



Special Edition

Fall 2019

Smart Steps: Learn How to Fall-Proof Your Home

While falls are one of the most common causes of injuries for seniors, they don't have to be an inevitable result of aging. More than 75% of falls take place inside or near the home. Here are some simple and quick changes you can make that will help reduce your risk of falling.

Entryways

- » Check your steps. If you have steps at the entryways to your home, make sure they are not broken or uneven.
- » Check the lighting around your doors. Make sure all entryways are well-lit so you can see where you are stepping.
- » Consider installing a grab bar. A grab bar on one side of your doorway can provide balance while you're putting the key in the door, or stepping up or down.



Kitchen

- » Keep your most commonly used items within reach. Put the kitchen items you use every day on the lowest shelves so you don't have to reach overhead or use a stepstool to get to them.
- » Replace scatter rugs with rubber-backed rugs. Small rugs can be tripping hazards. Remove them altogether, or be sure they have a rubber backing or pad to hold them in place.
- » Clean up spills as soon as they happen. Kitchen floors can be slippery and dangerous when wet!

Stairs

- » Keep steps clutter-free. Give yourself a clear path up and down any stairways by making sure things like shoes and books are put away, not left on the steps.

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Smart Steps: Learn How to Fall-Proof Your Home

(Continued)

- » If you have trouble seeing, add strips of contrasting color tape to the steps to help you see your stairs better.
- » Add slip-resistant safety tape to steps made of wood, tile, or concrete.
- » Add lighting at the top and bottom of the stairs.
- » Add a second handrail.

Bedroom

- » Have a light near the bed. Make sure the switch is easy to reach.
- » Keep your phone within arm's reach of your bed.
- » Sit upright in bed for 30-45 seconds before you stand. This will help you with your balance.

Bathroom

- » Add a non-slip rubber mat to the shower or tub.
- » Install grab bars by the toilet and tub.
- » Consider getting a shower chair and a hand-held shower head.

Keep 3 points of contact

Keep in mind that you always want to have three points of contact with something sturdy, no matter what you are doing. If you are walking up steps or getting in or out of your shower, for example, you should have two hands and one foot—or two feet and one hand—touching or holding on to something that won't move.

If you don't own your home, talk with your landlord about making these changes. They may work with you to make safety updates like these. Don't assume that, because you are renting, you can't make the changes you need to stay safe from falls.

Source: National Council on Aging, *18 Steps to Fall Proofing Your Home*, by Scott A. Trudeau. <https://www.ncoa.org/blog/falls-prevention-home-18-step-safety-checklist/>



A Message From Our Medical Director

Change is in the air. In addition to this special edition of our One to One newsletter, we're excited to unveil a new design with our upcoming newsletter.

Speaking of changes, this is my final message as chief medical officer for Blue Cross® Blue Shield® of Arizona (BCBSAZ) Medicare plans. Don't worry—I'm not leaving BCBSAZ. I have an opportunity to take on an exciting new role in our Clinical Operations department.

Taking my place will be Dr. Alonzo White. He is an all-around good guy, and I am honored to work closely with him. Dr. White is an internal medicine specialist who has been practicing medicine for more than 39 years. Most recently, he has been involved with state officials, community organizations, physicians, and individuals to reverse the trend of substance misuse in Arizona. Now, he is eager to serve as chief medical officer for our Medicare business.

Our mental health is just as important as our physical well-being, yet it is often overlooked or ignored. I hope you'll be sure to read the article about understanding the warning signs of people considering suicide. If we know what to watch for and where to go for help, we can help save lives.

We also focus on the flu season in this issue, and how to fall-proof your home. We want to do all we can to help you and your loved ones stay healthy and happy!

In the next One to One newsletter, you'll hear from Dr. White. Thank you for letting me share my stories and health messages with you over the past few years. I wish all of you the best of good health.

Darren E. Wethers, M.D., CPE, FACP

Medicare Member Spotlight

Judi Schillaci | *Surprise, Arizona*



Tell us about you.

Since coming to Arizona from New York, I have found endless gratification in community service. I volunteer with the Rescue A Golden non-profit organization, Banner Sun Health Research Institute's Center for Healthy Aging, and the BCBSAZ Medicare Advisory Council.

Why Blue?

In the last two years, I received a devastating diagnosis of cancer. It really put my BCBSAZ Medicare plan to the test. The day I was diagnosed, I was connected to a nurse navigator. I was so touched by their care and concern. It wasn't customer service—it was customer care.

The support and help that I received from BCBSAZ has been remarkable. When you are frightened and vulnerable, it means so much for someone to say, "This is going to be okay; we've got your back. This is going to be covered. You just concentrate on your treatment plan."

**We want to hear
your story!**

Would you like to be featured in our Medicare Member Spotlight?
Email us at member.council@azblue.com, and let's get the conversation started.

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 azbluemedicare.com/Members-arizona-ma
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 from April 1 to September 30,
and 7 days a week from October 1 to March 31.

VISIT one of 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., Suite 112

Check Your Mail, Check Your Plan

As a Medicare Advantage member, you should have already received a Plan Annual Notice of Change (ANOC) in the mail. The ANOC includes any changes in your coverage, costs, or service area that will be effective starting in January 2020.

Once you receive the ANOC, you should review any changes to decide if the plan will continue to meet your needs in the next year.

You can also get copies of the ANOC online at azbluemedicare.com/Members/forms-information.



Together, We Can Prevent Suicide

— Learn How With Mobilize AZSM

We are proud to introduce Mobilize AZ, our new BCBSAZ initiative to help prevent opioid and substance use disorder, combat diabetes, and boost mental health. In this issue, we focus on suicide prevention, sharing the warning signs to look out for and the actions to take if you're worried about a loved one.

Suicide is not easy to predict and prevent. However, when we know the signs of emotional crisis and are prepared to respond, we can make a difference. Through Mobilize AZ, BCBSAZ is working to prevent suicide. Here are the signs to watch for, and the questions to ask when you see them.

Know the warning signs

People considering suicide may show one or more of these signs:

- » Suicidal talk
- » Hopelessness, deep depression, chronic fatigue
- » Aggression, irritability, anger
- » Increased use of drugs or alcohol
- » Seeking access to pills, weapons, razors, or other ways to harm themselves
- » Actively researching suicide and suicidal methods
- » Withdrawal from activities, relationships, plans
- » Acting recklessly or engaging in risky activities, seemingly without thinking
- » Giving away possessions
- » Contacting people to say goodbye

Take talk of suicide seriously

If someone tells you they are considering suicide, pay attention. It is not true that someone who talks about suicide isn't really serious. Tell them that you care and want to help. Ask the person these three questions to find out how serious the situation is:

- 1.** Have you decided how you would kill yourself?
- 2.** Have you decided when you would do it?
- 3.** Have you taken any steps to carry out your plan?

If the person answers "Yes" to any of these questions, or seems to be facing the immediate threat of suicide, take one or more of these steps:

- » Stay with them
- » Help them remove anything lethal
- » Take the person to an emergency room, or get help right away via one of these crisis support resources:
 - » Call 911
 - » Contact the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**, or visit [suicidepreventionlifeline.org](https://www.suicidepreventionlifeline.org)

Together, we can help save lives. Visit [MobilizeAZ.com](https://www.MobilizeAZ.com) to learn more about preventing and responding to the threat of suicide.

Mobilize AZ is a service mark of Blue Cross Blue Shield of Arizona, Inc.



Exercise and Healthy Aging With Silver&Fit®

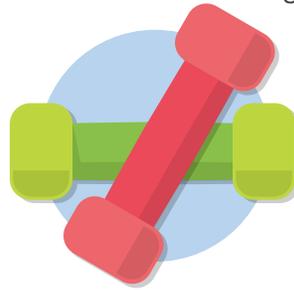
As a BCBSAZ Medicare member, you have access to the fabulous Silver&Fit program. It is designed to help you improve your quality of life by helping you be active and learn how to make better health choices. There are no copays, coinsurance, or deductibles when you are a part of Silver&Fit.

Depending on the option you chose when you signed up for your Medicare Advantage plan, your no-cost Silver&Fit membership may offer the following:

Silver&Fit Fitness Facility Option

You can use all of the standard services that are a part of your fitness facility* or exercise center membership. You can go to Full and Basic co-ed facilities, gender-specific fitness facilities, and exercise centers.

Full Co-ed Fitness Facility: These offer at least one class per week designed just for older adults. The classes focus on aerobics, flexibility, and strength training. Classes may include Silver&Fit yoga, Zumba Gold®, aqua, fall prevention, tai chi, strength/cardio training, or the Silver&Fit Signature Series Classes®.



The Silver&Fit Home Exercise Program

This option is for those who cannot get to a fitness facility or prefer to work out in the comfort of their own home. The home exercise kits may include a DVD, a booklet with information about exercise, and a Quick Start guide. You will get your first kit within 10 days after you enroll, and a second kit about 90 days after the first kit is shipped. You can choose two new kits each year (depending on your benefit plan coverage).

You can learn more about both facility and home programs by going online to SilverandFit.com or by calling Silver&Fit toll free at **1-877-427-4788 (TTY/TDD 1-877-710-2746)**.

**Some services/classes may require an added fee that are not part of the Silver&Fit program.*

Silver&Fit, the Silver&Fit logo, and Silver&Fit Signature Series Classes are registered service marks of American Specialty Health (ASH). ASH is a separate and independent company contracted with BCBSAZ Advantage to provide fitness services.

Zumba®, Zumba Gold, and the Zumba logos are trademarks of Zumba Fitness, LLC. Used under license.

Don't Let the Flu Catch You by Surprise

Flu season is coming up. A vaccination may decrease your chances of getting the flu. It can also make your illness milder, if you do get sick.

If you have questions about whether or not you should get a flu vaccination, consult your healthcare provider. For more information on the flu, visit cdc.gov/flu.



What are symptoms of the flu?

Some symptoms of the flu can include:

- » Fever or feeling feverish/chills (not everyone with the flu will have a fever)
- » Cough
- » Sore throat
- » Runny or stuffy nose
- » Muscle or body aches
- » Headache
- » Fatigue (feeling very tired)
- » Sometimes diarrhea and vomiting*

**More common in children than adults, according to the CDC.gov website.*

Education Classes, Support Groups, and Events

Blue Cross Blue Shield of Arizona Advantage (BCBSAZ Advantage) offers a variety of lifestyle management programs to provide you with the skills and education you need to manage chronic health conditions.

Registration is required for all classes. Please call **602-230-CARE (2273)** or visit our website at azbluemedicare.com/Members-arizona-ma and select Health Education Classes. *Check calendars periodically for each location, as class schedules could change.*

Maricopa County – East Valley Classes

Classes are free for BCBSAZ Advantage members and are held at the East Valley Service Center, 801 S. Power Rd., Mesa, unless otherwise noted.

Know Your Health Numbers

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

Thursday | 12:30 p.m. – 1:30 p.m.
November 21

Mindful Stress Management

Learn tools for healthy stress management to maintain balance through the ups and downs of life. A single class.

Thursday | 9:00 a.m. – 10:00 a.m.
December 5

Living Well With Diabetes

Learn diabetes self-management skills, including glucose monitoring, medications, nutrition, meal planning, and exercise. A four-part series.

Thursdays | 10:30 a.m. – 12:00 p.m.

December 5, 12, 19

Condensed to 3 weeks due to holiday

Plant-Based Diet

Learn about a whole-foods, plant-based lifestyle for the prevention and management of chronic disease. A single class.

Thursday | 12:30 p.m. – 1:30 p.m.

December 12

Reducing Risks: A Care Management Class for Those With Diabetes

Learn about a care schedule that will assist in timely screenings and early intervention to optimize health.

A single class.

Thursday | 12:30 p.m. – 1:30 p.m.

December 19

Maricopa County – West Valley Classes

Classes are free for BCBSAZ Advantage members and are held at either the Sun City Service Center, 14805 N. Del Webb Blvd., or the Surprise Service Center, 13985 W. Grand Ave., unless otherwise noted.

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.

Tuesday | 12:30 p.m. – 1:30 p.m.

November 19

Surprise, La Paz room

Healthy Living With Diabetes

A brief introduction/review of the pillars of diabetes self-management. A single class.

Tuesday | 9:30 a.m. – 11:30 a.m.

December 10

Sun City



Plant-Based Diet

Learn about a whole-foods, plant-based lifestyle for the prevention and management of chronic disease.

A single class.

Tuesday | 9:00 a.m. – 10:00 a.m.

December 17

Sun City

Reducing Risks: A Care Management Class for Those With Diabetes

Learn about a care schedule that will assist in timely screenings and early intervention to optimize health.

A single class.

Tuesday | 10:30 a.m. – 12:00 p.m.

December 17

Sun City

Pima County Classes

Dementia Caregiver Support Group

1st Wednesday of each month (excluding major U.S. holidays) | 1:30 p.m. – 3:00 p.m.

Hacienda at the River | The Stable

2720 E. River Road

Tucson, AZ 85718

Free/No registration required

WELCOME TO MIND GAMES

Word Search

Find the words listed on the right. Words can be found forwards, backwards, diagonal, or from top to bottom. Answers on page 8.

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

WORDS FOUND IN THIS WORD SEARCH

- ACORN
- APPLES
- BERRIES
- BROWN
- BURN
- CANNING
- CIDER
- COLORFUL
- FALL
- FROST
- GOLD
- GRAPES
- HARVEST
- LEAVES
- PEACHES
- PUMPKIN
- RAKE
- RED
- SQUASH
- TREES
- WINDY



Health and wellness or prevention information

PRSRT STD
US POSTAGE
PAID
PHOENIX AZ
PERMIT NO 1988

An Independent Licensee of the Blue Cross and Blue Shield Association

BCBSAZ Medicare Member Services Contact Information

Questions about your benefits or anything mentioned in this issue? Contact Member Services at **480-937-0409** (in Arizona) or toll free at **1-800-446-8331**. TTY users should call **711**. We are here to help you from 8 a.m. to 8 p.m., Monday through Friday from April 1 to September 30, and 7 days a week from October 1 to March 31.

El departamento de servicio al cliente puede ser contactado al 480-937-0409 (en Arizona) o al número gratuito 1-800-446-8331. Los usuarios de TTY deben llamar al 711. Estamos disponibles de 8 a.m. a 8 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.

Blue Cross Blue Shield of Arizona (BCBSAZ) is contracted with Medicare to offer HMO and PPO Medicare Advantage plans and PDP plans. Enrollment in BCBSAZ plans depends on contract renewal. BCBSAZ offers BluePathway HMO and BlueJourney PPO Medicare Advantage plans. Blue Cross Blue Shield of Arizona Advantage, a separate but wholly owned subsidiary of BCBSAZ, offers Blue Medicare Advantage Standard, Classic, and Plus HMO plans.

Consult with your healthcare provider regarding medical care or treatment. Any recommendations, services, or resources mentioned in this newsletter are not a substitute for the advice or recommendation of a member's physician or healthcare provider. Services or treatment options mentioned here may not be covered under your plan. Companies mentioned in articles are separate from and not affiliated with or related to BCBSAZ.

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