

care @ share

Member Newsletter

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Spotlight: Men's Health

June is Men's Health Month, the perfect time for men in North Texas and around the rest of the nation to reflect on their own health and wellness. (PG 4)



Work That Stress Out

Everyone experiences stress. It may be "good" stress, like getting excited about an upcoming wedding. Good stress may even help you be more productive. Or it may be "bad" stress, like worrying about a health issue or the budget. (PG 8)



Stroke Awareness

The American Stroke Association estimates that nearly 800,000 Americans will suffer a new or recurrent stroke this year. As frightening as that might sound, the good news is that 80 percent of strokes are preventable. (PG 10)



Benefits of Being Outdoors

For many people here in North Texas, the great outdoors offered one of the few places to relax, socialize and stay safe during the pandemic. But in actuality, being in nature is a timeless pleasure that offers many mental, physical and spiritual health benefits. (PG 11)



Keep Moving For Better Joint Health

If you have osteoarthritis, you're not alone. More than 32.5 million U.S. adults are affected by the condition, which is caused by damage or breakdown of joint cartilage between bones. (PG 14)



Patient Experience

Patient Experience is here to support our members by ensuring safe, high-quality patient-centered care. We are committed to transforming the way we coordinate care by focusing what matters most to our members. (PG 18)



A Message from CMO, Dr. Jason Fish:

There is a much-quoted saying that “Individually we are one drop; but together we are an ocean.” In essence, it is reminding us that unity is strength and when there is teamwork and collaboration, wonderful things can be achieved. This means that to get better results, all team members have to work on pulling at the same end of the rope.

This philosophy is at the core of Care N’ Care (HMO/PPO) and the driving force behind how we see our role as your healthcare partner. Part of our responsibility is being there for you when you are sick or injured, but a great part of our mission is helping you avoid medical intervention in the first place. That means making sure that you have regular check-ups with your physician, that you get appropriate screenings, and that you get your flu shot each year. We want you to feel comfortable speaking with your Care N’ Care physician about any physical or mental concerns that might be on your mind. It also means providing you with the information and encouragement you need to be an informed healthcare consumer -- such as knowing the warning signs of potential healthcare problems.

Each issue of Care N’ Share is intended to do just that, and this latest issue is no exception. I hope you to take the time to further educate yourself on three important healthcare topics we’ve highlighted this month: high blood pressure, stroke and cataracts. And with June being “Men’s Health Month” we have a special feature on issues that commonly effect men’s health along with suggestions on how to make any changes men may need to take better control of their health.

We all know that part of good health is staying active. It has been that way our whole lives, even as children. That’s why this issue also contains articles about the benefits of being outdoors, ways to work out stress and ways to keep moving for better joint health. We’ve also brought back our community calendar to draw attention to the community events which have been carefully designed with our members’ physical, mental and social well-being in mind. You can view that here: <https://www.cnchealthplan.com/find-us-in-the-community/>

On behalf of all of us at Care N’ Care, thank you for trusting us to be your healthcare partner. It is a trust we will always honor and never take for granted.

Jason Fish, M.D.

A handwritten signature in black ink, appearing to read 'J. Fish', written in a cursive style.

Chief Medical Officer
Care N’ Care Insurance Company, Inc.

Men's Health: Just the Facts

June is Men's Health Month, the perfect time for men in North Texas and around the rest of the nation to reflect on their own health and wellness and make any changes needed to live a healthier, longer life.

It is a fact that the average life expectancy for men is shorter than it is for women. A leading reason for the "longevity gap" is that men don't take care of themselves as well as women do and often let their health fall by the wayside. As long as they feel healthy and productive, many men don't see their doctor regularly, have all of their needed screenings or consider the risks behind serious health issues.

Regardless of past habits, it's never too late to make positive, healthy changes. **Here are ten things men can do to take control of their own health:**

1. Get an annual physical. Even if you feel perfectly healthy, you should see your provider at least once a year for a checkup. When there, speak openly about any concerns you have, both physical and mental. Just like maintenance on a car, your body needs regular check-ups, too.
2. Get your screenings and shots on time. Make sure you're getting regular screenings for prostate and colon cancer and that you are getting a flu shot, pneumonia vaccination, a shingles vaccine and a combination tetanus/diphtheria booster shot as directed by your doctor.
3. Call or see your doctor when you're feeling sick or have

an injury. Prompt medical care can make a big difference. Don't wait and think you can "tough it out."

4. Maintain a healthy diet by eating healthy foods filled with the nutrients you need as you age.
5. Stay physically active. Regular exercise tones up your heart, circulation, and muscles, strengthens bones, boosts brain function, lifts your mood, and can help prevent and ease depression.
6. Keep your brain active and challenge your brain by trying new things. Do word puzzles, join a book club or sign up for a class at the local library, senior center, or community college.
7. Don't smoke. If you do, tell your Care N' Care healthcare provider and they can help you stop.
8. Drink only in moderation. Check with your Care N' Care doctor to make sure that drinking alcohol—in light to moderate amounts—is alright for you. If you have a health issue or take certain medications, you may need to drink less or not at all.
9. Avoid too much sun as aging skin is more susceptible to sun damage, which increases risks of skin cancer. Use sunscreen year-round and, for added protection wear a wide-brimmed hat.
10. See your dentist at least once a year for cleanings and check-ups. If you wear dentures, they should be checked to make sure they still fit properly. Your dentist should also check for signs of diseases of the mouth.





Bladder Health

While many health issues are often discussed among family and close friends, one topic that is rarely mentioned is bladder health. The fact remains that with aging the risk of bladder-related problems increases as both the bladder and the urethra undergo natural changes. For men over 60, the most common bladder-related medical problems include bladder or urinary tract infections, urinary incontinence, overactive bladder and changes in the prostate which can become enlarged and block the flow of urine.

While you can't control everything that affects bladder health, the National Institute on Aging provides 13 tips to help keep your bladder healthy:

1. Drink six to eight, 8-ounce glasses of fluid each day. Water is best for bladder health.
2. Limit alcohol and caffeine.
3. Quit smoking.
4. Eat plenty of high-fiber foods (whole grains, vegetables, fruits) to help prevent constipation.
5. Keep a healthy weight.
6. Exercise regularly.
7. Do pelvic floor muscle exercises to help hold urine in the bladder.
8. Try to urinate at least every three to four hours and use the bathroom whenever needed.
9. Take enough time to fully empty the bladder when urinating.
10. Be in a relaxed position while urinating; relaxing the muscles around the bladder will make it easier to empty the bladder.
11. Wipe from front to back after using the toilet, especially after a bowel movement.
12. Urinate after sex.
13. Wear cotton underwear and loose-fitting clothes. That allows air to keep the area around the urethra dry and minimizes that chance that bacteria can grow.

“Bladder-related issues in men are more common than many people realize,” says Dr. Fish. “Uncontrollable urination or urinary incontinence occurs in eleven to 34 percent of older men while, at the same time, one in three men over 50 years of age and nearly all men aged over 85 years experience some difficulty in urinating.

“These problems can be annoying but generally, if they are mild, they will not affect your health and may be improved by following the simple self care measures,” Dr. Fish continues. “The best thing to do is to talk to your doctor if you are concerned about your symptoms. They will be able to assess whether self-care, medication, surgery or further testing is right for you.”



Reduce Your Colon Cancer Risk

We hear about prostate cancer awareness for men and breast cancer awareness for women, but there's one cancer that both genders have an equal risk of developing: colon cancer.

Colorectal cancer surpasses both breast and prostate cancer as the second-leading type of cancer in the United States. However, it's a largely preventable disease with early screening and detection.

Ways to reduce your risk of colon cancer include:

- Get a regular colon cancer screening starting at age 50 if you're at a normal risk. For those at high risk due to personal or family history, your doctor may recommend screenings before age 50.
- Consume between 25 and 30 grams of fiber each day from fruits, vegetables, nuts, beans and whole-grain breads. Eat a low-fat diet and maintain a healthy weight.
- Drink alcohol only in moderation (if you drink) and do not smoke.
- Aim for at least 20 minutes of exercise a day three to four times a week.
- Tell your doctor if you experience symptoms such as blood in your stool, a change in bowel habits, unplanned weight loss, stools that are narrower than usual, abdominal pains or other gastrointestinal problems.

Cardiovascular Disease

About one out of every three adult males have some form of cardiovascular disease. **Contributing factors include:**

- Smoking
- Lack of physical activity
- High cholesterol or high blood pressure
- Excess weight
- Poor diet
- Excessive alcohol use
- Excessive stress

As men begin dealing with age-related health issues, they must watch these risk factors closely and make the necessary adjustments to their habits and lifestyle in order to minimize risk and stay healthy.

Prostate Cancer

Other than skin cancer, prostate cancer is the most common cancer in American men. The American Cancer Society estimates that about one in nine men will be diagnosed with prostate cancer during his lifetime.

While prostate cancer is the second leading cause of cancer death (behind lung cancer) in American men, most men diagnosed with prostate cancer do not die from it. In fact, more than 2.9 million men in the U.S. who were diagnosed with prostate cancer at some point are still alive today. That is why all men, regardless of age, should take steps daily to support, protect and maintain prostate health.

For seniors this is a particularly telling issue because the size of the prostate slowly grows larger as men get older, increasing the likelihood of having prostate problems. If the prostate gets too large, it can be very serious and life-threatening.

Often, older men notice symptoms themselves, and sometimes their doctor finds something during a routine check-up. **Among the signs of a prostate problem are:**

- Frequent urge to urinate.
- Blood in urine or semen.
- Painful or burning urination.
- Difficulty in urinating or dribbling of urine.
- Painful ejaculation.
- Frequent pain or stiffness in lower back, hips or upper thighs.

Lung Cancer

Every year, more people die of lung cancer than of three other major cancers combined. Lung cancer mainly occurs in the elderly; the average age at the time of diagnosis is about 70. Lung cancer is known to spread quickly and is usually rather far along before it is diagnosed, which is why it's so deadly. Tobacco smoke is the cause of 90 percent of all lung cancers—and the single most preventable cause of death overall. Quitting smoking at any age reduces your risk for lung cancer. Talk with your doctor about tools for smoking cessation.

Diabetes

Type 2 diabetes begins slowly, without obvious symptoms, as blood sugar levels slowly climb to dangerous levels. Increased thirst and a need to urinate more frequently is what usually brings men to see a doctor, and that's when diabetes

is detected. With diabetes, excessive amounts of glucose negatively impact practically everything in your body. Many health conditions among men are all complicated by diabetes. In order to prevent diabetes, men should get regular exercise, maintain a healthy diet, and lose excess weight. Regular blood sugar checks can detect rising glucose levels early, before other serious men's health issues occur.

Depression and Suicide

Depression is among the most serious of men's health issues but is often misunderstood because many men find it difficult to share how they feel and ask for help. With depression, hormones and stress multiply the negative effects. Appetite, sleep, and energy are all affected and this combines to produce feelings of hopelessness, fear and even anger. Women were previously thought to experience depression more than men, but this was probably due to men's reluctance to seek help. They often seek to cope in other ways, and many times these are unhealthy, like drinking. The tragic results can even be suicide which is the 8th leading cause of death among men (and not just the young). If you think you may be depressed, reach out to your Care N' Care doctor. Help is available.

A wealth of information on these and other health-related topics, along with valuable health resource guides, are provided free by Care N' Care and are available at <https://www.cnchealthplan.com/members/explore-healthy-resources/>

Experts agree that by taking better care of themselves, men can increase their odds of living healthier, longer lives. Men's Health Month is a perfect time to get started.



Work That Stress Out



April is Stress Awareness Month, a great time to learn about causes of stress and how exercise can help you deal with it.

There are many causes of stress in our lives, including things like¹:

- The death of a loved one.
- Divorce.
- Job loss.
- Increase of financial obligations.
- Getting married.
- Moving to a new home.
- Chronic illness or injury.
- Being a caregiver.
- Experiencing a traumatic event like a natural disaster, violence or a public health issue.

Everyone experiences stress. It may be “good” stress, like getting excited about an upcoming wedding. Good stress may even help you be more productive. Or it may be “bad” stress, like worrying about a health issue or the budget.

No matter the kind of stress or what’s causing it, exercise may help relieve it. Exercise is one of the most important things you can do for your overall health.² It can have a direct effect on stress. **Here are some of the ways exercise can help you feel less stressed.**³

- It increases the production of endorphins. Whether you do a high-intensity workout like running or just take a walk, you may notice a lower stress level.
- It may help you have more energy and optimism as you focus on the one task at hand.
- It may improve your mood. Regular exercise can increase your self-confidence, help you relax and even lower symptoms of mild depression.
- It can improve your sleep. Stress often results in disrupted sleep, but regular exercise can help you sleep better each night.
- It gives you a chance to talk with friends or meet new ones. Exercise is always more fun with friends!

To help you get the exercise you need to help relieve stress – and to spend time with friends whether online or in-person – be sure to use your SilverSneakers fitness benefit. You can get started at tools.silversneakers.com/Eligibility/StartHere. **As a reminder,**

SilverSneakers includes the following for you at no extra cost:

- SilverSneakers LIVE™ virtual classes and workshops.
- SilverSneakers Community classes, both in-person and virtual, offered locally.
- SilverSneakers On-Demand™ videos available 24/7.
- The SilverSneakers GO™ mobile app.
- Access to thousands of participating locations with equipment, pools and other amenities⁴.
- Group exercise classes⁵ for all levels at select participating locations.

Always talk with your doctor before starting an exercise program.

1. <https://www.webmd.com/balance/guide/causes-of-stress#1>
2. <https://www.cdc.gov/physicalactivity/basics/pa-health/index.htm>
3. <https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/exercise-and-stress/art-20044469>
4. Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
5. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

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Stroke Awareness

The American Stroke Association estimates that nearly 800,000 Americans will suffer a new or recurrent stroke this year. As frightening as that might sound, the good news is that 80 percent of strokes are preventable. If you do suffer a stroke, new interventions have improved the chances of survival so long as medical care is delivered quickly. That makes it vitally important to understand all you can about stroke and how to recognize its symptoms.

About Strokes

Strokes affect the arteries leading to and within the brain. It results when a vessel that carries oxygen-rich blood and nutrients is either blocked by a clot or bursts, which disrupts the flow of blood. The effects of a stroke depend mostly on the location of the obstruction or rupture, and the extent of the damage to brain tissue.

Timely Intervention is Key

Eighty-seven percent of all strokes are ischemic strokes, meaning a blood vessel leading to the brain has been obstructed. If the patient arrives at the hospital within 4.5 hours, a “clot buster” can be given through an IV in the arm to dissolve the clot and restore blood flow. If that does not occur, mechanical thrombectomy may be able to physically remove a large blood clot in the brain within 24 hours after a stroke begins.

Another kind of stroke is a hemorrhagic stroke which results when a weakened blood vessel ruptures. Depending on the cause of the rupture, treatment may include medical therapy, surgery, stereotactic radiosurgery or interventional

procedures to block abnormal vessels.

There may be other signs of a stroke as well. Someone may appear confused and have trouble understanding. Vision may be impaired in one or both eyes. There could also be balance loss, dizziness or a lack of coordination.

Remembering the acronym F.A.S.T. can help you recognize when a stroke may be occurring. It stands for: Face, arms, speech, time - see below.

There are things you can do to lessen the chance of having a stroke. These include:

- Get enough sleep – Adults need 7 to 9 hours per night.
- Get moving – Aim for 150 minutes of moderate aerobic exercise per week.
- Eat healthy – Increase the amount of fruit and vegetables you eat; reduce sodium, saturated fats and sugar.
- Quit smoking – By quitting, you will also lower your risk of heart attack and other diseases.
- Get regular check-ups – Your doctor can help you manage your own personal risk factors.

If these sound much like the same advice offered to avoid a heart attack, you’re right. Three out of five adults will develop a brain disease in their lifetime, and 80 percent of these conditions are linked to cardiovascular disease. Clearly, what is good for your heart is good for your brain as well which makes it doubly important to heed this advice.

Remember, you don’t have to become a statistic. By keeping F.A.S.T. top of mind, you may be a lifesaver for yourself or someone else.

FAST: an easy way to remember



FACE

Ask them to smile. Does the face look uneven?



ARMS

Ask them to raise both arms. Does one arm drift down?



SPEECH

Ask them to repeat a phrase. Does their speech sound strange?



TIME

Quickly Call 911 at any sign of a stroke

Benefits Of Being Outdoors

For many people here in North Texas, the great outdoors offered one of the few places to relax, socialize and stay safe during the pandemic. But in actuality, being in nature is a timeless pleasure that offers many mental, physical and spiritual health benefits to anyone who ventures outside.

The Japanese took the practice to a new level when they introduced the term, *shinrin-yoku*, or forest bathing. Adherents found that a contemplative walk in the woods, while taking in the sights, sounds and scent of nature all around, delivered a sense of calm, relaxation, happiness and even spiritual connection.

Numerous studies have validated what many of us already know: being outdoors is good for us. **Here are five clinically proven benefits of spending time in nature.**

1. Sun exposure is the best source of vitamin D. In addition to helping regulate circadian rhythms, sunlight causes human skin to produce beta-endorphins, which are hormones that reduce pain. Vitamin D also helps support healthy bones and the immune system, reduce inflammation and manage calcium levels. But remember that too much time in hot sun can lead to a number of health conditions including sunburn, dehydration, hyponatremia, heat exhaustion, and heatstroke. You can avoid these conditions by taking the right precautions. Use sunscreen and sun-protective clothing, including wearing a hat. And drink plenty of water.
2. Time outdoors may lower blood pressure. Researchers have discovered that sunlight reacts with the nitric oxide in the top levels of the skin. The effect is that the blood

vessels widen as the oxide enters the bloodstream, lowering blood pressure.

3. Communing with nature benefits mental health. Studies have shown that walking among plants and flowers improves your mood and lowers a stress hormone called cortisol. Elevated levels of this hormone have been linked to many mental issues, including anxiety, stress, depression and sleep disorders.
4. Being outside improves sleep. Increasing the amount of time outdoors helps to regulate body temperature and circadian rhythms, also known as the sleep-wake cycle. Men over the age of 65 seem to benefit most from this effect.
5. Outdoor activities burn more calories. Whether it's walking, cycling, skiing or paddling, the body must balance oxygen levels while the body adjusts to changing terrain. This expends more energy and results in a higher calorie burn.

What is the recommended dose of Mother Nature to reap the benefits of being outdoors? Research suggests that 120 minutes of outdoor time each week will provide health dividends, but that time can vary each day and certainly varies depending on time of year. With spring here and summer approaching, now is a perfect time to take a walk outdoors or start taking part in any number of outdoor activities such as gardening, bird watching or golf. Perhaps, just decide to eat outdoors or move playtime with the grandkids from the house to the backyard or park. Whatever you do, it's the perfect time to dive into all the benefits that Mother Nature has in store for you!





Transfer your prescriptions to mail-order pharmacy today!

Convenience is Key!

Experience the convenience of having your medications delivered to your doorstep! 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, Elixir Pharmacy.

Elixir Pharmacy offers great service, affordable prescriptions, and convenient home delivery – all in one pharmacy! With Elixir Pharmacy 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 Elixir Pharmacy using one of the three available options (page 13).

Elixir Pharmacy

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

**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.*

Ways to Register for Mail-Order Pharmacy

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

You will need your Member ID number to complete the registration using any of these methods. You may also be asked for basic health and drug allergy information for your safety.



Register Online: Quick & Easy! (Preferred)

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



Register by Mail:

Fill out the enrollment form. English and Spanish versions of the Elixir Mail Enrollment Forms are found here: envisionpharmacies.com/Mail/PharmacyDocument You can also contact the pharmacy at 1-866-909-5170 (TTY: 711) to request a form. 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 Elixir Pharmacy 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:

Elixir Pharmacy
7835 Freedom Ave. NW
North Canton, OH 44720



Register by phone:

Call Elixir Pharmacy 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 found here: cnchealthplan.com/our-plans-2022/plan-documents-2022/ for more information. If you need any further assistance or have questions about transferring your medications, call Elixir Pharmacy 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?

Call or Email your Customer Experience Team



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



Email: yourteam@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.

Keep Moving For Better Joint Health

If you have osteoarthritis, you're not alone. More than 32.5 million U.S. adults are affected by the condition, which is caused by damage or breakdown of joint cartilage between bones¹ Known as “wear and tear” arthritis, osteoarthritis most commonly affects joints in the hands, knees, hips, neck and lower back. Symptoms may be mild, barely affecting daily activities, or quite painful, to the point of disability.²

Treatment for osteoarthritis may include¹:

- Getting more exercise.
- Physical therapy with exercises to strengthen your muscles.
- Losing weight.
- Prescription medications and over-the-counter pain relievers.
- Using crutches, canes or other devices for support.
- Surgery, if none of the other treatments have worked.

Exercise can help strengthen your muscles and help with weight loss so there's less stress on your joints. Water exercise is easy on your joints and helps build strength. It's important to move as much as you can, and as your doctor recommends. Using your SilverSneakers® fitness benefit is a great way to get the activity you need.

In the SilverSneakers blog article “The Dos and Don'ts of Exercising with Arthritis”, you'll find guidance on:

- Including variety in your routine with cardio, strength and mobility exercises.
- Doing high-intensity exercise.
- Gradually increasing impact.
- Letting pain be your guide.
- Tailoring exercises for different affected joints.

Learn more about arthritis in the class “Arthritis Management & Relief” presented by GetSetUp³. You have access to GetSetUp at no extra cost⁴ as part of your SilverSneakers membership. SilverSneakers has teamed up with GetSetUp to bring you hundreds of fun, easy-to-follow, live online classes created for and taught by older adults. There are classes in categories like cooking, technology, art and travel. Plus, there are bonus classes just for SilverSneakers members.

Arthritis Management & Relief

Join GetSetUp for an introductory class on the two most common types of arthritis and their causes. We'll also

explore some natural ways that may help relieve arthritis symptoms.

If you haven't signed up for SilverSneakers already, get started at tools.silversneakers.com/Eligibility/StartHere. **As a reminder, SilverSneakers includes the following for you at no extra cost.**

- SilverSneakers LIVE™ virtual classes and workshops.
- SilverSneakers Community classes, both in-person and virtual, offered locally.
- SilverSneakers On-Demand™ videos available 24/7.
- The SilverSneakers GO™ mobile app.
- Access to thousands of participating locations with equipment, pools and other amenities.⁵
- Group exercise classes⁶ for all levels at select participating locations
- GetSetUp with live online classes as described above. After you set up your SilverSneakers online account, click on the “Explore GetSetUp” button in your member portal account to register for GetSetUp.

Always talk with your doctor before starting an exercise program.

1. <https://www.cdc.gov/arthritis/basics/osteoarthritis.htm#number>
2. <https://www.niams.nih.gov/health-topics/osteoarthritis>
3. *GetSetUp is a third-party service provider and is not owned or operated by Tivity Health or its affiliates.*
4. *Charges may apply for access to certain GetSetUp classes or functionality.*
5. *Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.*
6. *Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.*

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High Blood Pressure Education

High blood pressure, or hypertension, is a major health problem that is common among older adults. That's because your body's network of blood vessels, known as the vascular system, changes with age, and as arteries get stiffer, blood pressure goes up. Having high blood pressure is a real concern because it can lead to heart disease, stroke, eye disease and kidney failure.

The challenge is that while nearly half of American adults have high blood pressure, only 47 percent of those have it under control. Many people don't even know that they have it because it often does not cause signs of illness that you can see or feel. Even people who have heart-healthy habits and feel just fine can have high blood pressure.

The good news is that blood pressure can be controlled in most people and there is much you can do to keep your numbers in the healthy range.

What is blood pressure?

In its simplest terms, blood pressure is the force of your blood pushing against the walls of your arteries. How rapid this force is pushing is measured through a simple blood pressure reading that is done as part of any routine doctor visit. Some people who are concerned about hypertension, invest in a simple blood pressure monitor and take their readings every day at home. It is very easy to do and takes no medical training or expertise.

Blood pressure readings consist of two measures: The systolic measure, which gauges the pressure caused by your heart contracting and pumping blood, and the diastolic number, which measures your heart as it relaxes and fills with blood. The American Heart Association and the American College of Cardiology consider high blood pressure to be any readings higher than 130 for systolic and over 80 for diastolic.

In older adults especially, it is possible to have the systolic measure be too high and the diastolic number be too low. This condition, called isolated systolic hypertension, is caused by age-related stiffening of the major arteries. It is the most

common form of high blood pressure in older adults and is sometimes accompanied by lightheadedness, shortness of breath during mild exercise or falls.

Managing high blood pressure

For many people, basic lifestyle changes can have a positive impact on maintaining a healthy blood pressure. The key is:

- Maintain a healthy weight.
- Engage in regular physical activity.
- Eat a healthy diet rich in fruits, vegetables, whole grains and low-fat dairy products.
- Lower your intake of salt and avoid processed foods, which are high in sodium.
- Quit smoking.
- Limit your alcohol consumption.
- Manage stress.

If lifestyle changes do not lower your blood pressure satisfactorily, your physician may recommend medication.

They may include:

- Diuretics – Also called “water pills,” these medications flush excess water and sodium from the body
- Beta-blockers – Makes the heart beat slower and with less force.
- Angiotensin-converting enzyme inhibitors – Called ACE inhibitors for short, these drugs help keep the arteries from narrowing, reducing blood pressure.
- Calcium channel blockers – Prevent calcium build-up in the heart and blood vessels, allowing the vessels to relax.
- Alpha-blockers – Allow blood pressure to come down by relaxing the muscles in the vessel walls.
- Alpha-beta blockers – Combine the benefits of alpha- and beta-blockers described above.

As always, be sure to speak candidly with your Care N' Care physician about this or any other health concern you may have.



Patient Experience

Patient Experience is here to support our members by ensuring safe, high-quality, and patient-centered care. We are committed to transforming the way we coordinate care by focusing what matters most to our members.



- If your doctor gives you instructions, repeat them back.
- Bring a list of medications you are taking or take photos of the labels.
- Ask your care team when you will have results of any tests you had done like X-Rays, MRI, or other labs.
- Tell your doctor if you have any questions or concerns about your care plan. Working together can help you reach your health goals.

Reference: Agency for Healthcare Research & Quality: Tools to Help Patients Communicate Their Needs; <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving-communication/strategy6htools.html>

Provider Rating

Our network practices, as well as other medical personnel, clinics, and hospitals are rated by patients. The communications with your doctor during your annual visit or how friendly the office staff was during your MRI; these are rated by patients.

Rating your doctor is an important component in the transformation of healthcare. It provides areas for improvement for doctors and their staff which will reflect in the delivery of care.

We value your input on your doctor's performance and want to hear from you, please consider the following:

- Is there something preventing or deterring you from rating your doctor at a higher score (e.g., unfriendly front office, billing issues, negative online reviews, etc.)? If so, do not hesitate to bring this to your doctor's attention so he or she can address any issues.
- Share your own experiences. This can help your doctor and/or their office staff improve in areas they may not even know that they are lacking.
- You deserve to be heard. If there was something that went well, or went wrong, at your visit, please do not hesitate to bring this to our attention.

Reference: Centers for Medicare & Medicaid Service: Care Compare – Doctors and Clinician Initiative; <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Compare-DAC>

Provider Communication

We believe that having open communication is key to giving you safe, quality care. Good communication takes work from both you and your care team. It is important that you communicate effectively, to help you reach your health and wellness goals. We understand it can be hard to know what questions to ask, so here are some ideas for keeping communication open:

- Write down any questions you have for your doctor.



Shared Decision Making

Shared Decision Making (SDM) is a key factor of patient-centered care. It is a process where doctors and their patients work collaboratively to make decisions, select tests, and create care/treatment plans based on clinical evidence. At the forefront of this partnership is you – the patient.

As your healthcare benefit provider, it is our priority to provide safe and quality care to you. By partnering with us, you will gain a better understanding of various prevention methods and ways to improve your overall health. Together, we can create an effective care plan that meets both your needs and goals for a better health outcome.

What can you do to facilitate Shared Decision Making with your doctor? Consider these tips:

Step 1: Active Patient Participation

- Engage with your doctors – ask questions, ask for explanation, go over options, actively listen, etc.
- If needed, include your family members and/or caregivers in discussions.

Step 2: Explore & Compare Treatment Options

- Talk openly and honestly with your doctor – let him/her know what you already know about your options.
- Write down a list of your treatment options to compare.
- Talk with doctor if there is something you do not understand.

Step 3: Assess Your Values & Preferences

- Communicate with your doctor what matters most to you – out-of-pocket costs, recovery time, affordable medications, etc.
- Step 4: Reaching a Decision
- Ask your doctor for any additional information prior to planning.
- Consider your options with family members and/or your caregiver.
- Confirm your decision with your doctor and schedule follow-up appointments for treatment.

Reference: Agency for Healthcare Research and Quality: The SHARE Approach – Essential Steps of Shared Decision making: Quick Reference Guide; <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tools/resource-1.html>

Cherry Tomato Pasta with Avocado Sauce

- 1 package (14-1/2 ounces) protein-enriched rotini (about 3-1/2 cups uncooked)
- 2 medium ripe avocados, peeled and pitted
- 1 cup fresh spinach
- 1/4 cup loosely packed basil leaves
- 2 garlic cloves, halved
- 2 tablespoons lime juice
- 1/2 teaspoon kosher salt
- 1/4 teaspoon coarsely ground pepper
- 1/3 cup olive oil
- 1 cup assorted cherry tomatoes, halved
- 1/2 cup pine nuts
- Optional: Shredded Parmesan cheese, shredded mozzarella cheese and grated lime zest



1. Cook rotini according to package directions for al dente. Meanwhile, place avocados, spinach, basil, garlic, lime juice, salt and pepper in a food processor; pulse until chopped. Continue processing while gradually adding oil in a steady stream.
2. Drain rotini; transfer to a large bowl. Add avocado mixture and tomatoes; toss to coat. Sprinkle with pine nuts, and add toppings as desired.

Lemon Thyme Chicken

- 3 tablespoons all-purpose flour
- 1/2 teaspoon salt
- 1/4 teaspoon pepper
- 4 boneless skinless chicken breast halves (6 ounces each)
- 2 tablespoons olive oil
- 1 medium onion, chopped
- 1 tablespoon butter
- 1/2 teaspoon dried thyme
- 1 cup chicken broth
- 3 tablespoons lemon juice
- 2 tablespoons minced fresh thyme



1. In a small bowl, combine flour, salt and pepper. Set aside 4-1/2 teaspoons for sauce. Sprinkle remaining flour mixture over both sides of chicken.
2. In a large nonstick skillet, heat oil over medium heat. Add chicken; cook until juices run clear, 7-9 minutes on each side. Remove and keep warm.
3. In the same pan, melt butter over medium-high heat. Add onion; cook and stir until tender, 3-5 minutes. Stir in thyme and reserved flour mixture until blended. Gradually stir in broth and lemon juice, scraping up any browned bits from bottom of pan. Bring to a boil; cook and stir until thickened, about 2 minutes. Serve over chicken. Sprinkle with thyme.

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. More stars mean a better plan – for example, members may get better care and better, faster customer service.

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!



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

BIRDS
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CALF
CATERPILLAR
CHICKS
FLOWERS
FROG

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GRASS
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View and download important plan documents no matter where you are— just by accessing them online anytime. Find plan documents at www.cnhealthplan.com/our-plans-2022/plan-documents-2022/.

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Have you recently moved? Do you have a new phone number? Do you have a new email address? Let us know! It's simple to update your member information. Email the Customer Experience Team with your updated information: yourteam@cnhealthplan.com

Tools and Resources

Would you like to pay your premium online? Replace your ID card? Look for a provider near you? Use the Care N' Care website to do all that and more at: www.cnhealthplan.com/member-tools-resources/

Need A Provider?

Do you need to find a new doctor or looking for a facility in our network? Visit the Care N' Care website for real-time provider information. The easy to use search tool is available 24/7 at cnhealthplan.com/search.

Holiday Hours



Monday, May 30
Customer Experience Team
Department Closed.



Juneteenth
Monday, June 20
Customer Experience Team
Department Closed.

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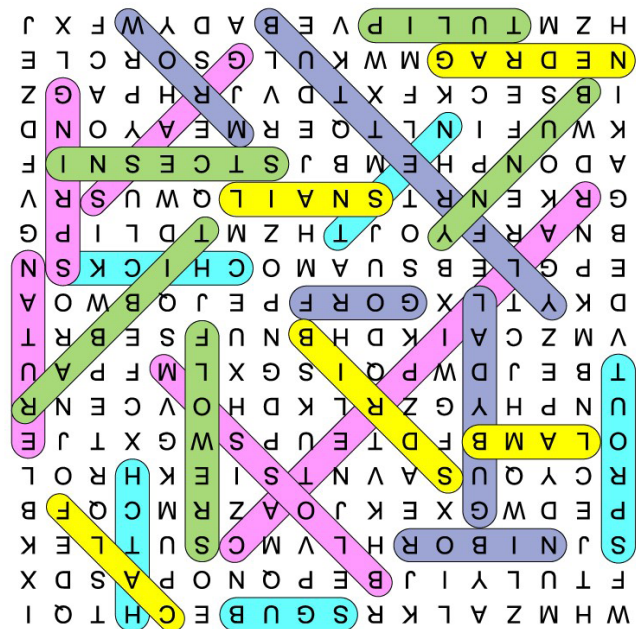
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Insurance Company, Inc.

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Health and wellness or prevention information.



We're Here for You!

Questions or need assistance? Contact your Customer Experience Team by phone, or email:



Email: yourteam@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.