

Vitamin D Deficiency

Have you heard about Vitamin D deficiency? 42% of adults in the U.S. suffer from low Vitamin D levels causing Vitamin D deficiency. Vitamin D is known as the "sunshine vitamin" due to your body absorbing Vitamin D from sunlight. This can make Vitamin D deficiency more common during the winter months because there is less sunlight and people tend to spend more time indoors. Your skin also makes less Vitamin D as we age. You may or may not notice any symptoms, but some common ones are:

- Muscle weakness
- Pain
- Fatigue
- Mood changes

What can you do to prevent or treat Vitamin D deficiency?

1. You can eat foods like salmon, milk, and mushrooms, which have high amounts of Vitamin D. Reading food nutrition labels is a great way to see how much Vitamin D is in your food!
2. It is also recommended to get 15 to 20 minutes of sun exposure at least three times a week if possible. Remember to wear broad-spectrum sunscreen of at least 30 SPF!

There are Vitamin D supplements you can get over-the-counter. Be sure to ask your doctor before trying any new supplements.

The recommended daily intake of Vitamin D for your age group is measured in International Units (IU):

- Less than 70 years of age: 600 IU
- 71 years of age and older: 800 IU

There are a few different ways to make sure you are getting enough Vitamin D to prevent deficiency. Please talk with your doctor to decide what works best for you. 🍏



Contact Us

1.877.847.7907 (TTY: 711)

October 1 – March 31
8 a.m. to 8 p.m., 7 days a week

April 1 – September 30
8 a.m. to 8 p.m., Monday-Friday

Flu Shot

Don't forget to get your yearly flu shot!

Did you know that adults over the age of 65 are more likely to have worse flu symptoms due to changes in their immune system as they age? As we get older, our immune system has a weaker response to vaccines; this is why it is important to get your flu vaccine between mid-September and October in order to be protected this flu season.

There are a few types of flu shots available depending on your age and health status. Your doctor or pharmacist can advise you on the best flu vaccine for you.

What else can you do to prevent the flu?

Along with getting your flu shot, try to stay away from anyone who may be sick. You should also cover your mouth if you cough and wash your hands often.

If you are having any of these symptoms, you should seek medical attention right away:

- Trouble breathing
- Severe weakness
- Worsening cough or medical conditions

If you have any questions about the annual flu shot, please talk to your doctor, or call The Health Plan at **1.877.847.7907**. 🍏

Medication Therapy Management

Did you know you may qualify for a service that can help you stay on track with your health? This service is called Medication Therapy Management, or MTM. The Health Plan provides this service through our partnership with Express Scripts (ESI) who collaborates with Tabula Rasa and Outcomes Rx.

If you qualify for MTM, you will receive a phone call from The Health Plan, ESI, Tabula Rasa, or Outcomes Rx. A pharmacist will speak with you one-on-one to review your medications for safety, drug interactions, and side effects. They can also answer any questions or concerns you have.

MTM aims to help you and your doctor make sure your medicines are working together to improve your health.

And guess what... it's FREE! 🍏

Diabetes Care

Do you have diabetes? If so, did you know that as a person with diabetes, there are a few screenings that you should have regularly to be sure you're being cared for? The screenings you should have, at least, once a year are a blood pressure screening, an HbA1c test, and a kidney function screening. You should also have a diabetic retinopathy exam at least every other year, or every year if your doctor recommends it. Many of these screenings can be ordered or completed at your annual wellness visit. Call your doctor today to get one scheduled if you haven't already had one. 🍏



How to Report Fraud Waste and Abuse

Contact us if you suspect fraud, waste, or abuse has occurred. Our FWA/Compliance Hotline is **1.877.296.7283**. 🍏



Member Rights and Responsibilities

To view your member rights and responsibilities, please visit our website at healthplan.org scroll to the bottom of the page and in the lower right corner select "Member Rights and Responsibilities." For a printed copy, please call **1.877.847.7907**. 🍏

CAHPS Survey



Your Satisfaction is Important to Us!

Annually starting in March, a randomly chosen number of The Health Plan's (THP) Medicare Advantage members are sent a Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey from SPH Analytics on behalf of THP. This survey is designed to measure Medicare member's experience and satisfaction with their Medicare Advantage and Prescription Drug Plan based on the quality of care and services received in the past 6 months.

The survey measures how well the plan is meeting the member's expectations and goals by focusing on key service and quality of care measures, including getting needed care, communication with doctors, understanding of medication and the coordination of healthcare needs. CMS uses these results to compare Medicare plan scores and to determine each Medicare Plan's Star Ratings. THP uses these scores to improve the quality of care and services you receive. THP has always performed well on these surveys but we can always improve. So please, should you receive a survey in the mail this year, please complete it timely and return to SPH Analytics. 🍏

DEXA Scan

Women have a higher risk of developing osteoporosis as they get older. Osteoporosis is a disease that makes your bones less dense and easier to fracture. It's often referred to as "soft bones". Women over the age of 67 should be screened about every two years. The screening your doctor may order for it is called a dual energy X-ray absorptiometry, or DEXA scan. When low bone density is found through early screening, you can make lifestyle changes to help protect your bones and lower the risk of fractures. If you already have osteoporosis and have a fracture, be sure that you're getting another DEXA scan completed within 6 months of your fracture. 🍏



Incentives: Starting in 2023!

Since preventative services, such as a mammogram (males can need this too), colorectal cancer screening, and annual wellness visits are an important part of maintaining your health, you can receive up to \$75.00 total if you have these preventative services in 2023.

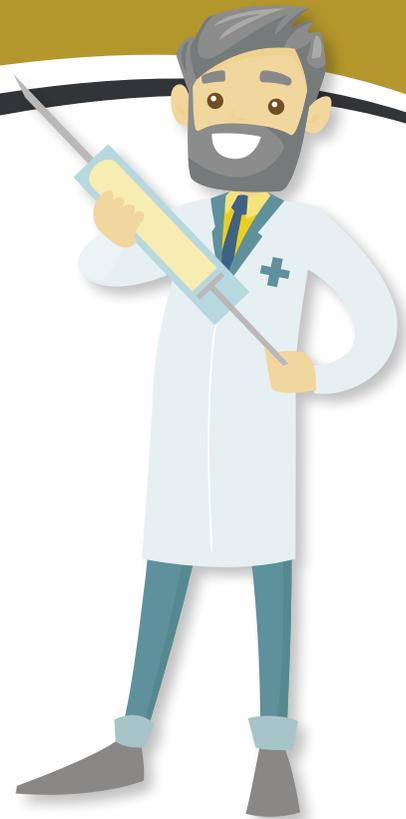
- You will receive \$25.00 each for having a mammogram, colorectal cancer screening, and annual wellness visits. These rewards will be loaded on the same Incomm card. The rewards must be used within the same year, or they will expire. 🍏



Vendor List

A vendor list was recently sent out to all Medicare Advantage HMO/DSNP and PPO members. This vendor list introduces which vendors we use, what they provide, and how to reach them directly. A copy of the vendor list was mailed out in September with the Annual Notice of Change (for current members) and the Evidence of Coverage for new members. For any assistance or questions regarding the vendor list or programs, please contact The Health Plan Customer Service at 1.877.847.7907, TTY users should call 711. The vendor list can also be viewed at myplan.healthplan.org/Account/Login. 🍏

Immunizations and Screenings are Important!



Are you on track or behind on your annual screenings, lab work and immunizations? Take this handy check list with you to review with your provider at your next routine appointment:

- | | |
|---|--|
| <input type="checkbox"/> Annual wellness visit | <input type="checkbox"/> Depression screening |
| <input type="checkbox"/> Mammogram | <input type="checkbox"/> Lab work and blood tests |
| <input type="checkbox"/> Colon cancer screening | <input type="checkbox"/> Required immunizations |
| <input type="checkbox"/> Routine or diabetic retinal eye exam | <input type="checkbox"/> Annual dental visit |
| <input type="checkbox"/> Fall Prevention screening | <input type="checkbox"/> Discuss Advance Directive |
| <input type="checkbox"/> Osteoporosis screening | |



CUT ALONG THE LINE AND TAKE THIS CHECKLIST TO YOUR NEXT DOCTOR'S APPOINTMENT.

The Health Plan • 1110 Main Street • Wheeling, WV 26003-2704 • 1.877.847.7907 (TTY: 711) • healthplan.org



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Health and Wellness or Prevention Information