



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



(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/](http://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](http://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!

## 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



# 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](http://www.azbluemedicare.com/members/education-prevention-wellness/care-management).



## Sources:

- » National Care Planning Council (NCPC) ([www.longtermcarelink.net/](http://www.longtermcarelink.net/))
- » AARP ([www.aarp.org/health/conditions-treatments/info-2018/depression-worse-older-adults.html](http://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](http://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](mailto: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](http://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](mailto: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.

August marked the second anniversary since the Member Advisory Council was first assembled. The group gathered on Senior Citizen’s Day

(August 28) to discuss Project 2020 and the role the MAC plays within the structure of our health plan. We reiterated our vision, goals, and expectations for the council and proudly reflected on all that has been accomplished in the past two years, including providing input and insight for testing the new Member Portal.

We welcomed Cindy Cole, Manager of Marketing & Communications, at P3 Health Partners. Ms. Cole joined the MAC meeting to observe, answer questions, and discuss how they may interact with our membership in the future. P3 Health Partners is committed to assisting our members with navigating the ever-changing landscape of healthcare in Pima County and looks forward to the opportunities to best serve our members.

*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!*



## Pima County MAC Member Profile: Patricia Teager

### Where are you from, Patricia?

I grew up in Iowa and my husband and I raised our three children there. Our careers took us to Kansas City, MO, for 11 years and then we retired to Marana, AZ, in 1999.

### What did you do in your former life?

After earning a BSN at the University of Iowa and a MS from Iowa State University, I spent my career in nursing education as an instructor and administrator. I retired as President of Saint Luke’s College of Nursing in Kansas City and then spent ten years as an educational consultant. After we moved to Arizona, I became active in the Marana School District as a classroom volunteer and fundraiser. I was elected to the MUSD governing board in 2004.

### How do you occupy yourself now?

I volunteer at school and at church. My husband and I enjoy spending time with family and friends and our travels have taken us many interesting places around the world.

### Why did you want to join the MAC?

I commend BCBSAZ Advantage for reaching out to policyholders for their feedback and input in an organized way. I joined MAC for the opportunity to learn from the staff and to participate in group discussions.

*\*Patricia Teager’s husband, John Teager is also an active contributor to our Pima County Member Advisory Council.*



# 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](http://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](http://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](http://www.nidcd.nih.gov)).

## TruHearing<sup>®</sup> 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](http://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](http://www.azbluemedicare.com/Members) and click on the “Sign Up For Email” button. Or, you can:

**VISIT** one of our Service Centers in Maricopa County 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](http://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>)*

# Pima County Education Classes, Support Groups, and Events

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

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

## To find available classes:

**GO TO** [www.azbluemedicare.com/education-prevention-wellness/health-education-classes#tptop](http://www.azbluemedicare.com/education-prevention-wellness/health-education-classes#tptop) to check calendar of events. *Please check periodically as class schedules could change.*

**CALL** 1-800-446-8331

## VISIT

### **Green Valley – Casa Community Center, La Posada**

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

### **Marana – The Highlands at Dove Mountain**

4949 W. Heritage Club Blvd, Marana, AZ 85658

### **Tucson – Chinese Cultural Center**

1288 W. River Rd, Tucson, AZ 85704

### **Tucson – Christ Presbyterian Church**

6565 E. Broadway Blvd, Tucson, AZ 85710

### **Tucson – El Rio Health Center**

1500 W. Commerce Ct, Tucson, AZ 85746

### **Tucson – El Rio Health Center Congress**

829 W. Congress St, Tucson, AZ 85745

### **Tucson – Freedom Park Center**

5000 E. 29th St, Tucson, AZ 85711

### **Tucson – Morris K. Udall Regional Center**

7200 E. Tanque Verde Rd, Tucson, AZ 85716

### **Tucson – Northwest YMCA**

7770 N. Shannon Rd, Tucson, AZ 85741

### **Tucson – Rancho Vistoso Urgent Care**

13101 N. Oracle Rd, Tucson, AZ 85739

### **Tucson – Tucson Estates**

5900 W. Western Way Circle, Tucson, AZ 85713

### **Tucson – Tucson Mountain Baptist Church**

5757 W. Ajo Way, Tucson, AZ 85735

## LOCAL FOCUS

### ARIVACA

Just 11 miles north of the Mexican border, nestled among rolling grasslands and rocky bluffs, lies the community of Arivaca. Historian Fred Noon cites the location was originally inhabited by the Hohokam Indians. It was the O'odham who later named the area; "Ari" means "little," "vaca" refers to a place where water comes up. The name was recorded as "Aribac" by early Spaniards and was first included on a map by missionary and explorer, Father Kino, in 1695.

The small village is comprised of approximately 700 residents, including artists, bakers, growers and merchants, who have focused on wellness and eco-

tourism to help sustain their economy. Among Arivaca's attractions are an artist's co-op, a community garden, a farmer's market, and a community center. But the biggest draw is the 100,000 acre Buenos Aires National Wildlife Refuge—and birdwatching season—which was established for the reintroduction of the endangered masked bobwhite quail and the protection of native wildlife and the surrounding environment.





## A Matter of Balance

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

Tucson | Morris K. Udall Regional Center  
Tues and Thurs | 10:00 a.m. to 12:00 p.m.  
Oct 9, 11, 16, 18, 23, 25, 30, Nov 1

Tucson | Rancho Vistoso Urgent Care  
Tues and Thurs | 2:00 p.m. to 4:00 p.m.  
Oct 9, 11, 16, 18, 23, 25, 30, Nov 1

## Osteoporosis

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

Tucson | Northwest YMCA  
Fri, Oct 12 | 11:30 a.m. to 12:30 p.m.

Tucson | Chinese Cultural Center  
Thurs, Nov 15 | 11:00 a.m. to 12:00 p.m.

## Heart Health

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

Green Valley | Posada Life Community Center  
Tues, Oct 16 | 2:00 p.m. to 3:00 p.m.

Tucson | Freedom Park Center  
Wed, Oct 17 | 10:00 a.m. to 11:00 a.m.

## Know Your Numbers

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

Tucson | Freedom Park Center  
Wed, Nov 21 | 10:00 a.m. to 11:00 a.m.

## Laughter Wellness

Learn the benefits of laughter and to laugh for your health!

Tucson | Morris K. Udall Regional Center  
Wed, Nov 14 | 12:45 p.m. to 1:45 p.m.

## Additional classes in Pima County may be found at

- » **Interfaith Community Services** | 520-297-6049 | [www.icstucson.org](http://www.icstucson.org)  
Serving the needs of Pima County seniors, individuals with disabilities, and individuals in financial crisis.
- » **Northwest Hospital** | 520-469-8100 | [www.healthiertucson.com](http://www.healthiertucson.com)
- » **Pima Council on Aging** | 520-790-7262 | [www.pcoa.org](http://www.pcoa.org)
- » **Tucson Medical Center** | 520-324-4345 | [www.tmcaz.com](http://www.tmcaz.com)
- » **University of Arizona** | 520-626-5800 | [www.aging.arizona.edu](http://www.aging.arizona.edu)
- » **Valley Assistance Services** | 520-625-5966 | [www.valleyassistanceservices.org](http://www.valleyassistanceservices.org)  
Helping seniors and families live independently.

## CHECK IT OUT! ARIVACA

Arivaca Lake is a 90-acre reservoir offering fishing, camping, and ... a ghost town, Ruby! Ruby is privately owned but worth a visit to one of the best-preserved ghost towns in Arizona. If you enjoy hiking, there are a couple of trails in the Buenos Aires National Wildlife Refuge—1-mile long Arivaca Creek Trail and 1.25-mile long Arivaca Cienega Trail—providing opportunities to see bird life in this rare desert wetland.



# 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



# 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).

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### Word Search page 14



### Crossword Puzzle page 15

