

ASPIRE ADVOCATE

ISSUE 1

Welcome.

I am excited to introduce the first issue of Aspire Health Plan's newsletter, the *Aspire Advocate*. At Aspire, our goal is providing you the best healthcare experience possible. We know many of you want to be actively engaged in your healthcare experience or, in some cases, you may just want to know where to get information. Whatever your desired level of engagement with your health plan, we want to partner with you to help you achieve your best health and wellness. The *Aspire Advocate* is one way we can provide valuable information to help you attain a healthy mind, body, and spirit.

You'll find that each issue is filled with educational information, helpful hints, events, and some just-for-fun items. The launch of this newsletter coincides with another exciting launch — *Aspire Rewards*, our new rewards program, featured in this issue. You will also read how to avoid telephone scams, learn about some of our educational classes, and navigate common pharmacy questions easily. Whatever the topic, our focus is on you—our valued Aspire Health Plan and community member.

We want this newsletter to be valuable to you, so we want to hear your feedback and suggestions. Email us at: feedback@aspirehealthplan.org.



Happy reading.

Scott Kelly, COO
Aspire Health Plan

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In collaboration with



Community Hospital
of the Monterey Peninsula
Montage Health



Salinas Valley
Memorial
Healthcare System





Introducing Aspire Rewards

We are excited to welcome you to Aspire Rewards, a program where you can earn rewards for taking care of your health.

Here's how it works:

When you complete your recommended healthcare activities, let us know, and we'll send you a **\$25 reward**. It's that easy.

Recommended health care activities differ based on individual needs, but include:

- Breast cancer screening
- Colon cancer screening
- Annual wellness visit or Health at Home visit
- Diabetes A1C screening
- Diabetes kidney screening
- Diabetes eye exam

For each activity completed and reported, you will earn a \$25 gift card of your choice from one of 12 nationally recognized vendors. Gift card choices include home improvement, department stores, online retail, retail pharmacy, coffee house, pet supplies, grocery, and more.

Participation is easy via phone, online, or mail.



Online

www.aspirehealthplan.org/rewards



Mail

Send the healthcare activity cards, found in your activation kit to:
Aspire Rewards
PO Box 916456
Rantoul, IL 61866-9922



Phone

Call us toll-free at:
(888) 286-5785, TTY: 711
¡Hablamos español!

Monday-Friday:
5 a.m. – 7 p.m. PST
Saturday:
7 a.m. – Noon PST

Aspire Trusted Partners

To provide our members with the most comprehensive services, Aspire partners with Censeo Health, Pharm MD, and National Pharmaceutical Services (NPS). These trusted partners may contact you directly. The services these partners provide, and the reasons they may call you, are outlined below.

CenseoHealth

CenseoHealth provides a wellness and prevention program called Health at Home. [Health at Home](#) is a no cost, in-home assessment with a licensed doctor. CenseoHealth representatives may call you to offer this visit.

PharmMD

Pharm MD ensures that our members are on the best medicines for their medical conditions, taking them as intended by their doctor, and getting the desired results. It is estimated that three out of four Americans do not take their medication as directed. When patients with certain chronic conditions do not take medication as directed, the repercussions can be severe. Pharm MD has pharmacists and technicians who can help make it easier to get your medications, save prescription costs, answer questions about side effects, or even contact your doctor about prescription refills. Pharm MD agents may contact you to offer you this valuable service.

National Pharmaceutical Services — NPS

NPS processes and manages prescription drug claims and benefits for our health plan. NPS staff answer questions from members and providers about co-pays, formulary alternatives, prior authorizations, coverage determinations, and scheduled Medication Therapy Management (MTM). NPS nurses and pharmacists provide MTM to help you get better health benefits from your medications. You and your primary care provider will receive a free Comprehensive Medication Review, including: a review of all medications (prescription, over-the-counter, supplements, etc.); answers to questions or concerns; information about drug interactions if applicable; and suggestions for ways to reduce prescription drug costs. NPS agents may call to offer this benefit to you.

All of the partners listed above will identify themselves and let you know they are calling on behalf of Aspire Health Plan. To be sure they are speaking with the right person, they will ask to verify your name and another piece of information such as date of birth or address. Each partner is authorized to perform functions on Aspire's behalf and may send letters or information, or make outbound phone calls to fulfill those functions. They may need access to personal information to process the transactions related to those functions. They may not use personal information for any other purposes. If you are unsure if a caller is an Aspire trusted partner, you can always call Member Services to check.



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Phone Scams

Aspire Health Plan, or our trusted partners, may contact you occasionally to coordinate your care or offer a service. It is prudent to be cautious with personal information given out by phone. Recent national surveys have shown older Americans are criminally defrauded of billions of dollars annually. This includes identity theft and all those scams you hear about but think will never work on you. Here's what to watch for and, most important, how to protect yourself.

MEDICAL IDENTITY THEFT — When most people hear identity theft, they think of someone stealing their credit card information and buying a big-screen TV. With medical identity theft, you can be expected to cover the cost for healthcare services you never received.

How it works: Scammers gain access to your Social Security, Medicare, or health insurance numbers by offering free health checks at shopping malls, fitness clubs, or even retirement homes. Or they run ads for prescription drugs or other health-related items.

Your Plan: Never surrender Social Security, Medicare, or health insurance numbers to anyone you don't know and trust. If anyone you do not know or trust asks to photocopy your cards or asks you to sign a blank insurance claim form, don't do it. It's also vital to review all statements from your insurance provider. If there are any charges you don't understand, call immediately. And when shopping online for prescription drugs or other health-related items, remember that if a price seems too good to be true, it probably is.

GRANDMA/GRANDPA SCAM — Who can say no to their grandchild? What about a grandchild in distress? By tugging on these heart strings, some con men earn up to \$10,000 a day.

How it works: You answer the phone and hear "Hi Grandma," or "Hi Grandpa," "it's me." The voice is low and tentative, and sounds a bit upset. The caller doesn't quite sound like your grandchild, but he/she has a ready explanation: she is sick; he has a broken nose. Whatever the excuse, this beloved grandchild is in trouble and needs help. If you can just wire money, all will be well.

Your Plan: If you get this type of call, don't respond to "Hi Grandma," with a possible name "Timmy?" Scammers can use this name to call back later, with more confidence. If in doubt, ask a question that only your grandchild would know, such as the name of your pet. Confide in someone, even though the "grandchild" will beg you to keep it a secret. A quick call to a family member can quickly expose the scam.

TECH SUPPORT — This is one of the biggest consumer scams in the United States right now.

How it works: You get an unsolicited call from someone claiming to be with tech support, telling you that a virus has been detected on your computer. To protect your data, you are told to immediately go to a certain website and follow its instructions.

Your Plan: Hang up the phone. Neither Microsoft nor their partners make unsolicited phone calls. Also, don't click on any links in unsolicited emails, or in pop-up ads promising to speed up your computer. Keep your computer up-to-date with the latest software updates.

CHIP CARD — Banks and credit card companies are in the process of issuing customers new "chip" cards that are almost impossible to counterfeit.

How it works: Con artists impersonating card issuers are sending emails asking for personal and financial information, or asking you to click on links, before issuing a new card. The emails even may contain the issuer's name, logo, or colors.

Your Plan: Remember that no credit card company will email or call you to verify personal information before sending you a new card. If you are unsure, call the number on the back of your credit or debit card, explain what you have received, and ask if they are trying to contact you.

Pharmacy Corner

TRAVELING WITH MEDICINE

Two-thirds of American adults are planning a summer vacation this year. If you are one of them, don't forget to think about your medicine.

If you are planning a road trip, you may want to have certain medicines on hand. Just don't store them in the glove compartment, where they can be damaged from the heat or cold. Even rain, or the car's heater or air conditioner, can damage them.

If you're traveling by air, it's best to take medications in your carry-on luggage. TSA does not require you to have medications in prescription bottles, but states have individual laws, so it is always best to bring medications with you, in their original containers. You may bring liquid medicine in excess of 3.4 ounces in your carry-on bag. You do need to tell the TSA officer that you have medically necessary liquids at the start of the screening process. If you have diabetes, ask your doctor for a letter explaining that you have diabetes and provide a list of all your supplies. You are allowed to carry your medicine, blood glucose meter, and lancet device on a plane. Insulin pumps and supplies must be accompanied by insulin, and the insulin must be clearly identified.

Keep a current list of medications in a purse or wallet in case you're away from home and have an emergency.

Remember to check the refill date of your prescriptions to determine if you will have enough medication for your entire trip. Prescriptions can be moved to any network pharmacy within the country. To find a pharmacy within the U.S., call NPS Contact Center at (800) 546-5677, or visit the pharmacy directory at www.aspirehealthplan.org/plans-rates/prescription-drug-coverage.php

Vacation override inquiries can be directed to (831) 657-0700. Requests should be made at least 2 weeks prior to departure.





NEW

Join Aspire Health Plan for our neighborhood meet-ups. Enhance your mind, body, and spirit with our free social and wellness classes. Meet community friends and have fun learning.

For more information or to register for any of the above events, please visit

www.aspirehealthplan.org/connections or call (877) 663-7651

Upcoming Events

Community Connections — 10 a.m.–12 p.m.

The Sugar Scoop: Tuesday, July 18
Carmel Mission Inn, 3665 Rio Road, Carmel, CA 93923

Picnic Bingo — Win fun prizes: Wednesday, July 19
Montage Wellness Center — Marina
2920 2nd Avenue, Marina, CA 93933

Feeling Bloating — Anti-inflammatory Foods: Thursday, July 20
Montage Wellness Center — Salinas
1910 North Davis Road, Salinas, CA 93907

Master Gardener: Tuesday, August 15
Carmel Mission Inn, 3665 Rio Road, Carmel, CA 93923

The Sugar Scoop: Wednesday, August 16
Montage Wellness Center — Marina
2920 2nd Avenue, Marina, CA 93933

Yoga Fun: Thursday, August 17
Montage Wellness Center — Salinas
1910 North Davis Road, Salinas, CA 93907

Topics, locations, dates, and times are subject to change. Seating is limited.

Save the Date

Aspire Health Plan Mammogram Event: September 16
An opportunity to get this much-needed screening while socializing with friends, enjoying refreshments, and learning what’s new at Aspire.

Members due for their screening will receive an invitation this summer, or simply call our Member Advocate at (831) 644-7425 to schedule.

Member Appreciation Event: Coming in October
This is our opportunity to express our appreciation to you, and to give you an overview of the 2018 benefits. **As a bonus, we will also provide complimentary flu shots.**



Just for Fun

WHAT’S A COMMONYM YOU ASK?

A commonym is group of words that have a common trait in the three words/items listed. For example: A car — A tree — An elephant... they all have trunks. These will make you think.

1. Ball - Fish - Cold
2. Ball - Salad - Coin
3. Cork - Question - Balloon
4. Bottle - Baseball Player - Mushroom
5. Bell - Mouth - Shoe
6. Tug of War - Nightly News - Boat
7. Seventeen - Time - People
8. Basketball Court - Highway - Bowling Alley
9. Fog - Jack - Body Builder
10. Hockey Game - Restaurant - Bank

SODOKU PUZZLE

To solve a Sodoku every row, column and square has to contain the numbers 1 through 9 exactly once. It’s best to do these in pencil.

6		5	1		4			
	1						6	3
			6		3	4		1
			9	7				6
	8						5	
9				6	2			
1		4	7		6			
8	2						3	
			2		9	1		5

Aspire Health Plan is a Medicare Advantage HMO plan with a Medicare contract. Enrollment in Aspire Health Plan depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. This information is available for free in other languages. Please call our customer service number at (855) 570-1600 (TTY users call 711). Aspire Health Plan 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 1-855-570-1600 (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 1-855-570-1600 (TTY: 711)

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5	4	1	6	8	2	7	9	3
7	3	9	5	1	4	6	2	8
2	6	8	3	6	7	4	5	1
4	8	3	2	6	5	7	1	9
9	5	7	4	1	3	6	8	2
6	1	2	8	7	6	3	5	4
1	2	4	3	5	9	8	6	7
3	6	5	7	6	8	1	2	4
8	7	9	4	2	1	5	3	6

1. they are caught
2. they are tossed
3. they are popped
4. they have caps
5. they have tounge
6. they have anchors
7. they have magazines
8. they have lanes
9. they lift
10. they have checks

Commonym Answers

ANSWERS



Introducing ASPIRE ADVOCATE



ASPIREHEALTHPLAN

Your Medicare Advantage.
One plan, exceptional service, great value.

In collaboration with



Community Hospital
of the Monterey Peninsula
Montage Health



Salinas Valley
Memorial
Healthcare System

ADDRESS SERVICE REQUESTED

Health and Wellness Information

ASPIREHEALTHPLAN
10 Ragsdale Drive, Suite 101
Monterey, CA 93940-9933
www.aspirehealthplan.org

