

A publication for **AvMed Medicare** Members

ASPIRE

Winter/Spring 2020

**Laughter and Joy
are Judy H.'s
Best Medicine**

AvMed Member
Judy H.

**Prevention is the
Best Medicine**

**Activities to Improve
Mental Health**

Check Your Mail



feature

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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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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

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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 Medicare Member:



I hope you are having a great year! Thank you for selecting AvMed as your trusted healthcare partner.

This edition of ASPIRE includes tips to help reduce the risk of diabetes, flu and other common conditions as well as articles to help you make the most out of your Membership,

like taking advantage of our behavioral health services and pharmacy savings. Featured, as well, is an inspirational story about an AvMed Member whose zest for joy and laughter makes her a prime example of **WELL**fluent™ living.

I'd also like to take this opportunity to provide you with a few reminders. It's still flu season and free flu shots are available at participating providers or pharmacies. Additionally, many of you may be receiving a survey by mail from the Consumer Assessment of Health Providers and

Systems (CAHPS) about AvMed. We kindly appreciate your feedback as this tool plays an important role in your healthcare and ensures we continue delivering quality services.

This dedication to you is why we've been around for 50 years, a milestone we celebrated last year. We're proud to have been a part of this community for five decades, and we look forward to growing that relationship for decades to come. As we continue through the year, I hope we inspire you to live a happier, healthier life. Thank you for the privilege of serving you and your family. Here's to a happy and healthy 2020!

Sincerely,

A handwritten signature in black ink, appearing to read 'James M. Repp', with a stylized, cursive script.

James M. Repp

President and Chief Operating Officer, AvMed
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Share Your WELLfluent™ Life! How are you joining the **WELL**fluent? 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.

PREVENTION IS THE BEST MEDICINE

Preventing disease is easier than treating it, which is why annual wellness visits and other services are an important part of your healthcare. There are many ways that AvMed makes preventive care a priority:

Pain Management & Prevention

Left untreated, chronic pain can ultimately lead to depression and other behavioral health issues. Here are some symptoms to watch out for:

- Chronic anxiety
- Irritability
- Sleep disturbances
- Low self-esteem

If you are experiencing the above symptoms, talk to your Primary Care Physician or behavioral health professional.

AvMed has teamed up with Magellan Health to offer a wide range of behavioral health resources for pain and depression. To find a local behavioral health Provider, contact Magellan Health at 1-800-424-4810.

To learn more about your behavioral health benefits, contact Magellan at 1-800-424-4810. To find a behavioral health Provider near you, log into www.AvMed.org.

Diabetes Prevention

More than 30 million Americans have diabetes. The most common type of diabetes – type 2 – is largely preventable through lifestyle changes. AvMed has a Diabetes Prevention Program for Members who meet certain physical criteria. For more information, call AvMed's Member Engagement Center at **1-800-782-8633** (TTY 711).



Flu Prevention

The Centers for Disease Control and Prevention recommends that all individuals six months and older receive the flu shot. The vaccine is the most effective way to prevent infection, and it's available free of charge to all AvMed Members. In order to get your free flu shot, simply visit your Participating Provider or Pharmacy. Log into your www.AvMed.org account to find a Participating Provider Pharmacy near you.

Heart Disease Prevention

Staying on top of your heart health is important because heart disease and high blood pressure are silent killers; symptoms often don't appear until it's too late.

Prevention is key, and that starts with regular screenings. Make sure you check your blood pressure regularly and track any changes. Adopting healthier habits is also important, as your lifestyle can play a big role in preventing and managing high blood pressure and heart disease. If you're overweight, improve your diet and become more active to shed the extra pounds. If you're dealing with a lot of stress, consider mindfulness exercises like meditation to clear your head.

Remember: Even small tweaks to your daily routine can have an impact on your heart health. Have questions about high blood pressure? Use AvMed Nurse On Call to speak confidentially with a registered nurse 24 hours a day, 7 days a week – just call **1-888-866-5432**.



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

CHECK YOUR MAILBOX

Every year, the Centers for Medicare and Medicaid Services (CMS) requires AvMed to survey a small sample of their Members with the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

The CAHPS survey asks Members about their experiences with AvMed and their network Provider. Less than 30 percent of our membership is randomly selected to receive the CAHPS survey each year, so every Member's response counts.

Some of the topics and types of questions you can expect include:

- **Getting Needed Care**

How would you rate your ease and timeliness of getting appointments with specialists?

How would you rate your ease and timeliness of getting necessary tests and treatments?

- **Getting Appointments and Care Quickly**

How often have you been seen within 15 minutes of your appointment time?

- **Care Coordination**

Does your doctor seem informed and up to date about care you've received from specialists?

Your feedback helps us deliver the best healthcare experience possible. Want to take a more active role in your healthcare?

Here are some tips to help you get the most out of your appointments.

1. Write down specific questions for your healthcare Provider. This way, you'll maximize your time with your

doctor and lower the risk of forgetting to ask something important.

2. Take all current medications with you to your appointment. You can also make a list of all your medications if it's more convenient.

3. Make sure you understand your doctor's instructions. If you don't understand your treatment, tell your doctor. Don't leave without being clear on what your next steps are.

4. Request that any specialist you see share important information about your care with your Primary Care Physician.



Have questions? Contact AvMed's Member Engagement Center at **1-800-782-8633** (TTY 711).

MAKE THE MOST OF YOUR MEMBERSHIP

Have you created your account yet? As an **www.AvMed.org** Member, you have the best healthcare resources at your fingertips. Here's how to sign up:

1. Visit **www.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.

Laughter and Joy are Judy H.'s Best Medicine

"We all have the ability to make the changes we need to be happy and healthy in our lives."

Judy H. has an infectious zest for life.

"It's who I am," says the Hollywood resident with a larger-than-life personality. "I'm outgoing, I love life, and I love the people in my life. I can't imagine living any other way."

The former Belle Harbor, New York, resident has lived in South Florida for nearly five decades sharing her joy with everyone she encounters. Whether it was performing in community theater "back in the day" or currently working with Down syndrome children, Judy has a gift for making people smile.

"I've been told I remind people of Carol Burnett, which is the biggest compliment in the world," says Judy. "I always wanted to be a performer, which explains why I was captain of my high school cheerleading team, why I performed in theater and why I have so many friends."

Judy counts AvMed as one of her valued friends, too, having been a Member for the last eight years. "I love my AvMed!" says Judy, shouting from the rooftops. "They've always been there for me and I love the way I'm treated. They truly care about me."

When sharing how she stays fit, Judy has a confession: "I don't go to the gym or workout as much as I used to," she says with a whisper. "But that's something I intend to change. We all have the ability to make the changes we need to be happy and healthy in our lives."

So, what's her secret to healthy living?

"I have a lot of energy and spirit, and I make sure I share it with everyone," says Judy, who has a "significant other," two sons, a stepdaughter and six grandchildren. "I love my family – they are my pride and joy."

Judy shares that she talks to family members daily because it fosters connection and joy, two important ingredients for her ongoing happiness.

"I've had people ask me how I do it; how I create such strong connections with family," says Judy. "The answer is simple, as far as I'm concerned: You have to give to get. You have to give the love first in order to get it in return. And I absolutely love expressing my love!"

Another secret Judy shares with a laugh: "I don't share my age. The women in my family never shared their ages and I don't either. I don't want to be defined by a number; I want to define myself by who I am and what I do to bring joy to people."



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



AvMed: Year in Review

In 2019, AvMed celebrated its 50th anniversary. For five decades, we've strived to deliver the best healthcare for our Members. This milestone was one of the many that we achieved last year. Here are some other highlights from the last year:

Lifelong Learning

We worked with community partners like the Nova Southeastern University Lifelong Learning Institute (LLI), the David Posnack JCC and Century Village to provide our Members with ways to make the most of their AvMed plan – and meet new people. Members learned about topics like history, health and art.

To learn more about the LLI and its offerings, visit Osteopathic.Nova.edu.

SilverSneakers®

Through this partnership, AvMed Members can take advantage of gym memberships, exercise classes, flex classes in nontraditional gyms and more – all across the country. Over 13,000 locations participate in the program, so Members can always make fitness a priority no matter where they are. Learn more at www.AvMed.org/SilverSneakers.

Club ASPIRE

We also partnered with SilverSneakers on **Club ASPIRE** events like yoga, meditation and movement. **Club ASPIRE** is an exclusive Members-only club with fun and engaging activities. Other events offered throughout the year include private movie screenings, cooking demos and information sessions. See our online Events Calendar to find the next **Club ASPIRE** event in your area!

AvMed HealthyperksSM

AvMed continues to incentivize its Members through our Medicare rewards program, Healthyperks. This program provides Members with gift card rewards for completing certain wellness activities, such as getting a flu shot or completing a Personal Health Assessment. To learn more, visit www.AvMed.org/Healthyperks.

Member Spotlight

We love shining the spotlight on our Members. Last year, AvMed Member Gayle C. was nominated for a **SilverSneakers Swanson Award**. This award honors a SilverSneakers member who has improved his or her own life through a healthy lifestyle that incorporates physical activity while inspiring and motivating others along the way. Gayle C. was also one of the Members featured in our **50th anniversary book**.

To hear Gayle's story, check out AvMed on YouTube.



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

Salmon and Vegetable Curry



INGREDIENTS

1 cup whole-grain basmati rice
1 Tbsp. olive oil
1 medium yellow onion, diced
3 garlic cloves, crushed
1 Tbsp. fresh ginger, minced
1 Tbsp. tomato paste
2 Tsp. curry powder
1 Tsp. turmeric
1 can (15 oz.) unsweetened coconut flakes
1 peeled and cut into 1/2- to 1-inch chunks sweet potato
1/2 lb. trimmed and chopped green beans
1 cut into strips yellow or orange bell pepper
1 lb. chunks salmon fillets skinned and cut into 1-inch
4 cups baby spinach leaves
Juice 1 lime
Salt & pepper (Optional)
Basil leaves (optional)
Cilantro, chopped

DIRECTIONS

In medium saucepan, combine rice and 1 3/4 cups water. Bring to a boil, cover, reduce heat, and simmer until rice is tender, 15 to 20 minutes. Remove from heat and set aside, covered, while you make the curry.

Meanwhile, heat oil in a medium nonstick skillet pan over medium heat. Add onion, garlic, and ginger, and cook until onion has softened, about 5 minutes.

Add tomato paste, curry, and turmeric and cook 1 minute, stirring.

Add coconut milk and 2 cups water. Bring to a boil. Add sweet potato, cover, lower heat, and simmer 10 minutes.

Add green beans and bell pepper, cover, and simmer until crisp-tender, about 5 minutes.

Add salmon and spinach. Cook until salmon is cooked through, about 5 minutes more.

Stir in lime juice and remove from heat. Taste and add salt and pepper, as needed.

Fluff rice with fork and divide about 3/4 cup in each of four bowls or deep plates. Top with 1/4 portion of curry and sprinkle with cilantro or basil, if using.

Serving Size: About 1 1/2 cups curry; 3/4 cup rice

Servings 4

Prep Time 15 min

Cook Time 45-50 min

Nutrition:

Calories: 508
Fat: 15 g
Saturated fat: 3.5 g
Sodium: 213 mg
Carbs: 58 g
Protein: 36 g
Fiber: 6 g



More recipes are available through AvMed's **WELL**fluent Living® Program. Just visit www.AvMed.org.

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: What Are Some Social Activities That Can Help Improve Your Mental Health?

A: Social connections can have a big impact on your mental health. There are many activities you can do to make new connections or strengthen existing relationships:

1. Sign up for fitness classes. Joining a local gym and signing up for yoga or another class can boost not only mental health but physical health as well. Check out AvMed SilverSneakers® to find out how you can get free access to fitness centers and classes in your area.

2. Pick up a new hobby or skill. Lifelong learning can keep your mind sharp and help you meet new people. Another way to make new friends: Club ASPIRE. This exclusive Members-only club provides opportunities to interact with fellow AvMed Members and make the most of your membership.

While social and physical activities are very important to your overall physical and mental health and well-being, sometimes it may not be enough to overcome depression alone. If that is the case, it is important to talk to your doctor about what treatments are available.



You are not alone. To find out more about telehealth services and find a local Provider, contact Magellan Health at **1-800-424-4810** or www.MagellanHealth.com.

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's the Difference Between Standard and Preferred Pharmacies?

A: Some of the pharmacies in the AvMed network offer preferred cost sharing. While you can still use any network pharmacy to fill your prescriptions, your co-pays may be lower at a pharmacy that offers preferred (or lower) cost sharing.

The following chain pharmacies offer preferred cost sharing:

- CVS
- CVS at Target
- Navarro
- Walmart
- Costco
- Medicine Shoppe

You can also get preferred cost sharing from some regional independent pharmacies. For a directory of pharmacies, visit www.AvMed.org and then click on "Find a Pharmacy" under Quick Links. Preferred pharmacies will have a "P" designation on the online directory. **Don't forget:** All participating pharmacies offer flu shots at no cost.

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.

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.

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 (телетайп: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-882-8633 (رقم هاتف الصم 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 નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-882-8633 (TTY: 711).

ध्यान: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-882-8633 (TTY: 711).



- AvMed's Member Engagement Center
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- 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**
- AvMed Medicare Facebook:
 **www.Facebook.com/AvMedHealth**

Join the **WELLfluent**[™]

Invest in
long-term
bonds.



Embrace better health.®

AvMed focuses on helping you become rich in what truly matters – health and happiness. Our convenient Nurse On Call, rewarding Healthyperks, engaging Club ASPIRE and SilverSneakers[®] are just some of the ways we help you get fit, eat right, connect, and grow. Learn more at **AvMed.org**.

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