

# CHECK UP

## SENIOR CARE OPTIONS NEWSLETTER

## Take control of your health



Members of the Commonwealth Care Alliance Department of Health Education and Caregiver Training (HECT).

Commonwealth Care Alliance’s Department of Health Education and Caregiver Training (HECT) offers educational programs, local member meetings, and social activities to our members. These events give members tools that help them take control of their health. We know how much members enjoy these workshops because they always ask for more opportunities to learn.

Diana Zegarra, a HECT team leader, says “the best thing is when you hear a member tell you that the program they attended has not only helped in their lives, but has also made changes in their whole family lifestyle. Whenever I hear a member say that, I can say ‘mission accomplished!’”

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## Sign up for workshops

### The Sweet Taste of Success

**When:** Every Tuesday from October 28th through December 2nd

**Time:** 9:30 a.m. - 12:30 p.m.

**Where:** 3640 Main Street, Room 304, Springfield, MA

#### Questions?

Contact Lourdes Diaz Marte at [ldiaz-marte@commonwealthcare.org](mailto:ldiaz-marte@commonwealthcare.org)

or

Louis Rivera at

[lrivera@commonwealthcare.org](mailto:lrivera@commonwealthcare.org)

### My Life, My Health

**When:** Every Thursday from October 30th through December 11th (except for November 27th in observance of Thanksgiving)

**Time:** 10:00 a.m. - 12:30 p.m.

**Where:** 415 Columbia Road, Dorchester MA

#### Questions?

Contact Diana Zegarra at

[dzegarra@commonwealthcare.org](mailto:dzegarra@commonwealthcare.org)

### My Life, My Health Portuguese Workshop

**When:** Every Monday from October 27th through December 1st

**Time:** 10:00 a.m. - 12:30 p.m.

**Where:** Windsor Street Health Center, Cambridge, MA

#### Questions?

Contact Diana Zegarra at

[dzegarra@commonwealthcare.org](mailto:dzegarra@commonwealthcare.org)

# Vaccinations and screenings

## Free Hepatitis C screenings

There is no cost for preventive Hepatitis C Virus (HCV) screenings.

The Centers for Medicare & Medicaid Services (CMS) recently approved free screenings for adults at high risk for Hepatitis C Virus infection or any adult born between 1945 and 1965. You are “high risk” if you have a current or past history of illicit injection drug use or if you have a history of receiving a blood transfusion prior to 1992.

To find out if you qualify for a free Hepatitis C screening, please contact your primary care physician or care team.

## Time for your flu shot!

Last year, many Commonwealth Care Alliance members had a flu shot. That’s great news, because vaccinations are your best protection against influenza. Remember:

Influenza is a serious disease of the nose, throat, and lungs, and it can lead to pneumonia.

Each year about 114,000 people in the US are hospitalized and about 36,000 people die because of the flu.

Although you can get a shot anytime during flu season, it’s best to get it in October or November – before flu season starts. It is free for you.

Contact your primary care provider or care team to arrange to have your annual flu shot. Do it today!

# SCO member celebrates 100th birthday



In July, Commonwealth Care Alliance Senior Care Options (SCO) member Barbara Nascimento of Dorchester, MA celebrated her 100th birthday.

Commonwealth Care Alliance’s CEO Dr. Robert Master presented Barbara with a citation from the Massachusetts State Senate noting her birthday at Upham’s Corner Health Center.

Barbara has been a SCO member since 2006. In that time, she has never been hospitalized. Over those eight years, Barbara and her family have built strong relationships with Commonwealth Care Alliance and her physicians and nurses at Upham’s Corner.

Commonwealth Care Alliance is proud to recognize Barbara and her family for their commitment to maintaining good health and passion for life.

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## Looking for a provider?

It’s easy to find a Commonwealth Care Alliance provider.

By using the “Find a Provider” button on our website, you can find a doctor or specialist who can help you. Or, you can find out if your current doctor is in our network.

You can filter your search by “provider,” “institution,” “specialty,” and more. Also, you can find a map to the office and find out if the provider is accepting new patients.

Go to <http://www.commonwealthcaresco.org/find-a-provider>

By phone: Call Member Services at 1-866-610-2273 (TTY 711) and a representative will assist you. We are available 8 a.m. to 8 p.m., 7 days a week.

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# Member Services Corner

Below you'll find answers to some frequently asked questions from our members.

## Dental Services

**Q: I am a new member and I need to have dental work done. What dental services do you cover?**

A: Commonwealth Care Alliance Senior Care Options covers preventative, restorative, and emergency oral health care. These services include diagnostic exams and x-rays, oral hygiene, restorative fillings, crowns, prosthetic appliances, dentures, and oral surgery. Please see Chapter 4 of your Member Handbook for more information on covered services and prior authorization requirements.

**Q: Can you help me find a dentist?**

A. Yes, Member Services will assist

you in selecting a contracted dentist. Just call our toll free line at 1-866-610-2273 or TTY at 711 8:00 a.m. to 8:00 p.m., 7 days a week. Or, you can check our website at <http://commonwealthcaresco.org/find-a-provider> to find our Provider Directory.

## Member Reimbursement

**Q: What if my provider asked me to pay upfront?**

A: As a member of Commonwealth Care Alliance Senior Care Options, you do not have to pay any out-of-pocket expenses for medically necessary services or prescriptions. However, you may have to pay in advance of receiving some services and prescriptions. If your service provider or pharmacy asks you to pay out-of-pocket, please ask the provider or pharmacy to call

Commonwealth Care Alliance Member Services or you can always call Member Services yourself.

**Q: What if I already paid out-of-pocket for services or prescriptions that are medically necessary?**

A: In these rare cases, you should call Member Services. You will need to provide a receipt. Member Services will then call your provider to ask them to submit an invoice to Commonwealth Care Alliance. Member Services will also work with the service provider or pharmacy to reimburse you.

Please see Chapter 7 of your Member Handbook for more information or call Member Services at 1-866-610-2273 (TTY 711) from 8 a.m. to 8 p.m., 7 days a week.

Visit the Commonwealth Care Alliance web site for the latest Senior Care Options member information.  
[www.commonwealthcaresco.org](http://www.commonwealthcaresco.org)

## Program helps fight heart disease



Commonwealth Care Alliance's Department of Health Education offers a special program called "Cardiovascular Disease One-On-One" to help our members with diabetes fight cardiovascular disease (CVD). In the program, you work one-on-one with a health care professional to find ways to manage your health. You'll talk about your health status and risk factors, and you'll set goals for changing your behavior.

You may qualify for the program if you:

- already have cardiovascular disease
- are a smoker
- have high blood pressure
- are obese
- suffer from depression



## Happy with your SCO plan? Then spread the word!



If you like your Senior Care Options plan, tell your friends, neighbors, and family members! Commonwealth Care Alliance encourages you to spread the word about our plan.

Our Senior Care Options plan is available to Massachusetts residents who:

- Are aged 65 or older
- Have Medicare and MassHealth Standard or just MassHealth Standard alone
- Live in Essex, Franklin\*, Hampden\*, Hampshire\*, Middlesex\*, Norfolk\*, Plymouth\* or Suffolk county

Please call our Member Services team for more information at 1-866-610 2273 (TTY 711). We are available 8 a.m. to 8 p.m., 7 days a week.

*\*Denotes a partial county.*

## Mail watch

Watch out for mail from Commonwealth Care Alliance. These important member materials will be sent to you soon:

- Annual Notice of Change 2015

- Evidence of Coverage 2015
- Formulary (List of Drugs) 2015
- MassHealth Drug List 2015
- Multi language insert
- Low Income Subsidy Rider 2015 (for dually eligible members only)



**If you have any ideas for the newsletter,  
contact Scott Howe at [showe@commonwealthcare.org](mailto:showe@commonwealthcare.org)**