



# GlobalHealthBeat

A Newsletter for Medicare Advantage Members

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# Your Opinion Counts!

Each year CMS (Medicare) randomly surveys select members about the care they receive! If you are chosen to receive a survey, you will be asked your opinion about a variety of topics, including access to care, care coordination, customer service, and your overall rating of your health plan. You may also be asked other health questions such as any limitations you have on activities of daily living, depression, chronic conditions, pain, and quality of sleep.

If you are randomly selected, **you will receive the survey in the postal mail or you will get a telephone call** from an independent company that completes surveys for CMS and GlobalHealth.

The survey won't take long to complete! Your responses will be compiled with other data for the CMS Star Ratings.

Your responses will also **help us to understand what is important to you** and gain insight into the quality of care you want from GlobalHealth to best meet your healthcare needs.

**Thanks to your feedback on the 2022 survey, CMS has rated GlobalHealth a 4.5 out of 5 Stars for the 2023 Star Ratings in Oklahoma!**<sup>1</sup>

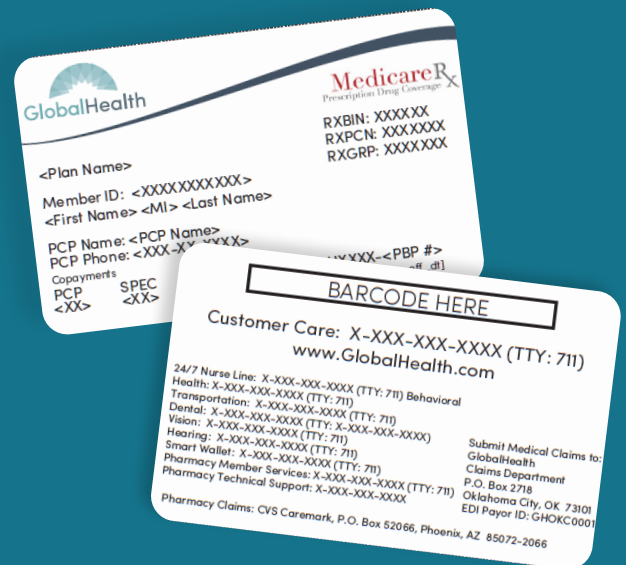
<sup>1</sup>Every year, Medicare evaluates plans based on a 5-star rating system.



## Who do you call?

When you need help, who do you call? Check the back of your GlobalHealth insurance card to quickly find important phone numbers to contact about your benefits and services.<sup>2</sup> Calling these numbers directly avoids delays and helps you get the information you need when you need it.

<sup>2</sup> Phone numbers vary by individual plan benefits.



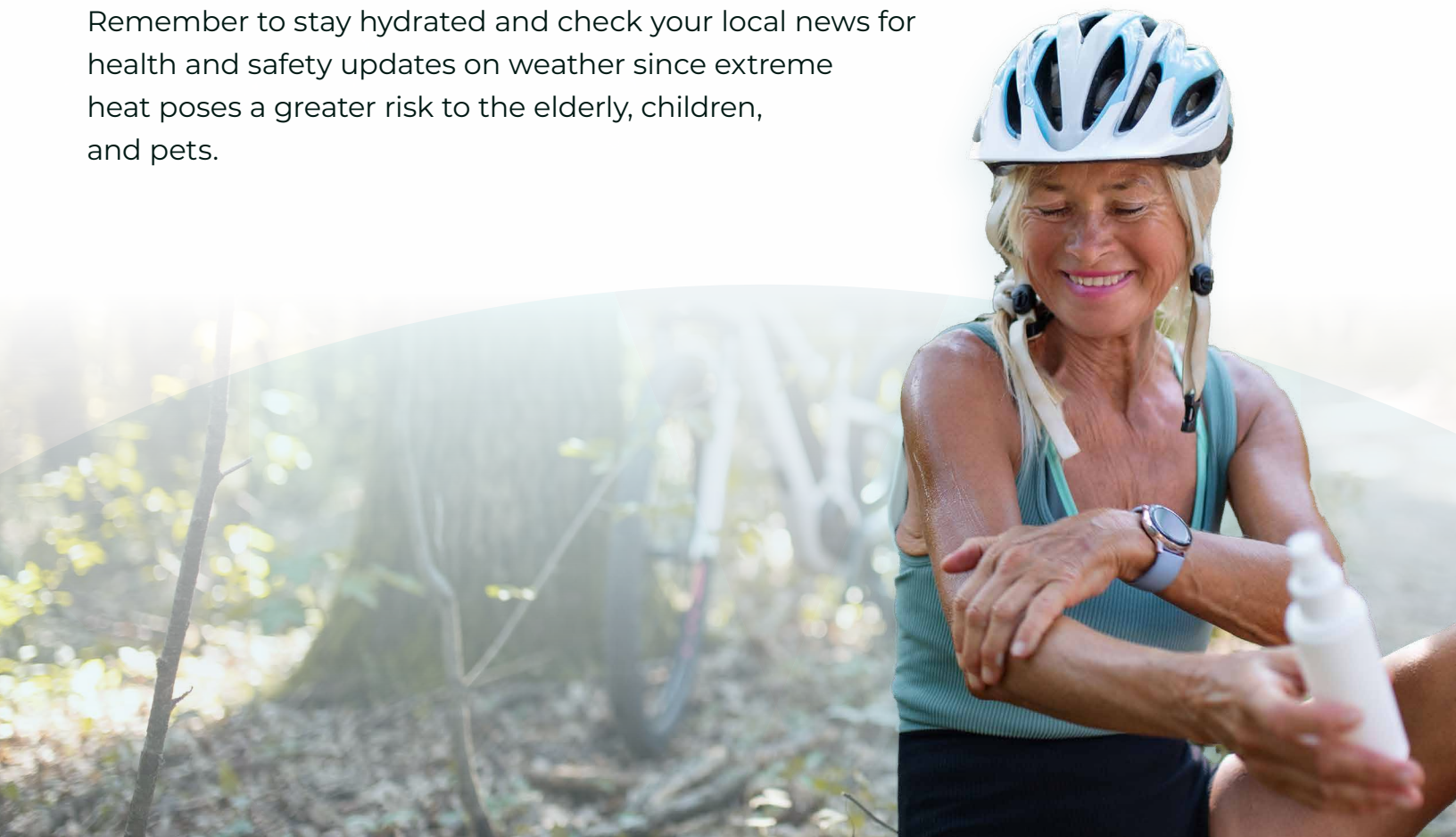
# It's *Sunscreen Season!*

Spending time outside is a great way to be physically active, reduce stress, and get vitamin D. To protect your skin from the sun, you can stay in the shade, wear protective clothing, a hat with a brim, and sunglasses, and, most importantly, wear sunscreen!

## Sunscreen Tips:

- ✓ Wear sunscreen every day, including lip balm with sunscreen.
- ✓ Use a broad-spectrum sunscreen with a higher sun protection factor (SPF). Don't forget to check the expiration date!
- ✓ Apply sunscreen 30 minutes before going outdoors so that it absorbs into your skin.
- ✓ Apply sunscreen to all exposed areas including your face, ears, neck, shoulders, arms, legs, and tops of your feet. Ask for help to apply on those hard-to-reach areas.
- ✓ Follow package instructions on how often to reapply, especially when swimming, sweating, or toweling off.

Remember to stay hydrated and check your local news for health and safety updates on weather since extreme heat poses a greater risk to the elderly, children, and pets.





# Physical Activity for Healthy Aging

Physical activity is one of the most important things you can do for your health as it can prevent or delay many of the health problems that come with age! Prior to beginning any new exercise routine, talk with your primary care provider to understand how your health status could affect your ability to do regular physical activity safely and to determine how often you should exercise per week.

## There are many benefits of exercising!

- ✓ Improves strength to help you stay independent
- ✓ Improves balance to help prevent falls
- ✓ Improves your mood and fights depression
- ✓ Gives you more energy
- ✓ Prevents or delays diseases, such as heart disease, diabetes, and osteoporosis

## There are four types of exercises you can include in your exercise routine!

1. **Endurance Training** – builds energy and improves the health of your heart and lungs by increasing your breathing and heart rate
2. **Strength Training** – makes your muscles stronger
3. **Balance Training** – helps prevent falls
4. **Flexibility Training** – stretches muscles to keep you limber and help you move easily

Through our fitness program, you have access to a large, nationwide gym network! Don't feel like going to a gym? Don't worry, you can still use your fitness benefit! Choose from thousands of free online videos or classes. Register at [www.silver&fit.com](http://www.silver&fit.com)!

Don't forget you also get to a free at-home fitness kit! Visit [www.silver&fit.com](http://www.silver&fit.com) to choose between swim, yoga, strength, Pilates, and walking/trekking kits or choose a fitness tracker. You get one kit or fitness tracker at no cost each year!

# Reduce the Risk of Falls

Don't let the fear of falling keep you from being active!

Here are a few tips to help you avoid falls and broken bones:

- ✓ **Stay physically active.** Regular exercise improves muscles, makes you stronger and keeps you flexible. Try to get at least 150 minutes per week of physical activity.
- ✓ **Keep your bones strong** by getting enough calcium and vitamin D. Ask your physician for the best dosage for you.
- ✓ Have your **vision and hearing tested**.
- ✓ **Learn about the side effects** of the medications that you take to know if a medication causes dizziness or makes you sleepy.
- ✓ **Get enough sleep.** If you are sleepy, you are more likely to fall.
- ✓ **Limit the amount of alcohol you drink.** Even a small amount of alcohol can affect your balance and reflexes.
- ✓ **Stand up slowly.** Getting up too quickly can cause your blood pressure to drop and make you feel steady.
- ✓ **Use an assistive device** if you need help feeling steady when you walk, such as a can or walker.
- ✓ **Be careful when walking** on wet or icy surfaces.
- ✓ **Wear non-skid, rubber soled, low-heeled shoes,** or lace-up shoes with non-skid soles that support your feet.
- ✓ **Fall-proof your home** to ensure safety by installing proper lighting, using handrails or grab bars, securing flooring and keeping walkways tidy.



Be sure to tell your primary care physician if you have fallen since your last visit, **even if you weren't hurt from your fall.**

This can alert your physician to new medical problems that can affect your balance or problems with your medications.





## Have you seen your PCP this year?

### Our top priority is your optimal health!

We believe that preventive treatment is just as important as the treatment of chronic conditions that are already present and may change over time. Visits with your GlobalHealth Primary Care Physician (PCP) allow us to have a better understanding of your health care needs so we can offer programs and benefits that are valuable to you and your health.

If you typically see Veterans Affairs (VA) or Indian Health Service (IHS) health care providers, please consider scheduling an **Annual Wellness Visit** your GlobalHealth PCP. GlobalHealth offers a \$0 copay to members who use their assigned in-network PCP with no limit as to how many times the member visits their PCP.



## Preparing for your next Physician's Visit

Before your next physician visit, take a few minutes to prepare to ensure that all your health topics and concerns are discussed!

- ✓ Make a list of all your questions and prioritize your concerns to ask about the most important ones first.
- ✓ Take information with you to the doctor. Bring your insurance information, completed medical history questionnaires, and a list of all your medications, including over-the-counter items, vitamins, herbal remedies and/or supplements. Be sure to include the medication strengths and directions of how you take them or bring your medications with you to the appointment.
- ✓ Keep your doctor up to date. Be sure to let your doctor know if you have been treated in an urgent care, emergency room, or hospital or have been seen by a specialist since your last visit. Be sure to let all health care and health service providers know who your PCP is so that they can share your records to ensure that your PCP is aware of your most current health status, any medication changes, and to determine if follow-up testing or care is needed.
- ✓ Bring a family member or friend to the doctor's visit. They can take notes for you to remember what the doctor said. You can decide how active a role they will play in your support system.
- ✓ Let your doctor know if you have a tough time hearing or understanding them. Ask them to speak louder or slower and be sure to call the doctor's office ahead of your appointment if you need interpreter services.
- ✓ Does your healthcare provider have a patient portal? Be sure to sign up! The patient portal is a great way to ask questions and view test results.

# Bladder Health

GlobalHealth supports your bladder health so you can do the things that bring you joy!

Bladder problems can affect your quality of life and contribute to other health issues. Your primary care provider may be able to help you treat bladder leakage, also known as urinary incontinence, by recommending lifestyle changes or adjusting your medications.

## Tips to keep control of your bladder:

- ✓ Drink smaller amounts of fluids throughout the day. Talk to your doctor about any special diets.
- ✓ If you get up several times during the night, drink more of your fluids in the morning and afternoon rather than at night.
- ✓ Don't drink too little fluid—this can irritate your bladder and cause irritation and infections.
- ✓ Consider avoiding or limiting certain foods and beverages that can irritate your bladder such as alcohol, caffeine, carbonated beverages, artificial sweeteners, spicy, acidic, or citrus foods and chocolate.
- ✓ Maintain a healthy diet to minimize constipation. Straining during bowel movements can damage the pelvic floor.
- ✓ Shed extra pounds to keep the pressure off your bladder.
- ✓ Train your bladder and strengthen your pelvic floor—talk to your doctor or a physical therapist about various exercises and how to do them correctly.
- ✓ Stop smoking—smokers are more likely to have bladder control issues and more severe symptoms.
- ✓ Talk to your doctor about specialized methods of bladder control—medications, injections, and surgeries are all options you can discuss with them.



**These methods can take time** and practice to see results—keep at it! If you're still having problems after trying these, talk to your primary care provider about a different approach.

# Alzheimer's Disease

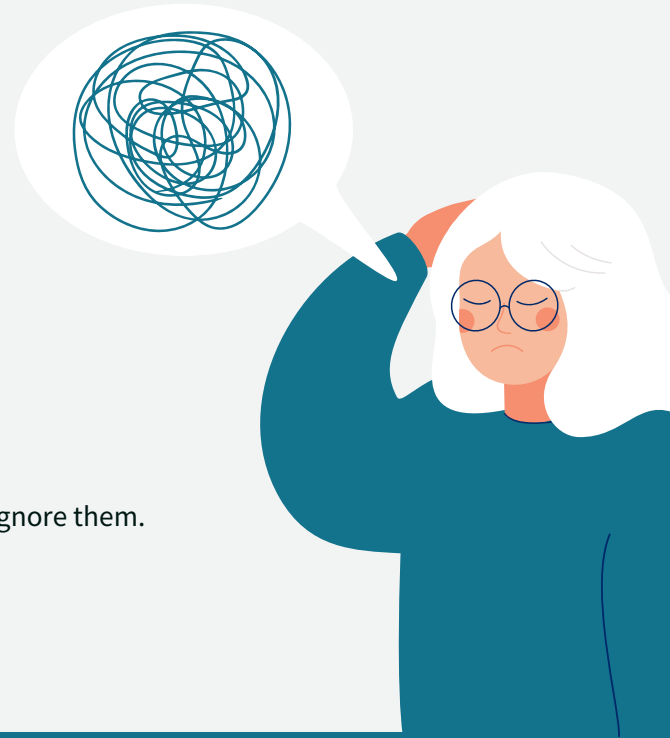
According to the Alzheimer's Association, 55 million people are living with Alzheimer's and other dementias worldwide. Alzheimer's disease is a degenerative brain disease and the most common form of dementia. Dementia is an overall term that is used to describe a group of symptoms.

Alzheimer's is a brain disease that causes a slow decline in memory, thinking and reasoning skills. Early signs and symptoms of Alzheimer's are:

- Memory loss that disrupts daily life
- Challenges in planning or solving problems
- Difficulty completing familiar tasks
- Confusion with time or place
- Trouble understanding visual images and spatial relationships
- New problems with words in speaking or writing
- Misplacing things and losing the ability to retrace steps
- Decreased or poor judgement
- Withdrawal from work or social activities
- Changes in mood and personality

If you notice any of the warning signs for yourself or a loved one, don't ignore them. Schedule an appointment with your primary care provider.

[Memory Loss & 10 Early Signs of Alzheimer's | alz.org](https://www.alz.org)



## *It's time for your flu shot!*

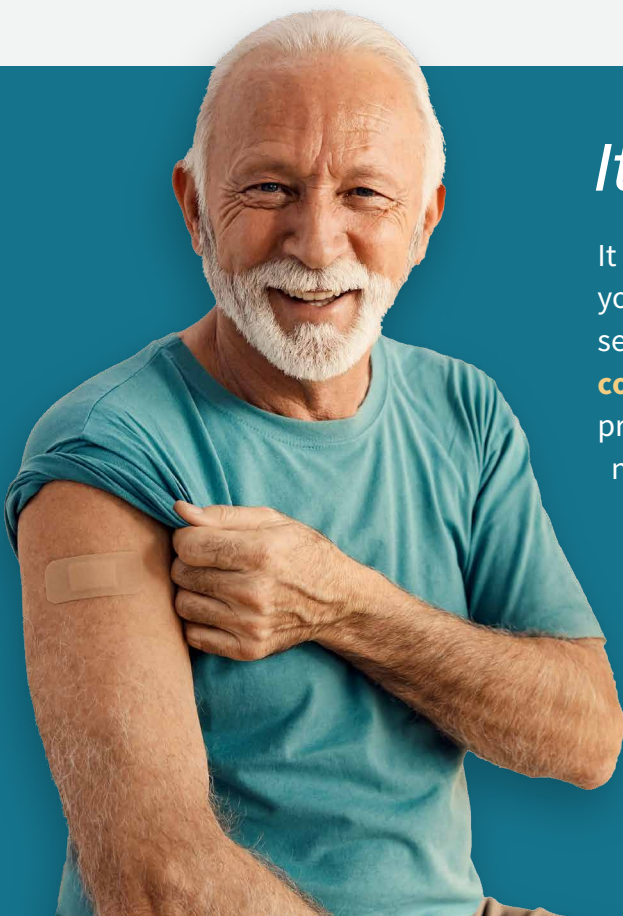
It is very important for you to get your annual flu shot to protect yourself and your loved ones against the flu and its potentially serious complications. Remember that the annual flu shot is **covered 100%** by GlobalHealth, with no copay. Contact your primary care physician to schedule your flu shot or visit an in-network pharmacy.

Be sure to call an in-network pharmacy to confirm vaccine availability and when an immunization-certified pharmacist can give you the shot. Upon arriving to receive your flu shot, you will need to show your GlobalHealth insurance card and a valid ID.

[Key Facts About Seasonal Flu Vaccine | CDC](#)

[What are the benefits of flu vaccination? | CDC](#)

[Recommended Vaccines for Adults | CDC](#)





# Do you have a *new grandbaby*?

**Did you know that infants are at risk of serious complications from whooping cough?** Grandparents and caregivers should be up to date on their whooping cough vaccinations to protect themselves and their grandbabies.

While there is no official season for other adult vaccines, consult with your primary care provider to learn which vaccines are recommended for you and when the best time is for you to be vaccinated.

## Other Adult Vaccines include:

- ✓ Pneumonia<sup>1</sup>
- ✓ Shingrix (Shingles)
- ✓ Twinrix (Hepatitis A and B)
- ✓ Tdap - Tetanus and diphtheria and acellular pertussis (whooping cough)

Most recommended vaccines have a \$0 copay and are covered at 100% at an in-network pharmacy.<sup>2</sup>

Be sure to call an in-network pharmacy to confirm vaccine availability and when an immunization-certified pharmacist can give you the shot. When arriving for your vaccine, you will need to show your GlobalHealth insurance card and a valid ID.

<sup>1</sup>\$0 copay for Flu and Pneumonia vaccines fall under Part B vs Part D Coverage

<sup>2</sup> Applicable for GlobalHealth plans with Part D Coverage.



## Remember to Take Your Medications

Taking your medications as prescribed is very important to your health. While you may not always feel the difference when taking your medications, they are working to keep you healthy. Talk with your primary care provider to understand what medication(s) you are taking, why it is important to take your medications as directed and to identify barriers as to why you are unable to take your medications.



# Statins are a lifelong commitment

Statins are drugs that can lower your cholesterol and lower your risk of heart disease and stroke. They work by blocking a substance needed to make cholesterol and help stabilize the plaques on blood vessel walls, which reduce the risk of certain blood clots.

Not everyone with a heart condition needs to use a statin. Your doctor will review your cholesterol levels and other long term cardiovascular disease risk factors before prescribing a statin. As your cholesterol levels go down, you may think you don't need a statin anymore, but you need to stay on the statin to keep your cholesterol down!

Most people tolerate statins, but they can have side effects. Tell your doctor about any unusual symptoms after starting a statin. Your doctor may want to adjust your dosage or try a different statin. Don't stop taking a statin without talking with your doctor first.

[Statins: Are these cholesterol-lowering drugs right for you? - Mayo Clinic](#)



## 100-DAY Supply of Prescriptions

GlobalHealth's mission is to provide genuine care to help our members reach their optimal health. As part of this effort, one of your benefits will help you save money, refill prescriptions less often, and have plenty of medication on hand.

You are eligible to receive extended supplies of select medications — up to 100 days or more — for a **\$0 copay!** Even if the 30-day supply of an eligible drug has a copay, you will pay **NOTHING** when you utilize **100-day supplies** and fill your prescription at a **preferred network pharmacy.**

Simply have your doctor write your next prescription for a 100-day supply<sup>1</sup> of your **eligible** maintenance medication and send it to a preferred retail or mail service pharmacy. Your pharmacist will do the rest. To locate a preferred pharmacy, visit [GlobalHealth.com](#) and click "Find a Pharmacy." Enter your zip code and select "Preferred Retail" and "Preferred Mail Service" as your pharmacy type.

**For this benefit related questions, please contact Customer Care at**

**1-844-280-5555 (TTY: 711)**

8am - 8pm, 7 days a week, Oct 1 - Mar 31;

8am - 8pm, Monday through Friday,  
Apr 1 - Sept 30.

<sup>1</sup>Generations by GlobalHealth members are eligible for 90-day supply.

# Have You Hit the Donut Hole?

GlobalHealth offers members Gap Coverage to help pay for medications through the donut hole. Members pay the same amount as they do in the Initial Coverage Stage. This benefit is for all Tier 1 drugs as well as oral antidiabetics in Tier 3. Also, all formulary insulins that are included in the drug formulary have this additional coverage.

For a complete explanation of Gap Coverage for your plan please reference your Evidence of Coverage (EOC)<sup>1</sup> or contact Customer Care at 1-844-280-5555 (TTY: 711) for Oklahoma (8am - 8pm, 7 days a week, Oct 1 - Mar 31; 8am - 8pm, Monday through Friday, Apr 1 - Sept 30).

<sup>1</sup>Not applicable for D-SNP EOC as all formulary medications are \$0 for all phases

## Over-the-counter Benefit

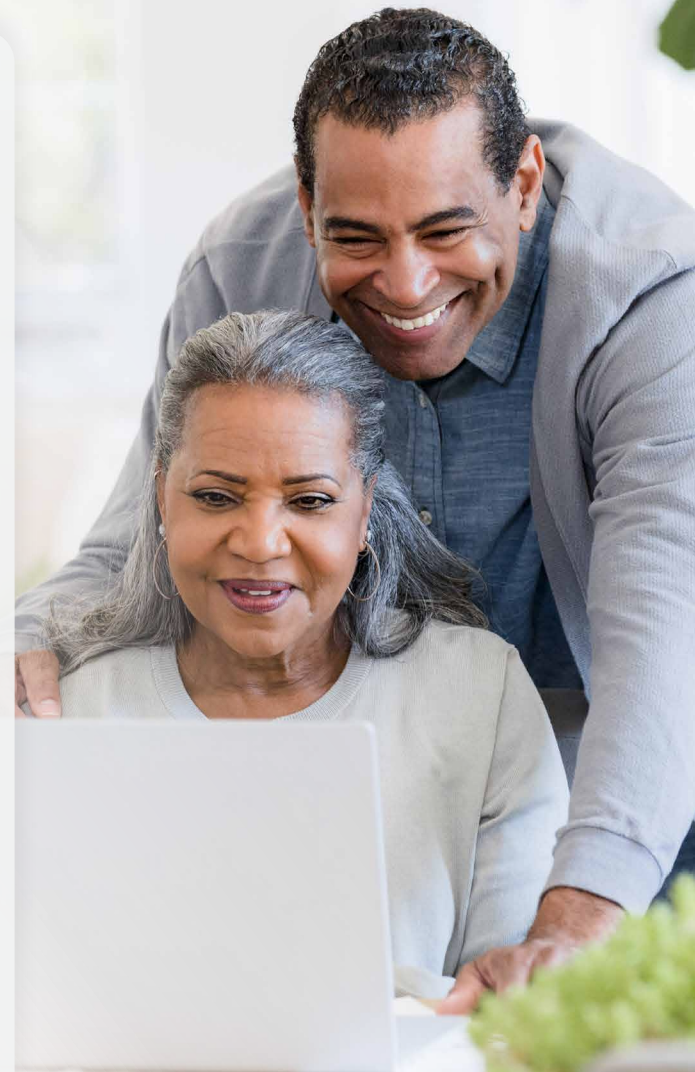
As a valued GlobalHealth member, you have access to a variety of brand-name and generic health and wellness products such as allergy medicines, vitamins, bandages and more with your monthly or quarterly<sup>1</sup> Smart Wallet over-the-counter benefit.

To help you save time and money, your over-the-counter allowance can be used to purchase items through our online catalog or at Walmart® Retail Stores.<sup>2</sup> Please remember that you cannot roll over any unused balance into future months or quarters of the year.

Visit [GlobalHealth.NationsBenefits.com](https://GlobalHealth.NationsBenefits.com) to order through the MyBenefits portal or call NationsBenefits at 1-877-241-4736 (TTY: 711).

<sup>1</sup>Benefits vary by plan.

<sup>2</sup>Not available for use on Walmart.com



# Advance care planning (ACP) services

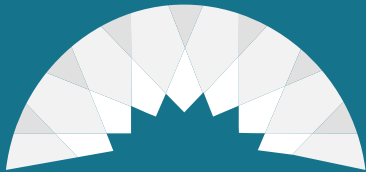
Documenting what's important to you is essential to getting the care you want when you are too ill to speak for yourself. The My Living Voice platform guides you through the process of creating your living will and designating your healthcare proxy.

As a GlobalHealth Medicare Advantage plan member, you have access to the My Living Voice online advance care planning resources at no additional cost! This resource helps you to create an advance directive that meets state-specific requirements.

My Living Voice is available to you and your designated medical providers 24 hours a day, seven days a week. You can add new information at any time as your health status or wishes change.

To get started, you can access the link to My Living Voice on our website at [www.GlobalHealth.com](http://www.GlobalHealth.com).

**It's easy and takes just a few minutes to be sure your wishes are known.**



**GlobalHealth**  
MEDICARE ADVANTAGE PLANS

**Customer Care:**

**1-844-280-5555 (TTY: 711)**

8:00AM to 8:00PM,

Seven days a week (Oct 1 - Mar 31)

Monday through Friday (Apr 1 - Sept 30)

[www.GlobalHealth.com](http://www.GlobalHealth.com)

GlobalHealth is an HMO/SNP HMO with a Medicare contract and a state Medicaid contract for D-SNP. Enrollment in GlobalHealth depends on contract renewal. GlobalHealth has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) in 2023. This approval is based on a review of GlobalHealth's Model of Care. GlobalHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. GlobalHealth cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. GlobalHealth tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

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