

# care @ share

VOLUME 14

Member Newsletter

**Your Heart  
And the New  
Coronavirus**

**Living with  
Arthritis**

**Low-Maintenance  
Plants for a  
Beautiful Garden**

**The Health  
Benefits of  
Pet Ownership**

**Ask our Chief  
Medical Officer:  
Why do I need  
an MRI?**

**Grilling Season is Here!  
Recipes and Safety Tips**

# In this Issue...



## Care N' Care COVID-19 Updates

Care N' Care is committed to making sure you have the access to healthcare services, information and resources you need throughout the current coronavirus outbreak. Make sure to visit the new section on our website dedicated to important information as it relates to COVID-19. **PG 5**



## Shelter-in-Place Activities

We understand that the effects of the COVID-19 outbreak are causing changes to our everyday lives. Care N' Care wants to alleviate the stress that being isolated at home brings. We have compiled a few activities, mind games, and virtual tours, and videos that you can do to help with the isolation. **PG 6**



## Low-Maintenance Plants for a Beautiful Garden

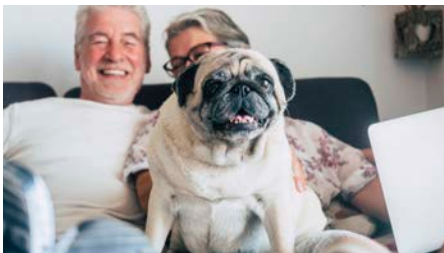
The health benefits of gardening have been long touted – gardening is a great activity for your physical and emotional health. Gardening has also been shown to have a positive impact on mental health struggles such as anxiety and depression. **PG 8**



## Grilling for Seniors

For many of our members, there is no more perfect way to spend a summer afternoon or evening than a cookout with family and friends. And once this current storm passes, we'll all want to get back to creating new memories. **PG 12**

Check out Summer Grilling Recipes on **PG 14!**



## The Benefits of Pet Ownership

If a dog is man's and woman's best friend, then that same cute canine is certainly a senior's very best friend. For as a recent newspaper headline stated, "When pet love comes to seniors, everybody's tail wags." **PG 16**  
Find out what human foods are *not* safe for your pets on **PG 18.**



## Ask our Chief Medical Officer:

What is an MRI and Why Would my Doctor Order One?

From diagnosis to treatment to pharmaceuticals, medicine continues to advance and, by doing so, stretch the boundaries of what is possible. One of the examples of this is magnetic resonance imaging – more commonly referred to simply as an MRI. **PG 20**



## **A Message from CEO, Wendy Karsten:**

Throughout the course of the year, there are more than 100 healthcare observances and celebrations...

...all intended to call attention to a specific disease or cause. For seniors, one of the most important and personal of all of these is National Arthritis Month, which we celebrate every May. Arthritis impacts more than 50 million Americans, making it the No. 1 cause of disability in the country. Statistically one in every five adults are affected by arthritis with the elderly more likely than others to suffer from this disease.

To help you or a loved one better understand and live with arthritis, this issue of our newsletter includes a special feature that describes the different kinds of arthritis that afflict seniors, talks about the signs of arthritis coming on, and recommends steps those who are affected can take to lessen the pain. We've also included a list of foods that can ease inflammation and may help relieve some of the joint pain associated with arthritis, as well as foods you should avoid.

Speaking of food, our newsletter also includes an article on outdoor grilling with some suggestions of what you can do to enjoy a season of barbecue fun with family and friends. That's just one of the articles that encourages you to live life to its fullest. So be sure to read about the health benefits of pet ownership and the joys and feelings of fulfillment that can come with spending some time in the garden.

As we approach the spring and summer months, always remember that socialization helps us all stay young, both physically and mentally. That's why we encourage all of our members to spend time with their families, to renew friendships and to become involved in their community. If you're looking for some ways to meet new people and explore new opportunities, visit <https://cnhealthplan.com/care-n-community/whats-going-on/> to see a complete listing of what we are offering—from a health talk with a pharmacist and information sessions on end-of-life care planning to potlucks, birthday celebrations and much more—through our unique Care N' Community program.

As always, please let us know if there is anything we can do to help you stay healthy and fit. And don't forget to get your check-ups on schedule and to let your Care N' Care physician know anytime you have questions or concerns about your health. We're all in this together.

Wendy Karsten

A handwritten signature in black ink, appearing to read 'W. Karsten'.

Chief Executive Officer

# Your Heart and the New Coronavirus

HEART ATTACKS AND STROKES DON'T STOP DURING A PANDEMIC.

Don't ignore heart symptoms.



GETTING CARE IS CRITICAL TO:

- ✓ Get better faster.
- ✓ Limit damage to your health.

***Especially if you have a heart condition.***

Call 911. 

If you think you are having a heart attack or stroke. Hospitals have safety measures to protect you from infection.

Call your doctor. 

If you have a heart condition and have questions or think you need a health visit. Do NOT delay routine care. You may be able to get advice over the telephone or use telehealth services for a virtual visit.

## HEART ATTACK SYMPTOMS:



Chest pain



Difficulty breathing



Discomfort in chest, arms, back, neck, shoulder or jaw

## STROKE SYMPTOMS:



Loss of balance



Confusion, trouble speaking or understanding



Numbness, weakness or loss of movement in your face, leg or arm, especially on one side

## Questions or Need Assistance?

If you have questions about COVID-19 and if your health may be compromised, please contact your physician. If you do not have a primary care physician and would like to schedule a telehealth visit, Contact your Healthcare Concierge by phone or email.



Call: 1-877-374-7993 (TTY 711)



Email: [conciierge@cnchealthplan.com](mailto:conciierge@cnchealthplan.com)

October 1- March 31, 8am to 8pm, CST, seven days a week or April 1- September 30, 8am to 8pm, CST, Monday through Friday.

A Part of

Southwestern Health Resources





## **Supporting YOU during COVID-19!**

Care N' Care is committed to making sure you have the access to healthcare services, information and resources you need throughout the current coronavirus outbreak. Make sure to visit the new section on our website dedicated to important information as it relates to COVID-19.

### **Site includes information on:**

- Your Care & Coverage
- Precaution's & Safety
- Community Resources
- FAQs
- Links to Updates by County
- Helpful Links to State & Government sites

You can even sign up to receive notifications when new information has posted. Access the site today, <https://www.cnchealthplan.com/members/covid-19/>

***We're in this Together!***

# Activities to Keep you Busy During Shelter-In-Place

We understand that the effects of the COVID-19 outbreak are causing changes to our everyday lives. Care N' Care wants to alleviate the stress that being isolated at home brings. We have compiled a few activities, mind games, and virtual tours, and videos that you can do to help with the isolation.

- **Institute on Ageing's Friendship Line**

- A hotline where older people can make a friend over the phone and have someone to talk to if they are lonely.

- **Avant Chamber Ballet**

- A 360° video produced by the Avant Chamber Ballet of 19th Amendment from February 15th at Moody Performance Hall.

- **American Baroque Opera Company**

- Full-length production of La Serva Padrona by Giovanni Battista Pergolesi for free.

- **Plano Parks and Recreation**

- Sharing a fun and enriching activity or educational video on its Facebook page for the family, daily at 10 am.

- **Fort Worth Public Library**

- Offering a "stay at home" book club on Facebook.

- **Amon Carter Museum of American Art**

- Released a video series, Cooped Up with the Carter on Youtube.

- **Dallas Arboretum**

- Offering several videos featuring Dave Forehand as a part of its Digital Dallas Blooms on Facebook.

- **Perot Museum**

- 'Amaze Your Brain' at home with the Perot Museum by watching your favorite concepts from the museum come to life.

- **Quarantined Cabaret**

- Created for performers to share videos of themselves performing in isolation. Nearly 17,000 people have joined the group.

## Ways to Keep Your Brain Active

- Super Coloring has coloring pages for adults.
- Mindfulness Exercises has free mindfulness courses
- Lumosity Brain Games. Start Training Your Memory Now, Free.

## Museums offering Virtual Tours

- Sixth Floor Museum
- Dallas Museum of Art
- The Modern Art Museum of Fort Worth
- Kimbell Museum's
- Metropolitan Museum of Art
- Museum of Fine Arts Boston
- Smithsonian
- National Gallery of Art
- Louvre, Paris
- Van Gogh Museum, Amsterdam
- Musée d'Orsay, Paris



Find the Links to these activities and more at Care N' Care's COVID-19 Updates Website: [www.cnchealthplan.com/members/covid-19/community-resources](http://www.cnchealthplan.com/members/covid-19/community-resources)



# Low-Maintenance Plants for a Beautiful Garden

The health benefits of gardening have been long touted – gardening is a great activity for your physical and emotional health. Physically, avid home gardeners benefit from all that standing, bending, kneeling and digging. Gardening has also been shown to have a positive impact on mental health struggles such as anxiety and depression.

Some people may shy away from planting due to concerns that gardens are just too much effort. But not all gardens need a lot of work. A low-maintenance garden can offer some of the same health benefits as higher maintenance ones. It's true that lower maintenance gardens may not offer as much physical activity, but they can still have a positive impact on your health.

For example, according to a study in the *Journal of Health Psychology*, gardening can actually lower cortisol levels in your brain. Too much cortisol, also known as the “stress hormone,” can negatively affect your blood pressure and glucose levels. Lower cortisol can mean less stress.

Gardening also naturally incorporates mindfulness. Mindfulness, the process of being aware of the present moment without judgement, has been shown to improve the symptoms of depression and anxiety. Gardening allows you to be fully in the moment.

---

If you want to reap the rewards of gardening but just don't know where to start, consider these low maintenance plants that can grow beautifully in any North Texas garden:



## Begonia

Begonias are beautiful, blooming plants that are great for Texas gardens because they tolerate sun and shade as well as temperature extremes. In Texas, exposure to morning sun is best because of the intense heat of the afternoon sun. Begonias are also great for a container garden.



## Lantana

Lantanas are drought, heat, deer and salt-resistant, and they thrive in full summer sun. These beauties are a natural in any Texas garden.





### Cosmos

Cosmos are one of the easiest-to-grow flowers in Texas. They are great for hot, dry locations and even do well in poor soil.



### Marigold

The Dallas Morning News said marigolds are “the perfect flower for North Texas.” Not only do they tolerate heat and poor soil, they produce beautiful, vibrant blooms all summer long.

Go ahead and give gardening a try. With plants like these-- that love North Texas as much as we do--you'll be enjoying a gorgeous garden sooner than you think.

# Arthritis Awareness

## Living with Arthritis

No matter what age you are, arthritis can flare up and lead to pain that, in some cases, can be debilitating. It can attack almost any part of the body at any time and can last a few hours, a few days, or in some cases result in a chronic condition.

Arthritis is extremely common among seniors with nearly half of those age 65 and older suffering from some type of arthritis pain. But not all arthritis cases are the same, and different types require different treatments. The four most common forms of arthritis are:

- Osteoarthritis – This is when cartilage that pads bones in the joints begins to tear and wear away. Pain can range from stiffness to pain when walking, bending down or even sleeping. Osteoarthritis is most common in your hands, neck, lower-back, knees and hips.
- Rheumatoid Arthritis – This occurs when the body's immune system attacks its own tissue, including joints and joint linings, causing painful swelling. Over long periods of time, the inflammation associated with rheumatoid arthritis can cause bone erosion and joint deformity.
- Gout – It causes swelling and pain in your joints. Gout is considered a chronic disease, meaning it does not have a cure and will usually last your whole life. Gout attacks often happen in the big toe but can affect any of your body's joints like your elbows, knees, hands or ankles.
- Reactive Arthritis – Joint pain and swelling triggered by an infection in another part of your body—most often your intestines, genitals or urinary tract. Reactive arthritis usually targets knees and the joints of your ankles and feet. Inflammation also can affect your eyes, skin and urethra.

While each type of arthritis has its own treatments that are best, there are some general ways to treat arthritis.

- Daily Exercise – One way to prevent and treat joint stiffness and pain is to keep them moving. Walking, swimming, bike riding ... anything that keeps you moving can help.
- Strengthening Exercises – Lifting weights is a good way to build muscle. Strong muscles help to protect your joints.
- Range-of-Motion Exercises – Dancing and yoga are two great examples of this because they both keep you moving and improve flexibility.

Applying heat or cold to the area affected by arthritis may also help to treat it. Even soaking in a warm bath or heated pool can help. You can protect your joints by resting and eating a well-balanced diet. Also wearing the right shoes can help to protect your feet and lessen the strain on your joints.

If you've never had arthritis, but suddenly feel unexplained joint pain, you may be getting arthritis.

Here are some other signs:

- Joint swelling
- Joint stiffness
- Tenderness or pain when touching a joint
- Problems moving the joint
- Warmth and redness on a joint

If you begin to experience any of these issues and they don't go away within two weeks, it's time to see a doctor. If you develop a fever along with any of those symptoms, you need to see a doctor right away. You don't have to suffer in pain.



## ARTHRITIS AND FOOD

There are many foods that can ease inflammation and may help relieve some of the joint pain associated with arthritis.

### Foods to Include:

- Fatty fish (such as salmon, mackerel, sardines and trout)
- Garlic
- Ginger
- Broccoli
- Walnuts
- Berries
- Spinach
- Grapes
- Olive oil
- Tart cherry juice

### Foods to Avoid:

- Processed food
- Sugar and certain sugar alternatives
- Red meat and fried food
- Refined carbohydrates (white flour products, such as white bread, white pasta and crackers)
- Cheese and high-fat dairy
- Alcohol

# Grilling for Seniors

Right now, we are all doing our part to rid our nation of the coronavirus – we’re staying home, practicing social distancing when we absolutely need to go out and being more aware than ever of basic health habits. No one knows for sure when this pandemic will pass and life can return to normal (or, as some predict, a “new normal”). But whenever that comes, you can be sure that we’ll want to once again share good times with people who are important in our lives. Never will there be a greater reminder of the importance of living life to its fullest.

For many of our members, there is no more perfect way to spend a summer afternoon or evening than a cookout with family and friends. And once this current storm passes, we’ll all want to get back to creating new memories. But as we get older, hosting a backyard gathering suddenly becomes a little more challenging on two fronts: What are some safety tips to follow, and what can you serve that will be appealing to and healthy for everyone?

## **Safety First.**

When it comes to safety, there are a few tips not just for seniors but for anyone planning a barbecue. These include:

- Propane and charcoal barbecue grills should only be used outdoors.
- The grill should be placed well away from the home, deck railings and out from under leaves and overhanging branches.
- Keep young ones and pets away from the grill area.

- Keep your grill clean by removing grease or fat buildup from the grills and in trays below the grill.
- If you use a starter fluid with a traditional charcoal grill, be sure to keep that fluid out of the reach of children and away from heat sources. And when you are finished grilling, let the coals completely cool before disposing in a metal container.
- If you use propane, check the gas tank hose for leaks before using it for the first time each year. If you smell gas while cooking, immediately get away from the grill and call the fire department. Do not move the grill.
- Never leave your grill unattended.

## **What to Serve.**

As we age, it is more important than ever to consider our diets, so here are five ideas to keep in mind when you’re grilling for seniors:

If you are having friends over, see if there are any dietary restrictions they may have. Having this information can help you make some simple changes to your menu that make more dishes accessible to more people. If, for example, you have a few guests who are on sodium-restricted diets, opting to forgo the salt when seasoning your food (but instead having a salt shaker at the table) gives everyone more options to choose from.

- Counterattack high cholesterol by avoiding fatty food. Put a boneless, skinless chicken breast on the grill for a low-fat, protein-packed meal. There are also a variety of hamburger options ... for



example, try turkey burgers instead of red meat.

- Seafood is great on the grill and has tremendous health benefits. Many nutrients in fish, like omega-3, provide many benefits for our bodies; so be sure to include some salmon or shrimp at your next cookout.
- Fruits and vegetables are good for all ages. A raw vegetable platter or fresh-cut watermelon are a great addition to any barbecue, but don't forget that you can also grill your veggies and fruit! Try some vegetable kabobs or slice up some pineapple and toss it on the grill.

- As part of the barbecue fun, don't forget to stay hydrated. For beverages, try to stick with water, homemade lemonade or fruit juice blends that aren't terribly high in sugar.

**In a nutshell, keep it simple.** And remember that there are many ways to create a barbecue menu that accommodate common senior dietary restrictions but do not skimp on flavor. The point is to have fun, so as long as there is a mix of healthy, enjoyable foods to choose from, everyone is sure to have a great time.

# Summer Grilling Recipes



## Easy Grilled Chicken

### INGREDIENTS

1/3 cup oil olive oil or vegetable oil  
1/4 cup cider vinegar (or red wine vinegar)  
2 tablespoons dijon mustard  
3 tablespoons Worcestershire sauce  
2 tablespoons lemon juice  
1 tablespoon salt

1 tablespoon pepper  
2 tablespoons Italian seasoning  
1 teaspoon garlic powder  
1 tablespoon sugar  
4 boneless skinless chicken breasts

### INSTRUCTIONS

1. Combine all ingredients in a bowl or freezer bag. Add chicken and toss well to combine.
2. Marinade for a 30 minutes (or up to 4 hours) before cooking chicken.
3. Preheat grill to medium high heat.
4. Place chicken on the grill for 7-8 minutes. Flip over and cook an additional 7-8 minutes or until no pink remains and chicken reaches 165°F.
5. Rest 3-5 minutes before slicing.



## Roasted Garlic Grilled Vegetables

### INGREDIENTS

- |                                             |                                                                         |
|---------------------------------------------|-------------------------------------------------------------------------|
| 1 ear corn, cut into chunks                 | 1 small yellow squash, sliced                                           |
| 1 medium red onion, cut into thin wedges    | 1 cup mushrooms, halved                                                 |
| 1 small green bell pepper, cut into chunks  | 2 tablespoons oil                                                       |
| 1 small red bell pepper, cut into chunks    | 1 tablespoon McCormick® Grill Mates® Roasted<br>Garlic & Herb Seasoning |
| 1 small yellow bell pepper, cut into chunks |                                                                         |

### INSTRUCTIONS

1. Toss vegetables with oil and Seasoning in large bowl.
2. Place vegetables in grill basket, grill rack or thread onto skewers. If using wooden skewers, soak thoroughly in water for at least 30 minutes before threading.
3. Grill over medium heat for 12 to 15 minutes or until vegetables are tender, turning occasionally.



## Grilled Pineapple

### INGREDIENTS

- 1 Fresh Pineapple- peeled, cored, and sliced into one inch rings or wedges
- 1/4 teaspoon honey
- 3 tablespoons melted butter
- 1 dash of hot sauce (optional)
- salt to taste

### INSTRUCTIONS

1. Place pineapple slices into a large plastic bag. Add honey, butter, hot pepper sauce, and salt. Seal bag, and shake to coat evenly. Marinate for at least 30 minutes up to overnight.
2. Preheat an outdoor grill for high heat, and lightly oil grate.
3. Grill pineapple for 2 to 3 minutes per side, or until heated through and grill marks appear.

# Health Benefits of Pet Ownership

“When pet love comes to seniors, everybody’s tail wags.”

If a dog is man’s and woman’s best friend, then that same cute canine is certainly a senior’s very best friend. For as a recent newspaper headline stated, “When pet love comes to seniors, everybody’s tail wags.”

Pet owners know the many joys of pet ownership firsthand. They have a greeter waiting by the door when they get home, a friend to walk with around the neighborhood, and a special someone to snuggle with while watching a movie on the couch. For seniors, this can be particularly beneficial as getting older can be very lonely. Loved ones and friends move or pass away, and it becomes increasingly difficult to leave the house and participate in once-loved activities. But pets provide a source of comfort and companionship and can have an astounding effect on symptoms of depression and feelings of loneliness.

Studies have shown that there are physical health benefits of interacting with animals, too. The bond between people and their pets can increase fitness, lower stress and bring happiness to their owners. Other health benefits of having a pet include decreased blood pressure, decreased cholesterol and triglyceride levels, and increased opportunities for socialization. Plus, feeding, walking, grooming and playing with a pet can provide a sense of purpose and help keep the mind sharp.

While the advantages of pet ownership are undeniable, it is important that older adults select the right pet for themselves as animals come with

responsibilities and obligations. When selecting a pet, consider such factors as:

- What age pet would be best? A puppy or kitten may not be ideal for elderly owners because of the intensive care and training they require.
- What temperament would be a good fit? Different breeds have different characteristics and interact with their owners in different ways.
- Do you have any disabilities or functional limitations that need to be taken into account?
- Are finances an issue? Pets can be a significant financial commitment when you consider food, medical care, toys and grooming.

As for where to adopt a pet, seniors can turn to breeders or shelters (which are usually much less expensive and come with the added benefits of giving an unwanted animal a home). Shelter employees often know each animal’s personality well and can assist in making a good match. Online pet shopping is also possible, thanks to sites like [petfinder.com](http://petfinder.com), which allows potential owners to search for their perfect pet in a massive database composed of approximately 250,000 adoptable animals from nearly 11,000 animal and rescue groups nationwide. However, it’s still recommended to meet a potential pet in person to more accurately gauge the fit.

In short, there are many physical and emotional health benefits to investing in a pet. That’s why senior pet ownership continues to be encouraged in many well-respected publications and medical journals. The key is finding the perfect match—just as you would in finding that perfect friend.





# Is it okay if my pet eats this?

## People Foods to Avoid Feeding Your Pets

### Alcohol

Can cause vomiting, drunkenness, coma and death.



### Onions/Garlic

Can cause vomiting and red blood cell damage.



### Avocado

Can be fatal to birds and rabbits. Can cause vomiting and diarrhea in dogs.



### Grapes/Raisins

Can cause kidney failure in dogs.



### Coffee/Chocolate

Can cause vomiting, diarrhea, hyperactivity, high heart rate, tremors, seizures and even death.



### Products containing Xylitol;

Like Gum, Candy or Some Peanut Butters

Can cause seizures and liver failure in dogs.

If you think your pet has ingested something toxic, contact your veterinarian or the ASPCA® Animal Poison Control Center immediately at 1-888-426-4435. For more information, visit [aspc.org/poison](http://aspc.org/poison)



# Celebrate your body and move in May

**Retirement is getting a facelift!** No longer are we expected to just sit on the couch and watch TV or read. We get new life once we hit retirement age. Now is the time to travel and do all the things we couldn't while we were working. Staying active can help you live that life and stay independent longer. The Center for Disease Control and Prevention recommend adults should get at least 150 minutes of moderately intense exercise each week.<sup>1</sup> That's an average of 30 minutes five days a week.

## Getting started

Not sure where to begin, check out 6 Steps to Getting Healthy and Fit in Your 60s, 70s, and Beyond ([www.silversneakers.com/blog/fitness-over-60-getting-fit-60s-70s-beyond](http://www.silversneakers.com/blog/fitness-over-60-getting-fit-60s-70s-beyond)).

Or do you fall into the category of knowing it is good for you, but having a hard time finding the motivation? Follow the three steps in Not Motivated to Exercise? Do This ([www.silversneakers.com/blog/qa-not-motivated-to-work-out-do-this](http://www.silversneakers.com/blog/qa-not-motivated-to-work-out-do-this))

## Need a little boost?

Already active, but want to try something new? Check out 4 Health Secrets of Walking ([www.silversneakers.com/blog/4-hidden-health-secrets-walking](http://www.silversneakers.com/blog/4-hidden-health-secrets-walking)). Or try the 8 Best Low-Impact Workouts for Older Adults ([www.silversneakers.com/blog/low-impact-workouts-older-adults](http://www.silversneakers.com/blog/low-impact-workouts-older-adults)).

National Senior Health and Fitness Month  
No matter your physical level, just get up and move! This month is National Senior Health and Fitness Month, with Wednesday, May 27 National Senior Health & Fitness Day. No better way to celebrate your body than to be active.

SilverSneakers®, provided by Care N' Care, may help you get and stay active. Go to [SilverSneakers.com](http://SilverSneakers.com) to get your ID number or find convenient locations. Download the SilverSneakers GOTM app for adjustable workout programs tailored to individual fitness levels, schedule reminders for favorite activities, find convenient locations and more.

**Always talk with your doctor before starting an exercise program.**

Sources:

1. [https://health.gov/paguidelines/second-edition/pdf/Physical\\_Activity\\_Guidelines\\_2nd\\_edition.pdf#page=68](https://health.gov/paguidelines/second-edition/pdf/Physical_Activity_Guidelines_2nd_edition.pdf#page=68)

SilverSneakers and the SilverSneakers logotype are registered trademarks of Tivity Health, Inc. SilverSneakers GO is a trademark of Tivity Health, Inc. All other brand names, product names, registered trademarks or trademarks belong to their respective holders. © 2020 Tivity Health, Inc. All rights reserved. Y0107\_20\_311\_C



## Ask our Chief Medical Officer, Dr. David Sand:

### What is an MRI and Why Would my Doctor order one?

From diagnosis to treatment to pharmaceuticals, medicine continues to advance and, by doing so, stretch the boundaries of what is possible. One of the examples of this is magnetic resonance imaging – more commonly referred to simply as an MRI.

The MRI machine can look intimidating but it is harmless and safe. In fact an MRI is not only a non-invasive tool, but unlike CT scans and x-rays, does not use potentially harmful ionizing radiation. Instead, it uses a large magnet, radio waves, and a computer to create a detailed, cross-sectional image of internal organs and structures. The scanner itself typically resembles a large tube with a table in the middle on which the patient lies

while the test is being performed. Both ends of the scanner are fully open at all times.

An MRI allows your doctor see the organs and tissues inside your body without having to do surgery. It is most often ordered by your doctor after prescribed forms of treatment (such as physical therapy for back pain) or other methods of testing – including x-rays and/or CT scans-- fail to provide sufficient information to confirm a diagnosis.

#### **Some examples of where an MRI would be used:**

- anomalies of the brain and spinal cord
- tumors, cysts, and other anomalies in various parts of the body
- breast cancer screening for women who face a high risk of breast cancer



- injuries or abnormalities of the joints
- certain types of heart problems
- diseases of the liver and other abdominal organs
- the evaluation of pelvic pain in women

Before you get an MRI Talk to your doctor about conservative therapy. An MRI is great if you're going to have surgery or a special injection, but most people don't need, or want, that type of treatment. Many times rest, medication (NSAIDs or Non-Steroidal Anti-Inflammatory Drugs instead of narcotics), changes in your activity, physical therapy or acupuncture can take care of the situation.

You could also take an active part in making the decision by downloading the app called Choosing Wisely®. Choosing Wisely® is a program by the American Board of Internal Medicine Foundation

that encourages people to speak with their doctors to help choose care that is: supported by evidence, not a repeat of other care, free from harm, and truly necessary. The app is available for either iPhone or Android. With the app you can look up certain tests and have a discussion with your doctor to see if they're best for you.

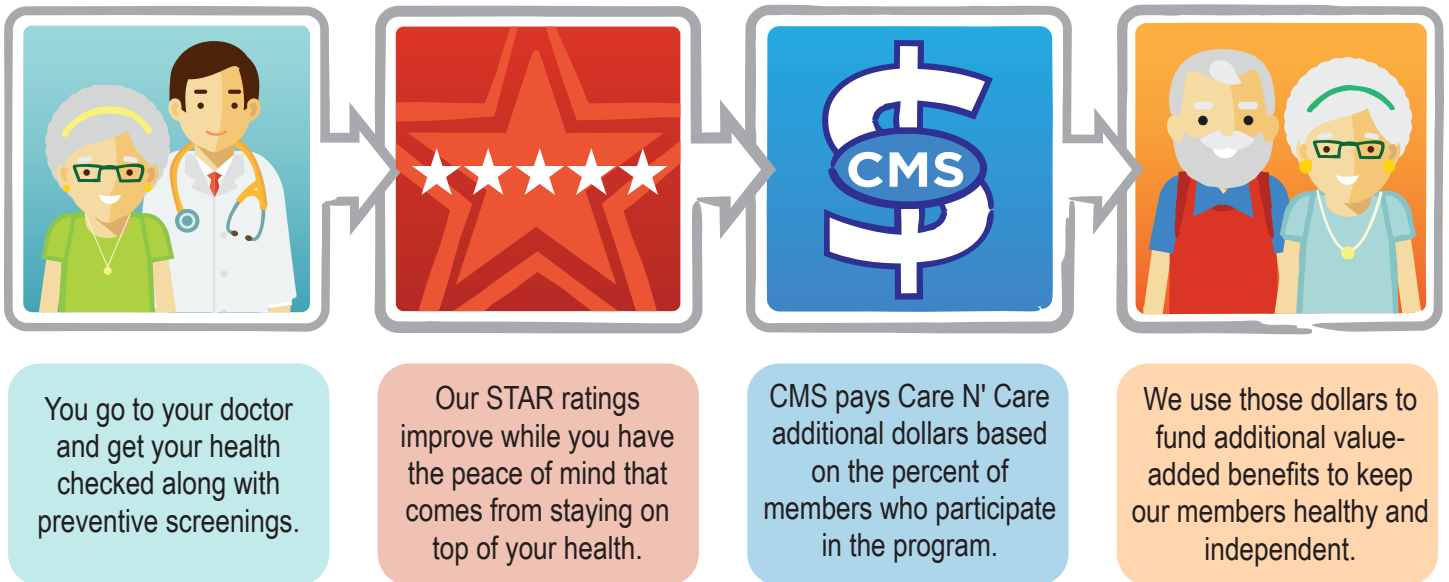
Care N' Care must obey Medicare's strict guidelines when your doctor requests an MRI, or other kinds of treatment. We will make an effort to approve your doctors' requests for services that are approved by Medicare, but Medicare also requires us not to pay for services that are not supported by the evidence or are repetitive, dangerous or not necessary. Your doctor can help avoid delays by sending Care N' Care all the necessary information about your condition for review.

# Help Us Help You Stay Healthy

Like All Medicare Advantage plans in the country, Care N' Care is part of a "Five STARS" program established by the Centers for Medicare and Medicaid Services (CMS). Among other things, this program tracks how many of our members participate in various preventive health programs, such as routine blood pressure tests and annual flu shots, as well as how good a job we do together in managing any chronic conditions such as diabetes or arthritis.

The more our members participate, the higher our star rating. And the higher our star rating, the more funding we get from CMS to apply directly into even better benefits for you. In fact, the difference between 3 and 4 stars means an additional 5 percent in our revenue to be reinvested back into benefits. It's that simple!

Throughout the year you may receive information from us encouraging you to participate. Hopefully you have always been attentive to taking care of yourself, to visiting your doctor regularly and to maintaining good health. But now you can do your part in making Care N' Care work better for everyone. In short, it's your turn to be a STAR!





# Vital Decisions

Care N' Care members confronting important decisions during times of advanced illness have a resource they can call upon through a special partnership between Care N' Care (HMO/PPO) and a company named Vital Decisions. Working in partnership for the past year, Vital Decisions is the nation's leading organization in serious illness advance care planning and alignment.

Through its arrangement with Care N' Care, Vital Decisions provides our members and their families personalized support with medical decision-making. The program includes trained specialists who help members think through their thoughts, feelings and wishes so they can make their own decisions and communicate them to their families, caregivers and doctors. The program generates a personal advanced care plan that documents an individual's healthcare priorities and preferences in writing so there is no confusion. The result of this planning is that members and caregivers experience less stress and anxiety, unwanted hospital procedures are avoided, and members feel comfortable that their wishes are being understood and honored.

"The goal of this program is to ensure that a Care N' Care member dealing with a complex medical situation

has a process for considering how their unique values and wishes are understood, communicated and ultimately reflected in their healthcare," said Care N' Care Chief Medical Officer David Sand, M.D. "In addition, in the event of a medical emergency, others are equipped to make sure that the care delivered is aligned with the member's wishes."

The program is available at no cost to Care N' Care members who meet program criteria. It is part of our Resources for Enhanced Access to Community Health program—or R.E.A.C.H. This program brings together some of the nation's best-known and most widely respected healthcare companies to provide value-added services and resources to Care N' Care members and to provide members the additional support they need to manage their health and maintain active and fulfilling lives.

For further information on how to access the Vital Decisions resources and to see if you qualify for this unique and important service, contact your Healthcare Concierge at Care N' Care.



## **PLAN BENEFIT HIGHLIGHT:** Diabetic Testing Supply Coverage

**You can have a full and active life – even with diabetes!**

Monitoring your blood glucose (sugar) at home supports your overall diabetes treatment plan and is an important step in living a healthy lifestyle. That's why Care N' Care believes it is essential to offer quality, brand-name home blood sugar monitors and testing supplies, at no-cost to members.

### **Have questions about diabetic supplies and your coverage?**

Take a look at a few frequently asked questions(FAQs) that will help you make the most of your plan benefit.

For more information, refer to your plan [Evidence of Coverage](#), or contact your Healthcare Concierge.



# Diabetic Testing Supply FAQs

---

**Q: What brands of home blood sugar monitors and testing supplies are covered on my plan?**

A: There are three (3) preferred brands that your Care N' Care plan covers **100%**:

- OneTouch®
- FreeStyle
- Precision Xtra®

**Q: How much will my co-pay be for the home blood sugar monitors and supplies?**

A: Our preferred brands are covered at **100%** on all Care N' Care plans. That means you have a **\$0 co-pay** for all preferred brands of home blood sugar monitors and testing supplies.

**Q: What diabetic blood sugar testing supplies are covered under my plan?**

A: Diabetic supplies covered under your Care N' Care plan include:

- Blood glucose (sugar) monitoring system (glucometer)
- Test strips
- Lancing devices and lancets
- Glucose-control solutions (for checking accuracy of test strips and monitors)

**Q: Where do I go to get my home blood sugar testing supplies?**

A: We make it easy...any in-network pharmacy! Use the same in-network pharmacy you are already visiting for your other medications.

- **TIP:** Sign-up for our preferred mail-order pharmacy, [EnvisionPharmacies](#), and start having your diabetic supplies delivered to your door step! Easy & Convenient

**Q: What do I need to do in order to start getting my no-cost diabetic testing supplies at my pharmacy?**

A: Like medications, you will need a prescription from your doctor. Have your doctor write a prescription for one of the preferred brands and send it to your pharmacy. The pharmacy can also send a request to your doctor for a prescription for these preferred brands.

- **TIP:** Request a 90-day supply to maximize your plan benefit.





# Transfer your prescriptions to mail-order pharmacy today!

## Convenience is Key!

Experience the convenience of having your medications delivered to your door step! No need to drive to a pharmacy to stand in line to have your prescription filled. Care N' Care members can take advantage of mail-order services offered by our preferred mail-order pharmacy, EnvisionPharmacies.

EnvisionPharmacies offers great service, affordable prescriptions, and convenient home delivery – all in one pharmacy! With EnvisionPharmacies mail-order service, no matter where you are in the U.S., your medications are delivered safely to your door with free, standard shipping\*. With home delivery, you will have peace of mind knowing you always have the right supply of medication on hand, and never have to worry about missing a dose.

## Register Today!

Make your experience easier, register with EnvisionPharmacies using one of the three available options.

*\*Once the prescription or refill request is received, delivery time for standard shipping is usually 7-10 days. Rush delivery is available for an additional charge. Due to high call volumes due to COVID-19, you may experience longer than normal hold times.*

## EnvisionPharmacies Mail-order benefits include:



Free standard shipping



Fewer trips to the pharmacy



May save on the total cost of your prescriptions compared to other pharmacies



Refill reminders ensure your medication arrives when you need it



Licensed pharmacists available 24/7

# Ways to Register for Mail-Order Pharmacy

Care N' Care's preferred mail-order pharmacy, **EnvisionPharmacies**, offers three methods to transfer members prescriptions safely and securely.



## Register by Mail:

Fill out the enrollment form, English or Spanish. If you have a written prescription(s), you can include it with the completed enrollment form. If you do not have written prescriptions, you will need to wait until your registration has been processed. Once you are registered, ask your prescriber to send a new 90-day prescription electronically via e-prescribing. To help your prescriber locate EnvisionPharmacies for e-prescribing, please provide them with their pharmacy number (called the "NCPDP number") of 36-77361.

Mail your completed enrollment form, and any written prescription(s) you may have, to:

EnvisionPharmacies  
7835 Freedom Ave. NW  
North Canton, OH 44720



## Register Online: Quick & Easy! (Preferred)

Visit [envisionpharmacies.com/mail](https://envisionpharmacies.com/mail) and select "Enroll Now." Currently, due to COVID-19, the fastest way to order a prescription that has not previously been filled at EnvisionPharmacies is to ask your prescriber to send a new 90-day prescription electronically via e-prescribing. To help your prescriber locate EnvisionPharmacies for e-prescribing, please provide them with their pharmacy number (called the "NCPDP number") of 36-77361.



## Register by phone:

**ALERT** – while this is still an option, due to high call volumes due to COVID-19, you may experience longer than normal hold times.

Call EnvisionPharmacies toll-free at 1-866-909-5170 (TTY: 711).

Please be aware that not all medications are eligible for mail-order delivery. You can refer to your [Comprehensive Formulary](#) for further information. If you need any further assistance or have questions about transferring your medications, call EnvisionPharmacies toll-free at 1-866-909-5170 (TTY: 711) and they will help you complete the prescription transfer quickly and easily. Representatives are available seven days a week, 24 hours a day. Some weekend hours may result in a call back from a pharmacy representative.

## Questions or Need Assistance?

Contact your Healthcare Concierge by phone or email.



Call: 1-877-374-7993 (TTY 711)



Email: [concierge@cnchealthplan.com](mailto:concierge@cnchealthplan.com)

October 1- March 31, 8am to 8pm, CST, seven days a week or April 1- September 30, 8am to 8pm, CST, Monday through Friday.

[cnchealthplan.com](https://cnchealthplan.com) 27



# Healthcare Concierge Spotlight



**Healthcare Concierge**  
**Olivia Chazarreta**

**What is something about you that would surprise people?**

I love to make things with my hands such as Do-It-Yourself (DIY) projects.

**What is one of your guilty pleasures?**

I love going to the movies, it is my favorite pastime. Movies make me feel as if, for just a moment, you get to leave your life behind not worry about anything else. At least for a little while.

**What is something that you would like to learn how to do?**

I would like to learn how to drive an 18 wheeler- not sure why but it seems like it would be a challenge. I would like to try to back one into a dock area (small door).

**What is your favorite hobby?**

I love to listen to music. The genre is determined by my mood. I also love to make anything that I can find on Pinterest.



**Healthcare Concierge**  
**Cynthia Guerra**

**What is something about you that would surprise people?**

I have five indoor cats. Three are feral black cats, one is a senior 15 year old cat and also a 3 year old ragdoll cat. My fur babies are Grayson, Lusky, Rosie, Mary and Annabelle. And no I'm not "The Crazy Cat Lady" but they all call me mom!

**What is one of your guilty pleasures?**

When I have time I enjoy catching up on my reality T.V. shows. I especially love watching all the housewives shows that I have recorded for the week. I also love shopping with my daughters!

**What is something you would like to learn to do?**

I would love to learn how to do Yoga in order to have better mind and body health. As of this fall both of my daughters will be moving off to college, I can now concentrate on taking better care of myself.

**What is your favorite hobby?**

I enjoy cooking and baking for my family. I also enjoy doing outside gardening when it's not too hot.

# Types of Birds

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

BLACKBIRD  
 BLUEBIRD  
 BUNTING  
 CARDINAL  
 CHICKADEE  
 CROW  
 DOVE  
 DUCK

EAGLE  
 EGRET  
 GOOSE  
 GRACKLE  
 HERON  
 HUMMINGBIRD  
 MOCKINGBIRD

ROBIN  
 SEAGULL  
 SPARROW  
 SPOONBILL  
 STARLING  
 TITMOUSE  
 WOODPECKER

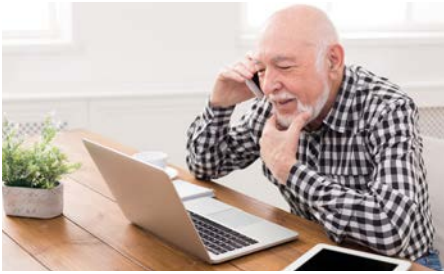
# Care N' Care Donates to the Azle Mobile Food Pantry

While Care N' Care's community outreach program Care N' Community has suspended community outreach events, seminars and classes during the pandemic, Kelli Blackwelder, our community engagement manager, finds ways to continue to serve our communities.

We are proud to have donated the bags needed for the Tarrant Area Food Bank mobile pantry in the Azle area. If you are a senior in need and live in Tarrant County, locate a mobile pantry near you for assistance. You can find the mobile pantry schedule at <https://tafb.org/services/food/mobile-pantries/>



# Stay Connected



## COVID-19 Updates

New – Member COVID-19 Resource Website! <https://www.cnhealthplan.com/members/covid-19/>We now have in place a new section on our website where we encourage you to turn as your one-stop shop for important information as it relates to the coronavirus.

You also can sign-up for special alerts that will let you know when new information is added to the website.

## Go Paperless!

IT'S QUICK & EASY!  
Remove the clutter and reduce the mail you receive from Care N' Care. Sign up online to receive certain communications electronically, such as:

- Newsletters
- Plan material
- Health & Wellness educational information
- Event information
- Other important plan notifications

Go to [www.cnhealthplan.com/members/member-tools-resources/](http://www.cnhealthplan.com/members/member-tools-resources/)

and choose how you want to hear from us!

## Member Alerts

Stay Informed with Member Alerts. If you do not receive emails from Care N' Care, you could be missing out on timely information. No worries, we post the Member Alerts as they happen on the member section of the Care N' Care website.

Find all Member Alerts here online, <https://www.cnhealthplan.com/members/member-tools-resources/member-alerts/>

## Stay Social



@CareNCare



@CareNCareHealth



@Care N' CareHealthPlan



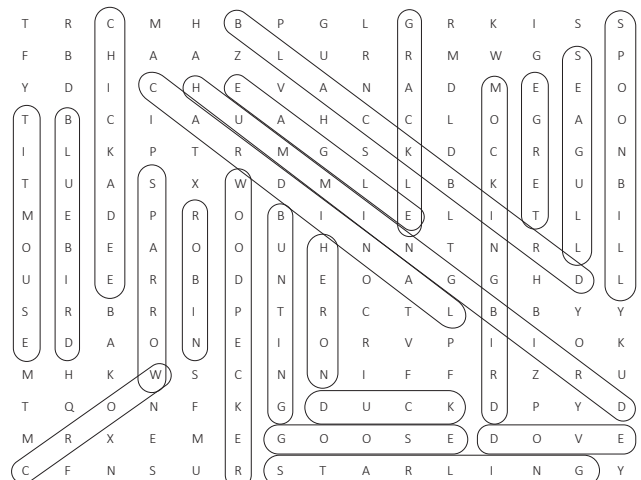
Care N' Care Insurance Co. Inc.



[Pinterest.com/CareNCareInsuranceCompany](https://www.pinterest.com/CareNCareInsuranceCompany)

New!

### Types of Birds





Insurance Company, Inc.

1701 River Run, Suite 402

Fort Worth, TX 76107

<<FIRST NAME>> <<LAST NAME>>

<<ADDRESS>>

<<CITY>>, <<STATE>> <<ZIP>>

Y0107\_20\_290\_C

Health and wellness or prevention information.



## Have a Safe and Healthy Summer!

Questions or need assistance? Contact your personal Healthcare Concierge by phone, or email:



Email: [concierge@cnchealthplan.com](mailto:concierge@cnchealthplan.com)



Call: 1-877-374-7993 (TTY 711)

---

October 1 - March 31, 8am to 8pm, CST, seven days a week or April 1 - September 30,  
8am to 8pm, CST, Monday through Friday.