

A publication for **AvMed Medicare** Members

ASPIRE

Winter Issue 2019



**AvMed Member
Maddy M.**

**Make the Most
of Your Membership**

**Learning is for a Lifetime
Benefits of Being Social**

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ASPIRE

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

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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

Hope you're having a great new year!



Here at AvMed, we transform lives to create a WELLfluent™ world so you can focus on living a life that is rich in health and happiness – things that really matter.

I want to thank you for selecting AvMed. You can expect a better Member health experience now and for many years to come. Our goal remains the same, to be your lifelong partner in health.

Because the start of the new year is a great time to assess your health. Aside from scheduling your wellness visit, be sure to get your flu shot. It's free for all AvMed Members at participating providers and pharmacies and it's just in time to prevent

the flu during the peak season. We also wanted to take the time to review a few of the many advantages of being an AvMed Member. We hope the valuable information and healthcare resources you find in this issue are inspirational and it motivates you to become a better you.

Our feature story is about Maddy M. whose inspiring story earned her celebrity status. The other main stories focus on the benefits of lifelong learning and being social.

As we continue to breeze through 2019, it's my sincere hope that we insure you on the path toward WELLfluent™ living. We thank you for being a valued Member and look forward to joining you on your journey!

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

James M. Repp

President and Chief Operating Officer, AvMed

ASPIRE@AVMED.ORG

AvMed At Your Fingertips

Make the most of your membership with the AvMed Member Portal. By creating an account, you can take advantage of various tools and resources designed to help you live a WELLfluent® life. Here's how you can get started:

- 1. Visit AvMed.org and click "Login" to bring up the "Register" button.**
- 2. Provide your email, first and last name, birthday and Member ID number.**
- 3. Fill out the remaining prompts and confirm your account. That's it. Once you are registered, you will have access to Member-specific programs and services, a secure message center, a "Show Me the Math" tool, an at-a-glance dashboard view for easy review of your claims and benefits, plus much more.**



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.

MAKE THE MOST OF YOUR MEMBERSHIP

With AvMed's wellness programs and tools, it's easy to take charge of your health and make it rich in happiness and health. Here's how you can make the most of your membership.

AvMed HealthyperksSM: Get rewarded for routine screenings and office visits. Through the Healthyperks program, you can earn gift cards to popular retailers for health activities like getting a flu shot or scheduling your annual wellness visit.

AvMed SilverSneakers[®]: The SilverSneakers Fitness program provides Medicare Members with complimentary gym memberships and exercise classes across the country. The benefit can be used at over 13,000 participating locations throughout the United States.

WELLfluentTM Coupons: Take advantage of healthy coupons for savings on WELLfluent living essentials. This new coupon program gives you access to discounts on household items, toiletries, and more. Visit AvMed.org/Embrace-Better-Health/Recipes to learn more.

Club ASPIRE: Make new friends and meet the AvMed team at different community events through this exclusive Members-only club, at no additional cost.

You can attend fun social events, educational sessions and other activities in your community.



Want to learn about more AvMed wellness programs? Call AvMed Member Engagement at 1-800-782-8633 (TTY 711) Monday-Friday, 8 am-8 pm; Saturday, 9 am-1 pm. You can also log into your www.AvMed.org/about-us/calendar account to find a list of Club Aspire events.

"Prevention is the best medicine." You've likely heard that saying before, and there's a good reason for that – it's true. Preventing disease is easier than treating it, which is why an annual wellness visit is such an important part of your health care.

During this yearly visit to the doctor's office, you and your AvMed Provider will work on a personalized prevention plan based on your current health and risk factors.

What to Expect

In order to build this personalized prevention plan, your doctor may do the following at your annual wellness visit:

- Check routine measurements like your height, weight and blood pressure.
- Make or update your list of current Providers, medical equipment and medications.
- Review your medical and family history.
- Assess your physical and mental functioning, including your ability to perform daily functions like getting dressed or taking a bath.
- Assess your level of safety at home and create a fall prevention plan.
- Perform screenings for behavioral health issues like depression and dementia.
- Develop a schedule of the screenings and preventive services you may need over the next five to 10 years.

Your AvMed Provider may also ask you to fill out a health risk assessment during this visit (if you haven't already done so). In the HRA, you'll find different questions about your health status, including physical activity levels, nutrition and tobacco use.

This appointment also gives you the opportunity to talk with your doctor about any health concerns you might have, such as chronic pain or urinary incontinence. Medicare covers the cost of this visit every 12 months, so go ahead and make an appointment today.



Have questions about your annual wellness visit or your coverage? Call AvMed's Member Engagement Center at 1-800-782-8633 (TTY 711) Monday-Friday, 8 am-8 pm; Saturday, 9 am-1 pm. Log into www.AvMed.org for additional resources.

WHAT TO DO AFTER AN ADMISSION

If you're admitted to a hospital the experience can be overwhelming. Your primary goal after a hospital admission should be a smooth recovery, consider also being proactive about planning for your discharge.

If you wait until the last minute to prepare for discharge, you're already too late. Nobody can plan for an emergency, but you can plan for elective procedures like joint surgery.

Here are some questions you should ask yourself when developing your discharge plans:

- Why was I admitted to the hospital?
- How can I avoid readmission?
- Do I need any services after my discharge? Have they been arranged?
- Do I have all the contact information I need for these services?
- Which Provider(s) should I visit after my discharge? What should I do if they cannot see me promptly?
- What medications should I be taking? Has the doctor said I still need to take my old medications?
- Do I have an understanding of the medical treatment I received and the care I will need to schedule after discharge?

This isn't an exclusive list of questions, but it is a good starting point for your discharge planning.

After a hospital admission, it's important that you maintain any scheduled appointments, fill your prescriptions and take any medications as prescribed. Upon discharge, you should also keep track

of the equipment and services you receive as well as instructions for what to do in case of emergency.

Remember: Schedule your follow-up visit with your doctor as soon as possible; it's recommended you see him or her within 7 to 30 days of your discharge, depending on your diagnosis. Bring a list of your pre-hospitalization medications and your post-hospital medications to review with your doctor to make sure you are taking the right combination of medications.



Have more questions, or need assistance?
Contact AvMed Nurse On Call at
1-888-866-5432 24 hours a day, seven days a week, or call AvMed's Member Engagement Center at the number listed on your AvMed Member ID card.



THE FACTS ABOUT DIABETIC EYE DISEASE

Diabetes can significantly increase a person's risk of vision loss or even blindness. Diabetic retinopathy (a disorder of the retina caused by diabetes) is the most common cause of vision loss in diabetics.

Managing your diabetes and having regular dilated eye exams are two ways you can lower your risk of diabetic retinopathy or stop its progression. If you are a diabetic, an annual dilated retinal exam is an AvMed Medicare HealthyperksSM activity; get your exam and your reward right away.

For more information on AvMed Healthyperks and how you can earn rewards for staying on top of your health, visit www.AvMed.org/Healthyperks.

"Pinch me, I must be dreaming."



That's how newfound local celebrity Maddy M. describes the whirlwind of activities following her runner-up finish in the 2018 SilverSneakers Swanson Award competition.

The award honors SilverSneakers® members who improve their lives through a healthy lifestyle that incorporates physical activity, inspiring others along the way. Maddy received more than 30,000 votes in the nationwide competition, an award she wasn't aware of, nor did she know she was nominated.

"Someone from my SilverSneakers class must have nominated me," says the 76-year-old Cooper City resident, who has been living a WELLfluent™ life as an AvMed Member for more than three years. "They never came forward, so I don't know who to thank!"

Out of the blue, Maddy received a call last spring saying her nomination had been selected as a top 100 award finalist. She was asked to submit a short story about her fitness journey, which apparently struck a chord with the selection committee.

"I was completely shocked when I was chosen as one of 10 finalists," says Maddy, whose story was then featured in an online voting campaign. "And to have all those people support me was a very humbling experience. I was truly honored."

Maddy is an inspiration because she has overcome transverse myelitis, a neurological condition that has

impacted her ability to exercise for more than 15 years. Everything changed for Maddy two years ago when a friend suggested she attend a SilverSneakers class at Cooper City's Rock Creek Pool and Fitness Center.

"The second I walked in the door, I was greeted by smiling faces," says Maddy, who attends exercise classes three days and yoga once, weekly. "I fell in love with the class, the people and my instructor, Laurie. It was just meant to be."

What Maddy loves most about the classes is the full-body workout: chair exercises, weights, balls and bands. And, as an added bonus, she connected with an old friend she hadn't seen in years.

"It's absolutely wonderful to spend time with friends and stay fit at the same time," says Maddy, who has received a lot of well-deserved attention since finishing second in the Swanson Award competition. Cooper City's council presented her with a special commendation for finishing in the top 10 and her national recognition as an inspiration for active senior living. Rock Creek and AvMed threw a big party in her honor.

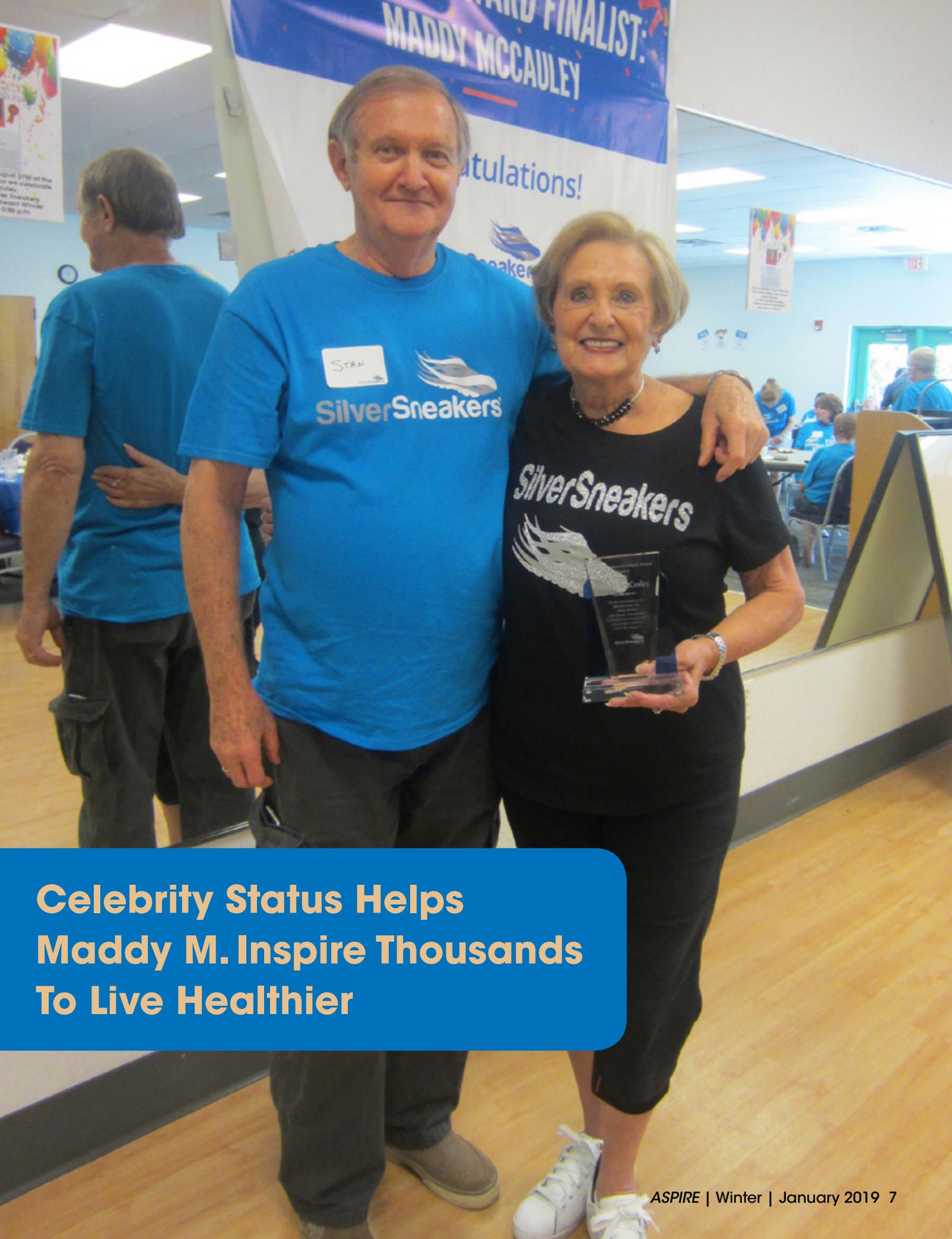
"I am truly flattered my story inspired so many to vote for me," says Maddy. "Maybe, in a small way, it will help people see that being active can lead to a healthier life."



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



For more information on SilverSneakers – including how to sign up – visit the official website at <https://www.silversneakers.com/learn/>.



Celebrity Status Helps Maddy M. Inspire Thousands To Live Healthier

LEARNING IS FOR A LIFETIME

Learning doesn't stop when you finish school. Learning is for a lifetime, and the benefits of lifelong learning are many: It improves health, adds years to your life and provides a sense of fulfillment and worth. It's a big part of what AvMed WELLfluent® Living is all about – leading a life that is rich in physical, mental and emotional health.

Please consider the example of Suzanne P., a 79-year-old retiree who was looking for a reason to get up in the morning. Her goal: surrounding herself with interesting, intelligent people and continually learning. She found what she was looking for at Nova Southeastern University's Lifelong Learning Institute. She attended classes about history, politics, current events and other topics in which she was interested. Suzanne has since joined the Membership Advisory Committee and even volunteered to do her own presentation through LLI, which also offers SilverSneakers® exercise classes among other benefits.

How are you staying active and sharp in 2019? Starting this year, AvMed Members receive a 10 percent discount on LLI membership, with access to classroom lectures ranging from literature and economics to music and film.

That's not the only way that AvMed is encouraging Members to learn new skills and expand their knowledge. Club ASPIRE provides AvMed Members with ample opportunities to connect with others at different events and learn more about AvMed's programs and tools.

In addition to the above, you can check out AvMed's wellness articles for information on all things healthy. Educating yourself about diet, exercise and other important health care issues is one of the most effective ways to prevent health problems down the road. Access these articles under the Embrace Better Health sidebar on www.AvMed.org.



To learn more about the LLI and its offerings, visit Osteopathic.Nova.edu/LLI. To learn more about upcoming AvMed events, visit www.AvMed.org/About-Us/Calendar.

THE WELLFLUENT™ BENEFITS OF BEING SOCIAL

The next time you smile at your neighbor, hold the door for a stranger or check in with an old friend, you're doing more than just being nice – you're also taking a small step toward improving your overall health. Social interaction has been shown to have a positive impact on a person's well-being. In fact, recent studies show that the more you interact with people, the greater that impact.

According to the National Institute of Aging, some of the health benefits you can expect include:

- A lower risk of depression and other mental health issues
- A lower risk of high blood pressure and heart disease
- Better mood and attitude
- Healthier relationships with friends and family

The opposite is also true: Isolating yourself from people sets you up for health problems down the road. Individuals who are lonely or lack that social support are more likely to have chronic illness. Fortunately, there are some easy ways you can start becoming more social immediately:

- Spend time with friends and family – don't be isolated; be social!
- Stay active: Keep up with hobbies and interests
- Volunteer – helping others can be very beneficial

Being social and involved are important for overall health and wellness, which is why AvMed offers many programs that encourage you to connect with others.

One of those programs is SilverSneakers®, which lets you take advantage of group exercise classes at participating fitness facilities across the country. You can meet new people and get fit no matter where you are. Plus, this program is offered to Members at no additional cost. For more information on SilverSneakers – including how to sign up – visit www.SilverSneakers.com.

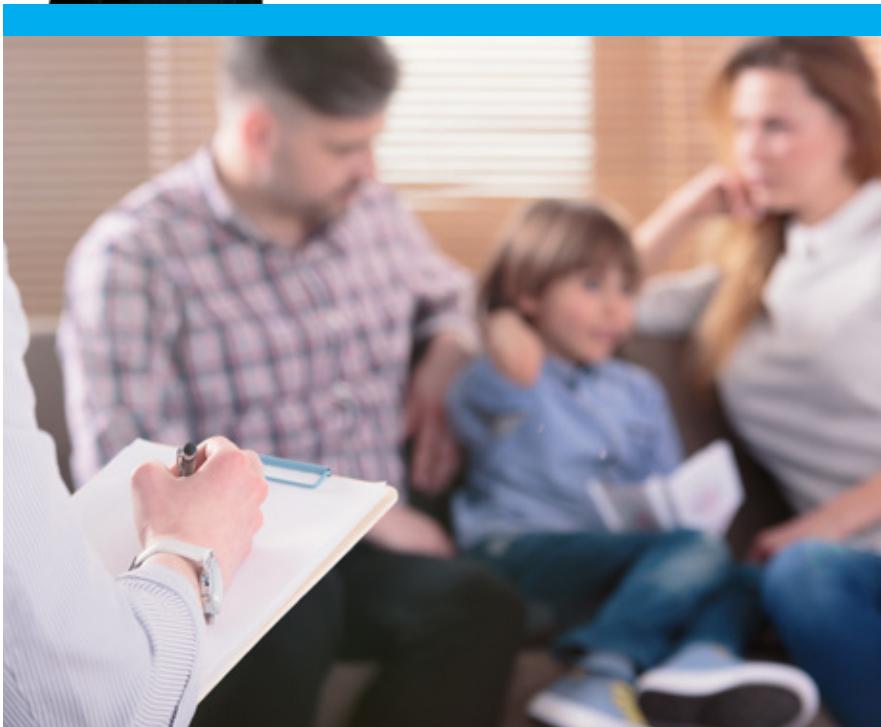
Club ASPIRE is another option for building your social network and improving your overall health. Through this exclusive Members-only club, you can attend fun social events, educational sessions and other activities in your community. See page 4 for details.

AvMed RESPONDS



» ASK DR. RODRIGUEZ

In this column, we respond directly to your health questions. AvMed Medical Director for Medicare Edwin Rodriguez, MD, is board-certified in internal medicine and geriatrics. To send a question to Dr. Rodriguez, email MedicareDoc@AvMed.org.



Q: Does AvMed offer Behavioral Health Benefits?

A: As an AvMed Member, you have access to a variety of behavioral health and substance abuse resources through our partner Magellan Health. Some of these benefits may include inpatient care, outpatient care, psychiatric evaluations, office visits and substance abuse treatment. For information about services, programs and authorization requirements, please call 1-800-424-4810 (TTY 711), Monday-Friday 8 am-6 pm. Magellan's customer service associates will help verify your eligibility, benefits and initial outpatient referrals. In certain cases, you may be referred to a care manager. You can also access your benefits through MagellanAssist.com: Simply register for an account with the toll-free number (1-800-424-4810).

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 www.AvMed.org to send a secure message.

Q: What is the Medication Formulary?

A: AvMed coverage is complete and it's comprehensive. Our Medicare Members have access to an extensive list of prescription drugs, including lower costs for 90-days' supply at retail and mail-order pharmacies.* For the most recent formulary drug list and other important Pharmacy documents and tools, visit www.AvMed.org/Medicare.

Members can use CVS/caremark's digital services to manage prescriptions and refills. The user-friendly app allows Members to view their prescription history, sign up for refill reminders, and get notified by email, phone, or text. For those who don't want to use an app, there's a fully interactive web portal available so you can access everything at home, in the office, or on the road.

You can log into www.AvMed.org and click "Benefits" at the top of your screen and then "Pharmacy" for access to view your pharmacy benefits.



Crispy Chicken with Roasted Broccoli and Tomatoes

If you love breaded chicken you'll be amazed with this healthy alternative.
This oven-baked version is flavorsome but low in calories.

INGREDIENTS

2 medium heads broccoli, cut into broccoli florets
1 pint cherry tomatoes, halved
2 tablespoons olive oil
½ teaspoon salt
¾ teaspoon ground black pepper
1 egg
1 tablespoon butter, melted
3 tablespoons ranch dressing
1 cup panko
3 tablespoons fresh Parmesan cheese, grated
4 chicken breast

DIRECTIONS

1. Heat oven to 425°F. Line two baking sheets with aluminum foil. In medium bowl, toss broccoli florets and cherry tomatoes with 1 tablespoon olive oil, ¼ teaspoon salt, and ¼ teaspoon ground black pepper. Scatter vegetables on one baking sheet. Bake for 15 minutes; stir and reduce heat to 400°F.

- Meanwhile, in a shallow bowl or pie plate, combine beaten egg, remaining 1 tablespoon olive oil, ranch dressing, remaining ¼ teaspoon salt, and remaining ½ teaspoon ground black pepper. In separate shallow bowl or pie plate, combine panko and Parmesan cheese.
- Gently pound chicken breasts to maintain an even thickness throughout. Working with one breast at a time, dip in egg mixture, then dredge in panko mixture. Place chicken breasts on foil lined baking sheet. Bake in 400°F oven until chicken is golden brown and an instant-read thermometer reads 165°F, around 18 minutes. Serve chicken with roasted broccoli and tomatoes.*

* Broccoli can turn quite dark when roasted, but its blackening doesn't mean that it's burning. If the deepened color bothers you, loosely cover the roasting vegetables with aluminum foil when stirring at the 15-minute mark.

More recipes are available through AvMed's WELLfuent Living Program. Just visit www.AvMed.org.



Servings 4

Prep Time 20 min

Cook Time 32 min

Nutrition:

Calories 487

Fat 17 g

Protein 55 g

Carbs 30 g

Sodium 755 mg

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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.

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. 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 વિધી નાં 1-800-882-8633 (TTY: 711).



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- AvMed Nurse On Call: **1-888-866-5432**
(TTY 711) 24 hours a day, 7 days a week
- Member Link Line: **1-800-806-3623**
- Fraud and Abuse Hotline: **1-877-286-3889**
- AvMed website: www.AvMed.org
- AvMed Medicare Facebook:
 www.facebook.com/AvMedMedicare

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long-term
bonds.



Embrace better health.®

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