

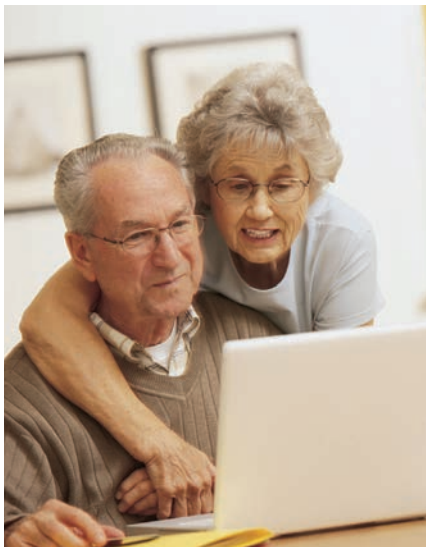
CHECK UP

SENIOR CARE OPTIONS NEWSLETTER

SUMMER 2015, EDITION 28

Go online and get answers about your health

Did you know that the Commonwealth Care Alliance Senior Care Options website contains lots of helpful resources and educational materials for members? Just go to www.commonwealthcaresco.org and click on the “Resources” tab. Here’s what you’ll find:



- **Preventive Care Guidelines** – Learn when and why to take preventive steps like getting a dental checkup, a mammogram, or a colonoscopy. You can also download a sheet that lists a variety of conditions and tells you when, how, and why to take action to stop health problems before they happen.
- **Health Audio Library** – Listen to advice on a wide range of health topics. (Listed under “Health Education and Information.” Available in English and Spanish.)

- **Helpful Links** – Here you’ll find links to the websites of MassHealth, Medicare, the Massachusetts Office of Elder Affairs, and many more.



Enjoy the sunshine – but be careful!

It feels great to get outside in the sunshine, but, as everybody knows, too much time in the hot sun can cause health problems. Here are some sun-related health tips from the US Department of Health and Human Services:

- Ultraviolet or “UV” rays from the sun are their strongest from 10 a.m. to 4 p.m. Find a shady spot during those times to ensure the least amount of harmful UV radiation exposure.
- Always use sunscreen, and be sure to reapply sunscreen every two hours, even on cloudy days.
- When the sun reflects off of water, snow, sand, even the windows of a building, you can be at risk for getting sunburn. Be careful, even if you’re in what you think is a shady spot.
- The sun’s rays can hurt your eyes, not just your skin. Wear a broad-brimmed hat and wrap-around style sunglasses for the most protection.

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Workshops to help you manage chronic conditions

If you have diabetes or another chronic condition, Commonwealth Care Alliance's Health Education and Caregiver Training (HECT) Department can help you better understand and manage your health. At these upcoming workshops, members like you will come together to learn, share experiences, and take steps to get their conditions under control.

Here's a look at the upcoming sessions:

Through September 22 2:00 p.m. - 4:30 p.m.	My Life My Health - (Chronic Disease Self-Management Program for English speakers)	Commonwealth Care Alliance 101 Wason Ave. Springfield, MA
Through September 22 10:00 a.m. - 12:30 p.m.	El Dulce Sabor Del Éxito (Chronic Disease Self-Management Program for Spanish speakers)	Commonwealth Care Alliance 101 Wason Ave. Springfield, MA
September 10 - October 15 10:00 a.m. - 12:30 p.m.	Minha Vida, Minha Saude (Chronic Disease Self-Management Program for Portuguese speakers)	Uphams Corner Health Center 415 Columbia Rd. Dorchester, MA
September 16 - October 21 12:30 p.m. - 3:00 p.m.	Sweet Taste of Success (Diabetes Program for English speakers)	Amesbury Housing 180 Main St. Amesbury, MA

For more information, please contact Rosa Palacios via email rpalacios@commonwealthcare.org or at 1-866-610-2273, ext. 1226.

Delicious and nutritious: Yogurt parfait recipe

Who says desert can't taste good and be good for you? Try this delicious and nutritious yogurt parfait recipe.

Ingredients:

1 cup non-fat yogurt, Greek yogurt, or non-dairy yogurt; ½ cup strawberries, granola, a healthy cereal, or honey (if desired)

Directions:

1. Layer yogurt and fruit in a tall glass
2. Sprinkle with granola
3. Sweeten with honey if desired
4. Enjoy!

Refer a friend to Senior Care Options

It's getting to be that time of year when people take a look at their health plans and decide if they need to make a change.

With this in mind, you might have family members or friends who might be interested in Senior Care Options. Let them know that they can call our Member Service team for more information. The number is 1-866-610 2273 (TTY 711). We are available 8 a.m. to 8 p.m., 7 days a week.

Visit the Commonwealth Care Alliance web site for Senior Care Options member information.

commonwealthcaresco.org

Frequently Asked Questions for Member Service: Transportation and Dental

Commonwealth Care Alliance's Member Service department can answer your questions about your Senior Care Options plan. Just call them at 1-866-610-2273 (TTY 711) from 8 a.m. to 8 p.m., 7 days a week.

Below you'll find answers to frequently asked questions about our transportation and dental services.



To arrange a ride, call at least 48 hours in advance. 1-855-204-1410.

How do I arrange transportation services?

- Members must provide Commonwealth Care Alliance transportation coordinators with at least two (2) business days' notice to book a ride. Call 1-855-204-1410, Monday through Friday, 8 a.m. to 5 p.m. (excluding holidays).
- We do our best to honor requests for preferred vendors, but there are times that the preferred vendor will not be available on the date and time of a member's appointment.
- It is very important that members call the Commonwealth Care Alliance Transportation Department in advance if they need to cancel their ride. Call 1-855-204-1410.

- We are no longer able to accommodate same-day requests and modifications for transportation, including time of pickup or pickup/drop off locations. Transportation business hours are 8 a.m. to 5 p.m., Monday through Friday (excluding holidays).



What do I need to know about dental services?

- Certain dental procedures require an assessment by a general dentist contracted with Commonwealth Care Alliance before you see a dental specialist in our network. So, make sure you have this assessment before seeing a specialist.
- Members should not pay out-of-pocket for any covered services, including dental services and prescriptions. If you are asked to pay a copayment, premium, deductible, or the full cost of the service, please call Member Service *before* paying the provider. Call 1-866-610-2273.



Be a more engaged healthcare consumer

Want to get better connected to Commonwealth Care Alliance (CCA)? There are lots of ways to get involved.

You can become a member of Senior Care Options (SCO) Consumer Ambassador Group. SCO ambassadors meet regularly to voice opinions about CCA services, raise new ideas, and collaborate with fellow members. If you are interested in becoming a SCO Ambassador, please contact Courtney Mulroy, Consumer Involvement Program Coordinator, at (617) 426-0600 ext. 1386 or email Cmulroy@commonwealthcare.org.

Another way to get involved is through our new website, designed just for CCA members. The site will highlight the work of our member advisory committees. It will also allow you to give feedback and ideas on ways to improve your care, find helpful information and links, and read stories from other members. Now under construction, our new consumer "microsite" will be connected to our main website (www.commonwealthcarealliance.org).

We are planning to publish the microsite in the coming weeks, and we will release the link as soon as it is ready. Watch the CCA website and upcoming editions of "Check Up" for more information.

30 Winter Street
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***Your Summer 2015
Newsletter***



Eating healthy when eating out

It can be hard to stick to your health and nutrition plans when eating in a restaurant. Here are some tips to keep you on track:

- Ask for water or order fat-free or low-fat milk, unsweetened tea, or other drinks without added sugars.
- Ask for whole-wheat bread for sandwiches.
- Start your meal with a salad packed with veggies. This can help you control hunger and feel satisfied sooner.
- Ask for salad dressing to be served on the side. That way, you can use only as much as you want.
- Choose main dishes that include vegetables, such as stir fries, kebobs, or pasta with a tomato sauce.
- Order steamed, grilled, or broiled dishes instead of those that are fried or sautéed.
- Choose a “small” or “medium” portion instead of a “large.”

**If you have any ideas for the newsletter,
contact Scott Howe at showe@commonwealthcare.org**