

Dear Member,

One of the most important reasons to join a health plan like Aspire is that it gives you control of your health and wellness future. Most of us strive to live a healthy lifestyle, eating the best diet we can, and maintaining our fitness. Part of that commitment is making sure we keep our doctors informed of how we're doing and that we allow them the opportunity to monitor our progress. Aspire gives you an advantage in this, by offering resources to assist you. From Health at Home doctor visits, medication reviews and personalized health coaching, to members' only screening events and a member advocate to help coordinate your care, we have a wide range of tools. We do this because we know it helps to maintain a healthy you. You can help, too, by making and keeping your primary care doctor visits, following up on recommended health screenings, tracking your symptoms, monitoring your diet or other health indicators. And by answering the phone when we call, we will help connect you with the resources you need to reach your best health.

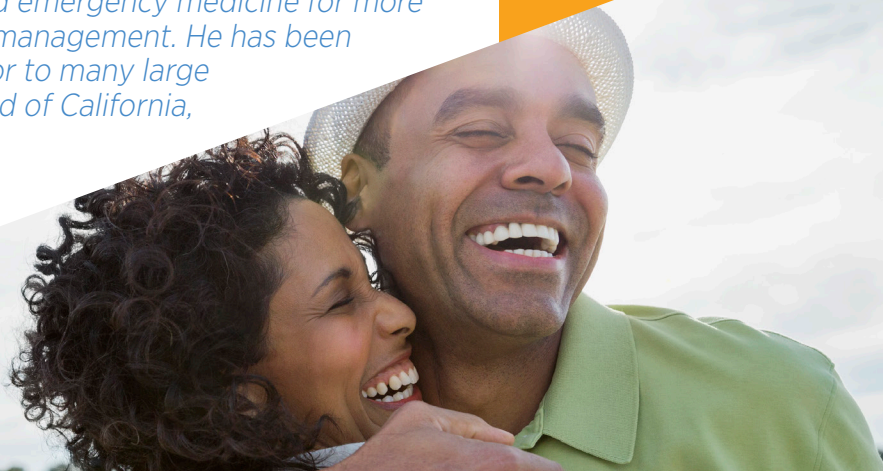


Sincerely,
Alan Sokolow, MD
Chief Medical Officer

Alan Sokolow, MD is the Chief Medical Officer for Aspire Health Plan. A graduate of Pomona College and UCLA Medical School, Dr. Sokolow is board-certified in internal medicine and practiced emergency medicine for more than 20 years before entering healthcare management. He has been a chief medical officer and medical director to many large health plans, including Anthem, Blue Shield of California, and United Healthcare.

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Resolve to see your doctor

Aspire Health Plan wants to support your efforts in improving both your physical and mental health. One of the first things you can do is make a Primary Care Physician (PCP) appointment. **Start the New Year off by scheduling an Annual Wellness Visit for 2018.** Make a resolution to see your PCP for this important visit each year around your birthday — then you won't forget.

YOU DON'T NEED TO BE SICK

Studies have shown that visiting a PCP regularly improves management of chronic diseases, increases satisfaction with healthcare, and lowers overall healthcare costs.¹ Your PCP will learn your family and personal medical history to determine what healthcare risk factors you may have so you can develop a personalized plan to address those risks throughout the year. By visiting your PCP early in the year, you will have your recommended preventive screenings, which can be scheduled throughout the year.

PARTNERS IN YOUR CARE

Your PCP will coordinate your care with your specialist. By developing a relationship with your PCP, the quality of care you receive will be improved by providing vital medical history to your PCP. Your PCP can provide a wide array of health services such as preventive screenings, vaccines, cancer screenings, and chronic condition management. It is important that your PCP be kept informed about your specialist's care to more easily detect patterns in your health and recommend lifestyle or medication changes to prevent future complications.

IT ISN'T EASY TO SEE MY DOCTOR

Whether you need a ride to your PCP appointment

or need someone to see you in your home, Aspire's Member Advocate team is here to help. Need help scheduling an appointment with your PCP? Would you like a visiting doctor to see you in your home as part of our Health at Home program? Call Member Services at (855) 570-1600, and we will assist you. If you need transportation to your appointment, we can also help. Unhappy with your PCP? Let us find you a new one.

I'M READY. WHAT SHOULD I DO?

Call your PCP and ask to **schedule an Annual Wellness Visit** or new patient appointment. Your PCP is on your Aspire Health Plan ID card. Call Aspire's Member Services if you want to change your PCP or would like assistance in scheduling an appointment. Schedule your preventive screenings, such as breast and colon cancer. As your advocate, Aspire Health Plan might remind you about the screenings during the year.

¹*Patient Experiences with Coordination of Care: The Benefit of Continuity and Primary Care Physician as Referral Source:* <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2629004/>

Primary Care Physicians' Experience with Disease Management Programs: <http://onlinelibrary.wiley.com/doi/10.1111/j.1525-1497.2001.91226.x/full>

COMMUNITY SPOTLIGHT

Meals on Wheels

Meals on Wheels operates in virtually every community in America, through a network of independently run local programs.

Today's seniors want to stay active and healthy, through exercise and proper nutrition, while enjoying lifelong learning, cultural enrichment, and meaningful volunteer involvement. Meals on Wheels of the Monterey Peninsula and Meals on Wheels of the Salinas Valley have helped members of their senior communities live healthier lives in their own homes since 1972.

MEALS ON WHEELS OF THE SALINAS VALLEY OFFERS TWO MEAL PROGRAMS AND VOLUNTEER OPPORTUNITIES.

- **Senior Program.** This program delivers a month of frozen meals, one week at a time, to qualified seniors (60 years of age or older) who cannot shop or cook for themselves. Clients are asked for a donation to help the program.
- **Helping Adults with our Nutritional Delivery Service (HANDS).** This program serves disabled adults, under age 60, who are unable to shop or cook for themselves. Clients prepay for their main meals each month.

MEALS ON WHEELS OF THE MONTEREY PENINSULA OFFERS THREE CORE PROGRAMS.

- **Group Dining** offers a hot nutrition noon luncheon to ambulatory seniors in Marina, Seaside, Monterey, and Pacific Grove.
- **The Sally Griffin Active Living Center** provides exercise, health and wellness and enrichment classes, and activities at its Pacific Grove location. The Wednesday Produce Market offers seniors small quantities of healthy fruits and vegetables at wholesale prices. The market is run by volunteers.
- **Home Delivered Meals.** Homebound elderly and disabled adults receive 2.5 nutritious meals per day, five days per week, with an extra meal on Friday for the weekend. These meals meet the complex nutritional needs of the frail, elderly, and disabled homebound adults who cannot shop or cook for themselves.

To learn about volunteer opportunities, or to sign up for these programs:

Monterey Peninsula
(831) 375-4454
info@mowmp.org

Salinas Valley
(831) 758-6325
www.mowsalinas.org



VOLUNTEER

Who's calling?

As the benefit year kicks off, you may receive phone calls from Aspire, or our trusted partners. These trusted partners are part of a team of people with your best interest in mind.

As a new member, you completed a Health Risk Assessment. If that assessment was missing any information, our **Member Services** team will call you. Based on the information you provide to us, you may receive a call from one of our **health coaches** or **care managers** to discuss programs that might benefit your health.

Aspire also partners with **Censeo Health** to offer a wellness and prevention program called **Health at Home**. Health at Home is a no-cost, in-home assessment with a licensed clinician. This visit is a wonderful complement to the

Annual Wellness Visit with your primary care physician (PCP).

To check on your prescriptions, **Pharm MD** pharmacists and technicians often reach out to members with certain chronic conditions to make sure you are taking the best medicines for your medical conditions and that you are taking them as intended by your doctor. This is a great opportunity to ask questions to ensure you are getting the desired results.

We also partner with **National Pharmaceutical Services (NPS)**. These are pharmacists

who provide Medication Therapy Management, at no cost, to members. They review medications, answer questions, address drug interactions, and may be able to find ways to reduce your prescription drug costs.

All of our trusted partners will identify themselves as calling on behalf of Aspire Health Plan. If you are ever in doubt about who is calling, please call Member Services at (855) 570-1600, and one of our representatives will be able to confirm if the caller is one of our partners.



Monthly billing is easier than ever.

We want you to spend time doing the things you love and not worrying about paying bills. With Aspire Health Plan you have three ways to pay your monthly premium, and you can choose the one that's right for you.

1. Members may request to have their premium automatically deducted from their checking or savings account by electronic funds transfer (EFT), utilizing the Automated Clearing House (ACH) method. These payments will automatically be deducted on or around the 6th business day of the month.
2. You may also elect to have your premium deducted from your Social Security check each month. Once approved by Social Security, you can expect your Social Security deductions to begin within approximately two months. Don't forget to continue to pay your premium by personal check or money order during this two-month window.
3. You can always send your payments by personal check or money order to our payment processing center. Payments are due by the 1st of each month, and should be mailed to:
3993 Fairview Industrial Dr. SE
Salem, OR 97302.

Prescription drug transition policy

Your first trip to the pharmacy with a new insurance card can be a little stressful. Aspire and Medicare want to help make the transition easier.

If you find that one of your prescription drugs is not on our formulary or is subject to certain restrictions, such as prior authorization or step therapy, you may qualify for a Transition Drug Refill. A transition refill (or transition fill) is a temporary, one-time, 30-day supply to a drug that Medicare drug plans must cover. It applies for both new and existing members whose drugs are no longer covered, or are subject to new restrictions. Transition fills aren't for new prescriptions, but rather help transition you to a similar drug in the plan's formulary.

Once you are notified that your plan has provided you with a transitional refill, take action immediately. If no action is taken, the plan will not cover the medication, and after the 30-day supply is exhausted, you will be left paying the full cost of your medication.

You should talk to your doctor to decide if you should switch to an appropriate drug that we cover, or request a formulary exception (which is a type of coverage determination) to get coverage for the drug. While you and your doctor determine the right course of action, we may cover the non-formulary drug in certain cases during the first 90 days of new membership or for existing members' first 90 days of the 2018 plan year.

Other times, we will cover a temporary 91-day transition supply (unless the prescription is written for fewer days), and there is a comprehensive explanation in Chapter 5 of your Evidence of Coverage.

The important takeaway is that, as you are transitioning into our plan your prescription drug coverage will not be disrupted. **If you have additional questions about our Prescription Drug Transition Policy, please call Member Services at: (855) 570-1600**

Contact Member Services at (855) 570-1600 for more information about how to pay your premium by automatic electronic funds transfer (EFT) or deduction from your Social Security check. We are happy to assist you.





Upcoming events

Community Connections 10–11:30 a.m.

Join Aspire Health Plan for neighborhood meet-ups. Enhance your mind, body, and spirit with our free social and wellness classes. Meet community friends and have fun learning. **Bring a Friend. Community Connections Classes are open to the public.**

Tuesday, January 16

Exploring the Mediterranean diet

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

Wednesday, January 17

Communicating with Your Doctor: Tips for a successful doctor visit

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

Thursday, January 18

Sugar scoop: Get the scoop on sugar and its effect on your body.

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

Tuesday, February 20

Spring crafts

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

Wednesday, February 21

What's in this?: Understanding food nutrition labels

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

Thursday, February 22

Master gardener: Spruce up your garden

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

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

MEMBERS-ONLY DISCOUNT

Montage Wellness Center is making it easier than ever to keep your New Year's fitness resolutions. Aspire members never pay an initiation fee, a savings of up to \$210, and receive 50% off monthly dues:

- \$38.25/month in Marina center
- \$32.50/month in Salinas center
- \$81.50/month for both

www.montagewellnesscenter.com

Partner Events

American Bone Health Lecture

Monday, January 22, 6:30 p.m., FREE
Community Hospital of the
Monterey Peninsula

Join us for a lecture addressing bone health and the older adult.

For more information,
visit chomp.org/classes
or call (831) 622-2772.

For more information or to register, please
visit: www.aspirehealthplan.org/connections
or call (877) 663-7651.



Just
for Fun

2018 NEW YEAR'S RESOLUTION

Get (Brain) Fit

Here are a few quick brain teasers to exercise your attention and your working memory.

1. Say the days of the week backwards, then in alphabetical order. (Speak other languages? Try doing the same in Spanish, French, Mandarin...)
2. Say the months of the year in alphabetical order. Easy? Well, why don't you try doing so back-wards, in reverse alphabetical order.
3. Find the sum of your date of birth, mm/dd/yyyy. Want a tougher mind teaser? Do the same with your spouse's or best friend's date of birth (without looking it up...)
4. Name two objects for every letter in your first name. Work up to five objects, trying to use different items each time.
5. Look around wherever you are and, within two minutes, try to find 5 red things that will fit in your pockets and 5 blue objects that are too big to fit.

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_Newsletter3_IA_112017



ASPIRE ADVOCATE



ASPIRE HEALTH PLAN

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

In collaboration with



Community Hospital
of the Monterey Peninsula
Montage Health



Salinas Valley
Memorial
Healthcare System

Health and Wellness Information

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

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