



Dr. Jim Gilbert with Marybell Fernandez, Katrina Ramirez, and Patty Basco

## EMPLOYEE PROFILE

### Committed to the community

As a medical student, James “Jim” Gilbert, MD, wasn’t sure what he wanted to specialize in, but he knew he didn’t want to work in obstetrics and gynecology. “I thought it was the last thing I’d want to do,” he remembers. Life had other ideas. “I found I just loved it. I loved the combination of types of practice: preventive medicine, some basic primary care, female wellness. And I found that I really loved obstetrics: delivering babies and taking care of pregnant women.”

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## Dr. Gilbert employee profile *continued...*

Gilbert was an OB/GYN in Salinas for 28 years — he retired from clinical practice in 2015 — and often hears from former patients and their families. “Living in the community, I get it all the time,” he says. “I’ll go into the store and someone will say, ‘Dr. Gilbert, you delivered my baby 20 years ago!’ I don’t get tired of that, it was a great career, and I miss the interactions with the patients.”

### A better approach

While practicing at Salinas Valley Memorial Hospital, Gilbert was asked to be the Chief of Staff, a position he held for about six years. In this position, he realized healthcare should be a holistic approach, more than just a one-on-one with the doctor. That led him to the Harvard School of Public Health, where he completed a master’s program in healthcare management. “It reinforced my sense that there was a lot of room for improvement in our healthcare system and dovetailed with some of my other interests in the community,” he says.

“What we’re doing is promoting health and keeping patients healthy. To provide a better level of care for patients, we need patients to be proactive and get the preventive care they need. — Dr. Jim Gilbert ”

In 2013, the same year he received his master’s, from Harvard, Dr. Gilbert and other community doctors teamed up to form the Monterey Bay Independent Physician Association (MBIPA). MBIPA is still going strong, and Gilbert has been acting as its president since its inception. “We’ve grown to about 850 medical providers, most of them doctors.”

In addition to his role as the president of MBIPA, Gilbert is the Senior Medical Director for Aspire Health Plan, a role he stepped into last Spring. “I have the responsibility for all clinical aspects of the health plan,” he says. “What we’re doing is promoting health and keeping patients healthy. To provide a better level of care for patients, we need patients to be proactive and get the preventive care they need.”



### Just for fun

To relax, Gilbert has been learning fingerstyle acoustic guitar. He keeps a guitar in his office as well as at home, and he can be found taking breaks during the workday to practice. “I wish I’d started this when I was younger,” he laughs. “When my brain was working better.” He finds the guitar both challenging and relaxing. “I’m getting to the point where I’m making good sounds come out of it. I enjoy it, and my wife puts up with it,” he jokes. “I’ll play softly while we watch television. She’s really quite tolerant of me.”

Jim also enjoys playing tennis and riding his dual sport BMW 1200 GS motorcycle. Sometimes he rides his motorcycle to work, though not as often as he would like. “When I do, I usually take the very long way home.”



## Moais

### EMOTIONAL WELL-BEING



**BLUE ZONES PROJECT**  
by sharecare

**It's no secret that many Americans — particularly older adults — are becoming more socially isolated. And lonely. Connections are made online instead of face-to-face. Families are splintered geographically. Following our friends and family on Facebook and binge watching Netflix, is as close as we come to stress relief.**

There is another way. Something called a moai — a forum for meeting for a common purpose. Your inner circle, if you will. It's part of a Blue Zones philosophy to living a longer, richer life. Essentially, it's having a group of friends that you see frequently. Forever.

Whether it's meeting for dinner once a month, having a scheduled time to convene every afternoon, or a weekly walk on the beach, it's designed to create strong social connection and decrease the daily dose of stress and, at times, alienation.

Sometimes, the gathering is all about jokes, romantic intrigue, chatty news, or grandkids. Other times, it's the kind of support that is essential in moments of financial and emotional need — someone close to you dies, you run out of money, you get sick, your children are having trouble. Always, it's about companionship. The idea is that there is always someone there.

Consider it life's safety net. Because after all, are we really too busy to make/spend time with friends?



# Mental health

To quote Prince William, the future King of England —

“We all have mental health.”

Just as with our physical health, our mental health might be good or bad.

And there should be no shame in it being less than what we’d wish.

As we start the New Year, with resolutions for improving our physical health, why not take a moment to assess our mental wellness, too?

The Patient Health Questionnaire-2 (PHQ-2) is a well-regarded, two-question screening tool that health professionals use (and you can, too) to determine mental well-being. In general, if this two-question survey reveals the need, professional follow-up is appropriate.

**And at Aspire Health Plan are always here to help.**



## TAKE A MINUTE

Over the past two weeks, how often have you been bothered by any of the following problems?

**Little interest or pleasure in doing things?**

- 0 Not at all
- 1 Several days
- 2 More than half the days
- 3 Nearly every day

**Feeling down, depressed, or hopeless?**

- 0 Not at all
- 1 Several days
- 2 More than half the days
- 3 Nearly every day

**According to research, a score of 3 or more is good predictor of a major depressive disorder, but most professionals would recommend you see your primary care doctor to discuss things further if you scored 2 points**

## Information is a few clicks away

Have you ever wondered “Have my test results come in?” Did you know you can access your lab tests and other results as soon as you need them through your doctor’s office online portal? Contact your doctor’s office or Member Services if you would like help getting online.



# Our new partner, MedImpact



As of January 1, 2020, Aspire Health Plan's Pharmacy Benefits Manager (the partner that manages your pharmacy benefit) has changed. Our new partner, MedImpact, offers additional services not offered through our previous partner, CastiaRx.

We use a Pharmacy Benefits Manager (PBM) for a number of reasons. They help us save on costs by negotiating rebates from drug manufacturers, lowering the cost of home delivery, reducing waste, and improving medication adherence.

Our new PBM also offers the convenience of a secure portal and other tools to make managing your benefits easier.

**Questions about what this means for you? We've got answers.**

**Don't see what you need here? Call Member Services for assistance at (855) 570-1600.**

**What if I need to pick up my prescription from the pharmacy?**

Once you receive your 2020 Aspire Health Plan identification card, you will start presenting your new identification card to your pharmacy. As it will contain information required to fill your medication.

**What if I want to start or continue receiving my prescription(s) by mail?**

You will need to register with MedImpact Direct to receive your medications through the mail, even if you are currently receiving mail-order medications through CastiaRX. Go to [www.medimpactdirect.com](http://www.medimpactdirect.com) to register or call MedImpact at (888) 495-3160.

**What if I find that one of my prescription drugs is not on Aspire's formulary (list of covered drugs) or is subject to certain restrictions, such as prior authorization or step therapy?**

You may request a transition refill. A transition refill (or transition fill) is a temporary, one-time, 30-day supply of a drug that Medicare drug plans must cover. The refill is 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 help transition you to a similar drug in the plan's formulary.

You must initiate the request for the transition refill by calling MedImpact at (855) 873-8739.

**What if I want to manage my pharmacy benefit more easily?**

Managing your pharmacy benefit is easier than ever. Using MedImpact's online portal, you can:

- Find ways to save money
- Understand more about your benefit plan
- Verify information about home delivery
- View prescription drug information
- And more

Get started by registering at [www.medimpact.com](http://www.medimpact.com) or go to [www.aspirehealthplan.org/member-resources/](http://www.aspirehealthplan.org/member-resources/) for a direct link.





# What we're reading

## Brandy, Executive Assistant

*The Shadow of the Wind* (or anything else by Carols Ruiz Zafon)

He writes like a modern-day Dickens. A little mystery, gothic, romance, and history all wrapped up in a novel that takes you away to a distant time and place.

## Elisabeth, Director, Health Plan Operations

*Five Presidents: My Extraordinary Journey with Eisenhower, Kennedy, Johnson, Nixon, and Ford* By Clint Hill

An inside account of the international trips, family dynamics, and security risks of the first family. Author Clint Hill reflects on his 17 years on the Secret Service for presidents Eisenhower, Kennedy, Johnson, Nixon, and Ford.

## Stef, Appeals and Grievance Supervisor

*Ill Wind* by Kevin J Anderson and Doug Beason

It is mildly sci-fi in that it tells the story of a major oil spill that occurs when a mega-tanker crashes into the Golden Gate Bridge and sinks before they can offload the oil. It is an excellent look at what might happen in a world that suddenly finds itself without petroleum.

## Melissa, Network Management Specialist

*At the Water's Edge* by Sara Gruen

This is a great story of adventure, self-discovery, and a little romance, set during World War 2 in Scotland. Three friends, spoiled socialites from Manhattan, decide to escape the scrutiny of the people around them by pulling some strings to get on a military ship to Scotland so they can prove the existence of the Loch Ness Monster. The woman in the group finds out rather quickly that she is a third wheel on the men's adventure and before long, she finds a world all her own with the people she finds in Scotland. I couldn't put it down.

## Lynn, Health Plan Advisor

*Where the Crawdads Sing* by Delia Owens

## Susan, Sales Manager

*The Uninvited* by Dorothy Macardle

## Dan, Vendor Oversight Manager

*Sweet Thursday* by John Steinbeck

## Don't forget to tell us.

There may be times when something goes wrong while accessing your Aspire health benefits and you tell a friend or loved one. Don't forget to tell us, too. We aim to provide 5-star service. **If we aren't meeting your expectations, let us know.** In many cases, we won't know where we can improve unless you tell us.





# Upcoming events

## New member welcome and community resource fair

**Tuesday, January 28, 9–11:30 a.m.**

The Tides Hotel  
2660 Sand Dunes Drive, Monterey

**Wednesday, January 29, 9–11:30 a.m.**

Salinas City Center (formerly The National Steinbeck Center)  
1 Main Street, Salinas

**RSVP TODAY**

**(855) 570-1600**

[www.aspirehealthplan.org/  
appreciation20](http://www.aspirehealthplan.org/appreciation20)

**9–9:30 New member welcome and an introduction of benefits**

- Meet the Aspire team
- Learn how to get the most from your plan
- Hear about our new telehealth benefit
- Find out why we are so excited about MoGo Urgent Care from Montage Health
- Take home a fun photo booth picture

**9:30–11:30 Resource fair**

Learn about community resources, including:

- iTN transportation
- Alliance on Aging
- Central Coast Senior Services
- Blue Zones Project

## Blue Zones Project purpose workshop

Join us for a life-changing workshop, directly following our Salinas new member event. People with purpose are happier, more successful, and they live longer. Nearly 7 years longer.

A certified facilitator will guide participants through an interactive workshop that starts you on a purpose journey.

**Wednesday, January 29, 11 a.m.–1 p.m.**

Salinas City Center (formerly National Steinbeck Center)

RSVP to attend the workshop: [www.aspirehealthplan.org/purpose](http://www.aspirehealthplan.org/purpose) or **(855) 570-1600**



**BLUE ZONES PROJECT**  
by **sharecare**

[www.aspirehealthplan.org/members-newsletters](http://www.aspirehealthplan.org/members-newsletters)  
**Share your thoughts:** [feedback@aspirehealthplan.org](mailto:feedback@aspirehealthplan.org)



**Like us on Facebook:**  
[facebook.com/aspirehealthplan](https://facebook.com/aspirehealthplan)

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. Other providers are available in our network. We are open 8 a.m.–8 p.m PT Monday through Friday from April 1 through September 30 and 8 a.m.–8 p.m. seven days a week from October 1 through March 31 (except certain holidays). H8764\_MBR\_Newsletter11\_1119\_C



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**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.