

CHECK UP

SENIOR CARE OPTIONS NEWSLETTER

SPRING 2014, EDITION 24

Meet the Commonwealth Care Alliance Member Services Team



The Commonwealth Care Alliance Member Services Team is a diverse, energetic, and compassionate group of individuals dedicated to providing exceptional customer service. Our vision statement sums up our approach to service:

Vision Statement

Delivering exceptional customer satisfaction is about providing timely, responsive service with integrity, simplicity, and a passion for excellence while meeting or exceeding the customer's expectations.

If you have any questions or concerns, please call your Member Services Team at 866-610-2273 (TTY 711), 8 a.m. to 8 p.m., 7 days a week.

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There's help for bladder control problems

Lots of people experience bladder control issues. Also known as “urinary incontinence,” the problem is more common in older people, and more common in women than men. Fortunately, there is help for people with incontinence.

The condition can be managed through the use of some drugs, special devices, or absorbent underclothing. If the wetting is caused by a change in the position of the bladder or blockage due to an enlarged prostate, surgery may be necessary.

Common treatments for urinary incontinence include:

- Pelvic muscle exercises that help you hold urine in your bladder longer
- “Timed voiding” that puts you on a set schedule for urinating (for example, every hour).
- Losing weight, quitting smoking, avoiding alcohol, drinking less caffeine, and other lifestyle changes

Be sure to talk to your doctor, nurse or other member of your primary care team if you are experiencing this problem.

Please take the Medicare surveys



Medicare may contact you and ask you to take a survey – maybe two surveys. You’ll be contacted either by phone or by mail.

One survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). It asks you about your satisfaction with your Commonwealth Care Alliance Senior Care Options plan.

The other survey is called the Health Outcomes Survey (HOS). It asks you about your health and well-being. Medicare uses this survey to make sure they are providing adequate resources for elderly members.

Your individual responses to these surveys are confidential. However, Medicare and Commonwealth Care Alliance use the overall results to understand how we can better meet your needs and support you in maintaining and improving your health.

Although you are not required to take part, we hope you will take the time to complete the surveys.

If you need help understanding the questions or completing the surveys, please talk to your Commonwealth Care Alliance care manager.

Supporting our caregivers in Springfield



On April 24, the Community Room at the Brightwood Health Center in Springfield was packed with 35 people sporting bright yellow Commonwealth Care Alliance shirts, filling water bottles, and strapping pedometers to their belts. Hands stretched high into the air and then bent down to reach toward their toes. People of all ages were preparing within the tight walls of the conference room, warming up for the mile-long “Taking Care of Your Caregiver” walk, sponsored by Commonwealth Care Alliance’s Department of Health Education & Caregivers Training (HECT).

The event featured a presentation by Leonor Buitrago, a guest speaker from the Alzheimer’s Association. Buitrago spoke about caring for a loved one with Alzheimer’s or dementia and the different approaches that can make communication easier, not only with the person you’re caring for but with outside resources as well.

Watch for upcoming caregiver events in this newsletter and on the Commonwealth Care Alliance website: commonwealthcarealliance.org

Your new ID card

You will be receiving a new ID card in the mail in late May. The new ID card will replace your current ID card, so feel free to throw away or destroy your old card once you receive the new one.

On the new card, you’ll see a few changes designed to give updated information to your providers. Nothing about your Senior Care Options coverage will change.

An ounce of prevention...

As the saying goes, “an ounce of prevention is worth a pound of cure.” That means that you need to take steps to detect and deal with medical problems regularly.

Every year, adults over age 65 should have a health evaluation and update their immunizations. But, as always, be sure to talk to your provider about any tests, screenings, or vaccinations.

Below is a list of routine preventive evaluations for adults age 65 and older:



<p>LABS AND CANCER SCREENINGS</p> <ul style="list-style-type: none"> • Breast Cancer • Cervical Cancer • Colorectal Cancer • Prostate Cancer • Skin Cancer 	<p>SENSORY SCREENING</p> <ul style="list-style-type: none"> • Eye Exam • Hearing and Vision Assessment
<p>OTHER RECOMMENDED SCREENINGS</p> <ul style="list-style-type: none"> • Abdominal Aortic Aneurysm • Body Mass Index • Cholesterol • Diabetes (Type 2) • Hypertension (High blood pressure) • Osteoporosis 	<p>INFECTIOUS DISEASE SCREENING</p> <ul style="list-style-type: none"> • Sexually Transmitted Infections (Chlamydia, Gonorrhea, Syphilis, and HPV) • Hepatitis C • HIV • Tuberculosis (TB)
<p>GENERAL COUNSELING AND GUIDANCE</p> <ul style="list-style-type: none"> • Menopause Management • Dementia/Cognitive Impairment 	

Source: Massachusetts Health Quality Partners.

Here’s a look at immunizations recommended for adults 65 years old and older:

Influenza (Flu)	Tetanus, diphtheria, pertussis (TD/Tdap)
Varicella (Chickenpox)	HPV Vaccine for Women
HPV Vaccine for Men	Zoster (shingles)
Measles, mumps, and rubella (MMR)	Pneumococcal (PCV13)
Pneumococcal (PPSV23)	Meningococcal
Hepatitis A	Hepatitis B
Haemophilus influenza type b (Hib)	

Source: Centers for Disease Control and Prevention

If you're new to Senior Care Options, we want to welcome you!



Commonwealth Care Alliance Member Services reaches out to every new Senior Care Options member with a welcome phone call. During your call, we will verify your address and answer any questions you might have about your benefits.

Sometimes, however, the contact information we have is not accurate. When this happens, we try to reach you by mail.

New members also receive a Welcome Packet. The packet contains your ID card, which you use for doctor's appointments and pharmacy visits, along with an "Evidence of Coverage," which explains all of your benefits and rights as a member of Commonwealth Care Alliance.

If you haven't gotten a welcome call or received your ID and Welcome packet, please let us know! You can reach us at 1-866-610-2273, or through MassRelay at 711 for the Deaf and hard of hearing, from 8 a.m. to 8 p.m., 7 days a week.

Meet with CCA in your community

Look for your invitation to a Local Member Meeting where you live. Family members and caregivers are welcome. Questions? Call our Health Education & Caregivers Training department at 866-610-2273, ext. 1919.

**Do you have friends, relatives, or neighbors that could benefit from Senior Care Options?
Have them call us at 1-866-610-2273 (TTY 711).
We are available 8 a.m. to 8 p.m., 7 days a week.**