THE HEALTHY HOLIDAY SPIRIT

A Healthy Start, p3
Diabetes Basics, p4
Pharmacy Corner, p5
Staying Fit, p9
COPD, p6
Care Center COVID-19 Safety, p8
The Flu, p8
Palliative Care, p7

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As we come to the end of this very challenging year, I want to extend an especially heartfelt greeting to each of you and your family, friends and caregivers from all of us at CareMore.

Together we have faced, and continue to face, a very daunting health challenge with the COVID-19 pandemic. While we may not yet have a vaccine for COVID-19, we can protect ourselves from the influenza virus.

So, if you haven’t already, I urge you to get your flu shot.

Let's also not forget this is the holiday season, and even though getting together will be different than in other years, doing your best to enjoy this time can play a big part in staying healthy, both physically and mentally.

Because caring for you is our highest priority, your CareMore Care teams are available to you, whether you choose to come to your Care Center or we deliver the care wherever you may need it. And don't forget CareMore Anytime, our 24/7 service that connects you to a clinician anytime of the day or night at 1-800-589-3148.

Please enjoy all the important health information in this issue of Chronicles. Have a safe and healthy holiday. And don’t forget your flu shot.

Dr. Shaden Marzouk
START THE YEAR AT YOUR HEALTHY BEST

SCHEDULE YOUR HEALTHY START OR HEALTHY JOURNEY EXAM

1-888-291-1387

Your Healthy Start and Healthy Journey exams will help ensure you’re receiving the benefit of all the CareMore programs and services your health conditions may require. A Healthy Start exam creates a complete health history and picture of your life. In addition to gathering all your vital health information, your Care Team will take the time to find out what your health goals are. What challenges are you facing? How and where do you want to receive care? Do you have access to transportation? Who’s available if you need someone to collect your medicine? We can help with all these things. Then we’ll share all the information we collect with your PCP so we can work together to provide you with the highest quality care. After you’ve had your Healthy Start, we’ll stay up-to-date with your health through an annual Healthy Journey exam. To get all the CareMore care you need, call your Care Team to schedule your Healthy Start or Healthy Journey exam today.

AEP REMINDER

We just want to remind you that the Annual Enrollment Period (AEP), the time of year when you can sign up for a Medicare Advantage Plan, will be going on until December 7th. If you’re already a CareMore patient and you’re happy with your Medicare Advantage Health Plan that offers access to CareMore, YOU DON’T HAVE TO DO ANYTHING DURING AEP! You do not have to re-enroll or sign up again with your health insurance. Just keep enjoying the great care you’re receiving from your CareMore Care Team.

SHARE THE CARE

Share this phone number with your family and Medicare-eligible friends so they can receive the same great CareMore care you’ve been enjoying. A licensed insurance broker can tell them about all their options for choosing a Medicare Advantage plan that offers CareMore.

844-399-7349 (TTY:711)  
M-F 8am-9pm ET | 5am-6pm PT; SAT-SUN 10am-7pm ET | 7am-4PM PT
November is Diabetes Awareness Month. If you’re one of the 34 million Americans with diabetes, you know it’s an everyday challenge. That’s why CareMore’s Chronic Disease Management program is comprehensive enough to address all your diabetes care needs. Your Care Team is there for you with regular blood pressure checks, foot care, including toenail clipping, wound care and the information you need to help prevent infection. We even offer fall prevention tips to make sure you’re as safe as you are healthy. Our diabetes program has helped engaged patients reduce their A1C levels by 23%. If you need it, the program can work for you, too. Call your Care Team and ask about diabetes management.

### CHRONIC DISEASE MANAGEMENT AT CAREMORE

If you’re managing one or more chronic conditions, you know you need more than a doctor’s visit and a prescription to manage your health. You need support, supplies, education and someone to talk to. CareMore will be there for you to help you achieve better results.

- **23% ↓**
  - A1C
  - Engaged Diabetic patients reduce their A1c levels by 23%

- **50% ↓**
  - Hospital Time
  - Engaged Congestive Heart Failure (CHF) patients spend 50% less time in the hospital

- **19% ↓**
  - Hospital Visits
  - Engaged CHF patients return to the hospital 19% less often

- **11% ↓**
  - Returns to Hospital
  - Overall, CareMore COPD patients return to the hospital 11% less often than Medicare COPD patients
A HEALTHY COMMITMENT TO EDUCATION AND LIFESTYLE

Our clinical pharmacists at CareMore do a lot of patient education for chronic disease management, and especially diabetes. This includes integrating healthy foods and good eating habits into your daily routine. Here are a few tips to start using right now:

- **Think differently about food:** Skipping too many meals can cause your sugars to be higher. When you’ve been fasting for too long, your body’s natural reaction is to make more of its own sugar. That’s why it’s important to have regular, smaller meals that help your sugars stay steady, rather than one or two large meals. It’s best not to go more than 4-5 hours without having something to eat, even if it’s just a small, balanced snack.

- **Carbohydrates** One third cup of pasta has the same amount of carbs as three cups of raw, non-starchy vegetables. It’s much easier to fill up on vegetables than the higher-carb foods without causing a spike in your sugars. Set up your plate so that half your meal is vegetables, a quarter is carbs (breads, rice, pastas), and another quarter is protein (poultry, fish, eggs).

HAVE YOU SCHEDULED A MEDICATION REVIEW? CALL YOUR CARE TEAM

Keeping your medications up to date is key to keeping your treatment plan working effectively. A medication review with your CareMore clinical pharmacist will ensure you’re only taking the medications you need, at the right dosage, at the right times. They can answer questions about home delivery options or ordering a 90-day supply to minimize the frequency of refills. They can also help identify equally effective lower cost options for your prescriptions. Call your Care Team today to schedule a medication review, in person, by telephone or virtually.
COPD
HOW TO BREATHE EASIER

If you're struggling with COPD, CareMore’s Chronic Disease Management program can help you manage your condition with regular check-ups, ongoing treatment, education and support. Overall, CareMore COPD patients return to the hospital 11% less often than Medicare COPD patients. If you have questions, reach out to your Care Team. In the meantime here are some helpful tips:

- **Stay active:** Some patients with COPD may avoid physical activity because it can result in breathlessness. However without regular exercise, over time this can actually lead to even greater physical deconditioning, worsening shortness of breath and low energy. Talk to your CareMore clinician determine what exercise routine works for you.

- **Maintain your meds:**
A Medication Review with a CareMore clinical pharmacist is very important in making sure you’re you’re taking the correct dosage of your COPD medications. To schedule a Medication Review, call your Care Team.

Overall, CareMore COPD patients return to the hospital 11% less often than Medicare COPD patients
CareMore’s palliative care brings supportive, holistic care to patients experiencing a serious illness. Our palliative care program provides pain management, symptom control, psychosocial support and spiritual care, combining the highest level of quality medical care with the emotional and spiritual support you need. If you’re struggling with serious illness, please call your Care Team to find out more about our palliative care. We’re here for you.

HOME CARE

If you’re unable to come into a Care Center our clinicians can come to you for exams, basic treatments and health maintenance so you can receive the high-quality care you’ve come to depend on from CareMore in the comfort of your own home.

CAREMORE ANYTIME CARE AT ANY HOUR. ON ANY DAY. AT 1-800-589-3148

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 about your health, our CAREMORE ANYTIME 24/7 phone line is always available. Call us at 1-800-589-3148 to connect with a CareMore clinician.
THE CAREMORE FLU CAMPAIGN

The flu virus (influenza) is different from COVID-19 and can be just as threatening to your health. That’s why our Fight Flu Campaign is in full swing with FREE flu shots wherever you’d like to receive one. Our flu campaign lasts until February. Call your Care Team to make an appointment or find out when a Flu Campaign event is happening where you live.

REASONS TO GET A FLU SHOT

- Flu vaccination can keep you from getting sick with flu
- Flu vaccines have reduced the risk of flu-associated hospitalizations among older adults
- Flu vaccination is an important preventive tool for people with chronic health conditions
- Flu vaccination has been shown in several studies to reduce severity of illness in people who get vaccinated but still get sick
- Getting vaccinated can protect people around you

YOUR CARE CENTER: COMPREHENSIVE COVID SAFETY MEASURES

Every Care Center has installed specialized air filters and plexiglass dividers. All CDC guidelines for cleaning, wearing personal protective equipment (PPE) and following all social distancing measures are rigorously employed to ensure your safety during every visit. We’re performing pre-surgery COVID-19 testing. To provide you with an extra layer of safety, we’re making sure that all the CareMore PCP and transportation partners who serve you are also safe. We’re donating the Personal Protective Equipment (PPE) they need to keep them, and you, protected.
Because exercise is the most natural way to bring down high sugar levels in the blood, maintaining a regular exercise routine helps keep your body at its healthy best. It’s recommended to exercise approximately 150 minutes per week. Try two 20-minute sessions four days a week. Take the stairs rather than the elevator. Park your car further from your destination and walk. Take a walk anytime you have to wait more than 10 minutes.

RECIPE

EASY TURKEY SOUP

With winter in full bloom, this easy turkey soup will warm you up while keeping things light.

- 8 cups low-sodium chicken broth
- 2 cups water
- 1 16 oz. box whole wheat rotini pasta
- 2 cups frozen peas and carrots, thawed
- 3 cups cooked turkey, chopped

INSTRUCTIONS

1. Bring chicken broth and water to a boil in a large pot over high heat
2. Add pasta and stir. Boil for 1 minute less than package instructs for al dente
3. Add peas and carrots and turkey and stir to combine. Cook 1-2 minutes to heat through
4. Taste and adjust seasoning.

(Yields: 2 quarts)
HEALTHY SOLUTIONS

Across
5. Food that breaks down mostly into sugars
6. Safe and effective way to fight the flu
9. Healthcare that comes to you
10. Natural way to decrease high sugar levels

Down
1. Chronic Obstructive Pulmonary Disease
2. Your annual updated health assessment
3. Supportive, holistic home care for seriously ill patients
4. A complete picture of your health
7. Type of diabetes in which the body doesn’t produce insulin

ANSWERS:
ACROSS
5. carbohydrates   6. flu shot (one word)   9. home care (one word)   10. exercise
DOWN
1. COPD   2. healthy journey (one word)   3. palliative care (one word)   4. health start (one word)   7. type one (one word)
CareMore Care Centers
Welcome to the National Healthcare Neighborhood

From preventive screenings and wellness classes to pharmacy-medication management, plus many other services, our Care Centers ensure you get the excellent care you deserve.

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**Integrity** - Doing the right thing when no one is watching

**Character** - Committing to a set of healthy standards that do not change

**Standards** - Conduct that enriches you and I

- BKJ

Send some WOW (words of wisdom) of your own to wow@caremore.com