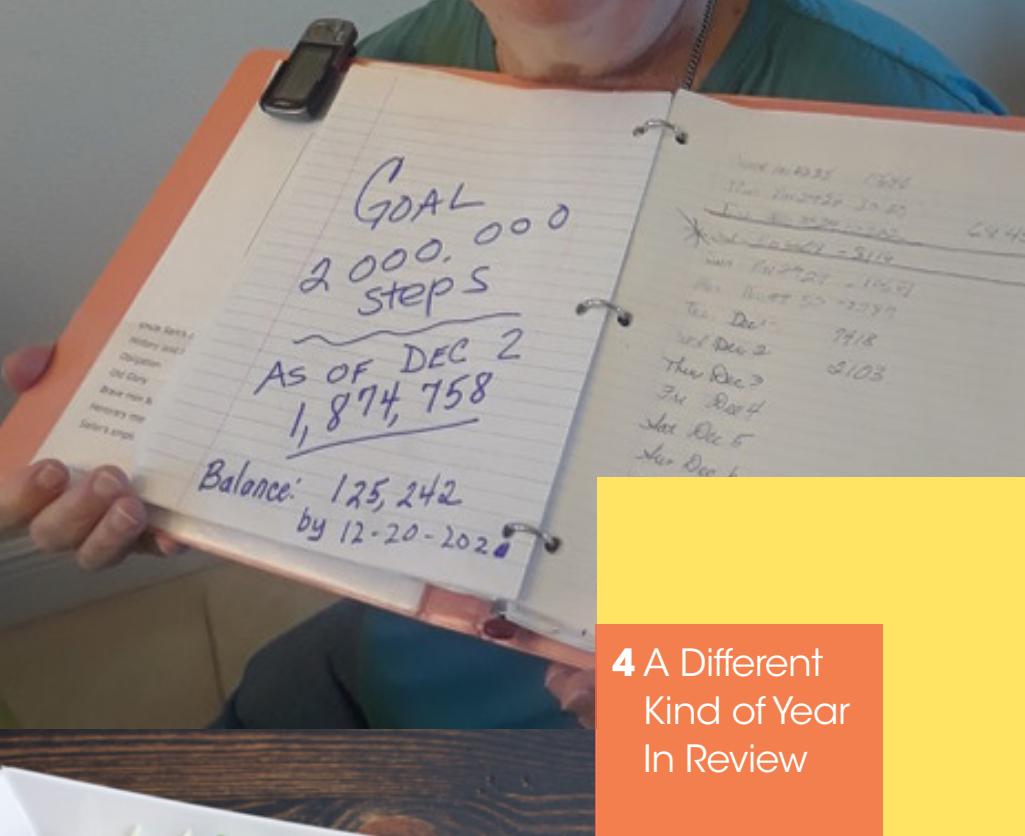
**Pals on  
Demand**

**Deliver  
Lean Care**

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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.

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AvMed's Member Engagement Center

**1-800-782-8633** (TTY 711)  
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Monday-Friday, 8 am-8 pm and Saturday, 9 am-1 pm.

[www.AvMed.org](http://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:

Whether you are new to AvMed, have been with us for the past year or so, or are a longtime Member – welcome! We appreciate that you have chosen AvMed as your trusted lifelong partner in health.

Last year presented some unique challenges for everyone due to COVID-19. To help you stay connected and engaged while social distancing, AvMed pivoted from in-person Club Aspire events to specially curated virtual events, programs and services to help you stay safe, active and entertained at home. Make the most of your benefits and read how you can join in on the fun (see page 4).

I also encourage you to read about AvMed Member Christopher G. and his weight loss journey during the pandemic (see page 6). His WELLfluent™ weight loss routine, which includes walking in his community, got so popular that he was featured in his community's weekly paper.

Show your heart some love during Heart Health Month in February and consider joining SilverSneakers®, the nation's leading fitness and lifestyle program for seniors, offered to you at no additional cost. Tips to reduce your risk of heart disease and more information on SilverSneakers is in this edition (see page 5).

You also do not want to miss our segments on the flu shot and COVID-19 vaccine (see pages 8 and 10, respectively). You may recall that since the onset of COVID-19 AvMed has increased access to care and removed potential cost barriers for our Members by offering zero cost diagnostic testing, zero cost treatment, zero cost virtual visits as well as waiving referral requirements and increasing access to prescription medications. For the most up-to-date information about our COVID-19 benefits and coverage, please visit [www.AvMed.org/News/Coronavirus](http://www.AvMed.org/News/Coronavirus).

Additionally, please remember to take advantage of all the great online tools, resources and tips for living a WELLfluent™ life on our new Member Portal. It includes several new features and enhancements for a richer and more rewarding health experience for you. A video tutorial and step-by-step guide to help you register for an account is available at [www.AvMed.org/News/Service-Portals](http://www.AvMed.org/News/Service-Portals).

I hope you enjoy reading this issue and look forward to a safe, healthy and happy 2021 ahead.

Be well.

A handwritten signature in black ink that reads "James M. Repp". The signature is fluid and cursive, with a distinct "J" at the beginning.

**James M. Repp**

President and Chief Operating Officer, AvMed  
[ASPIRE@AvMed.org](mailto:ASPIRE@AvMed.org)



**Share Your WELLfluent™ Life!** How are you joining the WELLfluent? Email us at [ASPIRE@AvMed.org](mailto: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.

## A Different Kind of Year In Review:

AvMed is continuing to do its part to help you stay connected and engaged while navigating the challenges of the outbreak.

### **Virtual Events**

Last year, we launched numerous virtual events for you to enjoy, such as live musical performances, book talks, dance classes, yoga and more. If you missed it, you can join in on the fun this year (see link below).

### **Pals on Demand**

Plus we introduced new programs like Papa Pals, where our Medicare Circle and Choice Members are paired with specially trained and selected "pals" for a variety of services to improve well-being, creating a family on demand.

Andrew Parker, Founder & CEO of Papa says, "Papa's partnership with AvMed is a powerful way to support older adults in South Florida. Loneliness is a disease and through companionship we can improve members' lives and health outcomes."

### **Deliver Lean Care**

Our care didn't stop there. Our Deliver Lean benefit provided meals to Members after they were discharged from the hospital. This program ensured our Members' nutritional needs were met. Deliver Lean delivers meals to your homes, with delicious, healthy ingredients to meet dietary needs in the immediate post-discharge period.

"The senior market is incredibly underserved", says Scott Harris, CEO of Deliver Lean. "Together with AvMed, we are focused on empowering seniors by giving them access to healthy, fresh food delivered to their door, making it easier for them to regain their health and achieve independent living after coming out of the hospital. We're thankful that AvMed is taking a preventative approach and believe this benefit will greatly improve the lives of many seniors."

### **Making days fun with technology and virtual events**

**Eugene P.** retired in 2004, but that hasn't stopped him from staying busy. Besides enjoying kayaking, throwing footballs with his nephews and working on community projects, he also stays active with AvMed events. From technology to dancing classes. Eugene shares that he is newly registered to AvMed's portal, "something I avoided and dodged for over 5 years, due to lack of proficiency with technology. And now I've also stopped tripping over my legs and my feet, in dance! And for that, I give a big thanks to TJ and to Dr. Joy, among others who work out with us!" AvMed Member Eugene feels refocused and reenergized, "every day I get around feeling optimistic and great - physically and emotionally!"

**Madeline S.** has been a regular at AvMed's virtual events, attending most classes and gatherings, from dancing to technology, to lifestyle experts, she's enjoyed them all. An AvMed member since 2013, Madeline uses a magnifying glass because she is legally blind. But that hasn't stopped her from having fun with our virtual events. Before retiring, she loved traveling around the world thanks to her career in the travel industry. Now, she stays curious and energetic with the activities that AvMed offers for Members.



**AvMed Member Madeline S.**



**Virtual Events** - [www.AvMed.org/About-Us/Calendar](http://www.AvMed.org/About-Us/Calendar)  
**Deliver Lean** - 1-800-286-3386 | [www.DeliverLeanCare.com](http://www.DeliverLeanCare.com)  
**Papa Pals** - 1-877-751-9187 | [www.JoinPapa.com](http://www.JoinPapa.com)

# Your Healthcare Is a Priority

Your feedback helps us deliver the best healthcare experience possible. Every year, the Centers for Medicare & Medicaid Services (CMS) requires AvMed to survey a small sample of our Members with the Consumer Assessment of Healthcare Providers and Systems (CAHPS) and the Health Outcomes Survey (HOS).

The CAHPS survey asks Members about their experiences with AvMed and their network Providers. The HOS survey asks Members about their health and the healthcare they received from their doctors. We encourage you to check your mailbox regularly and fill out any surveys you may receive about AvMed, so we can learn about your experience to improve our services and better meet your needs.

Another way to make your healthcare a priority: getting the flu shot. If you've already had your flu shot, we applaud you for embracing better health. If you haven't, it's still not too late! Ask your doctor or visit a participating pharmacy for a flu shot. Remember to answer "yes" to receiving your flu shot in any survey you may receive.



To find an AvMed Provider near you, log into [AvMed.org](https://AvMed.org).

## February is Heart Health Month

### Show your heart some love with SilverSneakers®

Staying active is one of the best ways to keep your heart healthy. And keeping your heart healthy is a great way to keep your loved ones' hearts happy. February is Heart Health Month – the perfect time to show your heart (and theirs) some love.

### Why you should care about heart health

Heart disease is the number one cause of death in the U.S.<sup>1</sup>, but it isn't a "normal" part of aging. Even if it runs in your family, heart disease isn't inevitable. You can greatly reduce your risk by maintaining a healthy weight and keeping your cholesterol and blood pressure at normal levels.<sup>2</sup> The best way to do that is to commit to a healthy lifestyle.

### Five things you can do to reduce your risk of heart disease

**1. Stay active.** Take a fitness class, go for a walk, stretch or do yoga, ride a bike – as little as 10 minutes a day of physical activity can deliver some health benefits.<sup>3</sup>

**2. Choose healthy foods.** Good nutrition helps keep a host of critical risk factors in check — cholesterol, blood pressure, diabetes, weight<sup>4</sup> — and you'll feel better.

**3. Stop smoking.** The toxic chemicals in cigarettes negatively impact the functionality of your heart and blood vessels, which leads to a build-up of plaque in your heart arteries.<sup>5</sup>

**4. Limit alcohol:** Having more than two drinks per day for men and one per day for women can increase your risk of high blood pressure and obesity – both conditions increase the risk of heart disease.<sup>6</sup>

**5. Relax.** Managing stress in a healthy way is important to your mental health and your heart health.

### Use your SilverSneakers benefit from AvMed to start a life-changing routine

SilverSneakers® is the nation's leading fitness and lifestyle program for seniors, and it's included in your AvMed benefit at no additional cost. For many seniors, SilverSneakers is a game-changer. In fact, 86 percent of Members say SilverSneakers improved their quality of life.<sup>7</sup>

Getting started is easy and instant, so you can start exercising from home today! Visit [SilverSneakers.com/LIVE](https://SilverSneakers.com/LIVE) to sign up for live virtual classes,<sup>8</sup> or [SilverSneakers.com/OnDemand](https://SilverSneakers.com/OnDemand) to access an exclusive video library of workouts, wellness videos and exercise programs.

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**Sources:** 1. American Heart Association, [http://www.heart.org/idc/groups/ahamah-public/@wcm/@sop/@smd/documents/downloadable/ucm\\_491265.pdf](http://www.heart.org/idc/groups/ahamah-public/@wcm/@sop/@smd/documents/downloadable/ucm_491265.pdf). Accessed 12/21/2017. 2. Centers for Disease Control and Prevention, "Prevention: What You Can Do," [http://www.cdc.gov/heartdisease/what\\_you\\_can\\_do.htm](http://www.cdc.gov/heartdisease/what_you_can_do.htm). 3. American Heart Association, <https://www.heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults>, Accessed 12/3/2019, 4. American Heart Association, <https://www.heart.org/en/healthy-living/healthy-eating/eat-smart/nutrition-basics/aha-diet-and-lifestyle-recommendations>, Accessed 12/3/2019. 5. <https://www.nhlbi.nih.gov/health-topics/smoking-and-your-heart>, Accessed 12/3/2019. 6. American Heart Association, <https://www.heart.org/en/healthy-living/healthy-eating/eat-smart/nutrition-basics/alcohol-and-heart-health> Accessed 12/3/2019. 7. 2019 SilverSneakers Annual Participant Survey. 8. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.



### TAKE A SILVERSNEAKERS CLASS TODAY

Questions? Visit [SilverSneakers.com](https://SilverSneakers.com) or call 1-888-423-4632 (TTY: 711), Monday - Friday, 8 am to 8 pm, Always talk with your doctor before starting an exercise program.

# How Christopher G. harnessed the power of goals to lose weight

Christopher G's journey started with heavy and wheezing steps in March 2020, at 67 years old and weighing 328 pounds. Being overweight, he had trouble breathing and couldn't walk without stopping and sitting — he needed to strengthen his lungs and heart.

When the coronavirus pandemic broke out in the US, Christopher had a wake-up call. He had to recover his health or live as a very high-risk senior. Together with his sister and caregiver, Therese, they set goals for him and have not looked back — except to count steps.

The first goal was to be able to walk 10,000 steps a day. In his first month, Christopher walked a total of 80,918 steps. However, that didn't trample on his motivation, and he continued walking daily and even added 10 pound weights to his workout routine. As of December 11, 2020, Christopher registered over 2,000,000 steps and currently stands proudly at 247 pounds. His next goal is to walk 3,000,000 by spring.

Each health milestone in Christopher's road to health has improved his cholesterol numbers (along with his prescription medication), made him feel and sleep better, given him more energy during the day, and in his own words, "I am more alert both mentally and physically."

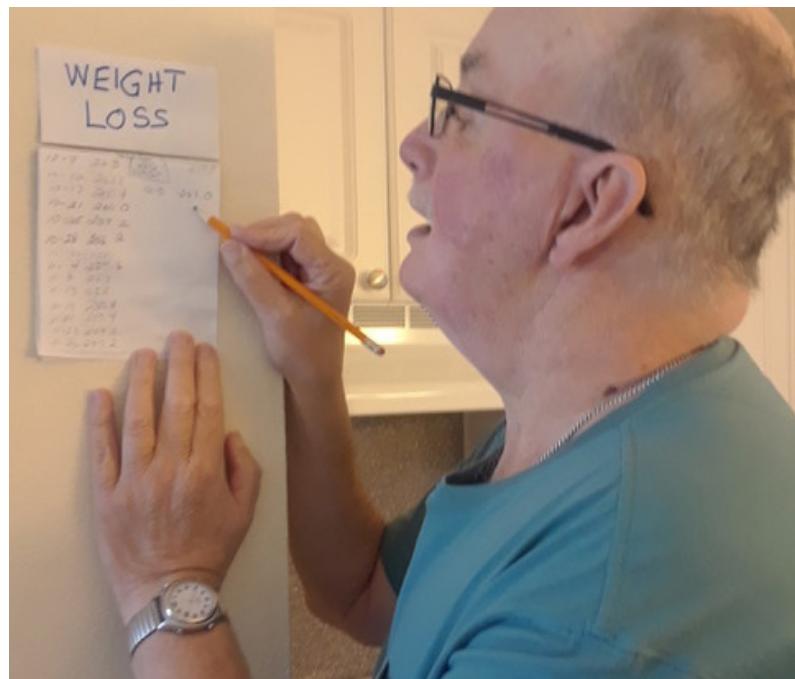
Christopher and Therese points out that it takes a team to achieve results like these. Therese has relied on AvMed as her back-up system along the way. From getting reassurance on her decisions by an AvMed Nurse on Call to watching workout videos to help her brother. "They are just a phone call away and my questions are always answered in a professional manner. I don't feel alone, although being a sibling caregiver can be daunting at times. In recent weeks, I was impressed with the sales rep of AvMed who explained so clearly the new advantages of AvMed, Papa Pals, transportation to and from doctor appointments, just to name a few."

Besides the rewards of a healthier lifestyle, AvMed's Healthyperks<sup>SM</sup> program has rewarded Christopher for his preventive care when he got his flu vaccine, his yearly physical exam, and for taking the online health assessment. He chooses to earn Publix gift cards to buy healthy snacks — complementing his wholesome diet.

Both Christopher and Therese read AvMed's magazine articles on health and nutrition to keep them focused on Christopher's goal of losing a total of 100 pounds. They have used these articles to modify his diet, which now consists mostly of fish, poultry, fruits, veggies, salad and yogurt.

Christopher's drive has grown with his results. He keeps a walking journal and weight loss sheet posted near his fridge to see his progress daily. He wears his pedometer every day and continues focusing on his ultimate objective: to age gracefully, stay out of hospitals, and enjoy the beautiful Florida weather as he keeps up a healthy lifestyle.

When asked what advice he would like to give other AvMed Medicare Members, Christopher shared, "Set a goal and place one foot in front of another. Life is a journey and you need to take it step by step."





*Christopher with his sister, Therese.*

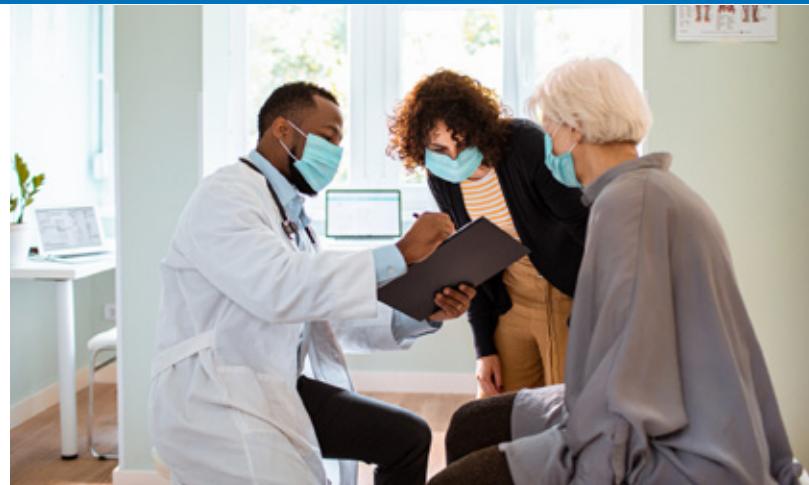
# IT'S NOT TOO LATE TO GET A FLU SHOT

**The flu shot is one of the most important things you can do to protect your health**

The big health news this year? It's all about waiting patiently for our turn to get the COVID-19 vaccine. In the meantime, talk to your pharmacist or healthcare Provider about getting your flu shot.

You know the symptoms—feverish chills, sniffling, sneezing, a sore throat, and aches and pains that leave you flat on your back. Most people get over it, but the flu is highly contagious and can be deadly for certain groups of people, so adding this to the top of your vaccination list is a must.

"Everybody six months and older should get vaccinated against the seasonal flu, especially now in the midst of the coronavirus pandemic," says Ann Marie Pettis, R.N., director of infection prevention at the University of Rochester Medicine-Highland Hospital and president-elect of the Association for Professionals in Infection Control and Epidemiology. "Often, coronavirus symptoms are almost identical to early flu symptoms, so it's important to rule out flu whenever possible."



**Who needs it:** Everyone, but especially adults ages 65 and older, or anyone with a chronic lung condition, heart disease, or diabetes. If you're an older adult, your doctor may want you to have a high-dose vaccine.

**When to get it:** Because the vaccine takes about two weeks to become effective, try to get it as soon as it's available in your area. If you missed it in the fall, don't worry: Just make sure you get it now.

**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](http://AvMed.org) or [www.medicare.gov/Pubs/pdf/12113-Protect-yourself-from-the-flu.pdf](http://www.medicare.gov/Pubs/pdf/12113-Protect-yourself-from-the-flu.pdf)

## ESSENTIAL VACCINE FOR PNEUMONIA

Did you also know the CDC states that Pneumococcal Pneumonia is common in young children, but older adults are at greater risk of serious illness? The pneumococcal vaccine protects against dangerous infections of the bloodstream and lungs, including pneumonia.

**Who needs it:** All adults ages 65 and older, and some younger people with certain health conditions, should get a pneumonia vaccine.

**When to get it:** Current guidelines suggest getting one dose of the two different pneumococcal vaccines—PCV13 (Prevnar 13) followed by PPSV23 (Pneumovax 23)—a year apart. If you've already been vaccinated, ask your doctor if you might benefit from a second dose.



For more information about the pneumonia vaccine, visit [www.cdc.gov/vaccines/vpd/pneumo/public/](http://www.cdc.gov/vaccines/vpd/pneumo/public/)

# Fish Tacos with Pineapple-Mango Salsa and Avocado Crema

You don't have to travel to the Caribbean to enjoy its tasty and unique flavors. Chef Patty has a special recipe that will transport you with every bite. From fresh fish, to sweet pineapple and mango, to creamy avocado, let your taste buds take you on a culinary trip. Take it away with the recipe below and enjoy!

## INGREDIENTS

### TACOS:

- 2 pounds any delicate white fish
- ¼ cup olive oil
- ½ fresh orange, zested and juiced
- 1 teaspoon garlic powder
- ½ teaspoon paprika
- 1 teaspoon kosher salt
- ¼ teaspoon black pepper
- 1 tablespoon butter
- 8 corn tortillas

### PINEAPPLE-MANGO SALSA:

- 2 cups fresh pineapple, diced
- 1 cup fresh mango, diced
- ½ jalapeno pepper, seeded and finely chopped
- ½ red cabbage, sliced very thin (optional)
- ½ red bell pepper, finely chopped (optional)
- 3 scallions, green parts only, thinly sliced
- 2-3 limes, juiced
- 1 teaspoon kosher salt
- ¼ teaspoon freshly cracked black pepper or pinch of crushed red pepper flakes (optional)
- ½ teaspoon cumin (optional)

### AVOCADO CREMA:

- 2 ripe avocados, roughly chopped
- 1 lime, juiced
- ½ cup sour cream or yogurt
- 1 large or 2 small 2 garlic cloves
- ¼ jalapeno pepper, seeded (optional)
- ¼ cup loosely packed cilantro leaves
- ½ teaspoon cumin
- 1 teaspoon salt
- ¼ teaspoon black pepper or pinch of crushed red pepper flakes (optional)
- ¼ cup olive oil

## INSTRUCTIONS:

### Fish:

Place fish in a baking dish. In a small bowl, mix together oil, orange zest and juice, and spices; pour over fish and let sit at room temperature at least 10 but no more than 20 minutes.



To cook the fish, heat a large skillet over medium-high heat, melt butter and heat oil. Sear fish about 2-3 minutes per side.

### Pineapple-Mango Salsa:

In a large bowl combine the pineapple, mango, jalapeno, cabbage + red bell pepper (if using), scallions, lime juice, salt + pepper and cumin (optional); toss to coat. Add fresh herbs and mix well. Refrigerate until ready to use.

### Avocado Crema:

Combine the avocados, lime juice, sour cream, garlic, cilantro and spices in a blender or food processor and blend until smooth. Slowly pour in olive oil and pulse until well blended.



To assemble the tacos, put the crema on the bottom, followed by the fish, and top with fruit salsa. Enjoy!

**Yield: 4 Servings**

Chef Patty is part of our ongoing virtual events. You can join her every Tuesday and Thursday on our FB Live!

# AvMed RESPONDS



## »MEET DR. DIAZ

Dr. Jorge Diaz, of Total Health Medical Center, has specialized in internal medicine in South Florida for nearly 30 years. As this month's guest physician, he shares his advice on how to maintain a healthy lifestyle and COVID-19 vaccination scheduling. To send a question to Dr. Diaz, email [MedicareDoc@AvMed.org](mailto:MedicareDoc@AvMed.org).

### **Q:** What advice do you have to stay healthy and vaccine ready during the outbreak?

**A:** To maintain a healthy lifestyle, it's a combination of physical and mental exercise. This time of year is perfect for taking a walk outside and being active. And just as important as physical exercise is practicing healthy habits to keep your mind engaged



#### **What can you do?**

- Talk with your doctor first before making important decisions about your health. Discuss screenings and preventive care and then get them done in a safe and socially distanced way.
- Take steps to protect yourself and others. Continue to wear masks and practice social distancing, wash your hands and sanitize regularly, cover your mouth when coughing and other procedures.
- Have a plan for your day. Following a daily routine can reduce stress and improve sleep.
- Add low impact exercises to your weekly routine and practice healthy habits to cope with depression and other mental health issues. Visit [www.silversneakers.com](http://www.silversneakers.com) for live and virtual fitness options. This is a free benefit for all AvMed Medicare Members.
- Don't forgo important healthcare needs, especially if you have a chronic condition. Most Providers are now set up to provide a safe environment to receive your care. Diabetes and other chronic conditions don't go away just because of the pandemic. In fact, staying healthy and keeping your chronic conditions under control is even more important now that COVID-19 adds an extra risk factor to your health.

## YOUR PLAN, YOUR QUESTIONS

In this space, AvMed specialists address questions, concerns and even complaints that Members have about their AvMed Medicare coverage. We hope to hear from you. To contact us with your question or comment, log into your Member Portal on [www.AvMed.org](http://www.AvMed.org) to send a secure message.

### **Q:** How do I get the COVID-19 vaccine as soon as I'm eligible and the supply allows?

**A:** You should register and make an appointment for a COVID-19 vaccine in South Florida by accessing the following resources:

[www.miamidade.gov/global/initiatives/coronavirus/vaccine/](http://www.miamidade.gov/global/initiatives/coronavirus/vaccine/)

It's trilingual and updated several times a day and has live portals that allow you to make an appointment.

[www.browardcovidvaccine.com](http://www.browardcovidvaccine.com)

This is strictly an appointment website. You may have to check back often as more locations and appointments will be added over the coming days and week.

[www.floridahealth.gov](http://www.floridahealth.gov)

The Florida Department of Health has a list of COVID-19 vaccine sites across the state. This list will be updated as additional locations become available.

Get the CDC Facts about the COVID Vaccine: [www.cdc.gov/coronavirus/2019-ncov/](http://www.cdc.gov/coronavirus/2019-ncov/)

AvMed complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AvMed does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AvMed:

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

If you need these services, contact AvMed Member Engagement, P.O. Box 749, Gainesville, FL 32627, by phone 1-800-882-8633 (TTY 711), by fax 1-352-337-8612, or by email to [members@avmed.org](mailto:members@avmed.org).

If you believe that AvMed has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with AvMed's Regulatory Correspondence Coordinator, P.O. Box 749, Gainesville, FL 32627, by phone 1-800-346-0231 (TTY 711), by fax 1-352-337-8780, or by email to [regulatory.correspondence@avmed.org](mailto:regulatory.correspondence@avmed.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Regulatory Correspondence Coordinator is available to help you. 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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available  
at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-882-8633 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-882-8633 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-882-8633 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-882-8633 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-882-8633 (TTY : 711)。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-882-8633 (ATS : 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-882-8633 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-882-8633 (телефон: 711).

ملحوظة: إذا كنت تتحدث لغة أخرى، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل برقم 1-800-882-8633 (رقم هاتف الصمم والبكم: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-882-8633 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-882-8633 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-882-8633 (TTY: 711) 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-882-8633 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-882-8633 (TTY: 711).

ઉદ્દેશ: દ્વારા ગુજરાતી ભાષા પરિબળ સામગ્રી રેખ્યાની વિકાર ચૂંચાની લોન્ગ પાર્ટી કોણ 1-800-882-8633 (TTY: 711).

- 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: [www.AvMed.org](http://www.AvMed.org)
- AvMed Facebook:  [www.facebook.com/AvMedHealth](https://www.facebook.com/AvMedHealth)



## Stay Connected Through Club Aspire Events!

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To view our calendar of events, please visit [AvMed.org](http://AvMed.org) or connect with us on Facebook @**AvMedHealth**.



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