



Pima/Santa Cruz County Edition

1st Quarter, 2019

Welcome New and Returning 2019 Members

Now including Santa Cruz County

Blue Cross® Blue Shield® of Arizona Advantage (HMO) (BCBSAZ Advantage) is here to make a positive difference in the lives of our members and committed to providing you with the coverage you need with the personalized service you deserve.

BCBSAZ Advantage can help you connect to resources, answer your questions, and provide assistance with managing your plan and your health. You'll find answers online any time at AZBlueMedicare.com, including information on:

- » Plan, benefits, and coverage information for 2019.
- » Drugs covered by your plan, finding alternatives, and a drug cost calculator to help estimate costs and project savings.
- » How to request someone to represent a member or how to grant access to the member's confidential information.
- » Education, prevention and wellness, and care management.
- » Free classes for BCBSAZ Advantage members to help gain awareness, motivation, and skills to improve or maintain good health and well-being.
- » Plan documents translated to Spanish (información sobre los beneficios Miembro traducido al español).



Our Member Services representatives are ready to take your call, you can visit one of our convenient service centers, or you can email us at Contact.Advantage@azbluemedicare.com.

Start your New Year off right!

Schedule your Wellness Exam with your Primary Care Provider (PCP).

See pages 4-5

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PLAN CONTACT INFORMATION

Have a question? Here's how to reach us:

BCBSAZ Advantage

13985 W. Grand Ave, Suite 200

Surprise, AZ 85374

Contact.Advantage@azbluemedicare.com

Member Services*

Tel: 1-800-446-8331 (TTY: 711) | Fax: 480-684-7855

Coverage Decisions for Medical Care*

Tel: 1-800-446-8331 (TTY: 711)

Coverage Decisions for Part D Prescription Drugs**

Tel: 1-800-446-8331 (TTY: 711)

Appeals for Medical Care or Part D Prescription Drugs*

Tel: 1-800-446-8331 (TTY: 711) | Fax: 480-684-6034

Complaints*

Tel: 1-800-446-8331 (TTY: 711) | Fax: 480-684-6034

Payment Requests for Medical Care*

Tel: 1-800-446-8331 (TTY: 711)

MedImpact Healthcare Systems

P.O. Box 509108

San Diego, CA 92150-9108

Reimbursement Requests for Part D Prescription Drugs**

Tel: 1-800-446-8331 (TTY: 711)

Hours of operation

*8:00 a.m. to 8:00 p.m., Monday–Friday from April 1 - September 30; 7 days a week from October 1 to March 31.

**24 hours a day, 7 days a week

Service Center Locations

Surprise: 13985 W. Grand Ave, Suite 200,

Surprise, AZ 85374

Sun City: 14805 N. Del Webb Blvd.,

Sun City, AZ 85351

Mesa: 801 S. Power Rd., Suite 112,

Mesa, AZ 85206



Message from the Chief Medical Officer

What does it mean to hope?

According to Merriam-Webster dictionary, hope is both a verb and a noun. As a verb, it means to desire with expectation of obtainment. As a noun, it is a desire accompanied by a belief in fulfillment. With either usage, hope conveys an awaiting for something good, something better.

We enter 2019 with hope. Hope for lives filled with loving family, friends, neighbors. Hope for good or improving health. Hope for harmony in our communities. Here at BCBS Arizona Advantage, we are hopeful that we will assist you in achievement of your dreams for something better. Perhaps you will complete your annual wellness visit and physical, use your Silver&Fit® gym membership opportunity; or maybe using the enhanced Member Portal will give you a greater understanding of your health conditions. Attending a community class may lead you to meet the neighbors who will become close friends and allies.

Please call us with your questions or concerns. Our Member Services staff, pharmacists, and other associates are here to assist your journey; we hope you have a healthy and fulfilling 2019!

Darren E. Wethers, MD, FACP

IMPORTANT PHARMACY CHANGES FOR 2019

At BCBSAZ Advantage, our goal is to provide you with a cost-effective, high-quality prescription drug program. In working to achieve that goal, we want to be sure you are aware of specific changes in our 2019 Prescription Drug Formulary that may affect you.

Formulary / Drug List Changes

Each year, we work hard to provide you with a drug formulary (drug list) that has the drugs you need to stay healthy, as well as help you spend your drug dollars wisely. There are some changes that may affect your specific drug therapy – please take some time to review the 2019 formulary and look for the drugs you are taking. If there is a drug you need that is not on the formulary or requires a prior authorization, please talk to your doctor to see if requesting a prior authorization is right for you. You can request a copy our current formulary from Member Services or find it online at: www.azbluemedicare.com/members/pharmacy-prescription-drugs



Please take advantage of our new cost-saving benefit that gives you a 3-month supply of tier 1 generic drugs for only a 2-month copay!

Walgreens will no longer be in our pharmacy network

Walgreens will no longer be in our pharmacy network. That means Walgreens cannot process your prescription(s) through your plan and you will pay the full cost of the prescription. To avoid delays, please use the next few weeks to transfer your prescriptions to any of our 53,000 network pharmacies nationwide. You can request a copy of our Pharmacy Directory from Member Services or find a list of network pharmacies online at: www.azbluemedicare.com/members/find-pharmacy-advantage

Bayer Diabetic Supplies now with a 20% coinsurance

We will continue to offer a \$0 copay for the Abbott brand of diabetic meters and strips. We will no longer cover Bayer diabetic products at \$0 copay. All Bayer and other non-preferred brand diabetic supplies will be covered at a standard 20% coinsurance. These are the Abbott products remaining at a \$0 copay:

- » Abbott FreeStyle Lite or FreeStyle Insulinx
- » Abbott Precision Neo
- » Abbott Freedom Lite

If you have a question about these changes, or need additional assistance, please contact Member Services at 1-800-446-8331. TTY/TDD users should call 711.



REMINDER! GET YOUR FLU SHOT

Why? To protect yourself and others. Influenza is unpredictable, flu viruses are constantly changing, and immunity from vaccination declines over time.

Source: Centers for Disease Control and Prevention (www.cdc.org/flu)

THE IMPORTANT ROLE OF A PRIMARY CARE PROVIDER

Start your New Year off right - visit your PCP and schedule a Wellness Exam

Researchers at the Health Affairs Journal found that patients with a Primary Care Provider (PCP) have better management of chronic diseases, lower overall health care costs, and a higher level of satisfaction with their care. Start your year off right by scheduling an annual wellness exam, which can help you develop a personalized prevention plan.

Your PCP plays an important role. Over time, s/he will get to know you and will begin to recognize what is and isn't normal for you. Your PCP will track and notate changes and refer you to specialists to ensure you receive the right care at the right time, as well as understand your values, family situation, and health goals, which provide valuable information as they assess your overall health. Besides having a trusted partner when it comes to your care, your health records are in one central location and your medications can be better supervised. By preventing health issues before they become serious, you can save yourself from more challenging health conditions and the costs associated with them.

To help your PCP provide you the best care, make a list of questions to ask before your appointment and be sure to:

- » Indicate office visits or evaluations by specialists, including lab work and procedures performed (be sure to request your records and share them with your PCP).
- » Indicate changes in medications, including how much you take, new medications, or any time you stop taking a medication.
- » Share information about diabetic eye exams, behavioral health visits, and any admission or discharge from a hospital, rehabilitation facility, or nursing home. Notify your PCP within 30 days of any emergency room or urgent care visit.

Scheduling PCP Visits

You should always be able to get the care you need when you need it. BCBSAZ Advantage partners with doctors and hospitals to ensure you receive medical care in a timely manner. We require our providers to offer access to medical and behavioral health services without excessive scheduling delays, as well as communicate standards for timeliness of appointments and office waits with our provider network.

If you find your PCP's availability requires a wait, there are alternatives if you need to make an appointment outside of your scheduled, routine check-up – you may be able to see a Physician Assistant (PA) or Nurse Practitioner in your PCP's office more quickly, reducing the time it takes to obtain an appointment. If you feel your physician's office is not scheduling you in a timely manner, please contact Member Services for assistance at 1-800-446-8331 (TTY/TDD: 711).

Changing a PCP

Did you know you may change your PCP for any reason at any time? It's also possible your PCP might leave our plan's network of providers and you would need to select a new provider. To find a new in-network PCP in your area, follow these easy steps:

- » Log onto the BCBSAZ Advantage website at www.azbluemedicare.com
- » At the top of the page, click on "Find a Doctor"
- » Click on the link "BCBSAZ Advantage's Network Providers" to find an in-network PCP.

Once you select a PCP, it's important to call Member Services prior to making your first appointment. Member Services will confirm if the physician you chose is accepting new patients, update your membership record to show the name of your new PCP, and submit a request for a new plan membership ID card be mailed to you with the name of your new PCP. (You will receive your new plan membership ID card in 10-14 business days.) All new PCP assignments are effective the 1st day of the following month. For example, if you call on July 14, your change will be effective August 1.

For a smooth transition to a new PCP:

- » Be sure your new provider practices at an in-network facility.
- » If a new PCP offers an online patient portal, sign up – this can help maintain a central coordination point for your care.
- » Transfer medical records and provide your prescription refills coverage.
- » Indicate if orders for Durable Medical Equipment (DME) supplies have changed or if services require an ongoing prior authorization.

PREVENTION CORNER

A New Year - A Healthy New You!

Preventive exams or screenings are an integral part of any annual wellness program where early detection provides an opportunity to uncover health issues or risk factors you may not be aware of – and could allow for more treatment options.

January

Glaucoma Awareness Month

Glaucoma, a disease that damages the eye's optic nerve through fluid buildup causing pressure on the nerve, is a leading cause of blindness for people over 60 years old and can be prevented with early treatment. Through annual eye exams, the two major types of glaucoma can be detected – Primary Open-Angle Glaucoma (symptoms are painless and typically do not cause vision changes in the beginning) and Angle-Closure Glaucoma (symptoms develop slowly and include blurry vision, severe eye pain, headaches, nausea, and seeing rainbow-colored halos around lights; can cause blindness). **Go to page 10 to learn more about the new vision benefit for 2019!**

Source: American Academy of Ophthalmology (www.aao.org)



February

American Heart Month - Wear Red Day® is February 2

The heart is about the size of your fist and pumps nearly 2,000 gallons of blood through 60,000 miles of blood vessels in your body each day – to keep it strong, it's important to eat a heart-healthy diet and exercise. About 2,300 Americans die of cardiovascular disease each day (one death every 38 seconds) and it's the leading global cause of death with more than 17.9 million deaths each year. Physical activity plays a big part in managing cardiovascular health by helping to lower blood pressure, increase good cholesterol, increase blood circulation, maintain weight, and prevent bone loss (osteoporosis).



Source: American Heart Association (www.heart.org); WebMD (www.webmd.com)

March

Colorectal Cancer Awareness Month

The American Cancer Society indicates that colon cancer is a leading cause of cancer death for both men and women in the U.S. When colorectal cancer is found at an early stage before it has spread, the survival rate is 90%; sadly, only about 40% are found at this early stage. Regular screening is essential where polyps can be found and removed before they develop into cancer. If you are between 50-85 years of age and at average risk for colon cancer, Cologuard is a noninvasive screening option that is available by prescription only; check with your doctor to see if it may be right for you. Learn how Medicare covers screenings in the Evidence of Coverage (EOC) (Chapter 4, Section 2), where a Cologuard test is covered once every three years.

Source: American Cancer Society (www.cancer.org)

MANAGING DIABETES

A Member Success Story

If you're not expecting it, a diagnosis of diabetes can be overwhelming.

For Kathy D., a relatively new member of BCBSAZ Advantage, the diabetes diagnosis in February 2018 came as a shock. Although her family has a history of diabetes (mother, aunts, grandmother) and she knew the risks, Kathy, age 65, went through many emotions while she was trying to figure it all out – denial, she was a failure, she even thought her life was over because of thinking she now had to be on an extreme restrictive diet and couldn't have her favorite foods. And while her PCP referred her to a dietician, Kathy felt she wasn't getting enough information to be able to fully understand her diabetes diagnosis so she tried doing it on her own. She quickly became overwhelmed.

Kathy then received a call from Andrea, a RN Care Manager at Banner Health's Population Health Management Department supporting BCBSAZ Advantage in Maricopa County. As Kathy described it, "Andrea was the angel I needed and she appeared at the perfect time."

Unbeknownst to Kathy, when she contacted BCBSAZ Advantage Member Services about her diabetes diagnosis in mid-March and inquired about resources, her case was quickly referred to Andrea who was ready to help. Kathy's A1c was at 10.3 and Andrea's initial call not only completed an assessment by discussing basic diabetes information, she was able to provide Kathy with a list of resources and the education class schedule for the diabetes classes in the East Valley (Diabetes Support Group, Living Well with Diabetes) offered through BCBSAZ Advantage and free to members. Andrea was also able to help Kathy get a blood glucose monitor that was covered through the health plan, coordinated with the PCP on how often she should check her sugars, provided



medication resources, discussed carbohydrate counting and how to read food labels, as well as the importance of incorporating regular exercise into her routine.

This immediately put Kathy at ease – and she felt she could take control. Through a Banner Health Population Health Department team approach (including partnering with a Registered Dietician) and cooperation with Kathy and her PCP, Kathy's A1c was reduced to 6.6 after 226 days in the program.

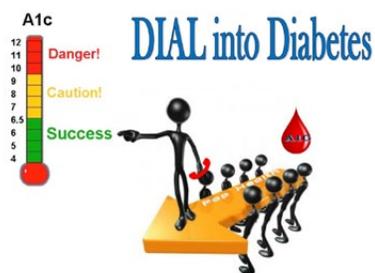
Why was this so successful? Along with Kathy's hunger for knowledge about how to effectively manage her diabetes, the Banner Health Dial into Diabetes program specifically addresses the specific needs of each patient with diabetes and provides consistent standards of care. This approach involves four diabetes quality measures:



- » Hemoglobin A1c testing
- » Retinal eye exam performed
- » Medical attention for neuropathy (urine test for albumin or protein)
- » BP control (<140/90 mm Hg)

And Banner Health uses the American Association of Diabetic Educators (AADE) 7 Coping Skills to round out the program:

- » Monitoring, medications
- » Being active
- » Eating healthy
- » Healthy coping
- » Problem solving
- » Reducing risks



The program enables a customized/personal approach, identifies any care gaps, helps patients understand where to start, and explains how small changes in small doses can help to obtain goals that may originally seem insurmountable.

Kathy has nothing but praise for the personal attention and holistic approach from Andrea and the Banner Health team. In addition, the knowledge and skills she obtained through this program helped her with another diagnosis after a minor car accident – an MRI discovered she

previously had a stroke and smaller ischemic attacks that she wasn't aware of. While this was a concern, Kathy applied the same resources to help her understand how to adjust her diet to lower her cholesterol, the importance of exercise for cardiovascular health, and how to continually incorporate healthy lifestyle changes.

"After our discussion, I couldn't help but reflect upon my success thus far with diabetes," Kathy explains. "In business, companies can't measure success unless they track it. Coming from the corporate world, I just transferred these same skills into my personal health situation, set goals, made a plan on how I was going to get there, and then measured by tracking my numbers on a daily basis for both my blood sugar levels and my exercise routine. But you don't have to be from the corporate world to do this. As with any plan, tracking and measuring daily allows you to make adjustments along the way to reach your end goal and achieve success. Of course, for me, all of this would not have been possible had it not been for the tremendous support from BCBS's nurse, dietician and diabetes support classes. I just can't say enough about them."

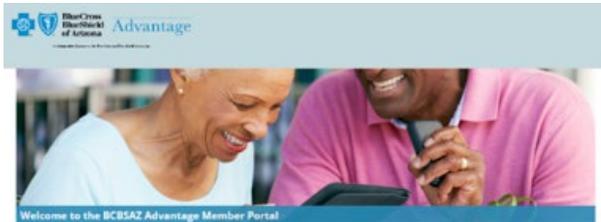
QUESTIONS ABOUT DIABETES?

For more information on diabetes prevention, resources, and education **classes in the Pima County area**, please contact the Banner Health Diabetes Prevention and Education Center (BUMC South Campus) at 520-626-1609, email at TucsonDiabetes@bannerhealth.com, or at www.bannerhealth.com/services/diabetes.

NOW AVAILABLE Secure Member Portal

As a member of BCBSAZ Advantage, you want to be able to quickly access your personal health information wherever and whenever the need arises.

Welcome to the new Member Portal – your online, 24/7 secure member website for managing all your health plan benefits!



Go to <https://secure.healthx.com/bcsaz.member> to get started and take advantage of this new secure tool so you can be the expert in managing your health care.

Through this secure portal, you can:

- » access processed claims and check out-of-pocket balances
- » request a replacement ID card
- » find your plan documents and forms
- » locate participating providers and pharmacies
- » find a drug on our formulary via a searchable drug list
- » stay informed about the status of your important preventive exams via Care Recommendations

The new Member Portal will be a tool to support your efforts toward a healthy lifestyle. Be sure to speak with your Primary Care Provider (PCP) about:

Annual Flu Shot | Annual Wellness Visit |
Blood Glucose | Blood Pressure | Colon or Breast
Cancer Screenings | Diabetic Eye Exam |
Diabetic Kidney Disease Monitoring | Osteoporosis

REMINDER ABOUT YOUR NEW MEDICARE CARD

New Medicare cards were distributed in 2018 and no longer contain your social security number, gender, or signature. Why? To help keep your information more secure and protect you from potential identify theft or Medicare fraud. Beginning January 1, 2020, only this new card will be used.

What cards do I keep?

- » Keep your new Medicare card and your BCBSAZ Advantage card – you will continue to use your BCBSAZ Advantage Card for all medical care.
- » The new Medicare card with its new number is needed to join, leave, or switch to a different plan, and you may be asked to show your Medicare card for hospital services.

What do I do with my old card?

Once you receive your new card, shred your old Medicare card as it contains your Social Security Number. Do NOT destroy your Social Security card.

Remember

- » If you moved, please contact Social Security to make sure your address is correctly listed with them.

- » Never give out personal information such as social security number, checking account numbers, Medicare number, or your health plan member ID number to unknown callers.
- » If you are concerned why someone needs your information, ask for their name, title, and phone number and call them back after you have confirmed it is a legitimate caller.
- » Guard your Medicare card like a credit card. If you receive unsolicited calls, please be aware:
 - Medicare cards are automatically sent to you by Medicare, no one else
 - Medicare will never ask for personal information to receive a new Medicare card
 - There are no costs to receive a Medicare card

Education Websites

For more information on the new card, please visit Medicare at: www.cms.gov/Medicare/New-Medicare-Card/Partners-and-Employers/NMC-Job-Aid-12003-P.pdf

For more to help you fight Medicare fraud, please visit: www.medicare.gov/forms-help-and-resources/report-fraud-and-abuse/fraud-and-abuse.html

THE MAC

Making a difference to your Health Plan. Being a voice for your Community.

The Member Advisory Council (MAC) would like to wish our members a Happy New Year, as well as extend a warm welcome to new members in Santa Cruz County who joined BCBSAZ Advantage starting January 1. As you get settled into your new plan, we hope you will consider becoming a MAC member.

At the October MAC meeting, in addition to presenting information about the 2019 BCBSAZ Advantage benefits, we educated our Pima County members through frequent benefit refresher classes scheduled from October 2018 through January 2019. We have also established a 'concierge' approach to supporting our Pima County members between now and March 31, where you can call or visit us.



Pima County MAC Member Profile: LeslieAnn Williams

Where are you from, Leslie?

Although born in Detroit, Michigan, my family moved to Southern California in 1950. I lived in the Los Angeles area for 25 years, graduated from UCLA, and taught junior high school English and History in the Los Angeles City Schools. I moved to San Francisco and lived there for 15 years while I began and developed my management consulting business, specializing in management by objectives, measuring leadership, and building employee performance.

What did you do in your former life?

I started life as a secondary school teacher, then taught at major universities and colleges in California and Arizona. I also consulted with financial institutions, high tech, Department of Defense, nuclear industry, professional sports, and non-profit organizations on improving and measuring performance.

Are you interested in becoming a MAC member? MAC meetings continue to provide a valuable opportunity for members to share their views on healthcare topics, communicate potential changing needs and preferences, as well as learn about new health care approaches and trends. Please contact Toi Costley at 602-427-9044 or email at member.council@azbluemedicare.com.



Call us:
1-520-833-5961
TTY/TDD: 711
Daily, 8 a.m. to 8 p.m.



Visit us:
5285 E. Williams Circle,
Suite 1000
Tucson, AZ 85711
Mon – Fri, 8 a.m. to
4:30 p.m.

We continue to be committed to our health plan's mission of making a positive difference in the lives of our members. Do you have questions, comments, or suggestions? We value member feedback and look forward to hearing from you!

How do you occupy yourself now?

I travel, travel, travel, and write about my travels. In 2018, I spent three months in Spain and Portugal, one month in France and Switzerland, one month in Egypt, with a week here and there visiting friends in California and in the East. I'm in two book clubs because I love to read. Sitting in my backyard reading and watching the birds is one of my favorite pastimes.

Why did you want to join the MAC?

MAC has provided me with an opportunity to learn about the U.S. healthcare system and Blue Cross specifically. Since I travel and see the successes and issues with national healthcare systems, I can make suggestions from a different point of view. I'm fortunate to have good health and, with my management/leadership background, I focus on the customer experience. I'm learning a great deal about the Blue Cross system, which I use to help others. It's an honor to serve in a capacity that can impact and improve the healthcare experience of others.

BENEFIT SHOWCASE

January is Glaucoma Awareness Month

Many eye and vision problems have no obvious signs or symptoms so annual comprehensive eye and vision examinations are an important part of preventive health care. Early diagnosis and treatment of eye and vision problems can help prevent vision loss, especially with age-related diseases, including glaucoma and cataracts.



NEW: VISION BENEFIT FOR 2019

An annual eye exam can be as important to your health as your wellness visit. A comprehensive eye exam can help detect early signs of eye diseases and systemic conditions, such as:

- » Diabetes
- » Thyroid disease
- » High blood pressure
- » Neurological impairments

Your BCBSAZ Advantage plan includes a routine eye exam* from a preferred provider* that offers the following checks:

- » Health review
- » Simple visual acuity tests
- » Refraction test
- » Visual field test
- » Glaucoma test
- » Slit lamp evaluation
- » Dilation

Go to www.azbluemedicare.com/find-doctor to find a preferred vision provider near you.

**Exam is conducted without any medical conditions or symptoms for express purpose of checking vision, screening for conditions and/or updating eyeglasses or contact lens prescriptions. Specialist copayment applies for Medicare-covered eye exams performed by Ophthalmologist or Optometrist. Eligibility is 12 months from last eye exam.*

OPT-IN FOR EMAIL!

Are you a member who is on-the-go?

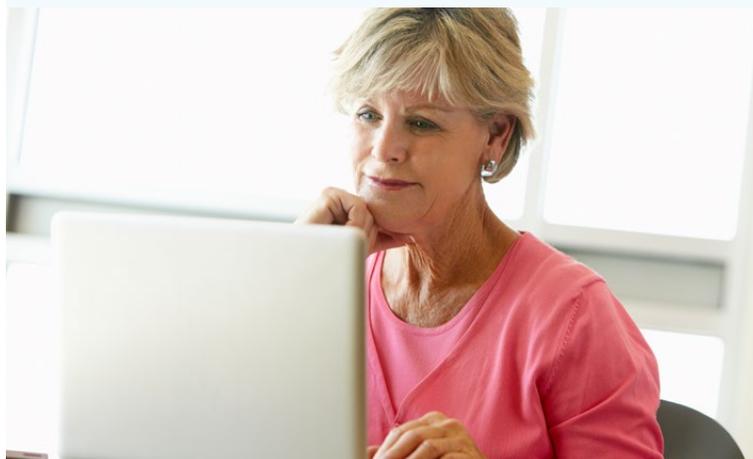
Opt-in to receive timely information about Medicare updates, fraudulent scams, and health and wellness bulletins via email on your computer or smartphone. It's quick and easy!

GOTO www.azbluemedicare.com/Members and click on the "Sign Up For Email" button.

CALL Member Services at 1-800-446-8331 (TTY/TDD: 711). Hours are 8 a.m. to 8 p.m., Monday-Friday (April 1 to September 30) and 7 days a week October 1 to March 31.

VISIT US

Monday-Friday, 8 a.m. to 4:30 p.m.
through March 31:
Blue Cross Blue Shield of Arizona
5285 W. Williams Circle, Suite 100
Tucson, AZ 85711



Do we have your current contact information?

When speaking with Member Services, please confirm your current address and any changes to your contact information to ensure you receive

TRENDING

Member FAQs

Happy 2019! If you are newly-enrolled in a BCBSAZ Advantage plan or a returning member, it's common to need some clarification or have questions about your benefits. Our Member Services department is pleased to be a resource to help answer your questions so *you* can be the expert in managing *your* health care.



Q: How do I obtain the 2019 EOC, Drug List, and Provider Directories?

A: Many 2019 BCBSAZ Advantage plan documents, such as the EOC, Formulary (Drug List), and various Provider/Pharmacy directories, are available a couple of ways:

Go to www.azbluemedicare.com/members/forms-information to review or download documents; or

Call Member Services at 1-800-446-8331 to request a printed copy be mailed to you.



Q: How can I get a replacement ID card?

A: For members who require a replacement for their 2019 ID card, the Member Portal enables you to print a temporary ID card to use until a replacement card has been mailed to you. You may also call Member Services to request a replacement ID card.



Q: How can I identify a new Primary Care Provider?

A: Because BCBSAZ Advantage is a Health Maintenance Organization (HMO), you need to use providers who are part of our network for services to be covered. You can find contracted providers at www.azbluemedicare.com, refer to the 2019 Provider Directory for your specific plan, or you can call Member Services to help you identify one.

Questions about your benefits? Member Services is available to help! Call toll-free at 1-800-446-8331. TTY/TDD users should call 711. Hours of operation are from 8:00 a.m. to 8:00 p.m., Monday through Friday, from April 1 to September 30; and 7 days a week from October 1 to March 31.

HEALTHY RECIPE

Chicken Curry Casserole

Ingredients

- 1 cup brown rice, long-grain, regular, dry
- 1 tablespoon canola oil
- ¼ cup low-sodium chicken broth
- ¾ cup fresh celery
- 1 cup fresh onions, peeled, diced
- 1 ¼ cups fresh carrots, peeled, shredded
- 1 ½ teaspoons curry powder
- 1 teaspoon garlic powder
- ½ teaspoon ground black pepper
- ¾ teaspoon salt
- ½ cup low-fat plain yogurt
- 2 cups cooked chicken strips, diced 1-inch (12 oz.)

Directions

1. Wash hands with warm water and soap. Wash fresh vegetables before preparing.
2. Preheat oven to 400°F.
3. Combine brown rice and 2½ cups water in a large pot and bring to a boil. Turn heat down to low. Cover and cook until water is absorbed, about 30-40 minutes. Fluff with fork. Set aside. A rice cooker may be used with the same quantity of brown rice and water.
4. In a large pan, heat canola oil and chicken broth over medium heat for 2-3 minutes. Add celery, onions, and carrots. Cook an additional 5-7 minutes or until vegetables are tender.
5. In a large mixing bowl, combine curry powder, garlic powder, pepper, salt, and yogurt. Add vegetables, brown rice, and chicken. Mix well.
6. Pour mixture into a 9" x 9" nonstick baking pan. Bake uncovered at 400°F for 15 minutes. Heat to an internal temperature of 165°F or higher for at least 15 seconds (use a food thermometer to check the internal temperature). Serve hot.
7. Makes 6 servings (1 cup each).

Nutrition Information (per serving)

Nutrient analysis per serving: Calories, 250; carbohydrate, 31gm; protein, 19gm; total fat, 5gm; saturated fat, 1gm; trans fat, 0gm; cholesterol, 40mg; fiber, 3gm; total sugars, 4gm; sodium, 370mg; calcium, 80mg; folate, 25mcg; iron, 1mg; percent calories from fat, 20%.

Source: www.azhealthzone.org

Pima/Santa Cruz County Education Classes, Support Groups, and Events

BCBSAZ Advantage, in collaboration with Pima County-area agencies, offers several classes designed to help participants gain awareness, motivation, and skills to improve or maintain good health and well-being. Classes are free to BCBSAZ Advantage members.

All classes require pre-registration. When registering, you will be asked to provide your phone number and/or email address – this information will only be used for attendance confirmation or timely communications in the event of a class change or cancellation.

To find available classes:

GO TO www.azbluemedicare.com/education-prevention-wellness/health-education-classes

Please check calendar periodically as class schedules could change.

CALL 1-800-446-8331

OR VISIT

Green Valley – Casa Community Center, La Posada

780 S. Park Centre Ave, Green Valley, AZ 85614

Marana – The Highlands at Dove Mountain

4949 W. Heritage Club Blvd, Marana, AZ 85658

Tucson – Chinese Cultural Center

1288 W. River Rd, Tucson, AZ 85704

Tucson – El Rio Health Center

1500 W. Commerce Ct, Tucson, AZ 85746

Tucson – El Rio Health Center Congress

839 W. Congress St, Tucson, AZ 85745

Tucson – St. Mark's United Methodist Church

1431 W. Magee Rd, Tucson, AZ 85712

Tucson – Tucson Medical Center, El Dorado Campus, TMC for Seniors

1400 N. Wilmot Rd, Tucson, AZ 85712

Tucson – Freedom Park Center

5000 E. 29th St, Tucson, AZ 85711

Tucson – Morris K. Udall Regional Center

7200 E. Tanque Verde Rd, Tucson, AZ 85715

Tucson – Northwest YMCA

7770 N. Shannon Rd, Tucson, AZ 85741

Tucson – Tucson Estates

5900 W. Western Way Circle, Tucson, AZ 85713

Tucson – Tucson Mountain Baptist Church

5757 W. Ajo Way, Tucson, AZ 85735

Tucson – Encompass Health

Rehabilitation Hospital of Northwest Tucson

1921 W. Hospital Dr, Tucson, AZ 85704

Tucson – William Clements Regional Center

8155 E. Poinciana Dr, Tucson, AZ 85704

Additional classes in Pima County may be found at

» **Interfaith Community Services** | 520-297-6049 | www.icstucson.org

Serving the needs of Pima County seniors, individuals with disabilities, and individuals in financial crisis.

» **Northwest Hospital** | 520-469-8100 | www.healthiertucson.com

» **Pima Council on Aging** | 520-790-7262 | www.pcoa.org

» **Tucson Medical Center** | 520-324-4345 | www.tmc.az.com

» **University of Arizona** | 520-626-5800 | www.aging.arizona.edu

» **Valley Assistance Services** | 520-625-5966 | www.valleyassistanceservices.org

Helping seniors and families live independently.



A Matter of Balance

A Matter of Balance is an evidence-based, award-winning program designed to manage falls and increase activity levels. It acknowledges the risk of falling but emphasizes practical coping strategies to reduce the fear.

Tucson | Encompass Health
Tues and Thurs | 1:00 p.m. to 3:00 p.m.
Jan 8, 10, 15, 17, 22, 24, 29, 31

Tucson | Tucson Medical Center, El Dorado Campus,
TMC for Seniors

Mon and Wed | 2:30 p.m. to 4:30 p.m.
Jan 7, 9, 14, 16, 21, 23, 28, 30

Tucson | William Clements Regional Center
Mon and Wed | 9:00 a.m. to 11:00 a.m.
Feb 4, 6, 11, 13, 18, 20, 25, 27

Tucson | Morris K. Udall Regional Center
Tues and Thurs | 10:00 a.m. to 12:00 p.m.
Mar 5, 7, 12, 14, 19, 21, 26, 28

Heart Health and DASH Plan

Learn about heart health risks how the DASH eating plan can help manage heart health.

Green Valley | Posada Life Community Center
Thurs, Feb 14 | 10:00 a.m. to 11:00 a.m.

Tucson | Freedom Park Center
Wed, Feb 27 | 10:00 a.m. to 11:00 a.m.

Know Your Numbers

Learn what the numbers for cholesterol, blood pressure, blood sugar, and other health information mean and how you can manage these factors toward better health.

Tucson | Freedom Park Center
Wed, Jan 30 | 10:00 a.m. to 11:00 a.m.

Healthy Living with Chronic Pain

Learn self-management skills.

Tucson | St. Mark's United Methodist Church
Tuesday | 1:00 p.m. to 3:00 p.m.
Feb 26 | Mar 5, 12, 19, 26 | Apr 2

Osteoporosis

Learn about causes and symptoms and how to prevent bone loss or strengthen already weak bones.

Tucson | Freedom Park Center
Wed, Mar 27 | 10:00 a.m. to 11:00 a.m.

Tucson | Chinese Cultural Center
Thurs, Apr 18 | 11:00 a.m. to 12:00 p.m.

The Banner Health Diabetes Prevention and Education Center in Tucson

offers a variety of educational classes to help you understand and manage diabetes. The following diabetes classes are held at the Abrams Public Health Building.

Diabetes Overview

Answers to Your Questions about Diabetes

This workshop takes place every Monday and is for people who want to better understand their diabetes, their care, medications, etc.

» Every Monday | 1:00 p.m. to 2:00 p.m.

Diabetes Education and Roundtable Discussion

Participants with diabetes share tips, concerns, and build support in a comfortable and safe environment.

» Refer to website or call for scheduled classes

Managing your Diabetes Effectively

Learn about the 7 self-management behaviors. This workshop is helpful to people with other chronic diseases, as well as for people with pre-diabetes.

» Refer to website or call for scheduled classes

To Register / Additional Information / Questions

Please contact the Banner Health Diabetes Prevention and Education Center directly:

» Abrams Public Health Building | 520-626-1609
3950 S. Country Club Rd, Tucson, AZ 85714
(SW corner of E. Ajo Way and Country Club)
Email: tucsondiabetes@bannerhealth.com
Website: www.bannerhealth.com/services/diabetes

Word Search

Find the words listed below. Words can be found forwards, backwards, diagonal, or from top to bottom. Answers on page 16.

N F C A R N A T I O N W R
O U E I D Y S T L E I T O
I R T N R R Y H O I U R I
T N A H A A E A O I U K D
U A N R Z U T T C V S Q R
L C R H Z N A E T E E V E
O E E S I A E R T Y P L A
S D B N L J A E U A Y I R
E S I O B T N L R H E B Y
R F H W G R F K T S R I F
E S O T A N A S K A T E D
A Y I G N T I R E T N I W
S T O O B H E K Y E A R W

WORDS FOUND IN THIS WORD SEARCH

BLIZZARD
BOOTS
CARNATION
DREARY
FIRST
FLU
FOG
FURNACE
GARNET
HIBERNATE
ICE
JANUARY
KING
PARKA
QUILT
RESOLUTION
SHOVEL
SKATE
SKI

LOCAL FOCUS WALK WITH A DOC

February is American Heart Month and you can help your heart by walking with local physicians as you put in your daily steps. Walk with a Doc is a walking program for everyone interested in taking steps for a healthier lifestyle. Started in Columbus, OH, in 2005, the Tucson-Pima County chapter of this popular nationwide program is a collaboration between the Pima County Medical Society and the Arizona Chapter of the American College of Physicians (ACP) and provides an opportunity to interact and learn from medical professionals. Each one- or two-mile walk provides a free heart-healthy snack and new participants receive a free t-shirt. **Upcoming walks in 2019 are held on the 2nd Saturday of each month starting Jan 12.** Go to <https://walkwithadoc.org/our-locations/tucson-pima-county/> to learn more.



Crossword Puzzle

Solve the crossword clues and fill in the answers according to its direction. Answers on page 16.

Across

1. Chasm
5. Meat alternative
9. Many times
14. Afloat
15. Minted metals
16. Make a letter
17. Farm building
18. Evaluate
19. Place
20. Pouch
21. Hit the water
23. Runners used to travel over snow
24. Tapered spike of frozen water
26. Feign
28. Container top
29. Head coverings
31. Energy unit
34. Code
37. Spring flower
39. Greek god of war
40. Alternative (abbr.)
41. Phoenix's Basketball team

1	2	3	4		5	6	7	8		9	10	11	12	13
14					15					16				
17					18					19				
20				21					22		23			
24			25						26	27				
			28				29	30				31	32	33
	34	35				36				37	38			
39						40					41			
42				43		44			45	46				
47				48	49				50					
			51						52			53	54	55
56	57	58			59	60	61	62				63		
64				65		66					67			
68						69					70			
71						72					73			

42. Fermented juice of the apple
44. List of definitions
47. Self-esteem
48. Quarry
50. Heavy drinking cup made of pottery
51. Flightless bird
52. Constructs
56. Baseball player Ty
59. Nuzzle
63. Cause of sickness
64. Blend of metals
66. Troop
67. Stake
68. Weighted fishnet
69. Capital of Italy

70. Hand outs
71. Frozen pizza brand
72. Payable
73. Get together

Down

1. Jewish religious leader
2. Abraham's son
3. British princess
4. Convert into leather
5. Sub's weapon
6. Voiced
7. Soft cheese from Greece
8. Wields

9. Night bird
10. First process in the freezing of water
11. Clock sound
12. Decorative needle case
13. Loch__ monster
22. Beret
25. Shut down
27. Clock time
29. Plant w/ shiny leaves, red berries & prickly edges
30. Singing voice
31. Make unclear
32. Petite

33. Delivery service
34. Snob
35. Make over
36. Animal house
38. Utilization
39. Expert
43. Revolutions per minute
45. Melted ore
46. Certain
49. Operate
51. Type of wood
53. Long, skinny boat
54. Rank
55. Freezing rain

56. throw off
57. Tub spread
58. Singular form of name for Russian pancakes served with sour cream
60. European monetary unit
61. Frozen form of precipitation that falls as ice crystals
62. What a clock tells
65. Affirmative
67. High naval rank (abbr.)

BCBSAZ Advantage Member Services Contact Information

Questions about your benefits or anything mentioned in this issue? Member Services can be contacted toll-free at 1-800-446-8331. TTY/TDD users should call 711. We are available from 8:00 a.m. to 8:00 p.m., Monday – Friday from April 1 to September 30; and 7 days a week from October 1 to March 31. **ATTENTION:** If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-800-446-8331 (TTY/TDD: 711).

El departamento de servicio al cliente puede ser contactado al número gratuito 1-800-446-8331. Los usuarios de TTY/TDD deben llamar al 711. Estamos disponibles de 8:00 a.m. a 8:00 p.m., lunes a viernes desde el 1 de abril hasta el 30 de septiembre; y los 7 días de la semana desde el 1 de octubre hasta el 31 de marzo. **ATENCIÓN:** si habla español, tiene disponibles servicios de asistencia lingüística sin cargo. Llame al 1-800-446-8331 (TTY/TDD: 711).

Blue Cross Blue Shield of Arizona Advantage is an HMO plan with a Medicare contract. Enrollment in Blue Cross Blue Shield of Arizona Advantage depends on contract renewal. Consult with your health care provider regarding medical care or treatment. Any recommendations, services or resources mentioned in this article are not a substitute for the advice, or recommendation of a member's physician or healthcare provider. Services or treatment options may not be covered under Blue Cross Blue Shield of Arizona Advantage. Companies mentioned in articles are separate and not affiliated with or related to BCBSAZ Advantage.

Word Search page 14



Crossword Puzzle page 15

