GETTING THE MOST OUT OF CAREMORE 2020. FROM DAY 1!

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Your 2020 CareMore Owner’s Manual is Here!

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Follow us!

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Since CareMore began 25 years ago, we’ve had a lot of changes! Of all of them, our transition to being exclusively a healthcare provider has been the biggest and the most important change because it’s enabled us to serve patients from a variety of health plans, and provide exceptional care to more people in more places. And you’re one of them! So whether you’ve been a CareMore regular or you’re new to the family, here’s important information about how to get the most out of all the high-quality programs and services we have for you. Take a moment to get familiar with everything here. Jot down notes or questions in the handy sections provided and bring your new “owner’s manual” with you to the Care Center. Let’s get 2020 off to a healthy start!

VIVEK GARG, MD, MBA
CHIEF MEDICAL OFFICER

Happy and healthy New Year,

Vivek Garg

SPEAKING OF HEALTHY STARTS...
New to CareMore? Have you made an appointment for your Healthy Start exam (a complete health history and picture of you)? Not new to CareMore? Then how about making an appointment for your Healthy Journey exam? Just call CareMore at 1-888-291-1387.
HOW CAREMORE WORKS WITH YOUR PRIMARY CARE PHYSICIAN (PCP)

All our doctors and specialists work closely with your primary care physician (PCP). We communicate with them regularly so they always know the status of the care you’re receiving and how you’re doing. We keep all your records up to date, and we make sure your PCP is updated, too. So you can rest assured that your treatment information is in all the right places, at the right time. It’s healthy communication for everyone who cares for you.

PRIOR AUTHORIZATIONS 101

It’s very important to follow the rules of referrals and prior approval. If you don’t, you could be responsible for all of the costs of a service. Understanding how coverage decisions are made and what’s required before something is approved or denied is an important way to have a positive experience. The prior authorization process helps keep you safe by preventing inappropriate or needless treatments. Here’s how it works:

~ Your doctor submits a prior authorization request on your behalf, which is then reviewed by the Utilization Management team at your health plan
~ Requests that are denied are reviewed by the Medical Director
~ Once a decision has been made, a letter will be mailed to you directly
~ If the request was an “expedited” request, we’ll notify you within 72 hours of the receipt of the request to inform you of our decision
~ Your PCP will also receive a fax or letter with this same information
~ If the requested service has been denied, your letter will explain why it was denied

If you have questions about the status of a referral, contact your PCP’s office and request they check on the status via CareMore’s Provider Portal.
YOUR MEDS BY MAIL

Your Medicare Advantage plan covers mail-order pharmacy services, which can help make your life more convenient.

- You may request for more than a 30-day supply of your medicine to be mailed to you
- Your plan may have lower copays if you get your medicine mailed to you from an in-network mail-order pharmacy

If you’d like more information about mail-order pharmacy services, contact the Member Services number on the back of your ID card.

PHARMACY CORNER

OUR PHARMACISTS CAN MAKE YOU (AND YOUR WALLET) BETTER

As a valued CareMore patient, you can visit with clinical pharmacists who are ready to go above and beyond to serve you. Our goal is to work with you and your providers to ensure that you are getting the best results from your medicine.

Our clinical pharmacists can:

- Review the cost of your medicine to ensure that you’re not spending more than you need to
- Help you manage your chronic conditions
- Answer questions you may have about your medicine
- Work with your providers so you’re given only the medicine that you need
- Look over your medicine to ensure that they are safe and beneficial for you
- Arrange to have your medicine be sent to your local pharmacy or mailed to your home

NOTES FOR YOUR PHARMACIST:
In early 2020, the SpotRx service will be launching in Southern California CareMore Care Centers in these neighborhoods:

**MID-TO-LATE FEBRUARY:**
Placentia, Brea, Santa Ana, Anaheim

**BEGINNING-TO-MID MARCH:**
Downey, La Mirada, Whittier, West Covina

**CURRENTLY OPEN IN ARIZONA:**
Stone Ave, Speedway, Irvington, Green Valley

**THE SPOTRX SERVICE INCLUDES:**
- Free next day delivery of any prescribed medication to all CareMore patients
- In-clinic access to medications, over-the-counter medications and supplements at our convenient kiosks
- In-clinic access, via the kiosk, to a pharmacist who is there to answer questions regarding your prescriptions
- The SpotRx pharmacists will spend as much time as needed with patients, either at the kiosk, on the phone or at our pharmacy
- In-clinic customer success managers are present to answer questions and help engage with the SpotRx pharmacy
- All discount cards are accepted, including GoodRx. SpotRx also has its own discount card: InsideRx
- Patients receive up to 80% off for medications not covered by insurance

If you have questions about our Arizona Pharmacy, please call 520.585.5020. Questions about the upcoming launch in Southern California? Call 657.234.5662.

**THE NEIGHBORHOOD SPOTLIGHT**

**SPOT Rx—GO WEST YOUNG MEDS!**

**MEDICARE PART D - YOUR PROVIDER DIRECTORY**

This is the Encyclopedia Britannica of the doctors in your network, so you’ll definitely want to have a copy. To get one, just go to your health plan’s website, search Provider Directory, and request one. Or, your health plan’s Member Services department can send you a printed copy.
A good night’s sleep is often the first thing to go when life gets busy or if you have things on your mind. Or maybe you just don’t sleep well as a matter of course. But one of the most important things you can do to maintain good mental health is get a good night’s sleep, meaning seven to nine hours every night. This helps keep both your brain and your body in optimal shape. Anything less can begin to affect you in negative ways. The effects of sleep deprivation include:

- Weight gain
- Increased risk of depression
- Weakened immune system
- Impaired motor skills
- Fatigue
- Trouble concentrating
- Irritability
- Trouble concentrating

**BEING GENERATION Zzzs**

Bright light, loud noises, or uncomfortable beds and mattresses can make it hard to get proper sleep. Here are some things you can do to make it easier to fall asleep and stay asleep all night long:

- Limit screen time. Blue light, which comes from our televisions, phones and computers can send signals to the brain to stay awake. Try not to interact with these devices right before bed.
- Too much caffeine and alcohol can throw off your sleep schedule, so stick to small amounts of each.
- Maintain a regular sleep schedule. Go to bed and wake up at around the same time.
- Manage outside noise with a white-noise machine or other objects such as a fan.

If you still have difficulty falling asleep or getting the proper amount of sleep, contact your CareMore clinician to talk about what’s keeping you up at night! We’re here for you.
While your winter clothes keep you warm on the outside, your muscles need exercises that help maintain total-body health. So even though colder temperatures and shorter days may keep you indoors, here are a few exercises that will keep your whole body in shape — in your own home or any space where you can spread out and move around. No gym required. So no excuses! Remember: EXERCISE IS MEDICINE.

GETTING STARTED
These exercises need only a chair, a wall and space to move around.
Begin with a light warm-up for five to 10 minutes. Walk in place, do jumping jacks or dance around to your favorite song — anything to get your blood pumping and your body prepped for exercise.

STAYING STRONG
Strength training not only keeps you moving, it’s preventive medicine, helping you build muscle mass to improve stability, maintain balance and avoid injuries.
CHAIR SQUATS
This exercise builds strength in hips, glutes and thighs; and just needs a chair

❶ Stand in front of your chair with your back facing it, like you’re getting ready to sit down. Make sure your feet are shoulder-width apart

❷ Bend your knees but don’t sit down yet. Push your hips back and keep your arms straight out in front of you to maintain balance

❸ Sit all the way down in the chair, then immediately stand back up

❹ As you stand back up, keep the weight in your heels and push into the floor

❺ Repeat 10 times. Or five, until you’ve built up your strength

TOE TAPS
Builds strength in the lower legs. You’ll only need a chair for this one, too.

❶ Sit down in the chair with your heels flat on the floor. Imagine that your heels — and only your heels — are glued to the floor

❷ With your heels on the floor, lift the toes of both feet

❸ Tap the floor with your toes

❹ Repeat 20 times. You heard right. 20

These exercises might make you a little sore, but they shouldn’t be painful. If you experience long-lasting pain, pause the workout and contact your clinician to make sure everything’s okay.

WHAT IS YOUR WINTER WORKOUT PLAN?
Chicken noodle soup, aka Chicken Soup, might not cure the common cold, but the data is pretty convincing that it’s a top performer in the Winter Comfort Food category. Packed with protein, antioxidants and vitamins, chicken noodle soup also helps you stay hydrated. And it’s a delicious way to add more veggies into your diet.

**INGREDIENTS**
- 1 tablespoon olive oil
- ½ cup chopped onion
- ½ cup chopped celery
- 4 (14.5 oz) cans chicken broth
- 1 (14.5 oz) can vegetable broth
- ½ pound chopped, cooked chicken (rotisserie or canned chicken works fine)
- 1 ½ cups noodles (egg noodles work best)
- 1 cup chopped carrots
- ½ tsp each dried basil, oregano and thyme
- 1 bay leaf
- Salt and pepper to taste

**DIRECTIONS**
1. In a large pot over medium heat, cook the celery, onion, and carrots in the olive oil until just tender, for about 5 minutes
2. Pour in both the chicken and vegetable broths and add the chicken, noodles, basil, oregano, thyme, salt and pepper
3. Bring to a boil, then reduce heat and simmer for 20 minutes

*Yield: 6 servings*

**WOW! (WORDS OF WISDOM)**
Send in some WOW of your own, We’d love to share them. Email your WOW to wordsofwisdom@caremore.com

*Live your individuality to the full, but for the good of others. Cultivate a virtue to eradicate a vice. A small kindness can give strength to do a tremendous thing.*

— BKJ
THE OWNER’S MANUAL CROSSWORD PUZZLE

DOWN
1. The annual CareMore exam for continuing patients
2. Lower leg strenghtener. Spirit booster
5. The coverage gap in Medicare medication insurance
8. Great new way to get medication in California

ACROSS
3. Healthy hydrator and cold weather comfort food
4. The CareMore exam that starts you on your healthiest path
6. Your physician who we support and keep informed about all your health treatments and conditions
7. Prescriptions or supplies that come to you by mail
9. The complete list of in-network physicians and facilities from your health plan
10. Get 7-9 hours of this every night

ANSWERS:
## 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.

### ARIZONA

**TUCSON–SPEEDWAY**
7091 E. Speedway Blvd.,
Tucson, AZ 85710-1241
(520) 721-5777

**TUCSON–IRVINGTON**
315 W. Irvington Rd., # 101
Tucson, AZ 85706-3150
(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 HAVEN**
444 Foxon Rd.,
East Haven, CT 06513
(475) 227-0511

**EAST HARTFORD**
477 Connecticut Blvd., # 119
East Hartford, CT 06108
(860) 216-9925

### SOUTHERN CALIFORNIA

**ANAHEIM**
1182 N. Euclid St.,
Anaheim, CA 92801-1900
(714) 212-3450

**APPLE VALLEY**
19059 Bear Valley Rd.,
Apple Valley, CA 92308-2716
(760) 862-3684

**BREA**
380 W. Central Ave.,
Brea, CA 92821-3001
(714) 529-3971

**DOWNNEY**
10000 Lakewood Blvd.,
Downey, CA 90240-4020
(562) 862-3684

**EAST LA**
3513 E. 1st St.,
Los Angeles, CA 90063-4101
(323) 844-2778

**GLENDALE**
406 E. Colorado St.,
Glendale, CA 91205-1605
(818) 216-9925

**HENDERSON**
100 N. Green Valley Pk.,
Henderson, NV 89074-7704
(702) 754-2200

**HESPERIA**
14466 Main St., # 102
Hesperia, CA 92345
(760) 931-1284

**LA MIRADA**
15034 Imperial Hwy.,
La Mirada, CA 90638-1301
(562) 920-4929

**LAWNDALE**
15230 Hawthorne Blvd.,
Lawnldale, CA 90260-2138
(424) 259-3600

**LONG BEACH**
4540 E. 7th St.,
Long Beach, CA 90804-4327
(562) 344-1150

**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

**PICO RIVERA**
9330 Washington Blvd.,
Pico Rivera, CA 90660-3838
(562) 205-4200

**PLACENTIA**
1325 N. Rose Dr., # 102
Placentia Linda, CA 92870
(714) 201-4130

**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) 296-8800

**WEST COVINA**
3041 E. Flamingo Rd., # 100
Las Vegas, NV 89128-0427
(702) 233-4950

**WASHINGTON, D.C.**
HECHINGER MALL
1505 Maryland Ave. N.E.,
Washington, D.C. 20002
(202) 396-1780
Start the new year right. Schedule your Healthy Start Exam or Healthy Journey Exam today!

Call 1-888-291-1387