

HEALTH MATTERS

The Memorial Hermann *Advantage* Member Newsletter



SUMMER 2020

MEMORIAL
HERMANN
Health Plan

MEMORIAL HERMANN ADVANTAGE
HMO

Memorial Hermann Health Plan:

Website

healthplan.memorialhermann.org

Customer Service

855.645.8448

Prescription Drug Information:

EnvisionRX

envisionrx.com

844.860.6750

Envision Mail Order

866.909.5170

Other Resources:

Optum Behavioral Health

888.383.8145

Nurse Health Line

844.632.0074 - Option 1

Teladoc

teladoc.com

800.835.2362



This newsletter is produced by Memorial Hermann Health Plan. For questions or comments, please call the Customer Service team at 855.645.8448.

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We Hope You Are Well.

These are extraordinarily difficult times and the pandemic has created significant changes to our daily lives. We are now faced with new realities and challenges in a world of uncertainty, and it is normal to feel several different emotions all at once. Maintaining good health is especially important during times like these. While continuing to be cautious of our physical health by staying safe, it is essential that our members look after their mental health as well.

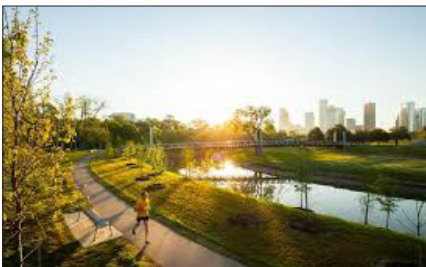
Memorial Hermann Medicare *Advantage* members in need of behavioral health services have access to a large network of behavioral health and chemical dependency providers through our partnership with Optum Behavioral Health.

Optum Behavioral Health is a great service in which to explore different mental health and emotional support resources. You can access therapists, psychiatrists, wellness programs and clinics, as well as helpful articles, to aid you on your journey of mental wellness. To get started, visit liveandworkwell.com/content/en/member.html.



{ Go Outside for Mental Wellness }

Spending time outdoors is one of the fastest ways to improve your mental health and happiness. According to recent studies, spending just 20 minutes in a park — even if you don't exercise while you're there — is enough to improve general well-being. Enjoy the fresh air and some mild activity at one of these local outdoor destinations:



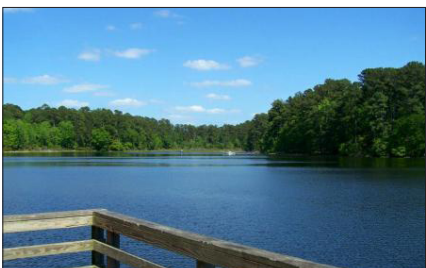
Buffalo Bayou Park
1800 Allen Pkwy. & Memorial Dr.
Houston, TX 77019



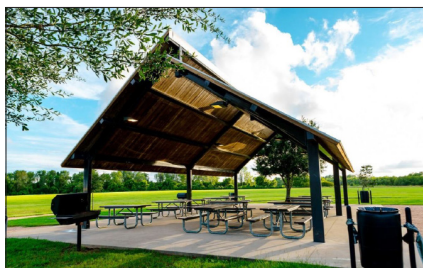
Little Cypress Creek Preserve
15014 Spring Cypress Rd.
Cypress, Texas 77429



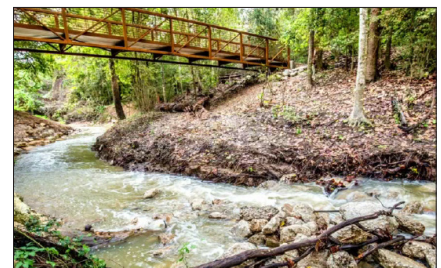
George Bush Park
16756 Westheimer Pkwy.
Houston, TX 77082



George Mitchell Preserve
5171 Flintridge Dr.
The Woodlands, TX 77381



Sugar Land Memorial Park
15300 University Blvd.
Sugar Land, TX 77479



Arboretum & Nature Center
4501 Woodway Dr.
Houston, TX 77024

Member Events

Due to the ongoing concerns of the COVID-19 virus, our Health Plan member events, including Health Fairs and Lunch & Learns, have been postponed until further notice. While this decision was not taken lightly, the well-being and safety of our members is ultimately our top priority. We appreciate your patience and understanding as we continue to monitor the situation and will notify you when the opportunity to get together again allows.



Visiting a Memorial Hermann Facility Soon?

To continue to provide extraordinary care, Memorial Hermann Facilities have implemented a number of protective measures for the health and safety of patients and visitors:



Temperature screenings and masks for all who enter Memorial Hermann Facilities (including patients, visitors, clinical and non-clinical staff)



Expanded testing capabilities for our patients and workforce



Measures that ensure our workforce has an ample supply of personal protective equipment



Proper hand hygiene and other protective measures are practiced and encouraged



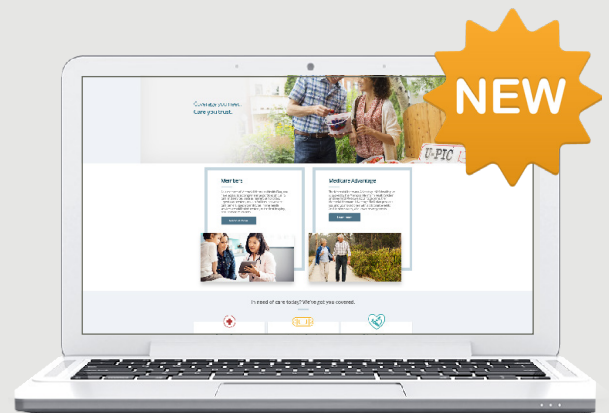
Rigorous sterilization process for all facilities



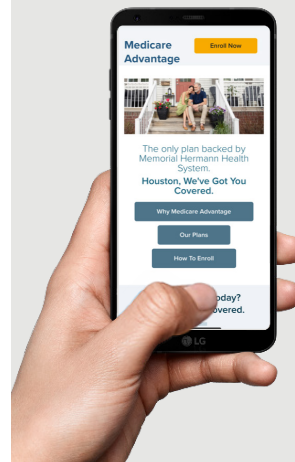
Enforcement of social distancing protocols

We Have A New Website!

Have you seen the new Memorial Hermann Health Plan website? Redesigned with you in mind, our new website is completely updated, easier to navigate and now more user-friendly for a better web experience.



Our web address has not changed. You can still visit us at **healthplan.memorialhermann.org/medicare/**.



What's Changed?

- New Look and Feel
- Easier Navigation
- Download & Print Forms
- Easy to Find Info
- Streamlined Menus

Memorial Hermann Breast Cancer Centers Are OPEN



Memorial Hermann Breast Care Centers are now scheduling appointments for screening mammograms. If you are in need of a breast cancer screening, visit [memorialhermann.org/schedulenow/](https://www.memorialhermann.org/schedulenow/) to use ScheduleNow, or call (877) 40-MAMMO. To find a Memorial Hermann Breast Care Center near you, you can also visit [memorialhermann.org/imaging-and-diagnostics/breast-care-centers/](https://www.memorialhermann.org/imaging-and-diagnostics/breast-care-centers/).

Don't forget that by completing a breast cancer screening you can receive a \$25 gift card, courtesy of the *Healthy Advantage* Wellness Program. For a full list of qualifying screenings go to healthplan.memorialhermann.org/medicare-advantage, click on "Resource Center" and then *Healthy Advantage* Wellness Program.



Preventing Medicare Fraud

Unfortunately, people may take advantage of the global pandemic and see it as an opportunity to commit Medicare fraud. During these unprecedented times, it is essential more than ever to stay alert for fraudulent scammers looking to steal your identity.

For example, in some cases, they might tell you they'll send a Coronavirus test, masks or other items in exchange for your Medicare number or personal information. Please do not send them any of your personal information. If you have an unsure or uneasy feeling whatsoever about a healthcare-related information request, please remember these key points:

- Medicare will never contact you for your Medicare number or other personal information unless you've given them permission in advance.
- Medicare will never call you to sell you anything.
- If you get calls from people promising you things if you give them a Medicare Number, don't do it.
- Medicare will never visit you at your home.
- Medicare can't enroll you over the phone unless you called first.



It's important to always guard your Medicare Number and check your Medicare Summary Notice (MSN) for errors. Only give your Medicare Number to participating Medicare pharmacists, primary and specialty care doctors, or people you trust to work with Medicare on your behalf.

For more information on how to protect yourself from Medicare fraud, visit [Medicare.gov/fraud](https://www.Medicare.gov/fraud).

What is Diabetes?

Diabetes is a chronic health condition in which the body does not make or properly use insulin, a hormone that is needed to convert glucose (sugar) and other food into energy. Common symptoms to look out for are increased thirst and urination, constant hunger, increased fatigue, and weight loss. There are two main types of diabetes—type 1 and type 2 diabetes.

Type 1 Diabetes

Individuals with type 1 diabetes have a pancreas that doesn't produce enough insulin—or stops producing it altogether. This means that without treatment, glucose can build up in the blood. Since the pancreas can no longer produce insulin, people with type 1 diabetes require daily injections of insulin for life to help keep their blood sugar as close to normal as possible. Type 1 can occur at any age, but it most often occurs in children and young adults.

Type 2 Diabetes

More than 30 million Americans have diabetes (about 1 in 10) and 90% to 95% of them have type 2. With type 2 diabetes your body doesn't use insulin properly. While some people can control their blood sugar levels with healthy eating and exercise, others may need medication or insulin to help manage it. Type 2 most often develops in people over age 45, but more and more children, teens, and young adults are developing it.









Are you at risk of Prediabetes?

With prediabetes, blood sugar levels are higher than normal, but not high enough yet to be diagnosed as type 2 diabetes. Prediabetes raises your risk for type 2 diabetes, heart disease, and stroke. The good news is that if you have prediabetes you can make lifestyle changes to prevent or delay type 2 diabetes. Talk to your doctor about getting your blood sugar tested if you have any of the risk factors for prediabetes, which include: being overweight, being 45 years or older, having relatives with type 2 diabetes, being physically active less than 3 times a week, and having polycystic ovary syndrome.



Diabetes Care Schedule Recommendations

| | | |
|----------|--|---|
| Everyday | Check Your Blood Sugar Check several times a day or as directed by your doctor. Keep a record of your numbers and share with your health care team during your next visit. | Foot Check Use a mirror if you can't see the bottom of your feet or ask a family member for help. Let your doctors know immediately if you have any cuts, redness, swelling, sores, blisters, corns, or other change to the skin or nails. |
| | Diabetes Medicines Take the amount prescribed by your doctor, even when you feel good. | Physical Activity & Healthy Eating Get at least 150 minutes a week of moderate activity, such as brisk walking or riding a bike. In addition, eat healthy foods that give you the nutrition you need and help your blood sugar stay in your target range. |

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|-------------------|---|--|--|--|
| Every 3 Months | Hgb A1c Test If your treatment has changed or if you're having trouble meeting your blood sugar goals, have this test every 3 months. | | Doctor Visit If you're having trouble meeting your treatment goals, visit your doctor every 3 months. Blood pressure and weight will be checked, and your self-care plan and medicines will be reviewed. | |
| | Dental Exam Get your teeth and gums cleaned, and let your dentist know that you have diabetes. | | Hgb A1c Test If you're meeting your treatment and blood sugar goals, have this test every 6 months. | |
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| Every Year | Flu Shot  | | Kidney Tests  | |
| | Cholesterol Test  | | Dilated Eye Exam  | |
| Every Year | Cholesterol Test  | | Dilated Eye Exam  | |
| | Cholesterol Test  | | Foot Check  | |

Health Plan Resources For Diabetes Management

Memorial Hermann Medicare *Advantage* is here to support you along the way. Utilize these resources to help manage and combat diabetes:

Annual Wellness Visit

Schedule an annual wellness visit with your PCP at no cost to you. If you don't already have a PCP visit healthplan.memorialhermann.org/ and click on "Find a Doctor."

Get Active

As a Memorial Hermann *Advantage* member, you have full access to the Silver&Fit® Exercise and Healthy Aging Program at no cost to you! To register, visit SilverandFit.com.

Check Your Teeth

Receive preventative dental services (such as routine dental care, oral exams, cleaning, x-rays) at no cost to you. To find a dental provider near you visit healthplan.memorialhermann.org/find-other-services and click on "Dental."

Annual Eye Exam

There are no referrals necessary to see your In-Network Ophthalmologist or Optometrist for your Annual Eye Exam. To find an eye care professional, visit healthplan.memorialhermann.org/ and click on "Find a Doctor."

Foot Care

Be mindful of your feet. Get annual foot exams and treatment. To find a Podiatrist go to healthplan.memorialhermann.org/ and click on "Find a Doctor."

References: American Diabetes Association® & Centers for Disease Control and Prevention



MEMORIAL HERMANN Health Plan

MEMORIAL HERMANN ADVANTAGE
HMO

929 Gessner Rd., Suite 1500
Houston, TX 77024

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Health and wellness or prevention information.

Houston, We've Got You Covered.

A photograph of two women, one older and one younger, both smiling and wearing sunglasses. They are holding white coffee cups. In the background, the Houston skyline is visible under a bright, sunny sky. The women are in the foreground, slightly to the right, looking towards the left. The older woman is wearing a black and white striped shirt, and the younger woman is wearing a red and blue sleeveless top. They appear to be outdoors on a rooftop or balcony.

Memorial Hermann *Advantage* HMO is provided by Memorial Hermann Health Plan, Inc., a Medicare Advantage organization with a Medicare contract. Enrollment in this plan depends on contract renewal.

Memorial Hermann *Advantage* complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855.645.8448 (TTY 711).

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