

## MEMBER PROFILE

### Clay Larson

A young Clay Larson was flipping through the pages of the new Jewel Tea catalog when — there it was! — the gotta-have-it Rawlings first baseman's glove. Practically jumping off the page.

But...how to get it...

"Clayton, I don't have the money," said his mom Madge. She had abruptly become a single mom after Clay's father passed away from diabetes complications, and she was trying to make ends meet in the family's 925-square-foot rental house in Meadville, Pennsylvania and working for the Meadville Housing Authority.

But she did have some advice. And when Madge gave advice, you best take it. She told her 10-year-old son he might want to consider going door-to-door selling Jewel Tea products. If he sold enough, he could earn the coveted mitt.



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And that is when “Clay’s Cold Cream” was born. Mid-1950s. Clay and his sister, Diane, taking it on the road.

“My sister was good at this,” Clay said. “She would be on my right shoulder and tell people ‘He has sold a lot of these jars of cream, and it would help him a lot if you could buy some.’”

It wasn’t long before Clay saw the Jewel Tea delivery truck pull up in the driveway. “By god,” I said. “That’s my glove.”

Salesman was just one of countless small jobs – everything from selling books and cards to his TV Guide route. “I fell short with the TV Guide, though,” Clay said, smiling. “The cool guys had a newspaper route.”

Fast forward more than six decades, and Clay Larson is one of the most well-respected and philanthropic bankers on the Monterey Peninsula. He also served on the Community Hospital of the Monterey Peninsula Board of Trustees for 16 years – he’s the only board member to have worked with all three hospital CEOs, Tom Tonkin, Jay Hudson, and Dr. Steven Packer. And he’s a proud member of Aspire’s Medicare Advantage plan.

“I joined a few years ago,” said Larson, who will turn a “very young” 74 in May. He made the move because of his relationship with the hospital, his 32-year friendship with Packer, and his longstanding connection with Lynn Johnson, Aspire Health Plan Advisor. “I feel like it’s a family, and I’m part of the family,” said Clay, who has three children and six grandchildren. “Since then, I’ve convinced quite a few people to join.”



Those long relationships speak to Larson’s life philosophy — doing the common things uncommonly well and treating people right. “I try to make people feel as good as they can when I’m with them,” he said. “When someone isn’t comfortable with you, it says more about you than them.”

Which brings us back to Madge. She’s no longer with us. But the feisty smoker, who enjoyed her nightly Canadian Club and water, drove her car until she was 94, never remarried, and lived in that same Meadville home her whole life, is on Clay’s mind every day. And particularly on Sundays.

“I used to call her every Sunday, a little after noon,” he said. “She loved sports, so I had to call before or after the game. I learned toughness and independence from this woman. She gave me a whole plan of life as we went through the years. What do I miss the most? I think mom’s advice is hard to beat.”







**BLUE ZONES PROJECT**  
by sharecare

## Quinoa Salad with Sweet Potatoes and Pears



By now you know that Blue Zones are those areas of the world where people thrive into their 100s. Lifestyle and diet play an important role in that longevity. Adopting a plant-based diet is one step toward a healthier life. So why not try something new for lunch or dinner? This quinoa salad with sweet potatoes and pears takes less than 30 minutes to assemble, is taste tested, and Blue Zones-approved.

### INGREDIENTS

- ¼ cup extra-virgin olive oil
- ¾ cup uncooked white or red quinoa
- 1 large sweet potato (about 12 ounces),  
peeled and cut into ½-inch cubes
- 2 tablespoons balsamic vinegar
- ½ teaspoon salt
- ¼ teaspoon freshly ground black pepper
- 6 cups arugula, preferably baby arugula
- 2 medium red-skinned pears, cored and  
thinly sliced
- ½ medium red onion, sliced into  
thin half-moons
- ½ cup packed fresh Italian flat-leaf parsley  
leaves, roughly chopped
- ¼ cup packed fresh mint leaves, preferably  
spearmint leaves, roughly chopped

Recipe courtesy of Blue Zones, LLC.  
and can be found at [www.bluezones.com](http://www.bluezones.com).

### DIRECTIONS

1. Position the rack in the center of the oven and heat the oven to 400°F.
2. Warm 1 tablespoon of the oil in a medium sauce pan set over medium heat. Add the quinoa and cook, stirring often, until lightly toasted, about 2 minutes. Pour in 1 ½ cups water, raise the heat to high, and bring to a boil. Cover, reduce the heat to low, and simmer slowly until the water has been absorbed, about 15 minutes. Remove from the heat and set aside, covered, for 10 minutes. Fluff with a fork, spread on a large plate, and refrigerate for at least 30 minutes or up to 4 hours.
3. Toss the sweet potato cubes with 1 tablespoon of the olive oil on a large rimmed baking sheet. Bake until golden brown, stirring once, about 30 minutes. Cool on the baking sheet for 20 to 30 minutes.
4. Whisk the remaining 2 tablespoons of oil with the vinegar, salt, and pepper in a large salad bowl. Add the arugula, pears, onion, parsley, and mint, as well as the chilled quinoa and sweet potatoes. Toss gently but well to serve.



**COMING SOON — New patient portal for  
Salinas Valley Medical Clinic patients**

## MyChart

Salinas Valley Medical Clinic will be launching a new, electronic health record system called Epic in its outpatient clinics, providing seamless, comprehensive care for Monterey County.

**With MyChart, patients will be able to view medical records and test results, update information, and pay bills.** Patients of SVMC PrimeCare, Taylor Farms Family Health & Wellness Center, and other affiliated doctor groups, will also be able to manage appointments, view prescriptions, request refills, and communicate with their healthcare team between appointments. Starting April 1, past and current patients of SVMC can visit **[mychart.svmh.com](http://mychart.svmh.com)** to sign up for the portal.

**Need help? Contact SVMC MyChart support  
(831) 771-3885**

## Care coordination, let us help.



**Did you know that Aspire has coordinators who can help get you in to see your doctor?** If you experience any difficulty getting an appointment, we can help.

Call our Member Advocate, Rebecca at (831) 644-7425.

And if your primary care physician belongs to Prime Care, you can call Josie, the Aspire coordinator, at (831) 781-7072.

**Need to see a specialist?** Be sure to ask your primary care doctor how quickly you need to get in so you can request your appointment.

**Wondering about your test result?** You can find your results on MyChart, or you can call your doctor's office. If you still need help, call us at (855) 570-1600.

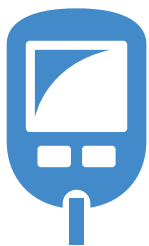


## Appointing a representative

Many members like to have their spouse, child, or friend call in to request information, or ask questions on their behalf. We are committed to ensuring your health information is safe, but understand the need and convenience of being able to rely on a trusted friend or relative. In the past, we provided members with a form that accomplished this goal, but it expired every year.

We are happy to let you know that we have a new form — the “Authorization for Use and Disclosure of Health Information” — which does not expire. If you currently have the old form in place, call us today to receive a new form or visit [www.aspirehealthplan.org/healthdisclosure](http://www.aspirehealthplan.org/healthdisclosure).

If you would like to have someone file a grievance or appeal, or start the coverage determination process on your behalf, you may request that form as well.



# Important update for our diabetic members

We want to provide you the best products for your diabetes care. After a thorough review, we have selected Abbott Diabetes Care, the maker of FreeStyle and Precision brand products, as the only supplier for your diabetic testing supplies.

**Beginning May 1, 2020, diabetic test strips and meters by other manufacturers will no longer be covered.** Please take action now to ensure continuous access to covered diabetic supplies. The 120-day grandfathering period to assist you with transitioning from your previous supplier will end on April 30, 2020. If you have already obtained a Freestyle or Precision meter, no further action is required.

## WHAT DO YOU NEED TO DO?

1. Get a new FREE meter\* by choosing from one of the options below:
  - a. Get a new meter prescription from your doctor
  - b. Go to your local pharmacy and request a FREE meter
  - c. Order online at [www.ChooseFreeStyle.com](http://www.ChooseFreeStyle.com), with Offer Code: BQQ3WIQA
  - d. Call Abbott Diabetes Care at (866) 224-8892

**\*Note:** If you order your new meter online or call (options c or d), a prescription is not required.

2. Ask your doctor for a new test strip prescription that works with your new meter (Freestyle or Precision).

Available meters and test strips include:

- FreeStyle Lite® meters
- FreeStyle Freedom Lite® meters
- Precision Xtra® meters (by phone or at retail pharmacy, not on the website)
- FreeStyle test strips (including Lite®)
- FreeStyle InsulinX® test strips
- FreeStyle Precision Neo® test strips
- Precision Xtra® test strips
- Precision PCX® test strips (including Plus)

Additional product information is available from Abbott Diabetes Care at (800) 522-5226 or online at [www.AbbottDiabetesCare.com](http://www.AbbottDiabetesCare.com). For questions or help with your new meter, contact your doctor or call the Abbott Diabetes Care help line at (800) 522-5226, Monday through Friday, 5 a.m.–5 p.m. PST.

## Fraud alert Coronavirus (COVID-19)



We would like to remind our members to remain vigilant for new phone and email scams related to COVID-19. People across the country have begun to report receiving emails with malicious attachments or links to fraudulent websites attempting to trick them into revealing sensitive information or donating to fake charities or causes. **Please remember to be careful before opening any email with a COVID-19-related subject line, attachment, or hyperlink, and be cautious of social media pleas, texts, or calls related to COVID-19.**

### The U.S. Department of Homeland Security recommends:

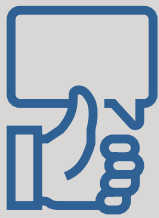
- Avoid clicking on links in unsolicited emails and be wary of email attachments
- Use trusted sources — such as the Centers for Disease Control and Prevention's (CDC) Coronavirus info page at [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus) — for up-to-date, fact-based information
- Do not reveal personal or financial information in email, and do not respond to email solicitations for this information
- Verify a charity's authenticity before making donations by reviewing the "scams" tab on the Federal Trade Commission's website at [www.consumer.ftc.gov/scam-alerts](http://www.consumer.ftc.gov/scam-alerts)



# Making your wishes known

Planning for and talking about what we want when it comes to serious illness and end-of-life care is difficult, but delaying or avoiding this important planning leads to increased suffering and stress for ourselves and our loved ones. You can provide direction on the care you desire while relieving loved ones of making major medical decisions during moments of grief or crisis. Advance healthcare directives help reduce confusion and disagreements, and every adult in our community should have one in their medical record. Do you? Whether you have two weeks or two decades, it's never too early to start the conversation. To access an easy-to-prepare advance care directive, please visit [www.prepareforyourcare.org](http://www.prepareforyourcare.org).

Additionally, visit [www.chomp.org/planning](http://www.chomp.org/planning) for more information and to register for an upcoming **free** workshop.



## Your feedback makes us better.

If you've recently received a Member Satisfaction Survey in the mail about your healthcare experience, please take time to fill it out. Your feedback makes us better. Surveys are a way to assess what is important to you so we can improve. If you have any unresolved problem or want to share a positive or negative experience please call member services, toll free, at (855) 570-1600.

## What we're reading

**Joanna, Executive in Residence**  
*The Art of Power* by Jon Meacham

A Biography of Thomas Jefferson. It is a really well-written and quite gripping tale of the early days of this country. It describes how partisan politics developed at the turn of the 19th century (late 1700s and early 1800s) when the country was only 25 years old. The storms we are weathering today have been weathered before.

**Christina, Healthcare Services Coordinator**  
*Banana Cream Pie Murder* by Joanne Fluke

This is the 21st in a series of stories starring Hannah Swensen, a baker in a small town in Minnesota, with a penchant for finding dead bodies and solving their murders. Each victim is found with some sort of food item in their vicinity, hence the book's titles. These stories, despite the bleakness of their central theme, are filled with humor, endearing characters, and engaging

storylines, giving the reader the thrill of figuring out "whodunit". Plus the books are chock full of yummy recipes.

**Brooke, Office Manager**  
*The Spirit Catches You and You Fall Down: A Hmong Child, Her Doctors, and the Collision of Two Cultures* by Anne Fadiman

This true story from the 1980s changed how doctors see themselves and their patients, and to acknowledge the cultures and beliefs of their patients while practicing western medicine. Eye-opening, loved it.

*A Man Called Ove* by Fredrick Backman

This book is about a curmudgeon who likes rules and orderliness and finds himself surrounded by neighbors who don't follow the rules or keep things orderly, and how their lives collide. Absolutely hilarious and heartwarming.



# Upcoming events



## Community Connections Classes are open to the public. Bring a friend.

### SOCIAL ISOLATION BUSTERS We've got the cure for the shelter-in-place blues.

Please register and we will send you the call in information via email prior to the event.

#### VIRTUAL BOOK CLUB



**Tuesdays at 2 p.m., April 14, 21, and 28**

Dial in to share your thoughts and questions about the week's current read. No need to leave your favorite chair.

**Register to receive your book:**  
[www.aspirehealthplan.org/read](http://www.aspirehealthplan.org/read)

#### VIRTUAL SING-A-LONG AND MOCKTAILS



**Thursdays at 3 p.m., April 9, 16, 23, and 30**

Join us and local favorite, vocalist Debbie Davis, for an afternoon of classic favorites. Listen, or sing along with us. It's going to be a great time.

**Register:** [www.aspirehealthplan.org/sing](http://www.aspirehealthplan.org/sing)

**Due to COVID-19, our May and June classes may be presented online.  
Check the Aspire website at [www.aspirehealthplan.org](http://www.aspirehealthplan.org) for updated information.**

**Thursday, May 21, 10-11 a.m.**



#### MEMOIR WRITING

A wonderful way to share stories and experiences. Come see how easy it is to start writing your stories.

Montage Wellness Center  
1910 North Davis Road, Salinas

**Thursday, June 25, 10-11 a.m.**



#### IMPROVING YOUR GARDEN

Learn tips for improving your garden by improving your garden soil.

Montage Wellness Center  
1910 North Davis Road, Salinas

**Wednesday, May 27, 10-11 a.m.**



#### FASCINATORS AND CORSAGE MAKING

Montage Wellness Center  
2920 2nd Avenue, Marina

**REGISTER:**  
[www.aspirehealthplan.org/connections2020](http://www.aspirehealthplan.org/connections2020)  
or (877) 663-7651 (TTY 711)

[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. For accommodations of persons with special needs at meetings call (855) 570-1600 (TTY users call 711) 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\_Newsletter12\_320\_C





ASPIRE HEALTH PLAN

10 Ragsdale Drive, Suite 101  
Monterey, CA 93940-9933  
[www.aspirehealthplan.org](http://www.aspirehealthplan.org)

Health and wellness  
or prevention information

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ASPIRE  
ADVOCATE



ASPIRE HEALTH PLAN

in collaboration with



Community Hospital  
of the Monterey Peninsula  
Montage Health



Salinas Valley  
Memorial  
Healthcare System

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.



# Where to get care

When you're sick or injured, making the right choice about where to get care can save you time, money, and even your life.



## Your doctor

- The first to call when you are sick or it's a non-emergency
- Your doctor provides ongoing care/medication management with lower out-of-pocket costs



## Telehealth

- You can be diagnosed and treated for a variety of common conditions
- \$0 co-pay for Telehealth. Members can access directly from the Member Resources page on the Aspire website at [www.aspirehealthplan.org/member-resources](http://www.aspirehealthplan.org/member-resources)



## Urgent Care

- When your family doctor may not be available — especially at night and on weekends
- Get care quickly for an illness or injury that is not an emergency. Modest co-pay.
- [www.aspirehealthplan.org/find-a-doctor](http://www.aspirehealthplan.org/find-a-doctor). Using the "specialties" drop down, select Urgent Care Centers



## Emergency care

- A hospital emergency department is designed to treat serious or life-threatening illnesses and injuries
- Generally a higher co-payment



in collaboration with



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.

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