The Inside Story

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A CareMore virtual visit on video creates both a personal and digital connection with your clinician, in the comfort of your own home. Virtual visits enable you to share health information that can help ensure you receive a successful treatment plan. Virtual care that’s convenient and effective can make it easier for you to keep up with your appointments and regular health screenings.

Patients appreciate the advantages of a CareMore virtual visit

“I am so happy that I can see your face and know who I am talking to.”

“I am hard of hearing and read lips to help me understand. It’s very hard to communicate through masks for me, and virtual visits allow me to see my provider’s whole face.”

“Having virtual visits has been so beneficial for me. It’s been very convenient to connect with my provider, and our visits are thorough and helpful.”

CHRONICLES IS NOW AVAILABLE DIGITALLY

Sign up to receive a digital version of Chronicles on info.caremore.com/Chronicles
IT’S EASY
All you’ll need:

- Computer, a smart phone or a tablet with a camera that can receive text messages or e-mail
- A strong cellular or wireless connection at home that can support a video call
- A quiet, private space

The day of your appointment:

- Your provider or medical assistant will call you to check in and prepare for the video visit
- You will receive a text message with a link from your provider
- Press the link in the text message or email to open your browser
- Press “Allow” to use your microphone and camera
- Press the green “Join Video Visit” button
- Position yourself so that your head and shoulders are visible and you are all ready for your video appointment! Your provider will join you shortly after you start the visit

The CareMore virtual visit:

- A medical assistant will reach out to confirm your appointment and to remind you to have your cell phone by you
- You can easily add a family member or caregiver to your virtual visit

"This was my first virtual care visit and it went very smoothly. My provider was very helpful in explaining the process. I’m excited about virtual counseling as a new tool for helping me cope with my anxiety."
Our virtual care has truly opened the doors to providing complex care anywhere. It also helps eliminate the transportation barrier, which in turn increases overall engagement, compliance, and improved health outcomes. Many of my patients now prefer it because of the convenience without sacrificing the quality of care.

MEET YOUR CARE TEAM

Larissa Biscoe,
CareMore Physician Assistant

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COVID-19 UPDATE

Virtual Visits and COVID-19

During the ongoing pandemic, the safety that a virtual visit provides is especially important. Since March of 2020, when the COVID-19 crisis began, CareMore has delivered more than 38,000 visits to our patients. If you haven’t had a virtual appointment yet, please reach out to your Care Team.

COVID-19 Update: The Vaccine

Now that the CDC has granted Emergency Use Authorization for vaccines to prevent COVID-19, CareMore is working closely with public health authorities to ensure that we can vaccinate our patients.

The vaccines have been shown to be both safe and effective in protecting against COVID-19. Receiving the vaccine is one of the best and safest ways to protect yourself and everyone around you. There is no cost to you to receive the vaccine in the United States.

While we wait to receive supplies of the vaccine, we will continue to share updated information at www.caremore.com/Patients/COVID.aspx, so please check the website regularly. It will have updates about the vaccine in your area. You can also visit www.cdc.gov

COVID-19 Vaccine FAQs

Q: Will the COVID-19 vaccine be covered by my insurance?
A: At this time, the federal government is paying for COVID-19 vaccines and, in some situations, administration of the vaccine (example, Medicare Advantage). Insurance will cover the cost of administering the vaccine when not otherwise covered by the government.

Q: Do I need two doses of the vaccine?
A: Yes, you need both doses of the same vaccine brand to receive the full benefit.

Q: When will the vaccines be available?
A: The specific time of the vaccine roll-out will vary based on where you live. CareMore is working hard to obtain vaccine supply so we can vaccinate our patients in our Care Centers as soon as possible.
COVID-19 Vaccine FAQs

Q: Will I still need to wear a mask after receiving the vaccination?
A: Yes. Even after being vaccinated, it is important for everyone to continue all the approved safety practices to help stop the spread of COVID-19. These include wearing a mask over your nose and mouth, washing your hands often, and saying at least six feet away from others.

Q: Where can I receive the vaccine?
A: Vaccinations are currently delivered in hospitals with an initial focus on healthcare workers. The general population will likely be able to receive vaccination at major pharmacies (such as CVS/Walgreens), at doctor’s offices, and potentially at our CareMore Care Centers in the next few months.

Q: What are the side effects and will there be someone there to help if needed?
A: You may have some side effects, which are normal signs that your body is building protection. The potential side effects may include pain and swelling in the arm where the shot was administered. You may also experience fatigue or a slight fever. This may affect your ability to do daily activities, but the symptoms should go away in a few days.

Q: Can we be put on a waiting list for the COVID-19 vaccine? How will we be notified?
A: At this time there is no waiting list. If your local government or local hospital make information available, please take every opportunity to make an appointment to get your vaccine. Once we receive vaccine supply, we will begin our outreach.

Q: Will the COVID-19 vaccine protect me from the flu?
A: Influenza, the virus that causes the flu, is a different virus from the virus that causes COVID-19. You’ll need a flu shot to protect you from the influenza virus.

Visit www.caremore.com/Patients/COVID.aspx for the latest information on the COVID vaccine.
It's American Heart Month, when we raise our awareness of heart disease, the leading cause of death for men and women in the United States. Approximately 655,000 Americans die from heart disease each year. The most common reason is coronary artery disease (CAD), which is the main cause of heart attack.

In the United States, someone has a heart attack every 40 seconds. Because one in five heart attacks is silent (the damage to the heart is done but the person feels little to no symptoms), it’s important to know the signs and symptoms of a heart attack.

The major symptoms of a heart attack are:

- Chest pain or discomfort. Most heart attacks involve discomfort in the center or left side of the chest that lasts for more than a few minutes or that goes away and comes back. The discomfort can feel like uncomfortable pressure, squeezing, fullness, or pain.
- Feeling weak, light-headed, or faint. You may also break out in a cold sweat.
- Pain or discomfort in the jaw, neck, or back.
- Pain or discomfort in one or both arms or shoulders.
- Shortness of breath. This often comes along with chest discomfort, but shortness of breath can also happen before chest discomfort.
- Other symptoms of a heart attack could include unusual or unexplained tiredness or fatigue along with nausea or vomiting.

**RISK FACTORS**

Your risk of heart disease is higher if you:

- Have high blood pressure.
- Have high blood cholesterol.
- Are overweight or obese.
- Have prediabetes or diabetes.
- Smoke.
- Do not have regular physical activity.
- Have a family history of early heart disease (your father or brother was diagnosed before age 55, or your mother or sister was diagnosed before age 65).
- Have a history of preeclampsia (a sudden rise in blood pressure and too much protein in the urine during pregnancy).
- Are above age 55 or older for women, or age 45 for men.

**JOIN OUR TOWN HALLS**

If you’ve already joined one of our telephonic Town Halls, you know about the important health information and program updates they provide. They’re also a wonderful way to meet the dedicated CareMore clinicians who care for patients all across our national healthcare neighborhood. We will call you directly to let you know about our next Town Hall event.

**CHRONICLES IS NOW AVAILABLE DIGITALLY**

Now you can receive Chronicles digitally instead of in print. Sign up at info.caremore.com/Chronicles.
Each risk factor can increase the chance of developing heart disease. While some risk factors can’t be changed (age, sex, family history of early heart disease, etc.) many can be modified, including increasing physical activity and eating healthy foods.

Our remote patient monitoring and virtual care are making it easier to help you maintain heart health and prevent emergencies. Call your Care Team and celebrate American Heart Month with a virtual visit.

When it comes to heart health, it’s important to know your blood pressure levels.

**Blood Pressure Categories**

<table>
<thead>
<tr>
<th>BLOOD PRESSURE CATEGORY</th>
<th>SYSTOLIC mm Hg (upper number)</th>
<th>DIASTOLIC mm Hg (lower number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORMAL</td>
<td>LESS THAN 120</td>
<td>LESS THAN 80</td>
</tr>
<tr>
<td>ELEVATED</td>
<td>120-129</td>
<td></td>
</tr>
<tr>
<td>HIGH BLOOD PRESS (HYPERTENSION) STAGE 1</td>
<td>130-139</td>
<td>80-89</td>
</tr>
<tr>
<td>HIGH BLOOD PRESS (HYPERTENSION) STAGE 2</td>
<td>140 OR HIGHER</td>
<td>90 OR HIGHER</td>
</tr>
<tr>
<td>HYPERTENSIVE CRISIS (consult your doctor immediately)</td>
<td>HIGHER THAN 180</td>
<td>HIGHER THAN 120</td>
</tr>
</tbody>
</table>

Heart.org/bplevels

**CAREMORE ANYTIME**

Care At Any Hour. Any Day. Anytime.

If you’re unsure if you should go to the emergency room, urgent care, or your doctor for a health issue; or if you have any other questions or concerns about your health, you can always connect with CareMore for support. Our **CAREMORE ANYTIME** 24/7 line is available to give you personalized, compassionate care. Call us at 1-800-589-3148. We’re here for you.

**A HEALTHY START & HEALTHY JOURNEY REMINDER**

Your Healthy Start exam is the beginning of your ongoing relationship with CareMore. This is when we take the time to assess the many different parts of your health: your medical conditions, medications, nutrition and exercise habits, your access to transportation, even aspects your home, family, and community life that may be impacting your health. We also share the information with your Primary Care Provider (PCP) so we can coordinate care effectively. Each year after your Healthy Start, you’ll have a Healthy Journey exam, another complete update of your health. Even if you’ve been a CareMore patient for a while but you still haven’t had your Healthy Start, call your Care Center to schedule the exam. It’s never too late for a Healthy Start.
Across
1. Creates a complete health history for new CareMore patients
2. February is _____________
3. Check the CareMore website for updates on the COVID-19 _____________
4. Complete annual exam to keep your health picture updated
5. The virus that’s different from the COVID-19 virus

Down
6. ________ thousand CareMore virtual visits delivered since March 2020
7. A CareMore virtual visits makes it easy to have _____________
8. Receive a digital Chronicles by giving us your _____________
9. An effective way to protect yourself and others from influenza
10. Virtual events that bring you important program and service updates
WELCOME TO OUR NATIONAL HEALTHCARE NEIGHBORHOOD
From preventive screenings and wellness classes to medication management, plus many other services, our Care Centers ensure that you receive the excellent care you deserve.

ARIZONA
TUCSON–SPEEDWAY
7091 E. Speedway Blvd.
Tucson, AZ 85710-1241
(520) 721-5777
TUCSON–THE LANDING
4705 S. Landing Way
Tucson, AZ 85714
(520) 294-1740
TUCSON–WEST TUCSON
4821 N. Stone Ave.
Tucson, AZ 85704-5727
(520) 314-3300
GREEN VALLEY
191 W. Esperanza Blvd.
Green Valley, AZ 85614-2669
(520) 791-7300
CONNECTICUT
EAST HARTFORD
477 Connecticut Blvd. # 119
East Hartford, CT 06108
(860) 216-9925
SOUTHERN CALIFORNIA
APPLE VALLEY
19059 Bear Valley Rd.
Apple Valley, CA 92308-2716
(760) 455-5000
BREA
380 W. Central Ave.
Brea, CA 92821-3001
(714) 529-3971
DOWNEY
10000 Lakewood Blvd.
Downey, CA 90240-4020
(562) 866-3388
EAST LA
3513 E. 1st St.
Los Angeles, CA 90063-4101
(323) 859-2690
FULLERTON
1521 S. Harbor Blvd.
Fullerton, CA 92832-3402
(714) 846-7480
GLENDALE
406 E. Colorado St.
Glendale, CA 91205-1605
(818) 844-2377
HESPERIA
14466 Main St. # 102
Hesperia, CA 92345
(760) 981-1284
LA MIRADA
15034 Imperial Hwy.
La Mirada, CA 90638-1301
(562) 902-4929
LAWNDALE
15230 Hawthorne Blvd.
Lawndale, CA 90260-4302
(310) 327-6000
LONG BEACH
4540 E. 7th St.
Long Beach, CA 90804-4327
(562) 454-1111
LOS ANGELES
303 S. Union Ave.
Los Angeles, CA 90017-1111
(213) 355-2600
MONTEBELLO
2444 W. Beverly Blvd.
Montebello, CA 90640-2306
(323) 201-4130
PLACENTIA
1325 N. Rose Dr. # 102
Placentia, CA 92870
(714) 203-1767
SANTA ANA
1945 E. 17th St. # 101
Santa Ana, CA 92705-6862
(714) 888-8900
UPLAND
141 W. Foothill Blvd.
Upland, CA 91786-8705
(909) 999-8890
WEST COVINA
301 N. Azusa Ave.
West Covina, CA 91791-1346
(626) 214-2600
WEST LA (CEDARS)
3711 S. La Brea Ave.
Los Angeles, CA 90016-5309
(323) 596-4800
WESTMINSTER
9209 Colima Rd. # 100
Whittier, CA 90605-1813
(562) 696-1104
NORTHERN CALIFORNIA
MODESTO
1801 H St. # C-1
Modesto, CA 95354
(209) 544-2554
TURLOCK
1000 Delbon Ave. # 2
Turlock, CA 95382-2008
(209) 664-7700
PATTERSON
1700 Key Stone Pacific Pkwy. # A-2
Patterson, CA 95653-8877
(209) 664-7700
SAN JOSE–WHITE
255 N. White Rd. # 200
San Jose, CA 95127-1966
(408) 503-7600
SAN JOSE–ATHERTON
4855 Atherton Ave. # 101
San Jose, CA 95130-1026
(408) 963-2400
GILROY
7888 Wren Ave. # C-131
Gilroy, CA 95020-4965
(408) 665-4400
HOLLISTER
930 Sunnyslope Rd. # A-4
Hollister, CA 95023
(408) 665-4400
IOWA
EUCLID
1530 E. Euclid Ave.
Des Moines, IA 50313-4726
(515) 989-6000
NEWTON
300 N. 4th Ave. E. # 3
Newton, IA 50208
(515) 989-6001
NEVADA
FLAMINGO
3041 E. Flamingo Rd. # A
Las Vegas, NV 89121-7447
(702) 436-0835
HENDERSON
220 N. Green Valley Pk.
# 235 Henderson, NV
89074-7704
(702) 754-2200
TENAYA
3150 N Tenaya Way Ste. #100
Las Vegas, NV 89128-0443
(702) 233-4950
TENNESSEE
JEFFERSON
1169 Jefferson Ave.
Memphis, TN 38104-7217
(901) 425-1880
TEXAS
FORT WORTH
512 W. Rosedale St.
Fort Worth, TX 76104
(817) 289-8300
VIRGINIA
RICHMOND–BROOK RD.
5620 Brook Rd.
Richmond, VA 23227-2273
(804) 767-8400
RICHMOND–ROBIOUS RD.
10030 Robious Rd.
Richmond, VA 23235-4818
(804) 212-3450
RICHMOND–JAHNKE RD.
6315A Jahnke Rd.
Richmond, VA 23225-4142
(804) 767-8500
WATKINS
611 Watkins Centre Pkwy.
Ste. 170
Midlothian, VA 23119
(804) 212-3450
WASHINGTON, D.C.
HECHINGER MALL
1505 Maryland Ave. N.E.
Washington, D.C. 20002
(202) 396-1780
Jot down questions for your Care Team, reminders about the next Town Hall, and the time of your next - or your first - virtual visit.
<123456789012>
ID: <XXXXX>
<Name>
<Street Address 1>
<Street Address 2>
<City>, <State> <ZIP>

CHRONICLES
The story of your good health throughout the year

PERSONAL CARE. VIRTUALLY ANYWHERE.
Call 1-888-291-1387 to set up an appointment for your Healthy Start and Healthy Journey exams.

Find out more about the COVID vaccine and how to have a virtual visit. Visit us at caremore.com.

facebook.com/caremorehealth