



Maricopa County Edition

3rd Quarter, 2018

Get Active. Stay Active.

September is “Healthy Aging Month!” What does that mean? Get up and move, socialize, improve your diet, and be sure to get a good night’s sleep – in other words, get active and stay active for a positive and healthy lifestyle.

Why September? Accordingly to *Healthy Aging* magazine, “September is a time when many people think about getting started on new tasks after the summer. Drawing on the ‘back to school’ urge embedded in everyone from childhood, the observance is designed to encourage people to rejuvenate and get going on positive measures that can impact the areas of physical, financial, and mental wellness.”

How do you get started with physical activity? **First, be sure to check with your doctor before starting and/or changing any physical activity routine to be sure it’s right for you.** After getting the ‘all clear,’ it’s important to listen to your body – don’t ignore aches and pains, understand your limitations, and start slow. With the population of age 65 or older expected to reach 23.5 percent (98 million) by 2060, it’s more important than ever to learn how physical activity can prevent disease and injury and help improve your quality of life.

How can physical activity benefit you with your everyday activities? The National Institute on Aging at NIH indicates that focus on endurance, flexibility, balance, and strength training are key:

Endurance activities help you:

- » Keep up with your grandchildren during a trip to the park.
- » Dance to your favorite songs at the next family wedding or event.
- » Rake the yard and bag up the leaves.

Flexibility exercises make it easier to:

- » Bend down to tie your shoes.
- » Look over your shoulder as you’re backing out of the driveway.

In This Issue

- 1 Get Active. Stay Active.
- 2 A Message from our Chief Medical Officer
- 3 Sun City West Service Center Relocation
- 4 Arizona Senior Olympics
- 5 Summer Travel? Plan Ahead when Bringing Oxygen
- 6 Prevention Corner
- 7 Member Alert: Pharmacy, Medical Supplies Call Scam
- 8 Your Emotional Health
- 8 Member Services First Call Resolution Award
- 9 TRENDING: Member FAQs
- 9 Sign Up for Email Communications!
- 10 The MAC: Maricopa County
- 11 Healthy Recipe
- 12 Maricopa County Education Classes, Support Groups, and Events
- 13 Local Focus: Scottsdale
- 14 Welcome to Mind Games!
- 16 Mind Games Answers

Do you enjoy our education classes? See page 12 for a new registration process!

Balance exercises help you:

- » Turn around quickly when you're on a walk and hear a bicycle bell behind you.
- » Walk along a cobblestone path without losing your balance.
- » Stand on tiptoe to reach something on a top shelf.

Strength training will make it easier to:

- » Lift your carry-on bag into the overhead bin of the airplane.
- » Carry groceries in from the car.
- » Pick up bags of mulch.



Healthy aging also affects how we experience life. "The World Health Organization defines health as a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity," said Capt. Miriam Seville, 86th Aerospace Medicine Squadron nutrition program coordinator. "But how do we achieve this as we age? It requires reducing stress whenever possible, eating the healthiest foods most of the time, being physically active on a regular basis, and engaging in a variety of positive social activities that add value to our lives, as well as to the lives of those around us."

To learn more about how you can benefit from adding exercise to aid in a healthy lifestyle, read more at:

- » National Institute on Aging at NIH (<https://go4life.nia.nih.gov/tip-sheets/real-life-benefits-exercise-and-physical-activity> and <https://go4life.nia.nih.gov/exercises>)
- » National Council on Aging (NCOA) (www.ncoa.org/center-for-healthy-aging/)
- » Centers for Disease Control and Prevention (CDC) (www.cdc.gov/physicalactivity/basics/older_adults/index.htm)



Message from the Chief Medical Officer

It can be challenging to maintain a fitness regimen when the abundant Arizona heat becomes so oppressive. Fortunately for you, the Silver&Fit® program is provided as a benefit of your plan membership. This newsletter highlights the program, which includes the option to obtain up to two Home Fitness Kits, for those who prefer not to brave the elements (or daunting machines).

This issue also shines a spotlight on the Arizona Senior Olympics (a program of the non-profit organization, Arizona Lifelong Fitness Foundation). You might be surprised by some of the events of the Games: bocce, bowling, tai chi, and billiards are contested, as are sports such as golf, swimming and volleyball.

One of the great benefits of being regularly active is a reduction in unintentional falls. This year, National Falls Prevention Day will be recognized on September 22. See our article later in this issue for additional information on steps you can take to reduce your risk of falling.

Maintaining peak cognitive performance is also a challenge as we age. The Centers for Disease Control (CDC) is supporting the Healthy Brain Initiative, details of which are included later in the newsletter.

As always, wishing you good health and well-being!

Darren E. Wethers, MD, FACP

- » U.S. Air Force (www.af.mil/News/Article-Display/Article/1303431/healthy-aging-awareness-month-improving-the-health-of-older-adults)

Sun City West Service Center is relocating to Surprise

Effective Monday, September 17, our Sun City West service center will be relocating to Surprise at:

13985 W. Grand Ave, Suite 200, Surprise, AZ 85374

The number for Member Services will stay the same at 1-800-446-8331.

Arizona Senior Olympics

Do you enjoy being physically active and the challenge that sports provide?

The Arizona Senior Olympics, a program of the non-profit organization, Arizona Lifelong Fitness Foundation, is dedicated to promoting and implementing fitness programs and activities for people 50 years and better. The Senior Games are open to anyone over fifty, regardless of residency and are held in venues throughout the greater Phoenix area.

The charitable organization was founded in 2008 by Irene Stillwell, a former Salvation Army officer and former Director of the Washington Street Adult Center, who noticed there was little available in the Phoenix area for seniors interested in amateur sports competition. Starting off with 150 athletes the first year and partially funded by the City of Phoenix Parks and Recreation Department, participation grew through word of mouth, with nearly 3,000 seniors now competing. The Games are held over four weekends in February in several partner cities across Arizona, which is the first qualifier of the year. Every other year Nationals are held where nearly 12,000 athletes compete

– the next National Senior Games will be held June 14-25, 2019, in Albuquerque, NM.

As the saying goes, “Age is just a number.” Competitor ages range from 50-100+ years and currently compete in 29 sports. Inspiration and courage abound in every sport, even those overcoming a health challenge: a bowler in a wheelchair, a swimmer who experienced a stroke swims the sidestroke... there are opportunities for everyone who doesn't see age as a limit. Want to try something new? If you're interested in competing, a “Buddy” is assigned to you as a mentor and to help you learn the ropes. Not ready to compete but would like to branch out and meet new like-minded people? Volunteers play an important role in the organization where you can get involved, make an impact, and have fun helping with hospitality, sports, registration, awards, and events. To learn more, go to www.seniorgames.org or call 602-274-7742.



THE SILVER&FIT® EXERCISE & HEALTHY AGING PROGRAM:

SOMETHING FOR EVERYONE™



Did you know that as a Silver&Fit® member you can go to a fitness center and not pay a thing?

It's true! Some have classes designed for older adults that you might like. They may also offer dance or yoga studios and/or swimming pools*. Don't want to go to a fitness center? No problem! You can enroll in the Home Fitness program and choose up to two (2) Home Fitness Kits each benefit year. These kits may include DVDs, guides, and other items to help you get fit on your own terms. Learn more at www.SilverandFit.com or call toll-free at 1-877-427-4788 (TTY/TDD: 711), Monday through Friday, 5 a.m. to 6 p.m. Pacific time. *Services that call for an added fee are not part of the Silver&Fit program.

Summer Travel?

Plan ahead when bringing oxygen

Whether it's for pleasure, business, or due to an emergency, traveling is a part of life. And if you require oxygen, there are different requirements for different modes of transportation. Advances in portable oxygen have made it possible for those on oxygen to travel by car, plane, train, bus, or cruise. To ensure a successful travel experience, **plan ahead:**

- » **Understand the specific requirements for your mode of transportation.** Contact the agency (airline, cruise line, bus, or train) to inform them you will be traveling with oxygen and obtain information and required forms. Be sure to understand the process and timeframes to submit the required information. Some carriers require weeks of advanced notice and not meeting the requirements could cause delay or even cause you to miss your vacation.
- » **Talk to your doctor.** Discuss your travel plans, personalized needs, and if there are any contraindications or recommendations. You will require a medical release from your doctor, as well as a prescription, that includes the oxygen flow rate and amount of oxygen you need.
- » **Bring your medications and inhalers.** Keep them with you while traveling. It's a good idea to have refills for your medications in case your travel plans change and you need to stay longer at your destination.



» **Become familiar with your portable oxygen.** If you are using a portable oxygen concentrator, know how to operate it and bring the accessories such as the oxygen tubing, power cord, etc. Be aware of your AC (lithium-ion rechargeable battery) and DC (plug-in) power supply options for quick and easy access. When traveling out of the country, be sure to have the correct electrical adapters.



- » **Research oxygen suppliers along your planned route.** Keep supplier contact information with you in case of an unexpected situation. Make sure you have enough battery life and/or extra tanks with you to last delays and power outages. Going without your oxygen is NOT an option.
- » **CAR** - Using your own vehicle gives you the most freedom while traveling with oxygen. Work with the oxygen supply company to ensure an adequate supply during your travels and understand how to safely transport your oxygen. Never store or leave your oxygen tanks, liquid oxygen, or portable oxygen concentrator in a hot car or compartment. Properly store and secure your oxygen delivery system in an upright



To support a healthy and active lifestyle, identifying issues before they become a problem is key. Be sure to check with your Primary Care Provider (PCP) for:
**Annual Flu Shot | Annual Wellness Visit | Blood Glucose
Blood Pressure | Colon or Breast Cancer Screenings | Diabetic Eye Exam
Diabetic Kidney Disease Monitoring | Osteoporosis**

position and do not store anything on top of your portable oxygen concentrator. Sit near a partially opened window to prevent oxygen from building up in your vehicle. And remember - no smoking around oxygen equipment!

- » **PLANE** - Traveling with oxygen by plane involves a series of steps and documents you need to have prior to your flight. Rules and requirements may vary depending on the carrier so please contact the airline or visit their website for specific information. The Federal Aviation Administration (FAA) has approved several models of portable oxygen concentrators – check with the Airlines Oxygen Council of America at www.airlinesoxygenCouncil.org or call the Transportation Security Administration (TSA) Care helpline at 1-855-787-2227 for more details.
- » **TRAIN** - AMTRAK rules and regulations are updated throughout the year. Please check the website at www.amtrak.com/use-of-oxygen-equipment or call 1-800-USA-RAIL (1-800 872-7245) or (1-800-523-6590).
- » **BUS** - Greyhound rules and regulations are updated throughout the year. Please visit their website at www.greyhound.com or call 1-800-752-4841.
- » **CRUISE SHIP** - Like airlines, rules and regulations of traveling with oxygen may vary by cruise ship line. Visit their website, contact your travel agent, or call the cruise line to learn about specific requirements.

Finally, traveling with oxygen may involve additional out-of-pocket expenses as oxygen may not be covered while you're traveling or at your destination. Please contact your oxygen supplier and health plan for more details.

Have safe summer travels!

The Medicare Diabetes Prevention Program & Diabetes Resources

The Medicare Diabetes Prevention Program (MDPP) is underway, with several providers within Arizona currently enrolled in a program to meet stringent standards to become certified diabetes providers and coaches. Only certified providers will be able to bill Medicare for services related to this diabetes prevention program.

To date, CMS has not identified providers in Arizona as having provisional approval or "preliminary recognition" certification to meet the 2018 Diabetes Prevention Recognition Program Standards. When Arizona providers have achieved preliminary recognition, they will be listed on the BCBSAZ Advantage website at www.azbluemedicare.com/members/education-prevention-wellness/disease-education-support.

In the meantime, if you are wondering if you are at risk for developing diabetes, contact your primary care provider (PCP) for further testing. You will be able to work with your PCP to determine if you are a candidate to be referred to this Medicare-eligible program and a certified diabetes provider and coach.



As a diabetic, scheduling a comprehensive eye exam as part of your diabetic care is an important step in taking control of your health. Diabetes can damage the retina, cause cataracts, and make your eyes feel dry. Diabetic retinopathy is a serious condition and can cause severe vision loss or even blindness. Whether or not you have symptoms, early detection and timely treatment can prevent vision loss and can also be a window to help in diagnosing other health problems.

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.

July

UV Safety Awareness Month

If you are increasing your outdoor activity to hike, cycle, play sports, or even walk your dog, be sure to remember to be safe in the sun. What can you do to minimize your risk of too much sun exposure? Cover up with hats and clothing, as well as use sunglasses for eye protection. Stay in the shade as much as possible and remember that even on cloudy days the sun can still damage your skin. The U.S. Food and Drug Administration (FDA) recommends sunscreen protection factor (SPF) of at least 15 – and use enough (recommendation is 1 ounce) every two hours. Learn more about sun protection at American Cancer Society www.cancer.org

August

National Immunization Awareness Month

Vaccines are not just for kids! To stay healthy and active, all adults should get, and stay up-to-date on, vaccines to protect their health. According to the Centers for Disease Control and Prevention (CDC) and the National Public Health Information Coalition (NPHIC), “Adults 60 years and older are recommended to receive the shingles vaccine. And adults 65 and older are recommended to receive one or more pneumococcal vaccines. (Some adults younger than 65 years with certain high-risk conditions are also recommended to receive one or more pneumococcal vaccinations.) Adults may need other vaccines depending on their age, occupation, travel, medical conditions, vaccinations they have already received, or other considerations.” Learn more at www.cdc.gov/vaccines/events/niam.html.

September

National Falls Prevention Awareness Day is September 22nd

The Arizona Department of Health Services reports unintentional falls were the leading cause of injury-related deaths among Arizona residents 65 years and older. The National Council on Aging’s Falls Free® Initiative will be celebrating its 10th Anniversary and they want you to know that by practical life-style adjustments and participating in evidence-based programs, you can help reduce your risk of falling and stay safe and active.

Learn more about preventing falls at www.azdhs.gov/phs/healthy-aging/ and www.ncoa.org/healthy-aging/falls-prevention/.

Sign up for an education class, **“FALLS PREVENTION AND HOME SAFETY”** as a BCBSAZ Advantage member, it’s free!
Refer to pages 12 for registration details.



MEMBER ALERT:

Pharmacy/Medical Supplies Call Scam

BCBSAZ Advantage has become aware that some members are being solicited by pharmacies for medications or supplies (e.g. for diabetes) they may not need. See this link to the Inspector General's office press release about this scam: <https://www.oig.hhs.gov/newsroom/news-releases/2012/alert20120309.asp>

Example of Fraudulent Call

A caller will reach out to you and offer you help with your pain, diabetic supplies, other medical prescriptions or durable medical equipment. The caller may state that the prescription or supplies will be sent at a low cost or at no cost to you. The caller seems to know you, has your information, and agrees to reach out to your physician to gain the necessary prescription. Regardless of your decision to buy or not buy the medicine or supply, it appears that the caller sends a template prescription form to your physician to get his or her signature and approval to fill.

Once the prescription is returned to the pharmacy, some members report that the requested medication or supplies do not arrive, the medication is in larger quantities than expected, or they did not agree to receive the medication or supplies, but the product arrives on their doorstep.

To Avoid Being a Victim by This Scam

The Better Business Bureau suggests:

- » Never share your Medicare Identification number or other private information with anyone who calls you.
- » **If you do NOT know the pharmacy or caller, hang up.** Please refer to this article for more information: http://www.argusobserver.com/business/beware-of-intimidating-medicare-scams/article_a8a6bbbaa-bbb1-11e5-acf6-6341cb3cb869.html



- » Contact your primary care provider (PCP) or specialist to discuss if you should switch to the new pharmacy.
- » If you receive supplies that you did NOT order, refuse delivery if possible and do not open the box. Contact the BCBSAZ Advantage member services team toll-free at 1-800-446-8331 (TTY/TDD users should call 711) to report the issue. Ask for the claim to be reversed and directions on how to return the unwanted product.

Ask Questions and Understand How Your Benefits Could Be Affected

If you consider changing pharmacies in response to an unsolicited call, here are some questions you may want to ask:

- » What is your name and call back number?
- » How did you receive my name and information?
- » What is the total cost of prescription and my copay?

Sometimes your cost share may be low but the actual cost could be thousands of dollars, which might move you towards the prescription drug coverage Gap Stage. Often called the “donut hole,” this could cause you to pay more for all your prescriptions during this phase.

If you want to report potential fraud, waste, or abuse in a BCBSAZ Advantage system, please use the following email address: AZBlueAdvantageSIUMailbox@azbluemedicare.com.

Your Emotional Health

As we age, getting active and staying active includes attending to our brain health to understand how we interpret stimuli in our environment to avoid cognitive decline. The medical definition of 'cognitive' is "having to do with thought, judgment, or knowledge." Our thought process, or cognition, includes perception, intuition, and reasoning to help us make sense of the world around us. The ability to remember and learn new things are also related to your cognitive health.



The Centers for Disease Control and Prevention (CDC) understands this important link and supports The Healthy Brain Initiative: A National Public Health Road Map to Maintaining Cognitive Health (www.cdc.gov/aging), a collaboration of nine universities, where a diverse universe of participants were studied to understand

how older adults perceive the importance of cognitive health. Participants agree that healthy aging includes physical activity to preserve independence and help reduce cognitive impairment.

Did you know that your brain is always changing? For instance, between the ages of 60-70, our brain may shrink, which affects our brain processing speed, energy metabolism, and neuron activity. Your individual medical history, including prescriptions or over-the-counter drugs you are taking, may also affect your brain health so it's important to speak with your Primary Care Provider (PCP) about:

- » New symptoms that concern you
- » Current drugs you are taking
- » Emotional or stressful situations in your life
- » Habits or activities that may have changed over time.

To learn more about how you may be able to reduce some of the cognitive risks associated with aging, review the National Institute of Aging's "What is Brain Health?" at <https://brainhealth.nia.nih.gov> and the National Institutes of Health (NIH) article on "Cognitive Health and Older Adults"

Member Services First Call Resolution Award

BCBSAZ Advantage and Blue Cross® Blue Shield® of Arizona are honored to be recognized by SQM for the First Call Resolution (FCR) Improvement Award for 2017.

This prestigious contact center industry award, benchmarked against 500+ leading North American contact centers, was presented at SQM's recent Customer Experience Conference. BCBSAZ Advantage was recognized as having a 5% or greater annual FCR improvement from the previous year – a sizable achievement since both organizations received the award in 2016 as well!

SQM is a leading research firm focused on benchmarking, tracking, and improving the customer experience. First call resolution uses a minimum sample size of 400 member telephone surveys taken from a random selection of calls that reflects our actual call type volume.

The Member Services team at BCBSAZ Advantage is proud to serve our members and pleased to be a health care resource for you!

TRENDING

Member FAQs

If you are a long-time member or someone new to a BCBSAZ Advantage plan, 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: My prescribed drug is not included on the current List of Covered Drugs (Formulary) or "Drug List." What is the process for making an exception?

A: The process for requesting a drug exception is discussed in Chapter 9, Section 6.2 of the Evidence of Coverage (EOC):

"If a drug is not covered in the way you would like it to be covered, you can ask us to make an 'exception.' An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision. When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request.

If we agree to make an exception and cover a drug that is not on the Drug List, you will need to pay the cost-sharing amount that applies to drugs in Tier 4. You cannot ask for an exception to the copayment or coinsurance amount we require you to pay for the drug."

In addition, Section 6.3 "Important things to know about asking for exceptions" continues to explain the process to include how your doctor must tell us the medical reasons, as well as how we can say yes or no to your request. Refer to Section 6.4, "How to ask for a coverage decision, including an exception," on specific steps to take for coverage decisions.

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 February 15 to September 30; and 7 days a week from October 1 to February 14.

Receive Timely Alerts: Sign Up for Email Communications!

Alerting you to fraudulent scams, as well as changes and updates related to Medicare and CMS, requires timely communications to our members. One of the quickest ways to receive this important information is via email.

To receive these bulletins at home or on the go, please sign up for email communications. It's quick and easy!

GOTO our website at www.azbluemedicare.com/Members/sign-email to fill out form.

VISIT one of our Service Centers to obtain a form:

Mesa - 801 S. Power Rd. #112

Sun City - 14805 N. Del Webb Blvd.

Sun City West - 13950 W. Meeker Blvd.

Effective Sept 17: 13985 W. Grand Ave. #200, Surprise

CALL Member Services to sign up over the phone: 1-800-446-8331 (TTY/TDD: 711). Hours: 8 a.m. to 8 p.m., Monday-Friday (February 15 to September 30) and 7 days a week October 1 to February 14.



Do we have your current address?

Have you moved? When speaking with Member Services, please confirm your current contact information to ensure you receive important plan information!

The Mac

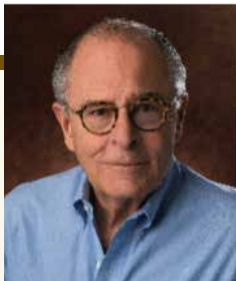
Making a difference to your Health Plan. Being a voice for your Community.

On Tuesday, April 12, the Maricopa County Member Advisory Council (MAC) addressed a difficult topic for many – being a caregiver and making the choice to place a loved one in an assisted-living facility. While being a caregiver is a rewarding experience, it can be very stressful and overwhelming at times so having adequate support is important. A MAC member started off the meeting by sharing her recent personal experience with her spouse – she reinforced the physical and emotional toll it can take on the caregiver and the need to understand local options for help.

To address this growing need, BCBSAZ Advantage created new Care Management tools related to caregivers: the Caregiver Resource

Guide and Caregiving Resources for Maricopa County (Pima County version also available). They are now available and posted on our website. We would like to thank the MAC for their valuable initial feedback on this important health care issue facing many members.

In addition, Erica Gibbons, Senior Director of the Medicare Advantage Imaginarium Program at Banner Health, indicated that they will be piloting a program in July to be a resource to caregivers in the



Maricopa County MAC Member Profile: Raymond 'Ray' Borst

Where are you from Ray?

I am originally from South Windsor, Connecticut (near Hartford). In the course of my career, I have lived in various cities across the U.S.

What did you do in your former life?

I have a background in accounting and have always been employed in health insurance administration. I've worked for Cigna, BCBS of MD, The Hartford Financial, Lincoln Financial, Principal Financial, and BCBS of CA.

How do you occupy yourself now?

I enjoy spending my time managing my investment portfolio. I also make time to visit my fitness center. I'm a wine collector and love hosting dinner parties.

Why did you want to join the MAC?

I would have to say it's because of my professional background – I stay plugged in to the industry and pay close attention to industry changes and challenges. I wanted to contribute to my health care; the delivery of health care has changed over the years and I wanted to stay as current as possible.

Healthy Recipe

AVOCADO BREAKFAST BRUCHETTA



Ingredients

- 1 ripe avocado
- 2 medium tomatoes
- 1 green onion
- ½ cup chopped fresh basil (plus 2 tbsp for garnish)
- 4 eggs (hard-boiled)
- 12 slices whole-wheat baguette bread
- ¼ cup ricotta cheese (reduced-fat)
- cracked black pepper to taste

Directions

1. Dice avocado, tomatoes, and green onions.
2. Peel and chop hard-boiled eggs.
3. Reserving 2 tbsp. basil for garnish, gently toss first five ingredients in a small bowl. Add pepper to taste.
4. Toast baguette slices and smear with ricotta cheese.
5. Top with avocado mix and garnish with chopped basil.
6. Makes 4 servings.

Nutrition Information (per serving)

Calories, 327; Carbohydrate, 33 gm; Protein, 16 gm; Total Fat, 16 gm; Saturated Fat, 4 gm; Cholesterol, 195 mg; Fiber, 5 gm; Total Sugars, 2 gm; Sodium, 360 mg; Calcium, 137 mg; Folate 84 mcg; Iron, 3.1 mg; Calories from Fat, 43%.

Source: Arizona Nutrition Network (www.eatwellbewell.org)

West Valley. Called “Care for the Caregiver,” it is designed to provide educational resources to benefit the caregivers of dementia patients. If successful, this program could be expanded to assist the caregivers of stroke and heart attack patients. The MAC was pleased to hear about this important new effort.

Erica also polled the MAC about a pilot program to triage ER visits mentioned at the last meeting – how would they feel about receiving a follow-up phone call the day after an ER visit where a scheduler would coordinate a follow-up appointment with a provider?

The MAC felt this scheduling assistance would be beneficial because a member would most likely be at home the day after an ER visit with access to their personal calendars and medication information. Finally, Erica asked if they would be receptive to receiving automated medical forms to fill out prior to an office visit or hospitalization where the forms would include a patient’s medication and surgery history. The MAC indicated that, provided the patient’s personal health information was sent in a ‘secure’ manner, the most effective way to reach our membership may be via conventional mail or email.

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 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.

PLEASE NOTE: Starting July 1, all classes require pre-registration. When registering at 800-230-CARE, 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:

VISIT a BCBSAZ Advantage Service Center

Mesa: 801 S. Power Rd. #112, Mesa, AZ 85206

Sun City: 14805 N. Del Webb Blvd., Sun City, AZ 85351

Sun City West: *Until further notice, classes held at* 13950 W. Meeker Blvd., Sun City West, AZ 85375

GO TO www.azbluemedicare.com/members-arizona-ma. Under Health Education Classes, click on “Calendar listing and details” link 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 602-230-CARE (2273)

East Valley Classes

Classes are held at the **East Valley Service Center, 801 S. Power Rd, Mesa**, unless otherwise noted.

Other locations: Red Mountain Active Adult Center, 7550 E. Adobe St, Mesa | Friendship Village Tempe, 2645 E. Southern Ave, Tempe

Diabetes Support Group-NEW LOCATION

For individuals with diabetes and their families.

Mesa | Thursdays

Jul 19, Aug 16, Sept 20, Oct 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

Sept 6, 13, 20, 27 | 9:00 a.m. to 10:00 a.m.

Oct 4, 11, 18, 25 | 9:00 a.m. to 10:00 a.m.

Mindful Stress Management

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

Mesa | Thursdays

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

Oct 4 | 10:30 a.m. to 11:30 a.m.

Living Well with COPD

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

Mesa | Thurs, Aug 9 | 11:30 a.m. to 12:30 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 | Thurs, Aug 2, 9, 16, 23 | 10:00 a.m. to 11:00 a.m.

Falls Prevention and Home Safety

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

Mesa | Thursdays

Aug 16 | 1:00 p.m. to 2:00 p.m.

Sept 27 | 10:30 a.m. to 11:30 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.

Mesa | Thursdays

Jul 19 | 10:00 a.m. to 11:00 a.m.

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

Sept 20 | 10:30 a.m. to 11:30 a.m.

Know Your Health Numbers

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

Mesa | Thursdays

Jul 26 | 10:00 a.m. to 11:00 a.m.

Oct 11 | 12:00 p.m. to 1:00 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

Aug 2 | 11:30 a.m. to 1:30 p.m.

Sept 13 | 10:30 a.m. to 12:30 p.m.



West Valley Classes

Classes are held at either the **Sun City Service Center, 14805 N. Dell Webb Blvd, Sun City**; or *until further notice* the **Sun City West Service Center, 13950 W. Meeker Blvd, Sun City West**, unless otherwise noted.

Living Well with Diabetes

Learn diabetes self-management skills.

A four-part weekly series.

Sun City West | Tuesdays

Jul 10, 17, 24, 31 | 10:00 a.m. to 11:00 a.m.

Sun City | Tuesdays

Sept 11, 18, 25 | 10:00 a.m. to 11:00 a.m.

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

Jul 31, Aug 7, 14, 21 | 11:30 a.m. to 12:30 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.

Sun City | Tuesdays

Jul 19 | 11:30 a.m. to 12:30 p.m.

Aug 28 | 10:00 a.m. to 11:00 a.m.

Sept 18 | 11:30 a.m. to 12:30 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 | Tuesdays

Sept 4 | 12:30 p.m. to 1:30 p.m.

Oct 9 | 11:30 a.m. to 12:30 p.m.

Fall Prevention and Home Safety

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

Sun City | Tues, Aug 28 | 11:30 p.m. to 12:30 p.m.

Sun City West | Tues, Sept 25 | 12:00 p.m. to 1:00 p.m.

Living Well with COPD

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

Sun City West | Tuesdays

Jul 10, 17 | 11:30 a.m. to 12:30 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.

Sun City West | Tues, Jul 31 | 12:30 p.m. to 2:30 p.m.

Sun City | Tues, Sept 11, Oct 16 | 11:30 a.m. to 1:30 p.m.

Mindful Stress Management

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

Sun City West | Tues, Aug 21 | 10:00 a.m. to 11:00 a.m.

Sun City | Tues, Oct 2 | 11:30 a.m. to 12:30 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 SCOTTSDALE

Have you checked out the two senior centers in Scottsdale recently? The City of Scottsdale offers a variety of support groups and social services that are facilitated by non-profit organizations, social workers, volunteers and industry professionals. Classes are free and include support groups for: low vision, grief and loss, bipolar, multiple sclerosis, OCD, Alzheimer's,

peripheral neuropathy, chronic pain, and stroke/brain injury to name a few. Contact the Granite Reef Senior Center (480-312-1700) and Via Linda Senior Center (480-312-5810) for current schedules or go to www.scottsdaleaz.gov to learn more.



Word Search

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

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

WORDS FOUND IN THIS NEWSLETTER

MARICOPA
PHARMACY
JULY
SEPTEMBER
AUGUST
OXYGEN
DIABETES
OLYMPICS
STRENGTH
WALKING
SUMMER
PLANE
TRAIN
BUS
CRUISE SHIP

DID YOU KNOW?

According to the Arthritis Foundation (www.arthritis.org), there are so many benefits to walking! A few minutes a day:

- » Improves circulation
- » Leads to a longer life
- » Can lead to weight loss
- » Improves sleep
- » Improves your breath
- » Helps prevent loss of bone mass
- » Lightens moods
- » Strengthens muscles
- » Supports your joints
- » Slows mental decline



GET MOVING!

Do you have a sedentary lifestyle? Studies indicate that sitting for long periods of time (6 hours or more) can lead to higher mortality and early death. To make a change, one study indicates that standing up every 30 minutes throughout the day can have similar health benefits as quitting smoking. If you're at a computer, get up for a glass of water; if you're watching TV, be sure to get up and walk around during commercials.

Source: www.healthyway.com

Crossword Puzzle

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

Across

1. Blown away
5. Small units of measure
10. Wings
14. Indian dress
15. Red fluorescent dye
16. Fishing poles
17. Skittles
18. Driven by lust
20. A canvas shoe
22. Letter
23. Smidgen
24. Homes for birds
25. Gorgeously
32. Expire
33. Up to
34. Aye
37. Anagram of "Sees"
38. Cancel a bid
39. Flower holder
40. Coloring agent
41. Academy award
42. 1000 kilograms
43. A tight-fitting hat
45. Popular dance music
49. Genus of macaws
50. Forward
53. Spartan
57. Not arrogant
59. Holly
60. It holds up trousers
61. Not south
62. Alley
63. Tall woody plant
64. Excrete
65. Concludes

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			

Down

1. Vipers
2. Large open farm wagon (archaic)
3. Sea Eagle
4. Inform
5. Erase
6. Lion Sound
7. Donkey
8. Rodents
9. Trim
10. Appear
11. Plunders
12. Grownup
13. SSSS
19. A type of plastic
21. Go fly a ___!
25. Hemorrhaged
26. Not difficult
27. Church alcove
28. 1/16th of a pound
29. Anagram of
- "Urban"
31. Cover
34. Pull
35. Feudal worker
36. Clairvoyant
38. Employ
39. Explosive
41. Smells
42. Sailors
44. Instructed
45. Uncertainty
46. Not outer
47. Trough
48. Hindu social division
51. A ridge of sand
52. Dirty air
53. Picnic insects
54. Distinctive flair
55. Cleave
56. Former lovers
58. Fury

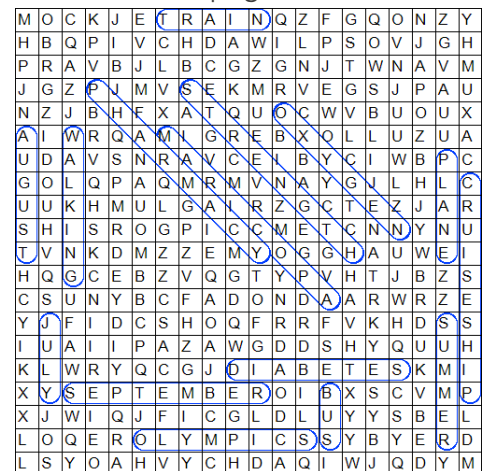
BCBSAZ Advantage Member Services Contact Information

Questions about your benefits or anything mentioned in this issue? 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 February 15 to September 30; and 7 days a week from October 1 to February 14. This information is available for free in another language. If you have special needs, this document may be available in other formats.

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 15 de febrero hasta el 30 de septiembre; y los 7 días de la semana desde el 1 de octubre hasta el 14 de febrero. Esta información está disponible sin ningún costo en otro idioma. Si usted tiene necesidades especiales, este documento puede estar disponible en otros formatos.

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

