

WELL. being

SUMMER 2011

THE PATH TO GOOD HEALTH

Take a Shot at Health

Why do you need the flu and pneumonia shots?

You probably know that you need your flu shot every year. Everyone needs the flu shot, especially people 50 or older. But did you also know that the one-time pneumonia shot is just as important?

Pneumonia is a lung infection that can make you very sick. It may even cause death. Pneumococcal is the most common type of pneumonia. The good news is it can be prevented with just one shot.

Anyone ages 65 or older should get the pneumonia

shot. If you have problems with your lungs, heart, liver or kidneys, or if you have a weak immune system, you should get the shot even if you are younger than 65. Side effects of the shot tend to be milder than other vaccines.

MetroPlus pays for both the pneumonia shot and the yearly flu shot. That means you don't pay a copay or deductible for the shots. Ask your doctor about getting both shots. MetroPlus wants to keep you healthy!



Customer Services can help. Call
1-866-986-0356. They are available
Monday to Saturday, 8 a.m. to 8 p.m.



Visit us at www.metroplusmedicare.org

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Hours of Operation:
Monday-Saturday, 8 a.m.-8 p.m.
Lunes-sábado, 8 a.m.-8 p.m.

Phone: 1-866-986-0356
TTY: 1-800-881-2812

Health or Wellness or Prevention Information

160 WATER STREET, 3RD FL., NEW YORK, N.Y. 10038

M E T R O P L U S
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→ SAVE YOUR SIGHT: Be Screened for Glaucoma

Glaucoma is an eye disease. It is the number one cause of blindness and can rob your sight by slowly damaging the optic nerve. You may not notice changes in your vision until the damage is already done. That's why regular eye exams are key to protecting your vision.

A glaucoma screening includes two eye tests. One test measures the pressure within the eye. The other test looks at the inside of the eye including the optic nerve.

If either of these tests is not normal, your doctor will advise you to have additional tests.

Anyone can develop glaucoma. But you are more at risk if you are:

- 60 or older
- African-American
- from a family with a history of the disease

While there is no cure for glaucoma, medication and surgery may help you keep your sight. But the most important

way to save your sight is to be screened for glaucoma. Make an appointment to see an eye doctor today.



HOW TO MANAGE YOUR MEDICINES

As a MetroPlus Medicare member, you might be eligible for a yearly medication review. This is a time for you and a pharmacist to go over every medicine you take, including over-the-counter drugs like aspirin, vitamins, herbs and home remedies. You can have the review in person or over the phone.

MetroPlus knows what medicines you take. The pharmacist makes sure no drug conflicts with another drug or with food. He or she will also check that you are not allergic to anything you take. You will also talk about how and when to take each medicine and how to store it.

► To learn if you qualify, call **1-866-986-0356**. If you qualify, a representative will help you find a pharmacist near you.





MetroPlus Medicare Case Management

How does Case Management work? Medicare Case Management starts with a Health Risk Assessment (HRA). Based on this HRA, we will decide if you need Case Management and we will work with you.

What is a Case Manager? Case Managers can:

- help you manage your health
- assist in making doctor appointments
- provide health education
- help link you to community resources
- arrange for services and equipment your doctor orders

Trying to stay healthy or to feel better can be a full-time job. It is especially hard when you have many medical problems and just as many doctors. MetroPlus Case

Managers can help you manage your health and explain your health options in a way you can understand.

If you go to the hospital, we follow up after you leave to help you stay on the right track. Being admitted to a hospital can be stressful and frightening. The case manager will work with you to stay out of the hospital.

We think you will like having your own health coach. But, if you do not want a Case Manager, just let us know.

▶ You may also contact Case Management for help. Call **1-866-986-0356**, Monday to Saturday, from 8 a.m. to 8 p.m. (TTY: 1-800-881-2812).

You can opt out of Case Management any time. For more information, visit us online at www.metroplusmedicare.org.

WHAT IS AN HRA?

The MetroPlus Health Risk Assessment (HRA) gives MetroPlus information about your health. The HRA helps us plan your care. You may have gotten the HRA form in the mail, or maybe you got a call to ask you the HRA questions. It's good to take the HRA. You're helping your health by completing a HRA.

▶ For more information, visit us online at www.metroplusmedicare.org or call MetroPlus Case Management at **1-866-986-0356**, from Monday to Saturday, 8 a.m. to 8 p.m. (TTY: 1-800-881-2812).



Watch the Mail in September!

In September, you'll get your Medicare Annual Notice of Change (ANOC) in the mail. This notice tells you if any of your MetroPlus benefits have changed from 2011 to 2012. In the same envelope, you get your Evidence of Coverage (EOC) that explains your rights and responsibilities, what is covered and what you pay as a member of the plan.

Separately, you will get an invitation to come to a Town Hall

meeting that takes place in October at your healthcare site. If you have questions about your benefits, be sure to come to this meeting. The Town Hall meetings are a great way to stay up to date on how to get the most from MetroPlus Medicare.

We look forward to seeing you in October. Anytime you have questions, please call MetroPlus Medicare Customer Service, **1-866-986-0356**. We will do our best to help you any way we can.

Recertify to Keep Your Healthcare Coverage

If you are enrolled in MetroPlus Select Plan (HMO SNP) or MetroPlus Advantage Plan (HMO SNP), you must keep your Medicaid coverage to remain a MetroPlus member.

If you lose Medicaid coverage, we must disenroll you within 90 days of the loss. That means you won't get help from MetroPlus to stay healthy or to make doctor appointments. You might not be able to see the doctor you like who knows you and your health history.

▶ Please respond to outreach from the Human Resources Administration (HRA) or from MetroPlus reminding you to renew. If you have questions, call MetroPlus Medicare Customer Services, **1-866-986-0356**. Be smart: Remember to renew your Medicaid!

What Do You Know About Medicare?

Medicare is a federal health insurance program for people ages 65 or older. It is also available to people under age 65 who have disabilities and to people who have permanent kidney failure (end-stage renal disease).

Medicare is made up of:

- Part A—Hospital Insurance
- Part B—Medical Insurance
- Part C—Medicare Advantage Plans
- Part D—Medicare prescription drug coverage

Do you find Medicare confusing? Are there terms you don't understand? Look out for our next issue of *Well Being*. We'll list Medicare terms you should know.

