



Maricopa County Edition

4th Quarter, 2018

Healthy for the Holidays

Focus. Mindful. Fun.

The start of the holiday season is around the corner and a time when we look forward to connecting and celebrating with family and friends. Gatherings and festivities can pose a challenge for anyone who has worked hard at maintaining a healthy lifestyle – having a plan may help ensure success.

Focus

Holiday activities don't always have to revolve around food but many do. If you are used to a certain schedule for your meals (perhaps due to monitoring your blood sugar), don't skip meals – making little adjustments throughout the day to accommodate the timing of festivities may help ensure you stay on track. If you have special dietary needs, consider bringing light snacks you can easily consume, as needed. Also speak with the host or hostess to offer to bring a healthy alternative to a potluck meal.

Be Mindful

Mindfulness is the practice of staying present and being in the moment. Instead of thinking about what you can or cannot eat, enjoy the festivities at hand – notice the sights and sounds of a symphony, listen intently to the conversations with friends and family, understand and honor long-standing traditions that provide meaning to the holiday being celebrated.

When you do eat, take your time and notice the taste of the food – is it savory or sweet? What spices are more noticeable? How do you like the texture? After taking your time to enjoy each bite, you may find you may not need to go back for seconds.

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Be Flexible

Be realistic and have a Plan B. During the holidays, it's easy to miss a regular workout when you'd rather attend a special holiday event. If you want to make up for a missed class, try squeezing in smaller workouts when you have time – a few minutes of walking, lifting weights, or even doing chores will increase endorphins and help reduce stress.



Have Fun

Don't stress about a few extra calories. Instead of prohibiting yourself altogether from having pie, savor just a mouthful. Use a smaller plate to take small samples of dishes you love or want to try and put any gravy or sauces on the side for dipping.

If you weren't as healthy throughout the festivities as you would have liked, be kind to yourself. You can always regroup later.

Sources:

- » American Heart Association (www.heart.org/en/healthy-living)
- » Centers for Disease Control and Prevention (CDC) (www.cdc.gov/features/healthytips/index.html)
- » Reader's Digest (www.rd.com/health/wellness/9-stayhealthy-tips-for-the-holidays/)



Message from the Chief Medical Officer

As a young child, it drove me nuts to hear my older relative say, "Oh, how time flies!" Little did I know how much truth I would find in such a simple statement. Here we are approaching the end of 2018 and I feel as if it has only begun.

We recommend you discuss with your doctor what health and wellness activities you should do before 2018 is done – have you completed your annual wellness visit and annual physical? These health visits are covered under your plan and are still valuable if done this time of year.

Maybe you put off a health screening when temperatures skyrocketed into the 110's. As temperatures moderate, schedule and complete remaining tests. Mammograms are often easy to schedule in October as providers celebrate breast cancer awareness; diabetic patients can also see the eye doctor for retinal exams. I like to have my laboratory tests done before Thanksgiving (so any holiday excesses are not captured for all posterity), allowing my doctor to direct any necessary changes in medication. An osteoporosis screening by DEXA scan and a colorectal cancer screening might be important for you this year – your doctor will be able to advise, and feel free to ask them if they do not suggest during your visit.

This issue of the newsletter contains timely information on caring for your mental health. It's common to think this topic only applies to others but studies show many of us have mood disorders or other mental health concerns from time to time and some of us have them chronically. It's best to speak with your doctor about how you're feeling emotionally and what may be helpful if you're not feeling your best.

We appreciate having you as part of our Blue Cross® Blue Shield® of Arizona Advantage family and look forward to sharing the next year with you as well!

Darren E. Wethers, MD, FACP

IMPORTANT PHARMACY UPDATE

Walgreens Removed from Pharmacy Network in 2019

Beginning January 1, Walgreens will not be in our pharmacy network. This means Walgreens will not be able to fill your prescriptions through your pharmacy benefit with BCBSAZ Advantage. If you continue to go to Walgreens in 2019, you will be required to pay the full cash price of the prescription.

The benefit of this new pharmacy network is that it saves the plan money that we can pass along to our members. We passed the savings to our members in two ways:

1. Eliminated the deductible for the Maricopa and Pima County Classic plans, as well as the Maricopa County Plus plan.

2. Allow a three-month supply for only a two-month copay on all tier 1 generics.

We feel these benefits are worth it and we hope you do, too. You're still able to fill prescriptions at all the other pharmacies in the network such as CVS, Fry's, Safeway, Target, Wal-Mart, Costco, and many others. If you have questions about the pharmacy network, please call Member Services.



Autumn is Here, Don't Fall to the Flu

IMPORTANT: The flu shot **CANNOT** give you the flu, ever. And it's **FREE!**

Most network pharmacies offer the flu shot without an appointment and always at no cost to you. Here are some quick tips about the influenza vaccine:

- » Seniors should probably receive the high-dose vaccine. As we age, our immune system weakens and seniors need the higher dose to produce a protective response than younger folks. The high-dose shot has 4 times the amount of antigen than the regular shot, so seniors have a better chance at fighting off the virus and staying healthy through the flu season. Fluzone® High-Dose is the name of the shot seniors should be asking for. We encourage you to ask your local pharmacist if the high-dose shot is appropriate given your other health conditions.
- » Flu shots are FREE – no coinsurance, no copayment needed.



- » Members can also get one of the two pneumonias (Pneumovax® & Prevnar 13®), shingles (Zostavax®), HPV, or Tdap at the same time as the flu shot. However, please check with your provider to see what's right for you.
- » Flu shots are available at almost any pharmacy you already use.
- » Speak with your local pharmacist or primary care provider (PCP) about any questions or concerns about immunizations.

Each flu season, the Centers for Disease Control and Prevention (CDC) provide answers to frequently asked questions to help you understand flu activity and what viruses the 2018-2019 flu vaccines are expected to protect against. Learn more at www.cdc.gov/flu/about/season/flu-season-2018-2019.htm.

Eyesight Challenges?

Check out the Arizona Talking Book Library

Do you experience eye challenges such as Glaucoma, Macular Degeneration, Diabetic Retinopathy, and/or Dry Eyes Syndrome that interfere with your enjoyment of books, magazines, and movies? Consider visiting the Arizona Talking Book Library.

Christine Tuttle is a Librarian at the Arizona Talking Book Library, specializing in Outreach/ Special Services for people unable to read or use regular-printed materials because of a temporary or permanent visual or physical limitation. Christine explained this free library service was established by an Act of Congress in 1931 to provide blind adults with books in an embossed format. The act was amended several times: in 1934 to include sound recordings (talking books), in 1952 to include children, in 1962 to provide music materials, and in 1966 to include individuals with physical limitations that prevent reading of regular print. Located in Phoenix, the Arizona Talking Book Library was established in 1970 and serves all counties throughout Arizona.

The Arizona Talking Book Library has an extensive collection of books and magazines, where the total inventory of books is 395,000 (125,000 are in English), 80 magazines, and 1,000 movies. Like a local library, bestsellers, classics, mysteries, poetry, history, biographies, and religious literature are available, as well as popular magazines, audio newspapers, and audio-described movies.

To use the no-fee services, the following individuals can certify people as being eligible to receive these services for temporary or permanent visual or physical limitations (including those with tremors, Parkinson's,



arthritis, or other skeletal muscular challenges that make it difficult to hold a book or a magazine): Doctors of Medicine, Osteopathy, Ophthalmologist, Optometrist, Registered Nurses, Nurse Practitioner, Social Workers, Counselors, Audiologist, and Public or Private Welfare Agencies.

To enroll and receive information and equipment from the Arizona Talking Book Library:

- » Obtain the Arizona Talking Book Library application by calling 602-255-5578 (or 800-255-5578 toll-free within Arizona) or access it online at www.azlibrary.gov/talkingbooks. The library is located at 1030 N. 32nd Street, Phoenix, AZ 85008. Hours of operation are Monday through Friday 8:00 a.m. to 5:00 p.m. (telephone hours are 8:00 a.m. to 4:00 p.m.)
- » Fill out the application, obtain the signature of a certified professional, and return it to the Talking Book Library per the address on the application.
- » Within five (5) working days of receiving a properly-certified application, The Talking Book Library will send playback equipment and an initial shipment of books and catalogs.
- » All books, magazines, catalogs, and equipment are sent to readers through the U.S. Postal Service as "Free Matter for the Blind" and may be returned the same way. Materials are sent by the library with a removable address card that, when turned over and reinserted, will show the library's name and address for return mailing.

IMPORTANCE OF AN ANNUAL EYE EXAM

An annual eye exam can be as important to your health and well-being as your annual wellness visit. Macular Degeneration, Glaucoma, Diabetic Retinopathy are eye conditions that can lead to limited vision and possible blindness. Cataracts and Dry Eyes Syndrome can also cause limited vision. Even a new pair of lens in one pair of eyeglasses could prevent a fall. To learn more about Medicare-covered vision care, please refer to your Evidence of Coverage (EOC) (Chapter 4, Section 2.1). Resources: American Optometric Association (AOA) (www.aoa.org); National Eye Institute (NEI) (<https://nei.nih.gov>)



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.

October

Breast Cancer Awareness Month

The American Cancer Society indicates that “a woman living in the U.S. has a 1-in-8 lifetime risk of being diagnosed with breast cancer.”

Race and ethnicity play a role: while non-Hispanic white and black women have a higher incidence and death rate than

Asian/Pacific Islander women, non-Hispanic white women between the ages of 65 and 84 have a higher incidence of occurrence and non-Hispanic black women are more likely to die from breast cancer at every age. Early detection through annual mammograms is key – learn how Medicare members can get a breast cancer screening in the Evidence of Coverage (EOC) (Chapter 4, Section 2.1). Learn more about risk factors at www.cancer.org/content/dam/cancer-org/research/cancer-facts-and-statistics/breast-cancer-facts-and-figures/breast-cancer-facts-and-figures-2017-2018.pdf.



November

Diabetes Awareness Month - World Diabetes Day is Wednesday, November 14

It is estimated that more than 30 million people have diabetes (1 in 10 people), where Type 2 diabetes is on the rise and may account for 90% of diagnosed diabetes cases. According to the American Diabetes Association (ADA), having a family history of diabetes is an important reason to understand your risk of developing the disease. Some symptoms may include: feeling very thirsty; urinating often; feeling very hungry

(even though you are eating); extreme fatigue; blurry vision; cuts/bruises that are slow to heal; and tingling, pain, or numbness in the hands/feet. You can take a Type 2 Diabetes Risk Test at www.diabetes.org/are-you-at-risk/diabetes-risk-test/ and can learn more about diabetes at www.azbluemedicare.com/members/education-prevention-wellness/disease-education-support. As a Medicare member, learn more about a diabetes prevention screening in the Evidence of Coverage (EOC) (Chapter 4, Section 2.1).

Sign up for an education class, **“LIVING WELL WITH DIABETES”** or attend a “Diabetes Support Group.” As a BCBSAZ Advantage member, it’s free! Refer to page 12 for registration details.

December

National Influenza Vaccination Week: December 2-8

Flu vaccination can prevent flu illnesses, doctors’ visits, and hospitalizations – don’t forget your flu shot!



Your Emotional Health

The holiday season can be an exciting time when you are looking forward to connecting and celebrating with friends and family. While the festivities can be fun, they can also bring much pressure to socialize if you're not up to it due to feeling anxious, overwhelmed, isolated, or depressed.

National Alliance on Mental Illness indicates depression affects more than 6.5 million of the 35 million Americans age 65 and older, where women are at greater risk for the disease. For those 70 and older, studies have shown that depression can be more difficult to beat. Everyone, including friends, family members, and caregivers, should be informed of the signs of depression in an older population, which include:

- » weight changes due to loss of appetite
- » irritability
- » feeling tired because of sleep pattern changes
- » inability to concentrate
- » extreme sadness

Are there any recent life changes such as illness, financial problems, or family issues that could be triggering the depression and any feelings of hopelessness? Getting help is key.

- » It's not just psychological – physical pain can accompany depression and can be an early indicator before extreme sadness. The risk of stroke increases with depression so it's important to maintain a healthy lifestyle to minimize stroke risk.
- » Medication isn't always the answer – antidepressants can cause more side effects in older adults, such as bone density loss, more risks of falling, and adverse drug interactions with other medications. The Harvard Review of Psychiatry "found that 72% of patients over 65 who participated in cognitive therapy sessions found it useful... where a combination of medication and psychotherapy is highly effective."

If you're in a caregiver role, holidays can be stressful for the loved ones in your care, where

managing the type and amount of activity may help if you:

- » Plan ahead – identify treasured events to celebrate the season. Be sure to include your loved ones in holiday preparations so they feel needed.
- » Talk about old memories – honoring traditions and fondly remembering (and listening) about good times will help connect meaning to the events.
- » Plan quiet time – too much activity can be overwhelming. Take time to recharge your batteries.

Caregivers may find more information and resources for caregiver support on the BCBSAZ Advantage website at www.azbluemedicare.com/members/education-prevention-wellness/care-management.



Sources:

- » National Care Planning Council (NCPC) (www.longtermcarelink.net/)
- » AARP (www.aarp.org/health/conditions-treatments/info-2018/depression-worse-older-adults.html)
- » AARP (<https://blog.aarp.org/2014/12/18/holiday-blues-7-ways-to-cheer-up-2/>)
- » AARP (www.aarp.org/health/conditions-treatments/info-09-2013/depression-what-you-should-know.html)

JOIN US FOR AN OPEN HOUSE

to celebrate our new Service Center in Surprise!

Friday, December 14
2:00 pm to 4:00 pm

Ancona Professional Plaza
13985 W. Grand Ave, Suite 200
(crossroads: W. Grand Ave and Mountain View Blvd)
Surprise, AZ 85374

Visit our new facility as you enjoy hors d'oeuvres and beverages while listening to popular local jazz musician, Paul CruiZe.

RSVP by November 30:
Call 602-427-9044
Email toi.costley@azbluemedicare.com



MEMBER ALERT:

Out-of-Network Provider Soliciting

BCBSAZ Advantage has become aware that our members are being solicited by out-of-network (OON) providers for routine services or medical products. Here are some actions to consider before taking any steps with an OON provider:

- » If you did not ask for the call, or they are rude or aggressive, hang up the phone.
- » If you want to hear more, ask questions about their company and call them back later after you have had time to consider the product.
 - o remember: **never** give out your Medicare number, BCBSAZ Advantage Member ID number, Social Security number, banking information, or other personal information (such as your date of birth) to unsolicited callers.
- » Speak with your assigned Primary Care Provider (PCP) to make sure they are aware

of your need, agree with the plan of action, and gain a prior authorization for any OON service with the plan. Your PCP may also be able to provide you with in-network options for the services needed.

To learn more about how to avoid Medicare fraud, waste, or abuse, the Federal Trade Commission (FTC) website offers information about scammers who are spoofing news sites to promote health products:

www.consumer.ftc.gov/blog/2017/02/scammers-are-spoofing-news-sites-promote-health-products

To report potential fraud, waste, or abuse in a BCBSAZ Advantage system, please send an email to AZBlueAdvantageSIUMailbox@azbluemedicare.com, call the Comply Line at 1-855-723-9719, or contact Member Services at 1-800-446-8331 (TTY/TDD: 711).

The MAC

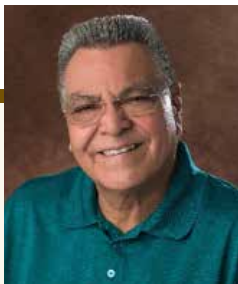
Making a difference to your Health Plan. Being a voice for your Community.

Nowadays, where just about everything we do involves some aspect of our personal information being connected online—banking, bill paying, shopping, social media, email—the importance of understanding how to effectively protect your personal data is critical. Matthew Pinnick, an I/T Engineer at BCBSAZ Advantage, presented at the MAC Council on “IT Best Practices: Safeguarding Your Data in 2018.” Important topics included phishing, encrypting your email, passwords, password-generating programs, scams directed toward the general public and seniors, and extortion scams. This includes how to handle unwanted soliciting – see the article, “Out-of-Network Provider Soliciting,” (page 7) to learn how to spot it. The MAC felt they were provided valuable information to help secure their online safety.

The MAC members were also pleased to participate in testing the new Member Portal, which will launch in November. They found the

portal easy to navigate, user friendly, and feel the secure portal will provide a one-stop-shop to view personal claims, change a PCP, keep track of the status of important preventive exams, and print a temporary replacement ID card until a new one is mailed to the member.

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: Small-Fire Hawk

Where are you from, Small-Fire?

I am a Chippewa from Red Lake, Minnesota, where I grew up on a ranch on the reservation in Northern Minnesota. I attended the Bureau of Indian Affairs (BIA) boarding schools and upon graduation I entered the Marine Corp. Being in the right place at the right time afforded me to go to college while I was in the military.

What did you do in your former life?

After the military, I entered law enforcement, I’ve taught, and was a school administrator on a reservation in Oregon. I came to Arizona in the 1950s between assignments then permanently moved here in 1996, bought land, and built my home. I raised my four children here in the Phoenix area and have 11 grandchildren.

How do you occupy yourself now?

As a retiree, I spend a lot of time in the desert, I enjoy long-distance target practice and hanging out with my friend at his gun store. I also enjoy outdoor photography, especially involving landscape and nature.

Why did you want to join the MAC?

I read about the MAC in the newsletter and wanted to get involved at the deepest level that I could – I really wanted to know more about the plan services and the organization. Volunteering has been real enlightening and has broadened my perspective. MAC has helped me compare and understand that I have a very good Medicare replacement plan.

COMING SOON! Secure Member Portal

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

The new Member Portal will be launched in November and will be your online, 24/7 secure member website for managing all your health plan benefits.



Through this secure portal, you will be able to:

- » 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

We look forward to you taking advantage of this new secure tool so *you* can be the expert in managing *your* health care. Look for more details in the coming weeks!



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

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

Great American Smokeout: Thurs, November 15

The American Cancer Society indicates more than 480,000 people in the U.S. die from illnesses related to tobacco use – that is 1 out of 5 deaths. In addition to lung cancer, the health risks of smoking include cancers of the mouth, throat, kidney, liver, pancreas, stomach, and colon (see www.cancer.org/cancer/cancer-causes/tobacco-and-cancer/health-risks-of-smoking-tobacco.html for more information).

What kind of smoker are you? Do you want to quit? Take the Smoking Habits Quiz at www.cancer.org/healthy/stay-away-from-tobacco/smoking-habits-quiz.html and then create a personal quit plan.

As a BCBSAZ Advantage Medicare member, smoking and tobacco cessation (counseling

to stop smoking or tobacco use) is a service where there is no coinsurance, copayment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits. Refer to the Evidence of Coverage (EOC) (Chapter 4, Section 2.1) for more information.



Benefit Showcase:

October is Protect Your Hearing Month

According to the Centers for Disease Control and Prevention (CDC), "at least 10 million adults in the U.S. under the age of 70 may have hearing loss from noise in one or both ears. Hearing loss can have a profound impact on quality of life, making it difficult to understand what others are saying, especially in group situations or when there is background noise. As your hearing loss progresses, certain speech sounds become harder and harder to hear, and you find yourself needing to ask others to repeat themselves, which quickly becomes frustrating for everyone. Social gatherings, meetings, restaurants, theaters, and even church can become isolating activities because of the trouble understanding what people are saying and the inability to contribute to the conversation. Depression, anxiety, and social withdrawal can result, impacting an individual's quality of life."

Sources:

- » <https://blogs.cdc.gov/niosh-science-blog/2017/10/26/nihl-blogs/> and the National Institute on Deafness and Other Communication Disorders (NIDCD), which is part of the National Institutes of Health (NIH) (www.nidcd.nih.gov).

TruHearing[®] Select

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, you can call TruHearing at 1-866-795-6961 to learn more and schedule an appointment to see if hearing aids are right for you. You can also learn more about hearing loss at www.azbluemedicare.com/members/truhearing.

On the Go?

Opt-In for Email!

Have you taken advantage of the convenience and timeliness of electronic communications? Many members have opted-in to receive information about Medicare updates, fraudulent scams, and health and wellness bulletins via email. It's quick and easy to **opt-in!**

GOTO our website at www.azbluemedicare.com/Members and click on the "Sign Up For Email" button. Or, you can:

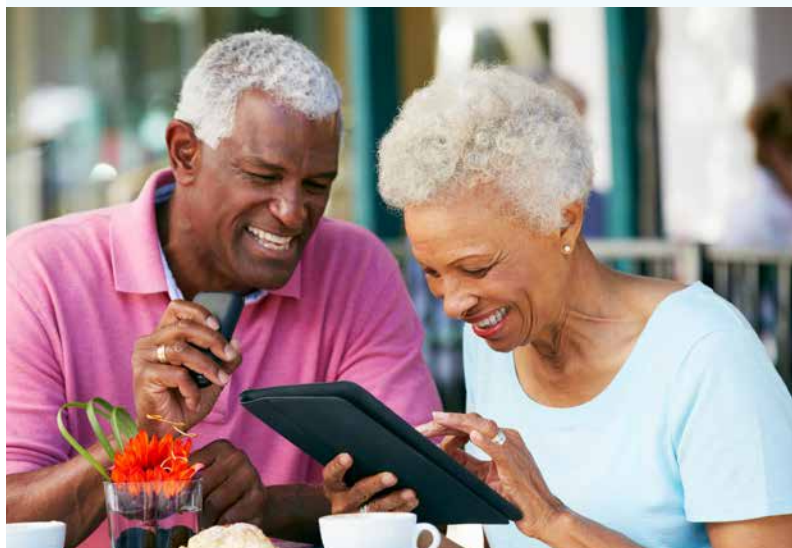
VISIT one of our Service Centers to obtain a form:

Mesa - 801 S. Power Rd. #112

Sun City - 14805 N. Del Webb Blvd.

Surprise - 13985 W. Grand Ave, Suite 200

CALL Member Services to sign up over the phone 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.



Do we have your current address?

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 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: How do I obtain the 2019 EOC, Drug List, and Provider Directories? When will my member ID card for 2019 be available?



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

- » Go to www.azbluemedicare.com/members/forms-information to review or download documents.
- » Call Member Services at 1-800-446-8331 to request a printed copy be mailed to you.

For members who require a replacement for their 2018 ID card, the Member Portal enables you to print a temporary ID card to use until a replacement card has been mailed to you. Temporary ID cards for the 2018 plan year may be printed through December 31, 2018.

Member ID cards for the 2019 plan year will be mailed to you in late December 2018 for arrival by Monday, December 31. If you do not receive your card by January 2, 2019, please call Member Services at 1-800-446-8331 (TTY/TDD: 711). Replacement cards for 2019 plan year may be printed via the Member Portal starting on January 2.

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

GAZPACHO



Ingredients

- 6 small ripe tomatoes (peeled, seeded)
- 2 cups low-sodium tomato juice
- 1 medium cucumber (peeled, seeded)
- 1 small red onion (finely chopped)
- 1 bell pepper (red or green), finely chopped
- 3 stalk celery (chopped)
- 2 tbsp fresh parsley (chopped)
- 1 clove chopped garlic
- 2 green onions (finely chopped)
- 1/4 cup red wine vinegar
- juice of 1 lemon
- 1/4 tsp pepper
- 1/4 tsp no-salt-added or lower-sodium Italian seasoning
- 1/2 tsp red pepper flakes (optional)

Directions

1. Add all ingredients to a blender or food processor and blend until well mixed but slightly chunky.
2. Chill up to 2 hours or overnight before serving. (NOTE: if you don't have a blender or food processor, try to dice the vegetables as finely as possible and use a masher to mix and mash, for approximately 2 minutes to combine flavors).
3. Serve as a chilled soup or as a dip.

Nutrition Information (per serving)

Calories: 84 per serving; Protein: 3g per serving; Fiber: 5g per serving; Cost per serving: \$2.35
Source: American Heart Association (<https://recipes.heart.org/en/recipes/gazpacho>)

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

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.

Mesa | Thursdays
Oct 18, Nov 15, Dec 20 | 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
Oct 4, 11, 18, 25 | 9:00 a.m. to 10:00 a.m.
Dec 6, 13, 20, 27 | 1:30 p.m. to 3:00 p.m.
Jan 10, 17, 24, 31 | 10:00 a.m. to 11:30 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
Oct 4 | 11:30 a.m. to 12:30 p.m.
Dec 13 | 10:00 a.m. to 11:00 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
Oct 25 | 11:30 a.m. to 12:30 p.m.
Dec 20 | 12:00 p.m. to 1:15 p.m.
Jan 31 | 12:00 p.m. to 1:15 p.m.

Know Your Health Numbers

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

Mesa | Thursdays
Jan 10 | 2:30 p.m. to 3:30 p.m.

Falls Prevention and Home Safety

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

Mesa | Thursdays
Dec 13 | 12:00 p.m. to 1:00 p.m.
Jan 24 | 2:30 p.m. to 3:30 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 | Thursdays
Nov 1, 8, 15* | 9:00 a.m. to 10:15 a.m.
(*no 4th class due to holidays)
Jan 3, 10, 17, 24 | 12:00 p.m. to 1:30 p.m.

Living Well with COPD

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

Mesa | Thursdays
Jan 17 | 2:30 p.m. to 3:30 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.

Mesa | Thursdays
Nov 1 | 11:00 a.m. to 1:00 p.m.
Jan 3 | 9:30 a.m. to 11:30 a.m.

Additional classes in Maricopa County may be found at

» **HonorHealth** | CALL 623-580-5800 or
GO TO www.honorhealth.com/events



West Valley Classes

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

Sun City - BCBSAZ Advantage Service Center, 14805 N. Del Webb Blvd

Sun City West - Banner Support Services Building*, 13950 W. Meeker Blvd

***Please Note:** Due to the new Surprise Service Center, the Banner Support Services Building does not offer BCBSAZ Advantage Member Services representatives. Refer to the top of page 12 for the Surprise walk-in location address with questions relating to education classes.

Living Well with Diabetes

Learn diabetes self-management skills.

A four-week series.

Sun City | Tuesdays

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

Sun City West | Tuesdays

Dec 4, 11, 18 | 10:00 a.m. to 11:30 a.m.

(no 4th class due to holidays)

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

Nov 6, 13, 20, 27 | 10:00 a.m. to 11:15 a.m.

Sun City West | Tuesdays

Jan 8, 15, 22, 29 | 10:00 a.m. to 11:15 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.

Sun City | Tues, Nov 20 | 11:30 a.m. to 12:30 p.m.

Sun City West | Tues, Jan 8 | 2:00 p.m. to 3:00 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, Oct 9 | 11:30 a.m. to 12:30 p.m.

Sun City West | Tues, Dec 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.

Sun City West | Tuesdays

Dec 4 | 12:00 p.m. to 1:00 p.m.

Jan 29 | 1:30 p.m. to 2:30 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 | Tues, Nov 6 | 11:30 a.m. to 12:30 p.m.

Sun City West | Tues, Jan 22 | 1:30 p.m. to 2:30 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 | Tues, Oct 16 | 11:30 a.m. to 1:30 p.m.

Sun City West | Tues, Dec 11 | 12:00 p.m. to 2:00 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 | Tues, Oct 2 or Nov 13 | 11:30 a.m. to 12:30 p.m.

Sun City West | Tues, Jan 15 | 1:30 p.m. to 2:30 p.m.

LOCAL FOCUS CHANDLER

Chandler, a city of nearly 250,000 residents located southeast of Phoenix, was settled by Dr. Alexander John Chandler, the first veterinary surgeon who started out studying irrigation engineering. From 1891 to 1900, he acquired about 18,000 acres of land and created Chandler Ranch in 1912 and a town center one year later. During that time, Chandler's primary business was agriculture based on cotton, corn, and alfalfa. Ostrich Farms were also plentiful based on the demand for plumes in women's hats. Chandler celebrated its 100th anniversary in 2012 and, among other things, is known for its annual Ostrich Festival commemorating that legacy.



Word Search

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

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

WORDS FOUND IN THIS WORD SEARCH

ACORN
APPLES
AUTUMN
CHILLY
CIDER
COAT
COLOR
FIRE
FOOTBALL
GLOVES
HAT
HOLIDAY
LEAVES
NUTS
RAINCOAT
RAKE
SCARF
SCHOOL
SEPTEMBER
WINDY

DID YOU KNOW?

Chandler is an active city with free community group fitness offerings held outside at the Dr. A.J. Chandler Park. The hour-long fitness classes are designed for all skill levels and ages, where each week a new program is introduced to keep you moving!

2019 Spring Series Dates (Thursdays)

Jan 24, 31 | Feb 7, 14, 21, 28 | Mar 7, 14

Go to www.chandleraz.gov/explore/chandler-recreation/programs-and-activities/fitdc-group-fitness for more information about registration and participant notes.



Crossword Puzzle

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

Across

- 1. Slants
- 5. Defunct football league
- 9. Diamond weight unit
- 14. Rolled Chocolate Candy
- 15. Zilch
- 16. Witless
- 17. On top
- 18. Chowder ingredient
- 19. Prima _____
- 20. Loves their country
- 22. Promises
- 24. American Sign Language
- 25. Wizeded
- 26. Elite intellectuals' society
- 28. That girl
- 29. Curve
- 32. Marsh
- 33. Winter neckwear
- 35. Toilet
- 36. Seasoning
- 37. Little bit
- 38. One-celled water animal
- 40. Lodge

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

- 41. Inscribed stone
- 43. Fasten with a metal bolt
- 44. Children's game
- 45. Strike sharply
- 46. Cunnings
- 47. Tuber
- 49. Writing liquid
- 50. Tutor
- 53. Blazing
- 57. Fervor
- 58. Canoe propellers
- 60. Land mass
- 61. Large instrument
- 62. Tub Spread
- 63. Evils

- 64. Threaded Nail
- 65. Bearing
- 66. Thought-provoking

Down

- 1. Entrap
- 2. Small particle
- 3. Devise
- 4. HBO mob show
- 5. Brand of clear soft drink
- 6. Sodium
- 7. Those who make the food laws (abbr)
- 8. Lamp part

- 9. Apple drink
- 10. Positive electrode
- 11. Called
- 12. Green Gables dweller
- 13. What Celestial Seasonings makes
- 21. Supplies
- 23. Stare
- 26. Miraculous food
- 27. Looking at
- 28. Sell illegally
- 29. Pain Reliever brand

- 30. After shower attire
- 31. Winter outerwear
- 32. Lure
- 33. Sauna (2 wds)
- 34. Hot cereal
- 39. Female milker of cows
- 42. Maple
- 46. Denis the Menace's neighbor
- 47. Quick bread
- 48. Cast away

- 50. Raps lightly
- 51. Little Mermaid's love
- 52. Jewish calendar month
- 53. No charge
- 54. Island
- 55. Egyptian River
- 56. Pant
- 59. Boxer Muhammad

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

