

Secure Connection



Summer
2025

Health and Wellness or Prevention Information

A Publication of
The Health Plan



Fuel Your Motivation with SilverSneakers

Today is the day to take charge of your story. Healthy aging is about living life on your terms — feeling strong, staying connected and embracing each day with energy and purpose. And the best part? It's easier to start than you think.

Growing older gracefully isn't about slowing down; it's about staying motivated to care for your body and mind. Whether you're managing a chronic condition or simply want to stay active and engaged, small steps today can help you feel your best tomorrow.

Here are 4 Powerful Ways to Fuel Your Motivation:

- **Get Regular Check-Ups** – Stay on top of your health with routine screenings and preventive care.
- **Nurture Your Relationships** – Staying connected with others can boost your mood and protect your health.¹
- **Maintain a Sense of Purpose** – Whether it's volunteering, hobbies, or caring for others, finding what lights you up can keep you going strong.
- **Stay Active** – Movement is medicine! Even small steps, like daily walks or simple home exercises, can make a big difference.²

If you're looking for an easy way to get started, check out our Jump Start: Exercises for Seniors On-Demand class, it's designed to reignite your motivation to move!



I retired 2 years ago and thought I may be bored. I joined SilverSneakers with a friend and love the gym and classes they offer. The best thing is, if I don't want to go to the gym, I can choose On-Demand and LIVE classes at home. I have done several and love them all!³

– Robin, SilverSneakers member



Get started with SilverSneakers®

SilverSneakers is more than a traditional fitness program — it's a way of life. It provides an opportunity to get physically active. Designed specifically for seniors, SilverSneakers is there for you, every step of the way. The best part is, it's included with your Medicare benefits with The Health Plan at no additional cost.

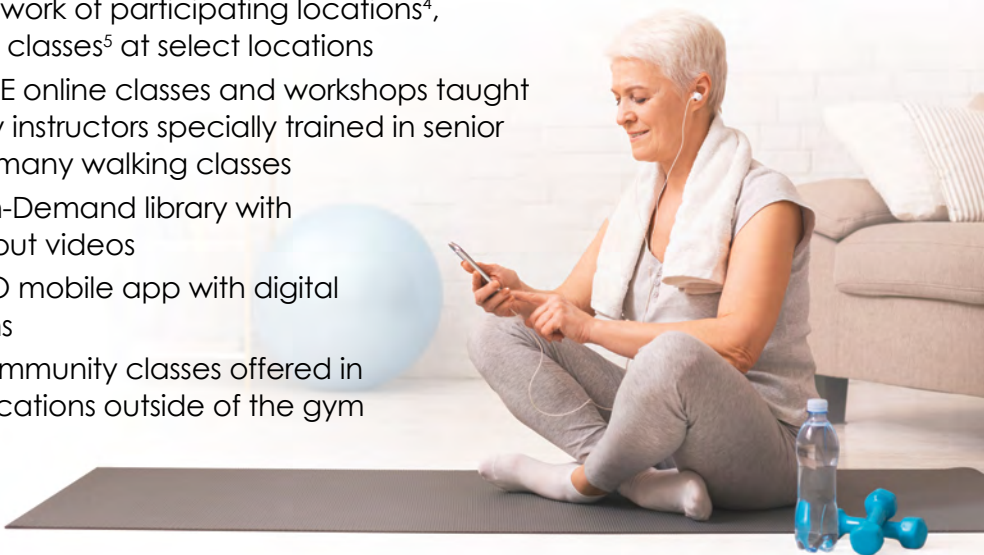
With SilverSneakers, you get access to:

- A nationwide network of participating locations⁴, with group fitness classes⁵ at select locations
- SilverSneakers LIVE online classes and workshops taught 7 days a week by instructors specially trained in senior fitness, including many walking classes
- SilverSneakers On-Demand library with 200+ online workout videos
- SilverSneakers GO mobile app with digital workout programs
- SilverSneakers community classes offered in neighborhood locations outside of the gym
- Various articles to help you along your journey 🍏

1. <https://pmc.ncbi.nlm.nih.gov/articles/PMC10583064/>
2. <https://newsnetwork.mayoclinic.org/discussion/mayo-clinic-minute-aging-and-the-benefits-of-exercising/>
3. Results vary. Not all participants will achieve these results or benefits.
4. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL. Inclusion of specific PLs is not guaranteed and PL participation may differ by health plan.
5. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.



If you haven't already, activate your free online account today at SilverSneakers.com/GetStarted



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Get Rewarded for Your Healthy Actions



If you have a SecureCare HMO, SecureChoice PPO or our dual eligible SecureCare HMO DSNP plan, and receive a colorectal cancer screening, mammogram, or annual wellness exam in 2025, you can earn money while staying healthy!

You can earn \$25 for each completed service, totaling \$75 annually. We will add this to the same card you currently use for your over-the-counter items once your provider sends us a bill for these services. The incentive reward can be used for anything with the exclusion of alcohol, tobacco, firearms, or lottery and does not expire until the end of the year, giving you ample time to use it.

What are you waiting for? Schedule those appointments now! We want you to stay healthy and don't want you to miss out on your incentive rewards money.

Please call our customer service department if you have any questions or need help scheduling an appointment. We will be happy to assist you. **1.877.847.7907** (TTY:711). The Health Plan hours: October 1st – March 31st – 8 a.m. to 8 p.m., 7 days a week. April 1st – September 30th, 8 a.m. to 8 p.m., Monday – Friday. 🍏

How to Prepare for a Doctor's Appointment

Before Your Appointment

- Write down any questions or concerns you have so you don't forget anything.
- If you have any symptoms, make a list of them.
- Have a list of names and phone numbers of the other providers you see. It is helpful to also include the specialty (example: cardiology).
- List of all prescription drugs and their doses.
- List of over-the-counter medicines (vitamins, supplements, herbal remedies).
 - You can also place the bottles in a Ziploc bag and bring the medications to your appointment.
- Bring your insurance card with you to your appointment.
- If this is the first time seeing this provider, bring a copy of your medical records, if available, and most recent lab results.
- Ask a friend or family member to go with you.

During Your Appointment

- Ask the front desk if there is a patient portal for test and lab results. If there is, ask if they can provide you with instructions or help you register.
- Tell your doctor about your most important problems first.
- Answer your doctor's questions honestly. They are there to help you!
- If you don't understand something, ask your doctor to repeat the information.
- Schedule a follow-up appointment, if needed.
- Confirm your next steps with the doctor.

After Your Appointment

- Review the notes from your visit.
- Fill any prescriptions needed.
- If you have a follow-up visit scheduled, add it to your calendar.
- If labs were ordered, get your labwork completed.
- Follow up with your doctor as needed.
- Make the lifestyle changes your doctor recommended.
- If your doctor has a patient portal, sign up to have access to your test and lab results. Use the instructions the front desk provided and call them if you have any trouble. 🍏

Family Health History

Knowing and acting on your family health history can be an important part of staying healthy.

Sharing a complete family health history with your healthcare provider helps to create a complete picture of your overall health, identify your risks for specific diseases, and determine the need of recommended treatments including preventive screenings. For example, people who have relatives with certain cancers, including breast and colon cancers, may need to start screening for these diseases earlier than a person without any family history.

Your family health history is going to include information from parents, grandparents, aunts, uncles, siblings, and children. Gathering a complete family history is not just important for older adults and their healthcare providers. It is important to pass along family health history details to adult children and grandchildren so they can also discuss any health risks with their providers.

Collecting family health history can be difficult to talk about. You may want to use get-togethers, such as holidays, to start conversations. Remind family members that knowing family history is important to everyone's healthcare. Ask family members if they have ever had any chronic diseases such as diabetes, heart or lung conditions, high blood pressure, or cancers. Knowing how old the family member was when they were diagnosed can also be helpful.

Share the information collected with your healthcare provider. Your family health history should be reviewed in detail annually with your healthcare provider. Tip: don't just say yes or no when you are asked at an appointment if there is any change to your family history, ask the provider what is listed in your family health history and then fill in anything that may be missing. This will lead to better discussions about your health risks and needed health screenings or treatments.

Share the information you've collected with your family. My Family Health Portrait (cbit.github.io/FHH/html/index.html) is a free resource, created by the Surgeon General, that allows you to create, save, and share your family health history.

For more information about the importance of collecting and sharing your family health history, please visit the Centers for Disease Control (CDC) at cdc.gov/family-health-history/family-health-history-and-you/family-health-history-and-adults.html 🍏



Medicare Annual Wellness Visit



The Medicare Annual Wellness Visit is a preventive healthcare service designed to help seniors maintain their health and identify potential health problems early on. Annual Wellness Visits are used to address potential health risks, promote wellness, and create a personalized wellness plan. Annual Wellness Visits are not intended to be a follow up on all of your chronic health conditions.

What to expect at a Medicare Annual Wellness Visit:

- Completion of a Health Risk Assessment – a screening questionnaire that helps to identify lifestyle, social, mental or physical health concerns, as well as preventable risks, such as falls.
- Routine measurements (height, weight, and blood pressure)
- Review of current health problems, as well as your medical, surgical, family and social histories
- Review of current medications (prescription, vitamins and supplements)
- Provide nutritional counseling
- Discussion of an individualized exercise plan
- Discussion of fall risk and prevention
- Discussion of advance care planning
- Discussion of preventive services (screenings, immunizations and lifestyle modifications) and development of a screening schedule plan
- Screening for cognitive impairment (includes diseases such as Alzheimer's and other forms of dementia)
- Screening for depression
- Creation of a personalized wellness plan that includes preventive screenings, personalized health advice and referrals to health education and/or preventive counseling services aimed at reducing identified risk factors and promoting wellness

What to bring to your Medicare Annual Wellness Visit:

- Medicare card
- Insurance card
- A list of current medications, including over-the-counter drugs and supplements
- A list of your health care team - any specialists you see for various types of care
- A copy of immunization records
- Questions about your health

What a Medicare Annual Wellness Visit does not include:

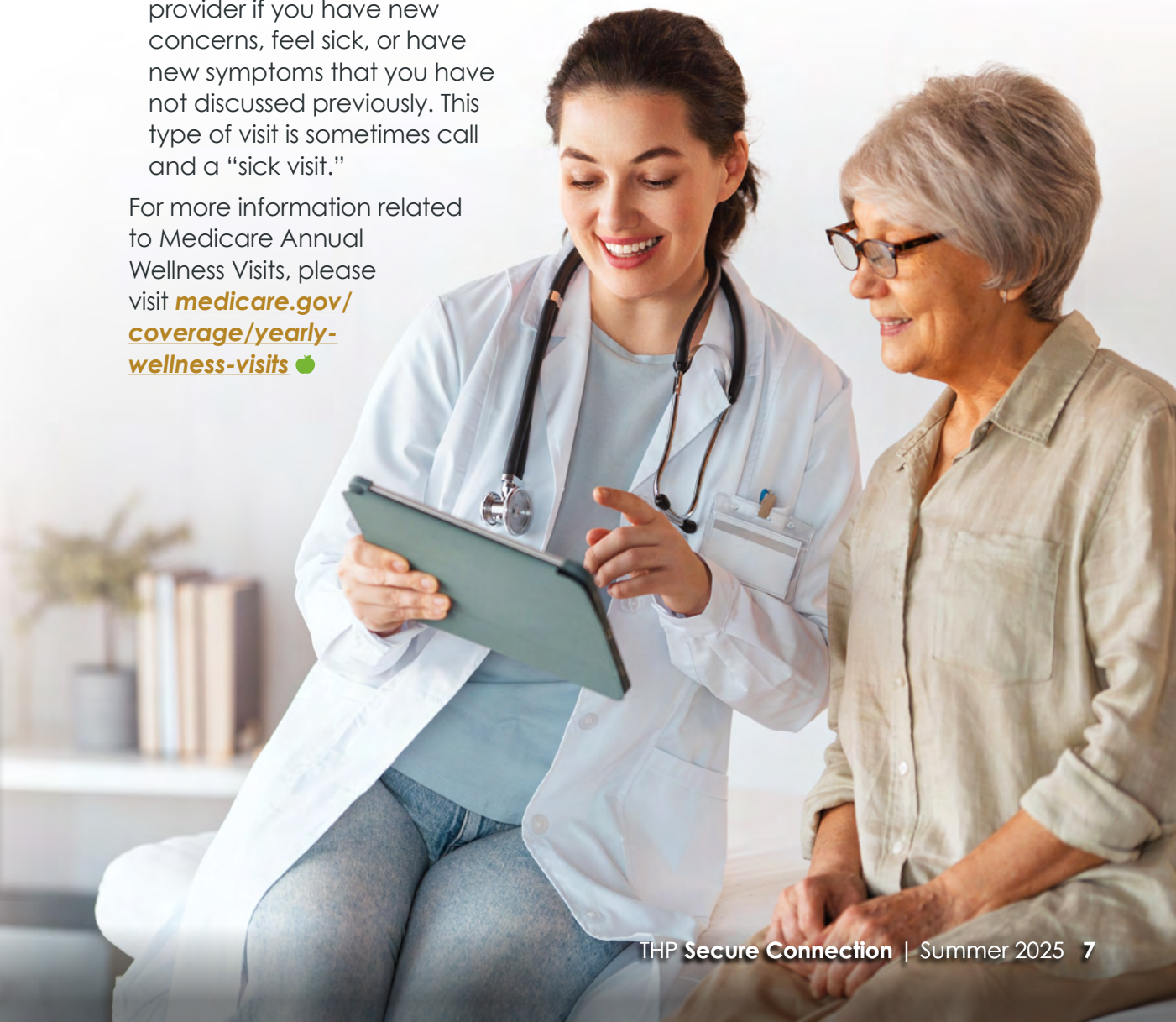
- A complete physical exam. The Medicare Annual Wellness Visit is designed to be a proactive preventive checkup that assesses risk factors for health concerns and the creation of a personalized wellness plan. A complete physical exam is a head-to-toe assessment of the body to detect disease or health concerns. Limited physical exams are often included in "follow-up visits" or "sick visits" as part of the evaluation of specific health concerns.
- Follow up on chronic disease. It is important to continue with periodic appointments with your healthcare provider to discuss chronic disease such as diabetes (high blood sugar) or hypertension (high blood pressure). A chronic condition is generally a condition that persists longer than 3 months. The Medicare Annual Wellness Visit looks at risks for chronic diseases and ways to prevent them. A focused disease "follow-up appointment" is needed to determine that chronic conditions you may already have are being treated well. This appointment may include completing bloodwork and prescription changes.
- New problem, sick, or acute care evaluations. A separate appointment is needed with your healthcare provider if you have new concerns, feel sick, or have new symptoms that you have not discussed previously. This type of visit is sometimes called a "sick visit."

For more information related to Medicare Annual Wellness Visits, please visit [medicare.gov/coverage/yearly-wellness-visits](https://www.medicare.gov/coverage/yearly-wellness-visits) 🍏

Member Rights & Responsibilities



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



Beware of Telemarketing Schemes



Have you received a possible scam phone call or email?

According to the Centers for Medicare and Medicaid Services (CMS), several Medicare members have received fake phone calls or emails from telemarketers asking for personal medical information. A common call might include a member being asked if they have a certain medical condition. When members answer yes, these telemarketers ask if they can contact their provider. Their provider may approve expensive drugs, or the company will send a fake prescription to the pharmacy to be filled in their provider's name. The end result is that health insurance companies get a costly bill from the pharmacy.

One telemarketing scheme is for the use of antibiotics (for bacterial infections) and antifungals (for fungal infections) in footbaths, as a nasal rinse or mouthwash to prevent disease. Another scheme is the use of creams or ointments for the treatment of pain. If this doesn't sound like something your provider prescribed, it may be a scam.

Don't fall prey to these telemarketing schemes. Here are a few ways to avoid falling victim to these schemes:

- ✓ Never give your personal health information to someone you don't know
- ✓ Never give your Social Security, Medicare, or health plan numbers over the phone to someone you don't know
- ✓ Never provide banking information over the phone

And remember, your provider or pharmacist are great resources for drugs, so always consult with them first.

Contact The Health Plan's Customer Service Team at **1.877.847.7901** if you have any questions. 🍏

How Do You Know if it's Spam or The Health Plan Calling?

The Health Plan's phone number, beginning with the area code 740, could show up as "suspected spam" on your cell phone due to your phone carrier's system identifying the incoming number as likely to be a spam call.

Steps to prevent our THP phone number from showing up as suspected spam would be to add the specific number into your contacts. The next time you receive a call from that number, it will display as "The Health Plan" on your incoming call phone screen. 🍏



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 to Medicare members.

If you qualify for MTM, you will receive a phone call from a pharmacist. The 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 may have.

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

And guess what... it's FREE!

You can find out how you may qualify for the MTM program by visiting our Medication Therapy Management Program site under Additional Resources at www.healthplan.org. 🍏



Prior Authorizations



What is a prior authorization?

For certain drugs, you or your provider may need to get approval from the plan before the drug may be covered for you. This is called "prior authorization." Prior authorizations are needed for certain drugs to make sure they are being taken safely and correctly. The Health Plan doctors and pharmacists check things like the reason for the drug, your health history, how much of the drug you are taking, and what other drugs you take. If the drug your provider asked for is not on The Health Plan's formulary (list of covered drugs), The Health Plan may ask your provider if you can first try similar drugs that are on the formulary. Once you get approval, you can pick the prescription up from your pharmacy.

How do I submit a prior authorization?

Either you or your provider can ask for a prior authorization of your drug. You can ask for a prior authorization request by calling The Health Plan pharmacy department at **1.800.624.6961 ext. 7914**. Your provider can send in a fax, call The Health Plan, or submit online through The Health Plan's website. 🍏



Word Search

P A E B D Y L X I Y P F E P H S O T S M
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- Summer**
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 - Pasta



Bruschetta Pasta Salad

Ingredients:

- 2 cloves garlic
- 1/4 cup shallots
- 2 1/2 tablespoons red wine vinegar
- 1 tablespoon extra-virgin olive oil
- Kosher salt
- Black pepper
- 1 tablespoon balsamic glaze
- 2 cups rigatoni pasta (or bowtie pasta) 8 oz dry
- 2 cups plum tomatoes
- 4 ounces mozzarella
- 1/4 cup fresh basil

Directions:

1. Bring large pot of salted water to a boil. Once boiling, add pasta and cook according to package directions.
2. In a bowl, combine shallot, garlic, olive oil, red wine vinegar, 1/4 teaspoon salt, and 1/8 teaspoon black pepper. Let sit for 5-10 minutes to marinate.
3. Add tomato, mozzarella and cooked pasta. Mix to combine. Add basil and mix.
4. Top with balsamic glaze.

Source: <https://www.skinnytaste.com/bruschetta-pasta-salad/>



Nutrition:

Servings: 4
 Calories: 364.
 Protein: 15.5g.
 Carbs: 49g.
 Fat: 11.5 g

Have You Changed Your Phone Number, Email or Mailing Address?

Don't forget to update your addresses and phone number with us and your provider's office. 🍏



Contact Us

1.877.847.7907 (TTY: 711)

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

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

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. 🍏



1110 Main Street
Wheeling, WV 26003-2704

Health and Wellness or Prevention Information

