



GlobalHealthBeat

A Newsletter for Medicare Advantage Members

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Have you had your *flu shot*?

Fall and winter are the most active times for the flu. It is very important for you to get your annual flu shot to protect you and your loved ones. Remember that the annual flu shot is covered 100% by GlobalHealth, with no copay!

You can protect yourself and others from flu and help stop the spread of germs by:

- ✓ Avoiding close contact with people who are sick.
- ✓ Staying home when you are sick to prevent spreading your illness to others.
- ✓ Avoiding touching your eyes, nose, and mouth as germs are spread when touching contaminated surfaces and then touching your face.
- ✓ Covering your mouth and nose when you cough or sneeze.
- ✓ Cleaning your hands often to protect you from germs. If soap and water are not available, use an alcohol-based hand rub.
- ✓ Practicing good health habits such as cleaning and disinfecting frequently touched surfaces at home, especially when someone is ill.
- ✓ Getting plenty of sleep, being physically active, managing stress, drinking plenty of fluids and eating a healthy diet.

It's never too late for preventive health screenings!

Preventing and identifying diseases requires regular well checks and other non-emergency medical appointments that can help you maintain good health for earlier detection and treatment of diseases.

The GlobalHealth Clinical Quality Team reaches out to members throughout the year to assist you in scheduling preventive screening exams and testing. We partner with your primary care provider to identify the screening services that are best for you. Recommended services that are covered by Medicare cost you nothing!

If you have questions or would like assistance in scheduling preventive services, please contact one of our GlobalHealth Clinical Quality team members at **1-844-280-5538** or Customer Care at **1-844-280-5555 (TTY: 711)**, available 8:00 AM-8:00 PM, 7 days a week (October 1-March 31) and 8:00 AM-8:00 PM, Monday-Friday, April 1-September 30.

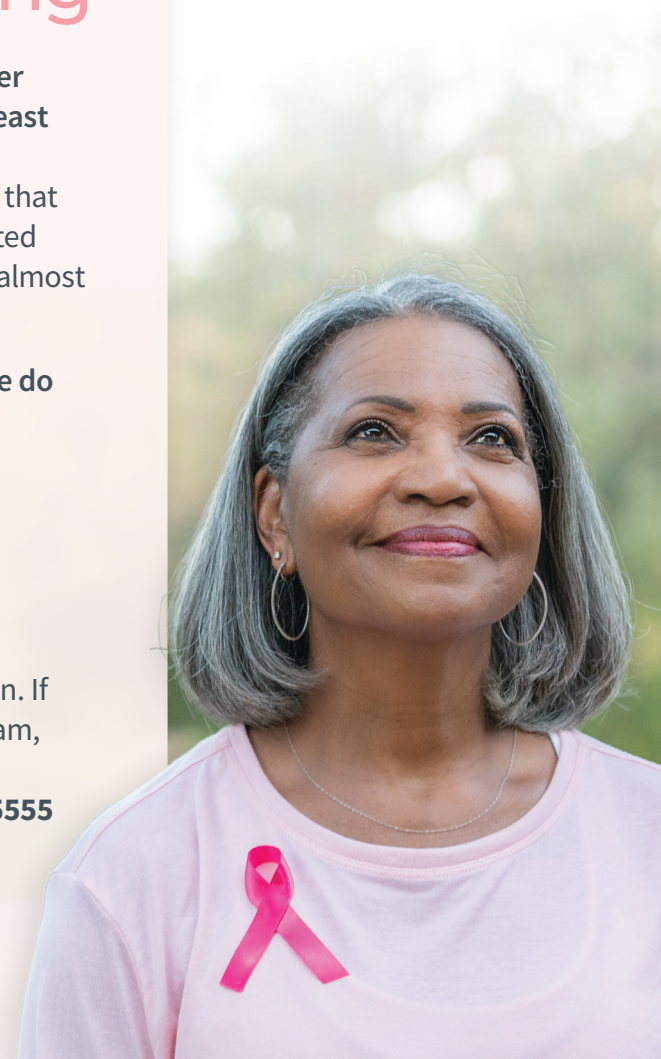
Breast Cancer Screening

Breast cancer is the second leading cause of death from cancer in American women, and one in eight women will develop breast cancer in their lifetime. Mammograms are the most common screening test for breast cancer. Regular mammograms ensure that the breast cancer is detected at an early stage when it can be treated and potentially cured. Additionally, while breast cancer occurs almost exclusively in women, men can develop it too.

Breast cancer has many symptoms, even though some people do not have any symptoms at all. Symptoms can include:

- Any change in the size or the shape of the breast.
- Pain in any area of the breast.
- Nipple discharge other than breast milk (including blood).
- A new lump in the breast or underarm.

If you have any signs that worry you, see your PCP for evaluation. If you would like assistance in scheduling a screening mammogram, please contact one of our GlobalHealth Clinical Quality team members at **1-844-280-5538** or Customer Care at **1-844-280-5555 (TTY: 711)**, available 8:00 AM-8:00 PM, 7 days a week (October 1-March 31) and 8:00 AM-8:00 PM, Monday-Friday, April 1-September 30.



MyLivingVoice

No one likes to think about what would happen if they were suddenly unable to make health or medical decisions for themselves. But, what if it did? Do your doctor and loved ones know what you would want?

Now they can!

As a GlobalHealth Medicare Advantage member, you have access to FREE advance care planning through the My Living Voice Portal. Preparing your advance directive is simple and only takes a few minutes! You can access the portal at no cost to you by visiting www.GlobalHealth.com.

Use family gatherings this fall as an opportunity to discuss your wishes with your family. It is easy to make changes and share your completed advance directive from the My Living Voice portal!

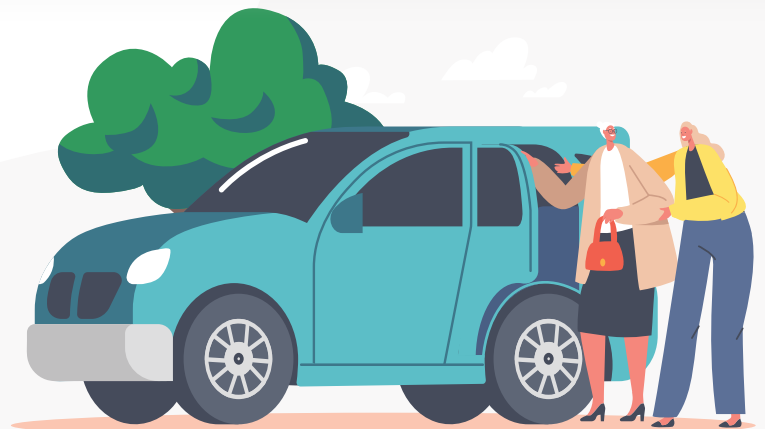


Transportation Services

GlobalHealth has partnered with RoundTrip to provide transportation benefits to our members. GlobalHealth members can receive between 12 and 36 one-way trips, limited to 50 miles each way, at no additional cost!

RoundTrip can assist you with transportation to a variety of plan-approved locations, including:

- ✓ Doctor office appointments
- ✓ Lab appointments
- ✓ Chemotherapy, radiation, or dialysis appointments
- ✓ Outpatient hospital visits
- ✓ Outpatient preventive services appointments



Requesting a ride is simple!

1. Call RoundTrip directly to schedule your appointment! **1-877-565-1612 (TTY: 711)**
2. Choose a day and time for pick-up that is **at least 72 hours in advance (required)**.
3. Share your member ID, pick-up location, drop-off location, and any special needs.
4. **Enjoy your ride!**

Did you know that Diabetes can affect every part of your body?



Diabetes can affect every part of your body, including your eyes, nerves, blood vessels, and legs/feet.

Serious eye problems happen more often among people with diabetes, and it is the main cause of blindness in adults. Getting a dilated eye exam at least once a year helps your doctor find and treat eye problems early to protect your vision.¹

Diabetes can affect the nerves and blood vessels in your body, including those in your skin, that allow us to sense touch, temperature, pain, and pressure. If you notice any unusual changes in your skin, it's important to see your doctor for early diagnosis and treatment to prevent bacterial infections, fungal infections and other serious skin complications caused by diabetes.²

Half of the people with diabetes have some kind of nerve damage, which most often affects nerves in your legs and feet. Nerve damage, along with poor blood flow – another diabetes complication – puts you at risk for developing a foot ulcer that could become infected and not heal well, increasing the risk of amputation of your toe, foot, or part of your leg. Here are some tips for healthy feet:³

- ✓ Wash and check your feet every day for changes in your skin.
- ✓ Trim your toenails straight across and smooth any sharp edges with a nail file.
- ✓ Don't remove corns or calluses yourself.
- ✓ Wear socks and shoes that fit well.
- ✓ Keep the blood flowing by wiggling your toes and putting your feet up when you are sitting.
- ✓ Get your feet checked at every health care visit.

¹<https://www.cdc.gov/diabetes/library/factsheets/diabetes-and-healthy-eyes.html> ²<https://www.cdc.gov/diabetes/library/features/diabetes-and-your-skin.html> ³<https://www.cdc.gov/diabetes/library/features/healthy-feet.html>

Diabetic *Insulin Cap*

Managing diabetes effectively often requires the regular use of insulin, a vital medication for individuals with diabetes. However, the high cost of insulin can pose significant financial challenges and hinder medication adherence.

Good News!

GlobalHealth recognizes this issue and has capped your out-of-pocket costs for all formulary insulins at \$35 per monthly prescription through your Pharmacy benefits as of January 1, 2023. Additionally, GlobalHealth implemented a similar cap through your medical benefit as of July 1, 2023. If you get a 2- or 3-month supply of covered insulin, your costs can't be more than \$35 for each month's supply. For example, if you get a 2-month supply of a Part D-covered insulin, you won't pay more than \$70 for that 2-month supply. This means you will never have to pay more than \$35 for each month's supply regardless of your benefit phase.

Let's explore how this insulin cap can benefit you as a member, helping you manage the costs of your medications and support your overall diabetes management and medication adherence.

- 1. Lower Costs:** Insulin can be quite expensive, especially for individuals dependent on a limited income. By limiting the copayment to \$35, GlobalHealth ensures that you can obtain the insulin you need without facing significant financial burdens.
- 2. Improved Medication Access:** With the \$35 cap, it will be easier for you to get your insulin. You won't have to wait or worry about not having enough money to pay for it. This means you can always have the insulin you need to stay healthy. You won't have to miss doses or go without insulin, which is very important for managing diabetes.
- 3. Improve Medication Adherence:** Managing diabetes means taking your medicine the right way. But sometimes, the cost of insulin can make it hard for people to take it like they should. With the \$35 cap, it's easier for you to take your insulin every day. This helps you control your diabetes better and lowers the chances of having problems because of not taking your medicine.
- 4. Taking Care of Your Diabetes:** Taking care of diabetes is not just about medicine. It's also about making healthy choices and getting regular check-ups. With the \$35 cap on insulin, you can save money for other things that help you take care of your diabetes. This could be buying healthy food, staying active, or going to see your doctor. It's important to take care of all parts of your diabetes, and the \$35 cap makes it a little easier.

The \$35 cap on insulin from GlobalHealth is a great way to make insulin more affordable and easier for you to get. It helps you manage your diabetes better by making it easier to pay for your medicine and take it as directed. This change is meant to help you stay healthy and take care of your diabetes without worrying too much about the cost. We hope that this will make a big difference in your life and help you live well with diabetes.

A1C

An A1C test is a simple blood test that measures your average blood sugar over the past three months. This test is used to diagnosis and monitor diabetes. A1C target levels can vary by each person's age and other risk factors. If you have diabetes, it is recommended to get an A1C test at least twice a year. **The goal for most people with diabetes is an A1C that is less than 7%.** However, your personal goal will depend on things such as your age and other medical conditions. Work with your primary care physician to set your A1C goal and to learn about other important diabetic testing measures to optimize your health.

<https://diabetes.org/diabetes/a1c>

<https://www.cdc.gov/diabetes/managing/managing-blood-sugar/a1c.html>

Importance of Good Oral Health

Oral health is more important to your overall health than you may realize. Your mouth is filled with bacteria and is the entry point to your digestive and respiratory tracts. The body's natural defenses and good oral health, such as brushing and flossing, keep bacteria under control. Without proper oral hygiene, bacteria can lead to oral infections, tooth decay and gum disease.

Studies suggest that oral bacteria and certain gum diseases may play a role in some diseases, such as diabetes, cardiovascular disease, and osteoporosis, which can lower the body's resistance to infection causing more severe oral health problems.

Certain medications can reduce saliva which helps to protect your mouth. Tell your dentist about the medications that you take and about changes in your overall health.



To protect your oral health:

- ✓ Brush your teeth at least twice a day for two minutes using a soft-bristled brush.
- ✓ Replace your tooth brush every three to four months, or sooner if bristles are worn.
- ✓ Floss once a day to help remove plaque and prevent cavities and gum disease.
- ✓ Clean full or partial dentures daily.
- ✓ Use mouth moisturizing rinses for dry mouth.
- ✓ Drink plenty of water.
- ✓ Eat a healthy diet, limiting sugary foods and drinks.
- ✓ Avoid smoking or chewing tobacco.
- ✓ Schedule regular dental checkups and cleanings.

On GlobalHealth Medicare Advantage plans with dental coverage, there is no copay for preventive dental checkups. Remember that you must go to an in-network DentaQuest dentist to utilize your dental benefits. Reference your Evidence of Coverage (EOC) for specific coverage, service limitations, and coinsurance details. There are no referral and prior authorization requirements. You or your dentist can call DentaQuest to make sure all your dental work will be covered before you have it done. Use the Smart Wallet¹ to cover expenses that aren't covered under supplemental benefits.

Contact DentaQuest Customer Service to obtain a provider directory of network dentists or answers to your dental benefit questions at 1-833-955-3423.

¹Smart Wallet benefits vary by plan. <https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/dental/art-20047475>



November is American Cancer Society's Great American Smokeout

It's never too late to quit using tobacco. The third Thursday in November is the Great American Smokeout, challenging smokers to give up cigarettes for 24 hours.

Kicking the habit offers some rewards that you'll notice right away and some that will show up over time. Right away you will save the money spent on tobacco, food will taste better, your sense of smell will return to normal, your breath, hair and clothes will smell better, your teeth and fingernails will stop yellowing, and ordinary activities will leave you less out of breath.

DID YOU KNOW?

- ✓ 20 minutes after quitting your heart rate and blood pressure drop.
- ✓ A few days after quitting the carbon monoxide level in your blood returns to normal.
- ✓ 2 weeks to 3 months after quitting your circulation improves and your lung function increases.
- ✓ 1 to 12 months after quitting coughing and shortness of breath decreases.
- ✓ 1 to 2 years after quitting your risk of heart attack drops dramatically.
- ✓ 5 to 10 years after quitting your risk of cancers of the mouth, throat, and voice box is cut in half and your stroke risk decreases.
- ✓ 10 years after quitting your risk of bladder, esophagus and kidney cancer decreases and your risk of lung cancer is about half that of a person of a person who is still smoking.

Talk to your primary care physician about options to help you quit smoking!

<https://www.cancer.org/cancer/risk-prevention/tobacco/benefits-of-quitting-smoking-over-time.html>

Chronic Obstructive Pulmonary Disease

16 million Americans have chronic obstructive pulmonary disease (COPD) which is a group of diseases that cause airflow and breathing related problems including emphysema and chronic bronchitis.

COPD is a progressive disease that has no cure, but can be managed and treated by working with your healthcare team to:

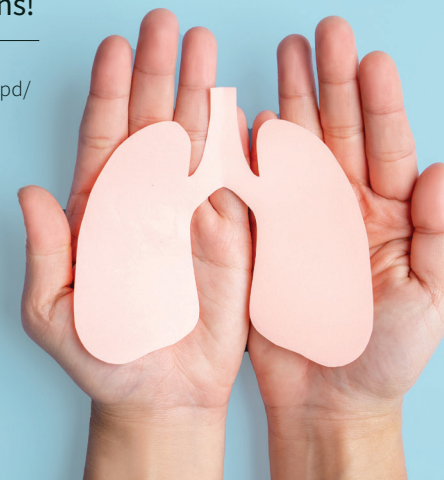
- ✓ Develop a plan to keep your COPD under control
- ✓ Stay up to date with recommended vaccinations
- ✓ Follow your treatment plan
- ✓ See your healthcare provider regularly
- ✓ Make lifestyle changes, such as stopping smoking and staying active to improve your quality of life.

Symptoms of COPD include:

- ✓ Frequent coughing or wheezing.
- ✓ Excess phlegm, mucus, or sputum production.
- ✓ Shortness of breath.
- ✓ Trouble taking a deep breath.

If you think you may have COPD, reach out to your primary care physician to discuss treatment options!

<https://www.cdc.gov/copd/basics-about.html>



+ How to avoid a hospital readmission?

Being hospitalized can be physically and mentally exhausting for both you and your caregiver. Many times, people are readmitted due to complications caused by their health conditions. In some cases, readmissions could be prevented and managed in your Primary Care Physician's (PCP's) office. Here are a few suggestions to avoid another hospitalization within a short time after your discharge from the emergency room or hospital.

While you are in the hospital:

- ✓ Make sure you understand the instructions about medications, diet, and the specific care you will need at home.
- ✓ Ask your doctor if you should continue taking any medications that you have at home in addition to any new prescriptions given at the time of discharge.
- ✓ Ask specific questions, don't leave any questions unanswered.
- ✓ Confirm that you and your caregiver understand the information given.

As you are transitioning to home:

- ✓ Fill your prescriptions at the pharmacy as soon as possible so that you take your medications from day one.
- ✓ Schedule a visit with your primary care physician or specialist within 3 to 7 days after you are discharged from the emergency room or hospital. Be sure to take all of your medications and discharge paperwork to the visit to partner with your physician in your follow-up care.

When you get home:

- ✓ Follow your doctor's instructions upon discharge.
- ✓ Contact your physician with any concerns and new or worsening symptoms to minimize the risk of readmission.

Still have questions? Reach out to your primary care physician!

<https://www.ahrq.gov/questions/resources/going-home/index.html#guide>



Caring for a *Family Member*

About one in three adults in the United States provides care to other adults as an informal caregiver of an ill spouse or partner, a disabled child, or an aging relative. As a caregiver, you may be so focused on your loved one that you can become emotionally and physically stressed, making you vulnerable to changes in your own health.

If you don't take care of yourself, or you won't be able to care for anyone else. It is important to take advantage of the many resources and tools available to help you provide care for your loved one. To help manage caregiver stress:

1. **Plan ahead** to get everyone on the same page to focus on what is best for your loved one.
2. **Complete advanced directives and end-of-life plans** keeping important personal, medical, and financial documents ready to know what to do in an emergency.
3. **Focus on what you are able to provide.** Understand that no one is perfect so believe that you are doing the best you can and making the best decisions you can at any given time.
4. **Set realistic goals.** Break large tasks into smaller steps. Prioritize, make lists, and establish a daily routine. Remember that it is okay to say no to requests that could cause additional stress.
5. **Accept help** being prepared with a list of ways that others can help you, and let the helper choose what they would like to do.
6. **Get connected.** Learn about caregiving resources in your community.
7. **Join a support group** to help provide validation and encouragement, as well as problem-solving strategies for difficult situations.
8. **Seek social support.** Make an effort to stay well-connected with family and friends who can offer nonjudgmental emotional support.
9. **Set personal health goals,** such as a good sleep routine, being physically active, eating a healthy diet, and drinking plenty of water.
10. **See your doctor** to get recommended vaccinations and health screenings.



High Risk Medications

As an older adult, it is important to be aware of the potential risks associated with certain medications. High-risk medications can have more significant side effects and interactions in the elderly.

Here is a list of some commonly prescribed high-risk medications in the elderly:

- ✓ **Benzodiazepines** such as Diazepam (Valium) and Lorazepam (Ativan) which can make older adults feel more confused, tired, and increase your chances of falling.
- ✓ **Muscle Relaxants** such as Carisoprodol (Soma) Cyclobenzaprine (Flexeril) Metaxalone (Metaxall, Skelaxin) and Methocarbamol (Robaxin) which can make older adults feel more confused, tired, nauseous, and increase your chances of falling.
- ✓ **Anticholinergic Drugs** including certain antihistamines such as Diphenhydramine (Benadryl), Hydroxyzine (Vistaril) and antidepressants such as Amitriptylene (Elavil) can cause confusion, memory problems, constipation, and urinary retention in the elderly.

It is crucial to understand the potential dangers they pose and take steps to ensure your safety. Be sure to communicate openly with your healthcare provider about all the medications you are taking, including over-the-counter drugs and supplements. Stay informed about their potential side effects, drug interactions, and any precautions you need to take. By actively participating in your own care and following the guidance of your healthcare provider, you can reduce the risks associated with high-risk medications and improve your overall well-being. Remember, your health is a collaborative effort, and staying informed is a crucial part of the process.



Checking your Blood Pressure

Talk with your primary care physician to determine how often you should measure your blood pressure at home and what to do if your blood pressure numbers are too high.

<https://www.cdc.gov/bloodpressure/measure.htm>
<https://www.heart.org/en/news/2020/05/22/how-to-accurately-measure-blood-pressure-at-home>

Checking your blood pressure at home is an important part of managing high blood pressure to help determine if treatment is working. **To get the most accurate measurement:**

- ✓ Take your blood pressure at the same time every day.
- ✓ Measure your blood pressure before you take your medication.
- ✓ 30 minutes before taking your blood pressure, avoid food, caffeine, tobacco, alcohol, and exercise.
- ✓ Empty your bladder before taking your blood pressure.
- ✓ Try to use the same arm each time, rest your arm at the level of your heart on an arm rest or a table.
- ✓ Sit in a comfortable chair with your back supported for five minutes with your legs uncrossed and feet flat on the floor.
- ✓ Place the correct size cuff above your elbow on bare skin, not over clothing.
- ✓ Don't talk and avoid distractions while taking your blood pressure.
- ✓ Take at least two readings, one or two minutes apart.
- ✓ Use a blood pressure log to record your blood pressure measurements.



2024 Benefits

✓ Smart Wallet

- ✓ Annual benefit for Dental, Vision and/or Hearing*
- ✓ Monthly/quarterly benefit for OTC, Groceries,^{1,2} Utilities² and/or Gasoline,^{1,2} depending on the plan
- ✓ Up to **\$1,200/year** Reduction on your Medicare Part B Premium*
- ✓ **Free** Dental and Hearing benefits* on all plans
- ✓ **Free** Vision and Eyewear Benefit* benefit at Lenscrafters® and more!
- ✓ **Free** Fitness Benefits,* including a NO COST Fitbit® or Garmin®
- ✓ **Transportation Benefit***
- ✓ **No** Deductibles & a **Low** Maximum Out-of-Pocket
- ✓ **\$0 Primary Care Physician Visits**, including in-office & telehealth

SEE YOUR ANNUAL NOTICE OF CHANGES FOR DETAILS!



Benefits of being a Social Butterfly

Nearly three in ten American seniors live alone. There's nothing wrong with maintaining independence, but it is important to recognize the benefits of socialization and the hazards of neglecting the social aspect of life.

People are inherently social. Unfortunately, seniors are more likely to isolate or experience loneliness than the rest of the population. It is important for seniors (and their loved ones) to be proactive about staying engaged throughout the day as senior isolation and loneliness can often lead to physical deterioration and other health conditions.

Connecting with family and friends through technology, group outings, exercise classes, games, and other activities has a profound effect on the mental health of seniors. Socialization improves mood, cognition, memory recall, and is associated with healthy behaviors, including exercise. So, reach out to your family and friends to check-in, host or attend a potluck or holiday party, attend an art or educational class, go to a sporting event or craft fair, catch the latest movie, or play a round of cards. Stay social and reap the health benefits by exploring what your local area has to offer.



<https://www.seniorlifestyle.com/resources/blog/the-mental-health-benefits-of-socializing-for-seniors/>

Protecting Yourself from Identity Theft

Identity theft is a serious crime that happens when someone uses your personal information without your consent to commit fraud or other crimes. Personal information includes things like your name, date of birth, address, Social Security, Medicare, or credit card numbers. Some common forms of fraud schemes targeting older adults include tech support scams, home repair scams and government impersonation scams.

Don't share your Medicare number or other personal information with anyone who contacts you by phone, email, or approaches you in person, unless you have given them permission in advance. Legitimate Medicare employees have your Medicare number on file.

- ✓ Medicare won't call you or sell you a plan over the phone unless you call them first.
- ✓ Companies that offer Medicare plans should never ask for your Medicare information over the phone.
- ✓ A Medicare health or drug plan can call you if you are already a member of the plan.
- ✓ A customer service representative from 1-800-MEDICARE can call you if you have called and left a message or a representative said that someone would call you back.
- ✓ If you filed a report of suspected fraud, you may get a call from someone to follow up on your investigation.
- ✓ Beware of people who make uninvited calls. If someone you don't know calls and asks for your personal information, hang up.

How to spot potential scams:

- ✗ Don't trust the name displayed on your caller ID.
- ✗ Don't be rushed into making a decision during the open enrollment period.
- ✗ Ignore threats to take away your benefits or that your coverage is about to be canceled.
- ✗ You are told that you qualify for free medical testing, services, supplies or are eligible for a refund
- ✗ You are told that you are pre-approved for a cheaper or better plan or have early access to services.
- ✗ You are told that Medicare is issuing new or better cards, such as plastic cards or cards with chips in them.

The Federal Trade Commission reported that over half of online fraud cases happen to adults over the age of 50. Online Safety Tips include:

- ✓ Using strong and unique passwords that are 8-12 characters that include a mix of letters, numbers, and symbols.
- ✓ Use two-step authentication.
- ✓ Be wary of urgent emails from senders you do not know.
- ✓ Be mindful of what you post online.

<https://www.aarp.org/money/scams-fraud/info-2019/medicare.html>
<https://www.medicare.gov/Pubs/pdf/10111-Protecting-Yourself-and-Medicare.pdf>
<https://consumer.ftc.gov/consumer-alerts/2022/11/stay-away-scams-medicare-open-enrollment-period>
<https://www.fcc.gov/older-americans-and-medicare-scams>
<https://www.ftc.gov/news-events/data-visualizations/data-spotlight/2022/12/who-experiences-scams-story-all-ages>

Customer Care:

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

8:00AM - 8:00PM,

Seven days a week (Oct 1 - Mar 31)

Monday through Friday (Apr 1 - Sept 30)

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. H3706_218_Q4NEWSLETTER2024_M

Do you have the internet?

GlobalHealth would like to share information on the Affordable Connectivity Program (ACP). The ACP is a U.S. government program run by the Federal Communication Commission (FCC) program to help ensure that households can afford the internet and connective devices needed for healthcare and more. To find out if you are eligible for this program go to www.affordableconnectivity.gov.

If your GlobalHealth plan benefit includes In-Home Support Services (Papa Pals), they can provide technology assistance to get you set up to be able to register for our GlobalHealth Medicare Advantage Member Portal. **For any questions about your benefits or the member portal, please call Customer Care at 1-844-280-5555 (TTY: 711)** (8:00 AM-8:00 PM, 7 days a week (Oct 1-Mar 31) and Monday-Friday (April 1-Sept 30).