



Maricopa/Partial Pinal County Edition

2nd Quarter, 2019

Preventive Care = Proactive Health

How can **you** be proactive with **your** health?

Developing a partnership with your healthcare team is an important step in creating a proactive approach to your health for early detection and treatment of potential chronic conditions, such as heart disease, cancer, or diabetes – diseases that are responsible for 7 out of 10 deaths each year.

As you visit with your primary care provider (PCP) to schedule your annual wellness visit and develop a prevention care plan, remember that as a member of Blue Cross® Blue Shield® of Arizona Advantage (HMO) (BCBSAZ Advantage), for all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you.¹

Important preventive services that are covered include:

“Welcome to Medicare” Preventive Visit AND Annual Wellness Visit



The plan covers the one-time “Welcome to Medicare” preventive visit only within the first 12 months you have Medicare Part B. (It’s important you let your doctor’s office know you would like to schedule your “Welcome to Medicare” preventive visit.) The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals to other care, if needed.

If you’ve had Part B for longer than 12 months, you can get an “Annual Wellness Visit” to develop or update a personalized plan based on your current health and risk factors. This is covered once every 12 months.

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Preventive Care = Proactive Health

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Breast Cancer Screening

Early detection is key and your doctor will help you understand your breast cancer screening options so you can make informed decisions. For women aged 50+, an annual screening mammogram is recommended, with clinical breast exams conducted every 24 months.

Colorectal Cancer Screening

Regular screening beginning at age 50 is recommended to detect any precancerous polyps (abnormal growths) so they can be removed. Your family history may determine how often you need to be screened and what type of screening is best for you.

Diabetes Screening

A screening for diabetes is covered if you have risk factors, such as high blood pressure, history of abnormal cholesterol or triglyceride levels, obesity, or a history of high blood sugar. If you have diabetes, a Medicare-covered vision screening for diabetic retinopathy is covered once a year. If you have diabetes, a glaucoma screening is also covered.

Osteoporosis Screening

If you are identified as being at risk for bone loss or osteoporosis, your PCP may recommend a bone mass measurement to understand your bone quality and recommend treatment to potentially prevent future bone fractures or serious breaks.

Source: www.cdc.gov/healthcommunication

¹See Evidence of Coverage (EOC), Chapter 4, Medical Benefits Chart, for coverage details. If you are also treated or monitored for an existing medical condition during the visit when you receive the preventive service, a copayment will apply for the care received for the existing medical condition.



A Message from our Medical Directors

Among the many things crossing my mind at the end of the day is never the question “What did I do to improve my health today?” Perhaps that is one reason so many of my health goals have remained a challenge to complete.

In this newsletter, we encourage you to be better versions of yourselves by completing health goals. Primary among these goals is having an annual wellness visit and annual physical exam at your primary doctor’s office. Both are covered under your Medicare Advantage benefit at no cost to you.

Consider which of the recommended health screening activities recommended for you can be accomplished during the “dog days” of summer, when it is too warm for preferred leisure activities.

Staying engaged with friends and loved ones can bolster your emotional health, research has found. Check out our article on this topic for more details.

To assure that we learn what is important to our members, BCBS Arizona Advantage created Member Advisory Councils (MAC). Take a moment to read this issue’s MAC member spotlight article to meet one of your representatives in this group. We always welcome feedback from you on this and other features in the newsletter and look forward to hearing how you are living your best lives here in Arizona!

Darren E. Wethers, MD, CPE, FACP
Chief Medical Officer
BCBSAZ Advantage

YOUR EMOTIONAL HEALTH

Do You Feel Socially Engaged?

In this age of social media and advanced technology meant to help us stay connected to others, do you consider yourself as being socially engaged? Being socially engaged can have a different meaning for everyone – it can mean family, a network of friends you visit with regularly, a group you've joined, or community involvement (religious or charitable organizations). It may provide you with a sense of purpose. Your level of feeling connected and engaged in these scenarios may also determine how you feel about your overall health and well-being.

A Social Engagement and Brain Health Study by AARP¹ wanted to understand “factors that influence social engagement, isolation, loneliness and social network size among older adults,” as well as determine if there was any connection to “brain health, physical health, and mental well-being.” The study found on average, adults 60+ years of age have a network of 20 people, nine friends, and 10 family members and are happy with their relationships. Those who may feel socially disconnected typically have smaller networks, feel a lower connectedness, and feel their mental well-being is below average.



In another study, Stanford’s Center on Longevity found a 5% reduction in social engagement due to factors such as taking care of aging parents, not retiring from a career, children are living with them, increased activity with social technology, and moving away from friends and family. The top recommendation: volunteer. “Bonds are best made between people who regularly do meaningful activities together,” says Research Scientist, Tamara Sims.

If you are feeling socially-disconnected, isolated, or lonely—or maybe just shy and don’t know how to proceed—a conversation with your doctor may help you understand why you are feeling this way, as well as help identify options and support programs for getting more connected and actively engaged with those around you. See page 14 for a list of local resources to get started.

Sources:

¹Mehegan, Laura, Chuck Rainville, and Laura Skufca. 2016 AARP Social Engagement and Brain Health Survey. Washington, DC: AARP Research, February 2017. <https://doi.org/10.26419/res.00149.001>

Kennedy, Gary. How Loneliness Affects the Mind and Body. Montefiore The University Hospital for Albert Einstein College of Medicine. <http://blogs.einstein.yu.edu/how-loneliness-affects-the-mind-and-body/>

Stanford Center on Longevity <http://longevity.stanford.edu/>

PREVENTION CORNER

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.

April

Womens' Eye Health and Safety Month

The Centers for Disease Control and Prevention (CDC) indicates that “due to the aging population, the number of blind and visually impaired people in the U.S. is estimated to double by 2030.” And, “two-thirds of the world’s population of blind and visually impaired persons are women.” Scheduling regular eye exams can help detect eye diseases and visual disorders such as diabetic retinopathy, cataracts (the leading cause of blindness worldwide), glaucoma, age-related macular degeneration, and other low-vision conditions, which can affect mobility and independence. Read more about the CDC’s Vision Health Initiative (VHI) at www.cdc.gov/visionhealth and how you can make your eye health a priority.

Sources: Centers for Disease Control and Prevention (CDC) (www.cdc.gov/Features/HealthyVision/); National Eye Institute/ National Institutes of Health (<https://nei.nih.gov>)



May

National Osteoporosis and Arthritis Awareness Month

Osteoporosis means “porous bone” and about 54 million Americans have osteoporosis and low bone mass, resulting in about two million broken bones a year. The National Osteoporosis Foundation defines osteoporosis as “a bone disease that occurs when the body loses too much bone, makes too little bone, or both.” Some diseases and conditions such as rheumatoid arthritis, lupus, multiple sclerosis, celiac disease, and inflammatory bowel disease can increase the risk of osteoporosis. If you are at risk, it’s important to work with your doctor on early detection through bone mass measurement and understanding treatment options to maintain healthy and strong bones increase good cholesterol, increase blood circulation, maintain weight, and prevent bone loss (osteoporosis).



Arthritis affects one in four adults (nearly 60% are women), is a leading cause of disability, and is more common in people with heart disease, diabetes, and obesity. There are over 100 types of arthritis including rheumatoid arthritis, osteoarthritis (most common), gout, lupus, and fibromyalgia, where the CDC indicates safe forms of physical activity (walking, swimming, biking) can decrease pain and improve physical function by 40 percent.

Sources: National Osteoporosis Foundation (www.nof.org); Centers for Medicare & Medicaid Services (CMS) (www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/OsteoPreveMay07.pdf); Arthritis Foundation (www.arthritis.org)

June

Alzheimer's Awareness Month

Alzheimer's and other dementias affect 50 million people worldwide and early detection is key. As you age, your memory changes but memory loss that disrupts your daily life, as described by the Alzheimer's Association's *10 Early Signs and Symptoms of Alzheimer's*, could warrant a consultation with your doctor:

- » Memory loss that disrupts daily life
- » Challenges in planning or solving problems
- » Difficulty completing familiar tasks at home, work, or at leisure
- » Confusion with time or place
- » Trouble understanding visual images or spatial relationships
- » New problems with words in speaking or writing
- » Misplacing things and losing the ability to retrace steps
- » Decreased or poor judgment
- » Withdrawal from work or social activities
- » Changes in mood and personality.

Sources: Office of Disease Prevention and Health Promotion (<https://healthfinder.gov/NHO>); Alzheimer's Association (www.alz.org).

**Sign up for an education class, "Boost Your Brain Health" ...
as a BCBSAZ Advantage member, it's free!**

Refer to pages 12-13 for registration details.

Advance Directives Prevent Confusion

National Healthcare Decisions Day is April 16

Advance care planning is a proactive measure to ensure your family, loved ones, and providers understand your healthcare wishes and preferences related to medical care or future health decisions, if you are incapable of doing so.

The Arizona State Legislature created the free Arizona Advance Directive Registry (<https://azsos.gov/services/advance-directives>) as a secure online repository, where Arizona residents can store advance directives (e.g. Living Wills, Medical Powers of Attorney, Mental Health Powers of Attorney) and can be accessed by patients, loved ones, and health care providers.

More information about Life Care Planning in Arizona, as well as no-cost documents, may be found at the Arizona Attorney General website at www.azag.gov/seniors/life-care-planning.

Talking about advance care planning may be a difficult conversation but a very important one – make your wishes known.



COPD and New Lower Inhaler Copays!

If you have COPD, you are probably aware that only expensive brand name inhalers have been available ... that is until now. **If you are using Advair Diskus® or ProAir HFA® to treat your COPD symptoms, then you will notice your copay has been lowered to a low generic Tier 2 copay.** That means instead of \$40 or \$45 copay for a 30-day supply, you will now only pay \$10 or \$15 for a 30-day supply, depending on your benefit. That is a \$30 reduction per month!

We here in the BCBSAZ Advantage Pharmacy department, as well as our COPD members, know all too well the critical importance of having low cost access to the treatment they need to feel better. It is our hope these new lower copays will remove any financial barrier to getting these drugs so our members can stay as healthy and active as possible.

If you are on a different inhaler therapy to treat your COPD, please talk to you doctor or retail pharmacist to see if switching to **Advair Diskus® or ProAir HFA®** is right for you.

Of course, we would not be doing our job if we did not talk about smoking. Smoking is the leading cause of COPD – approximately 75% of people diagnosed with COPD have a history of smoking. If you are diagnosed with COPD, quitting smoking may not cure the disease but it can help with slowing down the progression of the disease.

The ability to quit smoking is not easy. The AshLine is a smoking cessation program in Arizona that provides services to individuals that wish to quit smoking. They offer **free coaching by phone or text and free or reduced cost Nicotine Replacement Therapy.** It is easy to get started – contact the AshLine at 1-800-55-66-222 or at <https://ashline.org/about-ashline/>.



**Sign up for an education class, “Living Well with COPD” ...
as a BCBSAZ Advantage member, it’s free!**

Refer to pages 12-13 for registration details.



Medicare Health Outcomes Survey

The Medicare Health Outcomes Survey (HOS) was created by the Centers for Medicare & Medicaid Services (CMS), the federal agency that runs Medicare, to monitor and improve the quality of care provided to Medicare beneficiaries.

Health plan members are randomly sampled – you may receive this survey in the mail. The HOS monitors the quality of care provided to our members by asking questions about your health status over a specific period of time. If you receive this survey in the mail, please complete it! Your response will help CMS make sure you receive high-quality care.

THE SECURE MEMBER PORTAL

A Matter of Convenience

BCBSAZ Advantage members are enjoying the convenience of quickly accessing their personal health information wherever and whenever the need arises. Have you signed in?

The new Member Portal is your online, 24/7 secure member website for managing all your health plan benefits.

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, and
- » stay informed about the status of your important preventive exams via Care Recommendations.



Get started at <https://secure.healthx.com/bcbsaz.member> to take advantage of this secure tool so you can be the expert in managing *your* health care.



The Member Portal is a tool to help you proactively manage your healthy lifestyle goals. 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

eMedicare App – “What’s Covered”

An easy way to understand what is covered in Original Medicare

The Centers for Medicare & Medicaid Services (CMS) launched a new app to provide Medicare beneficiaries with personalized, accessible digital information to help you make better, more informed decisions about coverage and medical choices. The What’s Covered app will help you quickly see whether Medicare covers specific medical items or services and easily and conveniently help you understand your options, as well as an online out-of-pocket cost estimator and price transparency tools.



The What’s Covered app is available for free in both Google Play and the Apple App Store. The app is available in Google Play at: <https://play.google.com/store/apps> and in the Apple App Store at: <https://itunes.apple.com/us/app>. (Look for the blue Medicare icon.) Learn more at www.CMS.gov/newsroom/press-releases.

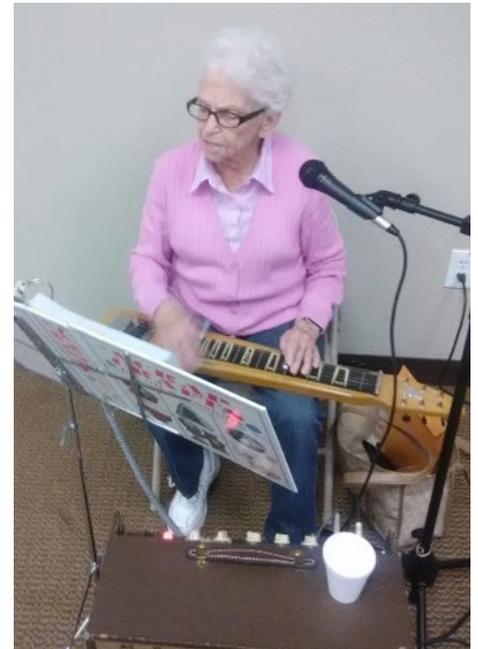
MEMBER APPRECIATION

BCBSAZ Advantage members are truly family. The Sun City Service Center recently enjoyed a musical treat by a long-term BCBSAZ Advantage member, Margaret Bohner, when she decided to visit the office and treat the staff to a private performance.

Margaret Bohner has been a valued member with BCBSAZ Advantage since 2011. Born in Parker, South Dakota in 1927, Margaret has lived in Arizona since 1983. Margaret is 91 years old and has four brothers still living, all in their late 80s and early 90s (she was one of ten children and the only girl in the family). Margaret was married to Earl Bohner for 40 years until he passed in 1989 and has two daughters, one son, and several grandchildren and great grandchildren.

Margaret started playing and singing with her two brothers since she was 14 years old. They entertained at nursing homes, a radio station in Sioux Falls, South Dakota, and at several barn dances.

Margaret visits the Sun City Service Center about twice per month and enjoys interacting with the staff as much as they do with her. She is truly a joy to be around and we look forward to continuing to assist this lovely member.



THE MAC

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

The Maricopa Member Advisory Council (MAC) kicked off the new year at the January meeting by inquiring about the Formulary and other pharmacy-related updates for the 2019 plan year. To answer those questions, the MAC invited a BCBSAZ Advantage Health Plan Pharmacist, Lena Miller, PharmD, to address the Council.

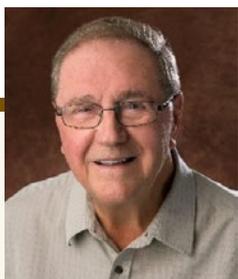
- » The MAC members were pleased to learn that the Part D deductible for Classic and Plus plans was eliminated.
- » While Walgreens is no longer in the pharmacy network, there are 53,000 network pharmacies nationwide that can be used and Lena encouraged members to **take advantage of this new cost-saving benefit that gives you a 3-month supply of tier 1 generic drugs for only at 2-month copay.**
- » Lena advised the 2019 formulary updates included new quantity limits, tiered copay amounts, and removal of some medications. For members that had been on a medication in 2018 that is now removed, they may continue to get their medications through Transition of Care for up to three months; thereafter, a Prior Authorization will be required.

For our diabetic members, Lena stated there is no coinsurance with the preferred diabetic meters and strips through Abbott. However, all Bayer and other non-preferred brand diabetic supplies will now be covered at a standard 20% coinsurance.

Lena then discussed Medication Therapy Management (MTM), which is voluntary and free for members and an excellent resource to get a comprehensive review of all their medications from their pharmacist, which would include an action plan and pharmacist suggestions. You can learn more about the MTM program in the Evidence of Coverage (Chapter 5, Section 10).

Finally, due to an opioid epidemic across the country, Lena touched on the Drug Management Program (DMP) to help members safely use their opioid medications. The Evidence of Coverage (Chapter 5, Section 10) addresses the DMP program designed to make sure our members safely use their prescription opioid medications or other medications that are frequently abused.

We continue to be committed to our health plan's mission of making a positive difference in the lives of our members. Would you like to join the Maricopa County MAC? Do you have questions, comments, or suggestions? Contact Ms. Toi Costley at 602-427-9044 or send an email to member.council@azbluemedicare.com. We value member feedback and look forward to hearing from you!



Maricopa County MAC Member Profile: Donald Garverick

Where are you from, Donald?

I'm originally from Marion, Ohio, which is the home of President Warren G. Harding. I lived in California for 32 years and moved to Arizona in 2005. In 1955, I joined the army and on Thanksgiving Day that year I married my beautiful wife. While in the army I was stationed here in the U.S., as well as Japan and Korea.

What did you do in your former life?

My entire career has been in insurance; from 1962 to 2000 I sold life insurance, employee benefits and pension plans. For relaxation, I rode horses. One of my daughters bought a horse, then I bought a horse and so did my wife.

How do you occupy yourself now?

I lost my wife in 2015 and over the years I've lost several people very close to me. It was a difficult time

in my life so I joined a Grief Support Group. I found the group very helpful and wanted to give back. Now I'm a Stephen Minister; as a Care Receiver, I meet with a person weekly to listen, care, encourage, and provide emotional and spiritual support. I am active with the Trust Committee of my Church and I enjoy golf.

Why did you want to join the MAC?

I spent most of my life in insurance and I wanted to see what it was like to sit on the other side of the table; I wanted to see if my input as a consumer would help my fellow members and the plan. The company side can easily become impersonal and it's easy to lose perspective of what your customers are going through so that is the value of MAC.

BENEFIT SHOWCASE

May is Better Hearing Month Rejoin the Conversation and Boost Your Confidence

A study by the National Council on Aging (NCOA)¹ found that people with hearing loss who wore hearing aids reported better overall feelings about themselves than those who didn't treat their loss. They were also more likely to feel optimistic and engaged in life.



The NCOA study also found that wearing hearing aids can enhance your enjoyment of group social activities. Noisy environments can be very difficult when you have hearing loss. Fortunately, today's hearing aid technology has advanced to the point that it's very effective in dealing with complex sound environments. Many high-end hearing aids automatically reduce background noise while preserving speech, making it easier to hear and understand those around you. The ability to hear better in noisy settings can help make social activities enjoyable again.

Take Care of Your Hearing

Even healthy living won't prevent all age-related hearing loss. If you or a loved one are having trouble hearing, it's a good idea to get a hearing exam. Early treatment is one of the best ways to reduce your risk of additional hearing loss.

As a BCBSAZ Advantage member, you have access to a hearing aid benefit through TruHearing that includes high-quality hearing aids and local professional care at a fraction of the cost. You can reduce your out-of-pocket cost with a lower copayment per aid (depending on model selected).

When you're ready to address hearing loss, or if you have questions about the program, **call TruHearing at 1-844-394-5381 (TTY/TDD: 711)** to learn more and schedule an appointment. You can also learn more at the BCBSAZ Advantage website at www.azbluemedicare.com/members/truhearing.

¹"Quantifying the Obvious: The Impact of Hearing Instruments on Quality of Life." National Council on Aging. Full report available at www.betterhearing.org

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 our Service Centers to fill out a form:

Surprise - 13985 W. Grand Ave, Suite 200

Sun City - 14805 N. Del Webb Blvd.

Mesa - 801 S. Power Rd. #112



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 important plan information.

TRENDING

Member FAQs

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: If I can't afford my medication, can I get help paying for my prescription drugs? Are there alternatives that are less expensive?

To understand if alternative medications are available, contact your prescribing provider or pharmacist. If you have limited income and resources, you may qualify for help to pay for some health care and prescription drug costs. If you qualify for "Extra Help" and join a Medicare drug plan, you will:

- » Get help paying your Medicare drug plan's monthly premium, yearly deductible, coinsurance, and copayments.
- » Have no late enrollment penalty.

To see if you qualify for "Extra Help," call:

- » 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, seven days a week; or
- » The Social Security Office at 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call 1-800-325-0778; or
- » Your State Medicaid Office.

To learn more about "Extra Help," refer to your Evidence of Coverage (EOC), Chapter 2, Section 7, "Information about programs to help people pay for their prescription drugs."

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

Cheesy Spaghetti Squash

Ingredients

- 1 medium spaghetti squash (about 2 1/2 pounds)
- 1 tablespoon all-purpose flour
- 1 ½ teaspoons olive oil
- ¼ cup chopped sweet onion
- 1 tablespoon minced garlic
- 1 tablespoon Italian seasonings
- 1/8 teaspoon red pepper flakes
- ½ teaspoon kosher salt
- 1/8 teaspoon black pepper
- ½ cup Greek yogurt, non-fat
- ½ teaspoon sugar
- 1/3 cup shredded mozzarella cheese, part skim
- ½ cup diced tomatoes
- 1 tablespoon minced parsley

Directions

1. Wash hands with warm water and soap. Wash fresh vegetables before preparing.
2. Using a paring knife pierce 6-8 holes into the squash around the stem end. Place the whole squash in the microwave and cook for about 8 minutes or until skin slightly gives when squeezed. Allow to rest in microwave for about 5 minutes to continue steaming.
3. When squash is cool, slice in half lengthwise and gently scrape out the seeds and discard. Use a fork to scrape squash noodles into a large mixing bowl. Add flour to squash and toss well.
4. Heat olive oil in large skillet over medium high heat.
5. Add onion, garlic, Italian seasoning, red pepper flakes, salt and pepper. Cook 1 minute stirring occasionally be careful and don't let the garlic turn dark.
6. Add spaghetti squash, yogurt, sugar and cheese. Stir to combine and cook 2-3 minutes or until warmed through and fragrant.
7. Remove from heat and transfer to a serving dish. Garnish with diced tomatoes and parsley. Serve warm. (Makes 4 servings, 1 cup each)

Nutrition Information (per serving)

Calories, 120; Carbohydrate, 17 gm; Protein, 7 gm; Total Fat, 4 gm; Saturated Fat, 1.5 gm; Trans Fat, 0 gm; Cholesterol, 5 mg; Fiber, 3 gm; Total Sugars, 7 gm; Sodium, 330 mg; Calcium, 132 mg; Folate, 25 mcg; Iron, 1 mg; Calories from Fat, 29%.

Source: www.azhealthzone.org

Maricopa County

Education Classes, Support Groups, and Events

BCBSAZ Advantage, in collaboration with Banner Health, HonorHealth, and Maricopa 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.

VISIT a BCBSAZ Advantage Service Center
Surprise: 13985 W. Grand Ave, Ste 200, Surprise 85374
Sun City: 14805 N. Del Webb Blvd., Sun City 85351
Mesa: 801 S. Power Rd. #112, Mesa 85206

GO TO www.azbluemedicare.com/education-prevention-wellness/health-education-classes#tptop and click on links to download PDFs for East Valley and West Valley classes in Maricopa County.
Please check periodically as class schedule could change.

TO REGISTER Call Banner Health at 800-230-CARE (2273).

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.

East Valley Classes

Classes are held at the **East Valley Service Center in Mesa**, unless otherwise noted.

Diabetes Support Group

For individuals with diabetes and their families. Discussions may include diabetes and complications, healthy nutrition, medications, meal planning, self-care, and planning for a healthy life.

Mesa | 3rd Thursday of every month
Apr 18, May 16, June 20, July 18 | 10:00 a.m. to 11:00 a.m.

Banner Heart Hospital
6750 E. Baywood Ave (Mariposa Room)
Mesa, AZ 85206

Living Well with Diabetes

Learn diabetes self-management skills. A four-week series.

Mesa | Thursdays
May 9, 16, 23, 30 | 1:30 p.m. to 3:00 p.m.
July 11, 18, 25 | 10:00 a.m. to 11:30 a.m.

(condensed to 3 weeks due to July 4th holiday)

Mindful Stress Management

Learn tools for healthy stress management and improve your ability to maintain balance throughout the ups and downs of life. A single class.

Mesa | Thursdays
Apr 25 | 10:30 a.m. to 11:30 a.m.
May 30 or July 25 | 12:00 p.m. to 1:00 p.m.

DASH (Diet) to Better Blood Pressure

Learn about high blood pressure and how the DASH Eating Plan can help manage hypertension. A single class.

Mesa | Thursdays
June 6 | 11:00 a.m. to 12:00 p.m.

Boost Your Brain Health

Learn how lifestyle choice can minimize the risk of Alzheimer's disease, as well as how you can 'flex' your cognitive muscles to exercise your brain. A single class.

Mesa | Thursdays
June 13 | 11:00 a.m. to 1:00 p.m.
July 11 | 12:00 p.m. to 2:00 p.m.

Living Well with COPD

Learn about lung disease, better breathing skills, and symptom management. A single class.

Mesa | Thursdays
Apr 18 | 10:30 a.m. to 11:30 a.m.
July 18 | 12:00 p.m. to 1:00 p.m.

Fall Prevention and Home Safety

Learn tips for preventing falls, improving your balance, and making your home safer. A single class.

Mesa | Thursdays
Apr 11 | 10:30 a.m. to 11:30 a.m.
June 20 | 11:00 a.m. to 12:00 p.m.

Eat Healthy, Be Active

Workshops for individuals wanting to make achievable changes in their weight and eating habits. A four-week series.

Mesa | Thursdays
Apr 4, 11, 18, 25 | 9:00 a.m. to 10:00 a.m.
June 6, 13, 20, 27 | 9:30 a.m. to 10:30 a.m.

Know Your Health Numbers

Learn about basic lab tests and what the numbers mean for your health. A single class

Mesa | Thursdays
Apr 4 | 10:30 a.m. to 11:30 a.m.
June 27 | 11:00 a.m. to 12:00 p.m.

West Valley Classes

Classes are held at one of the following locations, unless otherwise noted:

Sun City Service Center - 14805 N. Del Webb Blvd

Surprise Service Center - 13985 W. Grand Ave, Suite 200

Living Well with Diabetes

Learn diabetes self-management skills.

A four-part weekly series.

Sun City | Tuesdays

May 7, 14, 21, 28 | 1:30 p.m. to 3:00 p.m.

July 2, 9, 16, 23 | 10:00 a.m. to 11:30 a.m.

Eat Healthy, Be Active

Workshops for individuals wanting to make achievable changes in their weight and eating habits. A four-week series.

Sun City | Tuesdays

Apr 2, 9, 16, 23 | 10:00 a.m. to 11:15 a.m.

Surprise | Tuesdays

June 4, 11, 18, 25 | 9:30 a.m. to 10:30 a.m.

DASH (Diet) to Better Blood Pressure

Learn about high blood pressure and how the DASH Eating Plan can help manage hypertension. A single class.

Surprise | Tues, June 4 | 11:00 a.m. to 12:00 p.m.

Sun City | Tues, July 2 | 12:00 p.m. to 1:00 p.m.

Know Your Health Numbers

Learn about basic lab tests, what the numbers mean for your health, and what steps you can take to improve results. A single class.

Sun City | Tues, Apr 2 | 11:30 a.m. to 12:30 p.m.

Surprise | Tues, June 25 | 11:00 a.m. to 12:00 p.m.

Boost Your Brain Health

Learn how lifestyle choice can minimize the risk of Alzheimer's disease, as well as how you can 'flex' your cognitive muscles to exercise your brain. A single class.

Surprise | Tues, June 11 | 11:00 a.m. to 1:00 p.m.

Sun City | Tues, July 9 | 12:00 p.m. to 2:00 p.m.

Living Well with COPD

A two-part series to learn about lung disease, better breathing skills, and symptom management. A single class.

Sun City | Tuesdays

Apr 16 | 11:30 a.m. to 12:30 p.m.

July 16 | 12:00 p.m. to 1:00 p.m.

Fall Prevention and Home Safety

Learn tips for preventing falls, improving your balance, and making your home safer. A single class.

Surprise | Tues, June 18 | 11:00 a.m. to 12:00 p.m.

Sun City | Tues, Apr 9 | 11:30 p.m. to 12:30 p.m.

Mindful Stress Management

Learn tools for healthy stress management and improve your ability to maintain balance throughout the ups and downs of life. A single class.

Sun City | Tuesdays

Apr 23 | 11:30 a.m. to 12:30 p.m.

July 23 | 12:00 p.m. to 1:00 p.m.

Additional classes in Maricopa County may be found at

» **HonorHealth** | CALL 623-580-5800 or

GO TO www.honorhealth.com/events

LOCAL FOCUS - COMMUNITY RESOURCES

Would you like to meet new friends, volunteer, or become more involved in your community? Local resources like senior centers, libraries, and services offered through the State of Arizona are a perfect place to start.

- » To locate the senior center near you, go to www.arizonaseniors.net/senior-centers/.
- » Do you enjoy volunteering? HandsOn Greater Phoenix partners with many community service organizations and government agencies to offer volunteer opportunities across a wide-range of issues. Learn more at www.handsonphoenix.org.
- » Libraries offer a diverse range of programs, events, local services, and even opportunities to volunteer. To find a Maricopa County library near you, go to <https://mclidaz.org/>.
- » The Arizona Department of Health Services offers programs and resources for seniors through its Arizona Healthy Aging focus at www.azdhs.gov/prevention.

Word Search

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

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

WORDS FOUND IN THIS WORD SEARCH

APRIL
ARBOR
ARIES
BULBS
BUNNY
BUTTERFLY
DAISY
DIAMOND
EARTH
EASTER
EGGS
FOOL
GALOSHES
GRASS
GROW
RAIN
SUNSHINE
TAURUS
TAXES
UMBRELLA
WEATHER

SAVE THE DATES!

Join fellow Arizonans to raise awareness and find a cure.

Sunday, April 14, 2019

State Farm Stadium, Glendale, AZ
National Kidney Foundation of Arizona
www.azkidney.org



**Kidney
Walk**

Saturday, May 4, 2019

The Phoenix Zoo, Phoenix, AZ
Walk to Cure Arthritis
www.walktocurearthritis.org

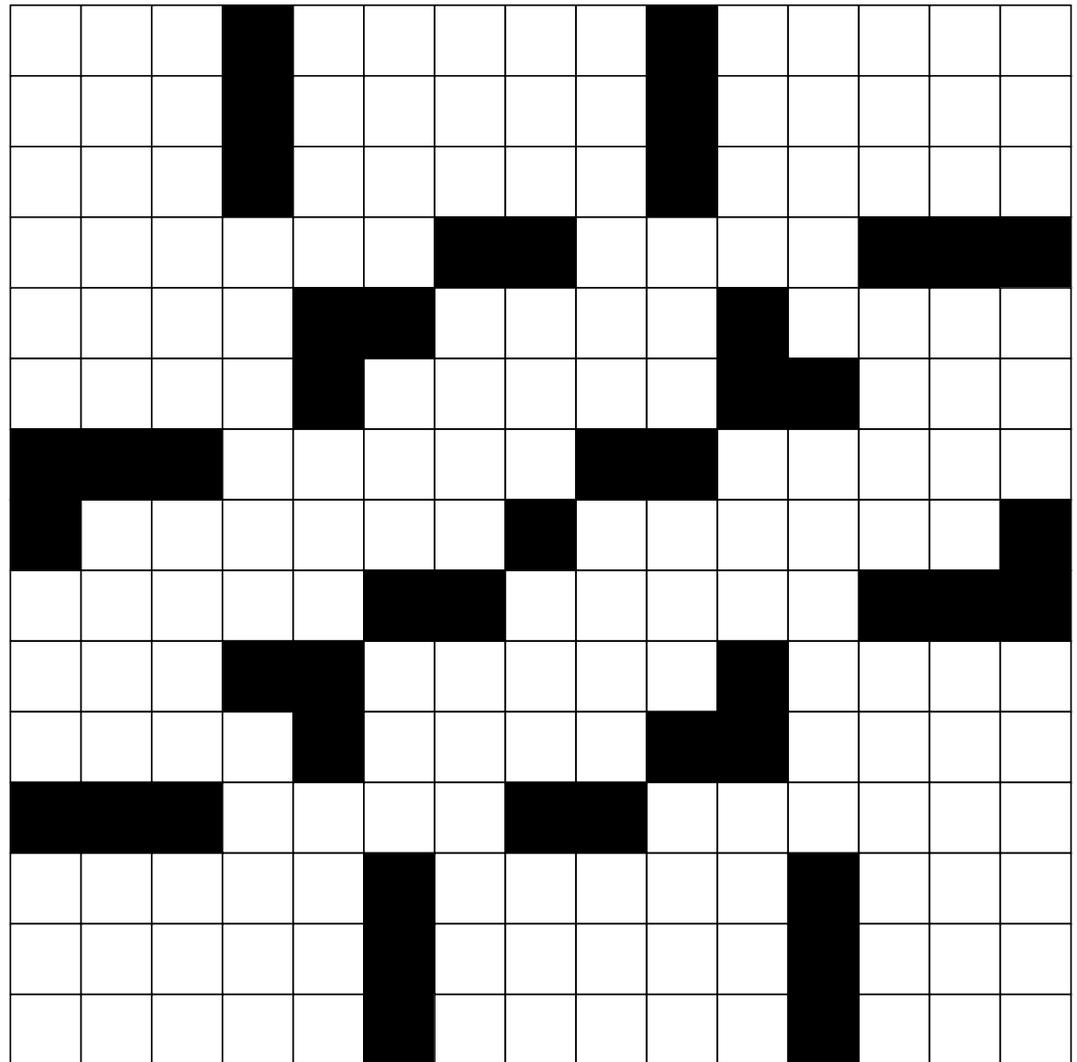


Crossword Puzzle

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

Across

1. Public transportation
4. Special case only (2 wds.)
9. Major division in a long poem
14. Picnic pest
15. Baby locomotion
16. Elliptical
17. Lose moisture
18. Salutation
19. Layered
20. Become moldy
22. U.S. Department of Agriculture
24. Fencing sword
25. Ceases
27. Write down quickly
31. Bird's home
32. "___ porridge hot..."
33. Pester
34. ___ bird
36. Folded sheet of paper
38. Operatic basses
40. Boy's name
42. Beginning



43. Tax payer's fear
44. Bullfight cheer
45. Lays in the sun
47. Dines
51. Happy
53. Gawk
54. Cultivate
55. Western state
57. Pet name
59. Hippopotamus' nickname
62. Bye
65. Wing
66. Land measurements
67. Serious
68. Fisherman's tool

69. Plant starters
70. Musical time
71. Attempt

Down

1. Evil guys (2 wds.)
2. Green, like a banana
3. Fashions
4. Throb
5. Sketched
6. Movie 2001's talking computer
7. Night bird
8. Rain bringers
9. Arctic
10. Relating to birds
11. Not (refix)
12. Fasten
13. Peculiar
21. Dislike intensely
23. Compass point
25. Snaky fish
26. Congressional vote
28. Merely
29. Animal's hind part
30. Self-esteem
32. Not against

35. Fire remains
36. Friday (abbr.)
37. Mexican food brand
38. Duck "beak"
39. Location
40. Nobleman
41. Advertisements
42. Marsh
43. American sign language
45. Constrictor snake
46. Appalled
48. Brazen

49. Hard worker
50. Hot, after exercising
52. Fooled
56. Throw in the air
57. Bottomless
58. European monetary unit
59. In possession of
60. Winter hazard
61. Before (prefix)
63. Deer
64. Computer makers

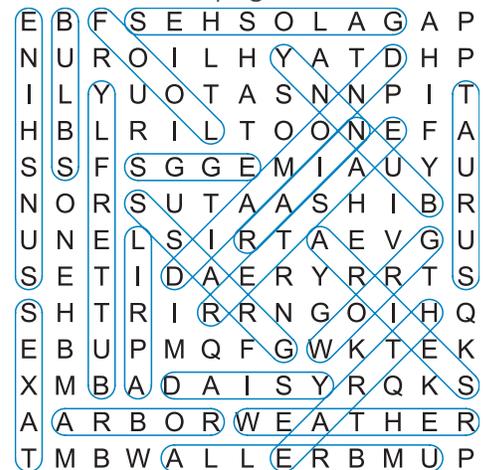
BCBSAZ Advantage Member Services Contact Information

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

