

ASPIRE ADVOCATE

ISSUE 5 — SUMMER 2018

Dear Member,

I hope you are enjoying the summer and taking advantage of the longer days by participating in activities that make you happy. There are so many wonderful events that happen in Monterey County this time of year, so relish our weather and our fantastic communities.

This issue is filled with helpful tips and important information for your ongoing health and wellness. Take a few minutes to read about our stars outreach and why we do it, how to avoid hospital readmission, and the wonderful community resources available to you. We know that navigating your healthcare can sometimes be confusing, especially when you're not feeling well. Our goal is to connect the dots for you and to stay ahead of that need. Let us simplify your life when it comes to your healthcare.

If we haven't told you lately, "Thank You" for your continued membership and entrusting us with your healthcare. **In January, we will be celebrating our 5-year anniversary. For those of you pioneers who have been with Aspire Health Plan from the start, we would love to hear from you. Call us at (831) 644-7434 to share your story.** We will be celebrating our anniversary during our Member Appreciation event in October and would like to share real stories from our members. That's just one of the ways we will be celebrating and showing our appreciation to our members. Stay tuned and watch your mail for more information.

Thank you again, and enjoy the sunshine.

Cheers,

Laura Zehm

CEO, Aspire Health Plan

INSIDE

- » Coming Soon: MyChart
- » Avoiding hospital readmissions
- » This is NOT a bill
- » Introducing CastiaRx™
- » Aspire to reach higher
- » Go green
- » Community resources
- » Upcoming events
- » Share your passion
- » Win a fun-in-the-sun prize pack



In collaboration with



Coming Soon: MyChart

Montage Health, along with its subsidiaries, will be launching a new, electronic health record system called Epic, which will provide seamless, comprehensive care for Monterey County.

A major benefit of the new system is a patient portal, **MyChart**, which will allow Montage Health patients to better manage their care. With MyChart, patients will be able to view medical records and test results, update information, and pay bills. Patients of Montage Medical Group (and other affiliated physician groups) will also be able to manage appointments, view prescriptions, request refills, and communicate with their healthcare team between appointments.

Starting August 1, past and current patients of Montage Health entities can visit www.montagehealth.org/mychart to sign up for the portal.

Need help?

Contact Montage Health
MyChart services
(831) 622-8000
24 hours a day, 7 days a week
Or email mychartsupport@montagehealth.org

Avoiding Hospital Readmissions

Home is a wonderful place to heal and recover after a hospital stay, if you have the systems and support in place to help ensure your recovery. Here are some things you can do to help avoid readmission.

BEFORE YOU GO:

- Make sure your home is free from throw rugs or excess clutter that could cause you to trip and fall.
- Work with your doctor to determine the level of care you will require once you return home and line up the appropriate resources. Friends and family are an excellent source of support. If you do not have support, have that conversation with your doctor prior to your hospital stay so they may order in-home health services.

DISCHARGE

- Speak up about how you're feeling before being discharged from the hospital. While some signs of possible readmission can be monitored (such as blood pressure), patients need to alert their doctors to things such as lightheadedness or trouble breathing before leaving.
- Have a relative or friend with you to listen to your discharge instructions. And, ask the discharge nurse to write it down for you.

MEDICINE

- The most important thing you can do to avoid readmission is to understand and take your medications appropriately. Ask about any changes to your medicine, new medicines, or medicines you should stop taking.

- Once you are discharged from the hospital, get prescriptions filled as soon as possible so you don't miss a dose.

FOLLOW-UP APPOINTMENTS

- Follow up with your primary care provider (PCP) after you come home from the hospital. This visit will allow you and your doctor to review any changes to your health and medicines while you were in the hospital. Make your doctor aware of any new signs or symptoms. If you are unable to drive to your follow-up appointments, give us a call to arrange for transportation.

MEDICAL EQUIPMENT

- Your doctor may have asked for you to have special medical equipment at home. This could include oxygen, a hospital bed, wheelchair, or other safety equipment. If you have any difficulty securing this equipment, contact our Member Services department.

The first few days and weeks at home can be challenging. We want you to feel better. Following all these simple steps can help you get there.



This is NOT a bill

UNDERSTANDING YOUR EXPLANATION OF BENEFITS STATEMENT

It looks like a bill. It has your name and your doctor's name on it. And, it includes a listing of your recent doctor visits, lab tests, and/or procedures. So what is it, and why are you getting it?

What you are receiving is commonly called an Explanation of Benefits (EOB). Aspire Health Plan sends this monthly report of claims we have processed, that is, what bills your provider has submitted to us for payment. The EOB will detail:

- The care you have received
- What the plan has paid
- How much you have paid out-of-pocket (or can expect to be billed)

If you owe anything, your doctors and other healthcare providers will send you a bill. **You will NOT receive bills for medical services from us.** Only healthcare providers send bills for services rendered. This report covers all services except for Part D prescription drugs. We send a separate report on Part D prescription drugs.

WHAT YOU CAN EXPECT TO SEE ON A TYPICAL EOB:

- You'll see your name, address, and your member ID. There will be a claim number assigned to the visit, which you can use if you have any questions about the claim.
- The date you saw the doctor and the name of the provider submitting the claim.
- Entries from other medical providers. These could be for medical supplies and equipment or services you receive as a patient in the hospital.
- A brief description of the services provided: You may see a five-digit number. This number is the Current Procedural Terminology or CPT code used to describe the service the doctor provided.
- The fee your doctor billed to Aspire Health Plan.
- The dollar amount we approved and paid for the services you received.
- How much you may have to pay your doctor for this visit. This could include co-payments and any charges for services that Aspire Health Plan does not cover.

If you have questions about your EOB, contact Member Services, and we will be happy to assist you.

Member Services: (855) 570-1600

Introducing CastiaRx™

FORMERLY KNOWN AS NPS

Our pharmacy benefit manager (PBM), National Pharmaceutical Services (NPS), has recently been acquired by Diplomat Pharmacy and rebranded to CastiaRx™. On April 30, 2018, CastiaRx™ became the official name. Although their name has changed, operations of business and contact information will remain the same. **Your benefits have not changed. You will continue to use the same pharmacies and call the same phone number if you have questions: (800) 546-5677.**



Aspire to reach higher

Many people set goals for the year around New Year's Eve but there is no reason to do it just once a year. Aspiring for something more — whether it's your health, finances, or living more in the moment — and focusing on achieving those goals can work wonders on your mind, body, and soul.

Here at Aspire Health Plan, we have some goals of our own. Since we started, we've worked hard with our partners at Montage Health, Salinas Valley Memorial Healthcare System, and the various primary care providers to build the best plan possible for our members.

We also work to earn high marks from the Centers for Medicare & Medicaid Services (CMS). That's the government group that oversees Medicare Advantage plans and our quality of care. Each year, CMS assigns each plan a star rating; five stars is the best. Right out of the gate, we scored a 3.5. But we want to aspire to higher marks.

We know we can do better. And when we do score four or five stars, our members benefit too. Plans that earn 4 or 5 stars receive additional money from Medicare that has to be used for members only. It helps lower your out-of-pocket costs or improve your benefits.

4 EASY THINGS YOU CAN DO TO HELP:

- I Get preventive screenings.** Take advantage of the Aspire Rewards gift card program for completing important screenings.
- I Take medications as prescribed.** And let your doctor know if it's not working so they can make changes.
- I Take steps to improve your health.** Exercise, attend our Community Connections classes, care for your mental health, and more.
- I Let us know.** If you require assistance with any of your healthcare needs, let us know, so we can help.

Together, we can provide you the highest quality and most positive customer experience possible.

Go green. YOU ASKED AND WE LISTENED.

You can elect to receive the *Aspire Advocate* and information on other member educational events such as Community Connections classes via email. You may opt out of these electronic communications at any time, and we will never send private or personal information via email.

To sign up for email delivery, visit:
www.aspirehealthplan.org/gogreen

Or call Member Services:
(855) 570-1600

Community resources

WHEN YOU NEED A HELPING HAND

We know that sometimes factors impacting your overall well-being may fall outside of the healthcare arena — for instance, not having financial resources to meet your monthly demands. The Aspire team is committed to your health and well-being, so we have prepared a list of resources to help address some of those concerns.

I If rental costs are an issue... look to the Housing Authority for the County of Monterey for rental assistance. They may also be able to find suitable housing that's within your budget. If they can't help in your specific situation, they certainly know someone who can.

www.hamonterey.org | (831) 775-5000

I When high energy costs get you down... turn to Central Coast Energy Services. They offer one-time energy bill assistance if things get extra tight. They also can provide a year-round bill discount. Windows drafty? Check out their weatherization/energy-improving and safety inspection programs.

www.energyservices.org | (888) 728-3637

I You don't need to lose your house... when financial hardships hit. Keep Your Home California is a free service and helps homeowners avoid foreclosure with these programs: unemployment mortgage assistance, mortgage reinstatement assistance, principal reduction, and transition assistance.

www.keepyourhomecalifornia.org | (888) 954-5338

I If the struggle is hitting you hard... and involves things like addiction, mental illness, homelessness, and other more serious issues, call on Community Human Services (CHS). CHS has locations throughout the region, and they're great at helping people overcome serious challenges and make lasting changes.

www.chservices.org | (831) 658-3811

I When it's something else... 2-1-1 Monterey County can probably help. It's a free resource, available around-the-clock. Simply dial 2-1-1 or text your ZIP code to 898-211. Available in 170 languages, operators offer confidential help on everything from food, clothing, and dental care to job training, veterans' assistance, and (a whole lot) more. www.211mc.org

When getting help, note contact information and who you talked to. And, if you feel like it's overwhelming and you need assistance, don't hesitate to call the health plan.





Upcoming events

Community Connections

Enhance your mind, body, and spirit with our FREE social and wellness classes. Meet friends and have fun learning. **Bring a friend.** Community Connections classes are open to the public.

Tuesday, August 21, 5:30–6:30 p.m.

WILDLIFE PHOTOGRAPHY: Learn tips from a local wildlife photographer while viewing her photos of exotic wildlife on the Serengeti.

Crazy Horse Restaurant at Bay Park Hotel
1425 Munras Ave., Monterey, CA 93940

Wednesday, August 22, 10–11:30 a.m.

MEMOIR WRITING: A wonderful way to share stories and experiences. A memoir doesn't have to include every part of your life, just the moment or moments that you choose to share. And, it's easier than you think to get started.

Montage Wellness Center
2920 2nd Ave., Marina, CA 93933

Thursday, August 23, Noon–2 p.m.

MOVIES IN THE AFTERNOON: Join us for an afternoon of romance and adventure as we screen the award-winning film "Out of Africa", Isak Dinesen's memoir of her years in Africa. Starring Meryl Streep and Robert Redford.

Montage Wellness Center
1910 North Davis Rd., Salinas, CA 93907

Wednesday, September 19, 5:30–6:30 p.m.

MENTAL GYM: Flex your mental muscle! The brain needs exercise just like the body, and we have some fun brain games that will help keep your mind sharp and boost your memory.

Montage Wellness Center
2920 2nd Ave., Marina, CA 93933

For more information or to register, please visit: www.aspirehealthplan.org/connections or call (877) 663-7651. *Topics, locations, dates, and times are subject to change. Seating is limited.*

Archive: www.aspirehealthplan.org/members-newsletter.php
Share your thoughts: feedback@aspirehealthplan.org



Like us on Facebook:
facebook.com/aspirehealthplan

Aspire Health Plan is a Medicare Advantage HMO plan sponsor 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. 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) Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next. Other providers are available in our network. We are open 8 a.m.–8 p.m PT Monday through Friday from February 15 through September 30 (except certain holidays) and 8 a.m.–8 p.m. seven days a week from October 1 through February 14. H8764_MBR_Newsletter5_0618_IA



Share your passion

Do you have a story, skill, knowledge, or talent you'd like to share with your fellow members?

Aspire is looking for members to lead our monthly Community Connections classes and/or be featured in an upcoming issue of the *Aspire Advocate*. If you would like to be considered for an *Aspire Advocate* feature or you would like to share your skills or knowledge with a Community Connections class, go online and tell us about yourself:

www.aspirehealthplan.org/passion
or complete the form and mail to:

Aspire Health Plan
Attn: Share Your Passion
10 Ragsdale Drive Suite 101, Monterey, CA 93940

Name: _____

Phone: _____

- ☐ Please consider me for an *Aspire Advocate* feature
- ☐ Please consider me as a speaker for Community Connections classes
- ☐ Please consider me for both

About me:

Win a fun-in-the-sun prize pack

Gear up for summer fun with one of our Fun in the Sun packs.

Fill in the blanks correctly (answers can be found in this newsletter) and you are eligible to win*. Five winners will be randomly selected from among all entries received by August 10, 2018.

Enter your answers online, at
www.aspirehealthplan.org/win.
Or drop off your entry or mail to:
Aspire Health Plan
Attn: Member Relations
10 Ragsdale Drive, Suite 101
Monterey, CA 93940

**By entering this contest, you give Aspire Health Plan permission to publish your name and city in this newsletter, should you win.*

1. Get preventive screenings. Take advantage of the Aspire Rewards _____ program for completing important screenings.
2. Take steps to improve your health. _____, attend our Community Connections classes, care for your mental health, and more.
3. If you having any issues with any of your healthcare _____, so we can fix it.
4. _____, we can provide you the highest quality and most effective Medicare Advantage experience possible.

Congratulations to last issue's winners:

Joan L., Katherine L., Sandra C, Marsha A., and Guillermo S.



ASPIRE HEALTH PLAN

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

Health and Wellness Information

NONPROFIT ORG
US POSTAGE

PAID
MONTEREY CA
PERMIT NO. 322

ADDRESS SERVICE REQUESTED

Grow
with us

We love referrals. The greatest compliment you can give Aspire is a referral to your friends and family. Thank you for your membership in Aspire Health Plan. Help us grow by sharing Aspire with the people you care about.



ASPIRE
ADVOCATE

ASPIRE HEALTH PLAN



Your Medicare Advantage.
All-in-one plans. Exceptional service.
Great value.

In collaboration with

