

HOUSE CALL

KelseyCare Advantage
Celebrating 10 years

January 2018

BYE BYE, SOCIAL SECURITY NUMBERS!

Be on the lookout beginning this spring, as new Medicare cards will be hitting the mail and heading your way! Between April 2018 and April 2019, Medicare is replacing Social Security numbers from Medicare cards and mailing each person a new card. The move is designed to help keep your personal information more secure and protect your identity.

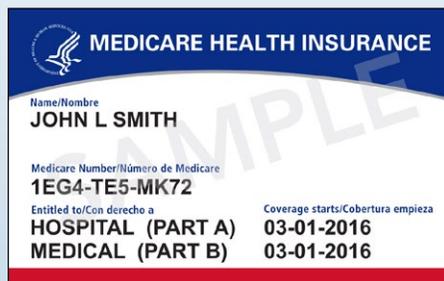
Instead of your Social Security number, the new card you receive will display a fresh, randomly assigned Medicare number (Medicare Beneficiary Identifier, or MBI) that is unique to you, and it will only be used for your Medicare coverage. **The new card will NOT change your KelseyCare Advantage coverage or benefits.** Keep your KelseyCare Advantage ID card! You'll receive more information from Medicare when your new card is mailed.

Here's how you can get ready for the new card:

- Make sure your mailing address is up-to-date. If your address needs to be corrected, please contact Social Security online at www.ssa.gov/myaccount or by calling 1-800-772-1213. TTY users may call 1-800-325-0778.
- Beware of anyone who contacts you about your new Medicare card. Scam artists may try to get your current Medicare Number and other personal information by contacting you about your new Medicare card.
- You may be asked to show your Medicare card for hospital services, so keep it safe, but handy.
- Your new Medicare number will be required to join, leave, or switch to a different plan.

- **If you are already a KelseyCare Advantage member, you do not need to contact us, Medicare will provide KelseyCare Advantage with your new Medicare number.**
- Mailing everyone a new card will take some time. Your card might arrive at a different time than your friend's or neighbor's, so do not worry.
- Once your new card arrives, be sure to destroy the old red white and blue Medicare card to protect the Social Security number that is on it.

For more information about this Medicare card replacement initiative, please visit <https://www.medicare.gov/forms-help-and-resources/your-medicare-card.html>.



NEW MEDICARE ID CARD



KCA ID CARD



OLD MEDICARE CARD

CAREGIVER BURNOUT:

When a Caregiver Needs Some Care

More than 65 million Americans are caregivers for a sick or disabled friend or loved ones. When you are the primary caregiver for a loved one, you are on the job 24/7. In the hospital, nurses can't take care of patients around the clock—that's why they have shifts! They go home, regroup, and rest and then do it all over again. They are even allowed sick days. But when the patient is your loved one, there aren't any shifts or sick days. And if you live together, it can feel as if there's nowhere to go for a break.

Watching a loved one get weaker or sicker, or become so forgetful he or she no longer recognizes you, is emotionally draining. Over time, the dynamics of a relationship may change so that your parent becomes more like your child. It's easy to get stressed out and neglect yourself. It's normal to experience caregiver burnout and okay to talk about it.

WHAT ARE SOME SIGNS OF CAREGIVER BURNOUT?

- Changes in mood, such as

sadness or irritability or feelings of hopelessness.

- Lack of enjoyment of things you once enjoyed.
- Isolating yourself.
- Not eating or sleeping as well.
- Getting sick or feeling unwell more frequently.

HOW CAN YOU AVOID CAREGIVER BURNOUT? WHAT CAN YOU DO IF YOU ALREADY HAVE IT?

- Share the responsibilities. Create a caregiving calendar and involve family members or friends so everyone has a shift.
- Take time for yourself. Make sure to do something just for your every day, even if it's only for 20 minutes.
- Exercise, meditate, or use other relaxation techniques.
- Join a caregiver support group. You can find helpful in-person or online groups. It's so beneficial to talk to other people

who know what you're going through.

- Ask for help. Doing so isn't a sign of weakness or an indication of your caregiving abilities.

If you'd like more information about caregiver burnout, need emotional support for caregiving, or have further questions, consider requesting a referral for Supportive Medicine. Kelsey-Seybold physicians see patients at the Spencer R. Berthelsen, M.D., Main Campus and Spring Medical and Diagnostic Center, and can accommodate at-home patient follow-ups through Video Visits! Also, Kelsey-Seybold will be hosting a Caregiver Expo with several vendors and an array of important information at the Berthelsen Main Campus on April 14, 2018. Please join us to learn more and have your questions answered!

If you are interested in more information on this event, please send an email to events@kelsey-seybold.com



Shira Amdur, MD
Supportive Medicine

KELSEY-CARE ADVANTAGE EARNS MEDICARE'S HIGHEST RATING FOR THE FOURTH TIME

For the second year in a row, the Centers for Medicare and Medicaid Services (CMS) has awarded KelseyCare Advantage 5-out-of-5 stars in its annual assessment of all Medicare Advantage plans. The rating applies to the 2018 plan year* which began on January 1. This is the fourth time that KelseyCare Advantage has achieved this highly prestigious designation.

Earning 5 stars is challenging. It is the highest overall rating for quality and service, and KelseyCare Advantage is the only 5-star rated Medicare Advantage plan in Texas for the 2018 plan year.

"KelseyCare Advantage has repeatedly earned the highest rating for quality and service from CMS, but to achieve a 5-star rating two years in a row is rather remarkable," said KelseyCare Advantage President Marnie Matheny. "A 5-star rating demonstrates our commitment to quality, value and customer service."

Each year, CMS pulls information from member satisfaction surveys, clinical data and healthcare providers to give overall performance ratings to Medicare health and prescription drug plans. These ratings help Medicare beneficiaries choose a plan based on quality and performance. Plans can earn from one to five stars. A 5-star rating is considered excellent.



Donnie Aga, MD, KelseyCare
Advantage Medical Director



Marnie Matheny
President, KelseyCare Advantage

"When we developed the strategy and plan that would later become KelseyCare Advantage 10 years ago, we knew we had the people, the tools and the desire to create a Medicare Advantage plan that could help improve health outcomes for our patients," said Donnie Aga, M.D., KelseyCare Advantage's Medical Director. "We have found that by engaging patients, working with them to manage chronic conditions, offering healthcare innovations like telemedicine and eliminating barriers to care, we are better able to serve our Medicare Advantage patients."

Do you have a friend or family member that would like to join KelseyCare Advantage? Now they can! Medicare allows 5-star rated plans to enroll Medicare-eligible individuals throughout the year. Call us at 713-442-JOIN (5646) or toll-free 1-800-663-7146 and speak to a licensed Health Plan Specialist. To learn more about Medicare Star Quality ratings, visit www.medicare.gov.

KelseyCare Advantage thanks you, our valued members, for making our leading-edge and 5-star services such an important part of your lives!

**Star Ratings are calculated each year and may change from one year to the next.*

STAYING ACTIVE KEY TO FALL PREVENTION

If you are 65 or above, you probably have a senior friend or family member who has been injured in a fall. Is there any thing you can do to prevent a fall? Yes! Stay active!

Staying active is the most important thing you can do to prevent a fall and live a full, independent lifestyle. Falls put seniors at a higher risk of injuries, disability and death. As we age, loss of muscle tone and strength leads to problems with balance and falls are more likely to occur. Studies show that each year one out of three people 65 and older experience a fall. Of all the injuries reported in the 80 and above population, 75% are linked to falls.

Physical activity is the most important thing you can do to prevent falls. The more active you are, the more you improve your strength, balance and mobility. This may also help you recover your balance if you lose it and prevent a fall. Seniors who exercise are often more flexible and less likely to injure themselves if they fall.

Being active doesn't necessarily mean you need to run a marathon or even participate in fast-paced exercise. Any exercise at any age is

better than no exercise at all. Start slowly and go at a speed comfortable to you. Staying mobile is the key. Walking is an excellent form of exercise. Try brisk walking when possible to help increase your heart rate. Park a few spaces farther away when you grocery shop or use stairs if physically capable. Discuss with your doctor exercises that target balance and leg and ankle strength.

OTHER BALANCE AND STRENGTH ACTIVITIES INCLUDE:

- Dancing – line dancing doesn't require a partner
- Golf
- Group Exercise/Gym sessions
- Swimming/Aqua aerobics
- Home Exercise
- Pilates
- Tai Chi
- Yoga

Give your feet some attention as you learn to prevent falls. Trim your toenails regularly and seek medical attention for corns, bunions, calluses and heel spur syndrome. These painful issues may cause tripping and falling when left untreated. Make sure your footwear fits you correctly

and has good tread and a firm heel support to help with stability while walking or exercising.

ALONG WITH STAYING ACTIVE, HERE ARE SOME ADDITIONAL TIPS TO HELP YOU PREVENT FALLS.

- Eat 3 healthy meals daily – poor nutrition makes you weak
- Drink plenty of water – dehydration is a common cause of falls
- Add Calcium and Vitamin D to your diet – increases bone strength
- Have vision checked regularly
- Know your prescriptions – some cause dizziness and make you drowsy
- Have regular check-ups – some health issues affect your mobility

In summary, get up and get moving! Seniors who are active on a regular basis often have better balance, are less likely to fall, and often have fewer injuries and better recovery when a fall does occur. Contact your Kelsey-Seybold physician to learn more about fall prevention.

MEDICARE DIABETES PREVENTION PROGRAM (MDPP) *Effective April 1, 2018*

The effective date for the MDPP program has been pushed back by Medicare. Beginning April 1, 2018, MDPP services will be covered for eligible Medicare beneficiaries under all Medicare health plans.

MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for

overcoming challenges to sustaining weight loss and a healthy lifestyle.

More details regarding this program and the qualifications will be provided closer to the effective date.

THE SCOOP ON PREDIABETES



Prediabetes is a condition in which the blood sugar in the body is higher than normal, but not high enough to be officially labeled Type 2 diabetes. It's the time when the body is having trouble managing its own blood sugar. Patients suffering from prediabetes have a higher risk of developing Type 2 diabetes and other illnesses, such as heart disease, stroke, blindness and kidney problems. The good news, however, is that things can be done to prevent the prediabetic from becoming a Type 2 diabetic, and possibly even reverse the condition altogether.

The American Diabetes Association outlines several risk factors for becoming prediabetic.

THESE RISK FACTORS INCLUDE:

1. Being overweight or obese
2. Inactivity
3. Age 45 or older
4. Family history of Type 2 diabetes
5. History of gestational diabetes
6. Being a member of certain ethnicities (African-American,

Hispanic, Native American, Asian American, or Pacific Island).

If a person has any of the above risk factors, he or she should be screened by their primary care physician right away.

IF SCREENING SHOWS ONE OF THE FOLLOWING RESULTS, YOU HAVE PREDIABETES:

1. A fasting blood sugar reading of 100-125 mg/dL (after at least 8 hours of fasting)
2. A glycosylated hemoglobin (hemoglobin A1c) from 5.7-6.4%
3. A 2 hour oral glucose tolerance test from 140-199 mg/dL.

Research shows that treating prediabetes and preventing Type 2 can be achieved by the following:

1. **Lose excess weight.** If you're overweight, losing just 7 to 10 percent of your body weight — only 10 to 20 pounds if you weigh 200 pounds — can reduce the risk of developing Type 2 diabetes. To keep your weight in a healthy range, focus on permanent changes to your eating and

exercise habits. Motivate yourself by remembering the benefits of losing weight, such as a healthier heart, more energy and improved self-esteem.

2. **Become more physically active.** Aim for 30 to 60 minutes of moderate physical activity most days of the week.
3. **Eat healthier foods.** Choose foods low in fat and calories and high in fiber. Focus on fruits, vegetables and whole grains. Strive for variety to help you achieve your goals without compromising taste or nutrition.
4. **Take medications if prescribed.**
5. **Quit smoking.**

Remember that while prediabetes can lead to Type 2 diabetes and all its complications, taking the steps outlined above is critical for treating, managing and possibly even reversing this condition.

ARE YOU ON THE PATH TO DIABETES?

Trending

When there are higher than normal levels of sugar in the blood.

Prediabetes

The body is losing the ability to control its blood glucose level and becoming insulin resistant. Damage occurs to the body, but this stage is reversible and there is still time to change course.

Diabetes

The disease becomes increasingly aggressive. Overall health deteriorates more rapidly.

WHAT YOU SHOULD KNOW ABOUT MEDICATIONS AND THE RISK OF FALLING

Each year, 2.5 million older adults are treated in emergency rooms for injuries from falls. Many falls result from medications because they can sometimes cause unwanted side effects, such as dizziness, or desired effects like drowsiness so you can sleep. Medications, for example, that treat diabetes may increase the risk of falls since they can cause or worsen low blood sugar. Those that treat high blood pressure may increase risk of falls since they can lead to a blood pressure drop when standing up.

The risk of falls also increases when you start or stop taking a medication or after the dose is changed. Missing doses and getting confused about which medication to take at what time can also cause falls. Alcohol is another possible risk factor for falls as it can interact with the medications you are taking.

Any medication that causes drowsiness, dizziness, vision problems, walking problems, low blood pressure and low blood sugar might raise the chance that you may experience a harmful fall. The more medications you take, the greater your risk of medication-related falls may be because of possible drug interactions and side effects. Here are some tips to prevent a medication related problem:

- Get a “Brown Bag” review of your medications. This involves having all your medications evaluated by your doctor or

pharmacist, who would then screen them for appropriate dosages, duplicates and potential interactions.

- When you have an appointment with the doctor, bring a list or the actual bottles of your prescription medications, supplements, herbals, or over-the-counter medications.
- Keep an up-to-date log of all your medications.
- Fill your medications at a single pharmacy—this allows the pharmacist to do a thorough review of your medications.

Even if a medication may be responsible for adding to the risk of a fall, this doesn't mean that it's never appropriate to take these medications. **Do not stop or change the way you you're your medications without consulting your doctor.**

For every potentially risky medication you are taking, you'll want to know what the medication is meant to treat, the risks and benefits of discontinuing the medication, and whether a lower dose is an option. Be sure to report side effects, such as loss of balance, unusual muscle movements, excessive drowsiness, concentration or memory problem, or blood pressure drop when standing up to your healthcare providers. **Make sure that you and your healthcare team regularly re-evaluate your needs and dosage of these medications.**



To receive a free fall prevention medication analysis, please contact a KelseyCare Advantage Member Service representative at 713-442-CARE (2273), select option 2, or call 1-866-535-8343. Our hours of operation through February 14 are 8 a.m. to 8 p.m., seven days a week. After February 15, we are available Monday through Friday from 8 a.m. to 8 p.m. After hours Saturdays, Sundays and holidays, calls are handled by our voicemail system. (TTY 1-866-302-9336; available Monday through Friday from 8 a.m. to 5 p.m.).

Remember: Always speak with your doctor or pharmacist about any medication problems you're having. You and your healthcare providers will be able to work together to ensure safe medication use and a healthier life for you.

REMEMBER TO TAKE YOUR MEDICATIONS

One of the most important things you can do to protect your health is to take your medications as directed by your healthcare provider. If you have trouble taking your medication as prescribed, determine the reasons why. Talk to your healthcare provider or pharmacist if you have any questions about your medications. He or she will help you find solutions. If you forget to take your medication, take the missed dose as soon as you remember unless your healthcare provider tells you otherwise. If it is almost time for the next dose of medication, do not take the missed dose and continue on your regular medication schedule.

Never double the dose to make up for a missed dose.

As former Surgeon General Dr. C. Everett Koop said, “Drugs don’t work in patients who don’t take them.” We understand that your life can sometimes get very busy and forgetting to take your medications may not be intentional. Utilizing the simple steps above will surely help to make taking your medications easier!

HERE ARE A COUPLE SIMPLE WAYS TO HELP YOU REMEMBER TO TAKE YOUR MEDICATIONS:

- 1 Take your medications at the same time every day.
- 2 Plan ahead for changes in your daily routine.
- 3 Use a seven-day pillbox. Once a week, fill the pillbox with your medications for the entire week.
- 4 Set an alarm clock as a reminder.
- 5 If you have a smartphone or computer, download reminder applications (apps).
- 6 Keep a medication diary. Write down the name of your medication, dose, number of pills to take, and when to take them.
- 7 Keep your medications in a visible area.



TRANSPORTATION CHANGES HEADED YOUR WAY!

Be on the lookout for important news about your transportation benefit coming in 2018!

TELEMEDICINE: WATCH OUR VIDEOS

Watch the "How-To" videos by visiting KelseySeybold.com > Telemedicine > Video Gallery.



Important Plan Information

KelseyCare Advantage
Celebrating 10 years

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