The story of your good health throughout the year

THE CARE YOU NEED. WHENEVER & WHEREVER YOU NEED IT

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WE’RE HERE FOR YOU WHEN YOU NEED US

The past few months have been a time of change. In addition to new terms like COVID-19, we also became more familiar with initials like CDC (Centers for Disease Control) and WHO (World Health Organization).

Starting October 15th, you’ll also be hearing a lot about initials like AEP (Annual Enrollment Period) and ANOC (Annual Notice of Change).

This special issue of Chronicles will tell you everything you need to know about what they mean for your health.

The one thing that will never change is the compassionate and personalized care you’ve come to depend on from CareMore. Whether you’d prefer to have in-person visits at your CareMore Care Center, or a CareMore clinician see you in your home; if you need us in the hospital or at a skilled nursing facility, or if you prefer the convenience of a telephonic or video visit - all these innovative models of care are here to serve you.

This is your CareMore advantage. Care that keeps you at the center of all the services and programs that can help you enjoy your best health!

Sincerely,

Dr. Shaden Marzouk

President, CareMore Health

My mom and I smile every time we talk to anyone on the CareMore team. You all are the best, and we truly love you all like family. – L.S.
IT’S AEP
WHAT IS THAT?

The Annual Enrollment Period (AEP) is the time of the year when you can sign up for a Medicare Advantage Plan. AEP is from October 15th to 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.

BE ON THE LOOKOUT FOR ANOC

ANOC stands for Annual Notice of Change, which is a document that your Medicare Advantage health plan must send to you by October to let you know how your Medicare Advantage plan benefits are changing for the next year. The ANOC will show you if your co-pays or other costs will change, as well as any new benefits that you can use for the next year starting January 1st. If you have any questions regarding the ANOC or do not receive it, please call the number on the back of your health plan ID card.

You will not see CareMore mentioned in the ANOC. If you decide to change to a different health plan, make sure your new plan offers access to CareMore and that you choose a CareMore network doctor so that we can continue serving you!
THE CAREMORE ADVANTAGE:
BEING THERE WHEREVER AND WHENEVER YOU NEED US

If you prefer to see your CareMore clinicians and staff at a CareMore Care Center, they’ll be there for you. If you need us to come to you in your home, we’ve brought back the house call. If you’re in the hospital or at a skilled nursing facility, we’ll go there to take care of you. And if you’d rather have a telephonic or virtual video visit, we’re camera-ready. And that includes translation services. Having care that works best for you is your CareMore advantage.

Our comprehensive programs wrap-around the care you receive from your Primary Care Provider (PCP): chronic disease and medication management, emotional health services and a full range of programs that address important everyday needs. These include having enough food after a surgery, transportation to a doctor’s appointment, having access to exercise facilities and even someone to talk to when you feel lonely - with CareMore, every part of your life is part of the healthcare we deliver, just the way you want it.

THE CARE CENTER

The clinicians at your local CareMore Care Center are your personal Care Team. The Care Center is where they provide you with every kind of care, from medical services that include behavioral health* and chronic disease management, to coordinating care with specialists, toe nail trimming, wound care, nutritional guidance, connecting you with local community resources, partner exercise facilities, and more. Think of your Care Center as Command Central for the health of your whole life, where you’ll receive personalized attention from a dedicated team of compassionate clinicians and staff who work closely with your PCP. And all of your CareMore care is included in your health plan.

*This service may be provided by non-CareMore clinicians depending on your health plan.
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.

HOME CARE – BRINGING BACK THE HOUSE CALL*

Remember when doctors made house calls? At CareMore it’s not a thing of the past. If you’re unable to come into a Care Center, we’ll meet you where you live. Our clinicians can come to you for exams, basic treatments and health maintenance, even urgent care, so you can receive the high-quality care you’ve come to depend on from CareMore, in the comfort of your own home.*

VIRTUAL CARE

Virtual care at CareMore includes telephonic visits and video visits on a computer, an iPhone or an iPad. Virtual care can be accessed from your home, at a Care Center or in a skilled nursing facility. It’s super easy, and as personal and meaningful as the in-person care you’ll always receive from your CareMore clinicians and staff.

If you haven’t experienced virtual care yet, we encourage you to try it. It’s a handy way to receive our services on a regular basis. In the meantime, if you’re already enjoying virtual care, here’s a reminder for accessing it and getting the most out of your visit: https://www.caremore.com/Patients/Virtual.aspx.

If you have any problems setting up your virtual appointment, please reach out to your CareMore clinician. He or she will work with you to show you how easy it is to have a great experience.

*Check to see if this is available in your market
SENIOR LIVING CARE FROM CAREMORE

CareMore brings comprehensive and compassionate care to patients in skilled nursing facilities or in nursing homes. Our clinical teams visit patients where they live, so there’s no need for transportation or a long wait in a physician’s office. Lab work, x-rays and other ancillary services can also be delivered by the CareMore team. Our care enhances communication with PCPs, families and caregivers to provide a valuable layer of peace of mind in these special care settings. If you are currently living in a senior living location and want to have a CareMore team come to you, please call 1-866-646-3553.

CAREMORE EXTENSIVISTS

Extensivists are CareMore doctors who take care of you before, during and after an in-network hospital stay. If your healthcare journey takes you from the hospital or a skilled nursing facility then back to your home, the same CareMore Extensivist will be there every step of the way. Your Extensivist will stay in constant communication with your PCP, and on-call for you 24 hours a day, seven days a week.

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’ll always be able to connect with CareMore for support.

Our CAREMORE ANYTIME 24/7 line is always available to give you personalized, compassionate care from our clinicians. Call us at 1-800-589-3148. We’re here for you!

You and the CareMore doctors are a huge part of my father’s life, not just medically but personally. You became part of our family at the hospital, showing him the love and care not many would. – NP
Your CareMore 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 and healthy food? Who’s available to help you if you need someone to collect your medicine? Who do you talk to if you feel sad? We can help with all these things!

And we’ll share all the information we collect with your PCP so we can work together to provide you with great care. If you’re admitted to the hospital, the information from the Healthy Start visit will help our clinicians quickly take care of you so that you can return home faster and have a smooth recovery.

Then, after you’ve had your Healthy Start, we’ll stay up-to-date with your health through an annual Healthy Journey exam.
BEHAVIORAL HEALTH

Because emotional health is as important as physical health, CareMore’s Behavioral Health services are integrated into your medical care from the beginning. Our Behavioral Health team includes psychologists, therapists, social workers, community health workers, dietitians and more. Whatever issues you’re facing, we’re here with the help you need.*

WHOLE PERSON CARE

FOOD. FRIENDSHIP. EXERCISE

Everything that affects your life affects your health. Do you have access to food? To transportation? Are you able to exercise regularly? Are there people in your life you talk to on a regular basis? All of these things are healthcare issues because all of them can have an impact on your physical, emotional and mental health. That’s why CareMore offers programs and services to address all of these things and more. We also reach into your community with Community Health Workers, who can connect you with needed nearby resources.

DIETITIAN AND NUTRITION GUIDANCE

Did you know that a dietitian can help you control your blood sugar? Or that an improved diet can help you to reduce your medications? CareMore’s Registered Dietitians (RD) and Registered Dietitian Nutritionists (RDNs) specialize in disease control, delivering proven information to help your manage disease and address your health concerns. RDs and RDNs can assist you with menu planning, understanding labels and providing tips that will enable you to make healthy choices at the grocery store.

Because developing and maintaining healthy nutrition is an important part of chronic disease management, your CareMore RD or RDN has special programs for Pre-Diabetes, Diabetes, Chronic Kidney Disease (CKD), End Stage Renal Disease (ESRD), Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF) and Hypertension (High Blood Pressure). They can also help with unwanted weight gain or weight loss that’s related to nutrition.

*This service may be provided by non-CareMore clinicians depending on your health plan.
THE CAREMORE TOGETHERNESS PROGRAM

Since 2017 our Togetherness Program has been connecting patients experiencing loneliness, social isolation or a lack of family support with people who care, new friends and engaging activities. Regular phone calls from Togetherness Phone Pals and information about activities and community resources are all part of the program. It’s another way of delivering Whole Person Care that’s also healing hearts and changing lives.

Nifty after Fifty®
THE FITNESS PLAN THAT FITS YOU PERFECTLY

Finding new ways to help keep you in shape, even during these challenging times, is a CareMore specialty! Our partnership with Nifty after Fifty®, created by a physician, with equipment designed for the special workout needs of seniors, will help you maintain or regain your strength, flexibility, and balance. This unique approach to wellness will give you an individually tailored exercise program and personally supervised fitness sessions that can help you to stay strong and independent, connect you with other people, and make staying healthy fun and engaging.

You can also join Group Fitness classes from the comfort of your own home with a variety of videos in strength training, stretch, yoga, and dance! Simply go to www.niftyafterfifty.com and click Wellness Everywhere at Home to start! Once you’re registered, a Wellness Coach can help you with your home exercise program and make sure you receive up-to-date news on local fitness programs!
At CareMore, our pharmacists are licensed, experienced medication experts who are an essential part of your Care Team. They work with your PCP to make sure you’re taking the right medication, at the right dose, at the right time. They’ll be your trusted resource for any questions you may have.

**MEDICATION REVIEW**

Our pharmacists review your list of medications so you’re only taking the ones you need. They review side effects and check for bad drug interactions. They also look at the dose, how you take it, the number of times a day you take it, and if it’s helping. Don’t have a list of your medicines? No problem. Our pharmacists can support you by looking at your medicine bottles and packets.

**PATIENT EDUCATION**

Helping you to understand how your medications work is another important part of your medication review, as well as an ongoing service provided by our pharmacists. They take the time to make sure you know what your drug is for, any side effects that may occur, the recommended dosage, and the best time to take your medication. This information is also shared with your Care Team so everyone is well-informed about your health status.

**IN-PERSON OR VIRTUAL RX VISITS**

Your CareMore pharmacist is ready to see you, whether that means in person, by video or telephone. They make it easy and convenient to take control of your health through your medications, including managing your blood sugar or blood pressure.

**WORKING WITH YOUR PCP**

Our pharmacists work with your PCP and your entire CareMore Care Team to make sure that everyone is informed about your medication changes and needs so you don’t have to worry about keeping track of that important information.

**COST-SAVING OPTIONS**

Our pharmacists can help you find lower-cost medication options that are just as safe and effective as your current ones. This will help you save money so you don’t enter the “donut hole.”

**Call your local Care Center today to schedule a Medication Review!**
Influenza, the virus that causes the flu, remains a serious threat in addition to the COVID-19 virus that has spread worldwide. Flu season is mainly in the fall and winter. The flu is highly contagious and spreads rapidly by respiratory droplets in a sneeze or cough.

People who get vaccinated for the flu have a significantly lower chance of going to the hospital or ER, getting pneumonia or dying from the flu compared to those who don’t get vaccinated. But the effectiveness of the vaccine only lasts for six to eight months. This is why it’s so important to get a new vaccine every season.

Although the world still awaits a vaccine for COVID-19, we do have a vaccine for influenza that is safe and effective. And CareMore is making it easier than ever to get your yearly flu shot! You can get one for free at your neighborhood Care Center, PCP, or at a network pharmacy.

We recommend getting your flu shot before the end of October, but whenever you get it, it’s one of best things you can do for your health and to keep your loved ones safe!

All our CareMore Care Centers are open, with enhanced safety precautions. Here’s what you can expect when you come in:

- All our Care Centers have installed special air filters and plexiglass barriers
- We have strict, continuous screening of patients and staff, masking and disinfection protocols
- Our waiting room chairs are spaced out to allow for safe social distancing between patients
- 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!

And don’t forget, virtual, telephonic and at-home care are still available.

As the COVID-19 health crisis continues, CareMore has been holding telephonic Town Halls to provide a dedicated forum for your health questions and concerns, as well as be a trusted resource for guidance. Dates and times are listed in our National Healthcare Neighborhood on page 12.
Find out what’s happening with CareMore at our Fall Tele-Town Halls. We will also be answering questions from our patients.

**HOW TO JOIN:**
We will call you at the time and date stated below for your area or state. Please pick up the phone when you see us calling at that time. If you miss our call, we will leave a message with a call back number to join. We will not require any personal information from you when you answer the call.

You will also get a reminder call two days before the event date.

**CAREMORE TOWN HALLS**

**Northern California**
- September 29 - 8am PST

**Los Angeles/Orange County**
- September 29 - 3pm PST

**San Bernardino County**
- September 30 - 2pm

**Virginia** - October 1 - 2PM EST

**Nevada** - October 5 - 3PM PST

**Arizona** - October 20 - 3PM PST

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**GET YOUR FLU VACCINATION**
We’re making it easy and FREE for you to get your annual flu shot. You’ll receive a separate postcard from us with upcoming flu events.

**NEW IN THE NETWORK**
Calling all Pima County Patients! We’re adding **Tucson Medical Group** to our family of networks to give you more access and more options for high quality care!
THE CAREMORE TOWN HALL Q & A

If you missed one of our informative Tele-Town Halls, here are some of the questions we received. We’ll be having more Town Halls in the next few months, so stay connected at https://www.caremore.com/events for information about dates and times.

Q: How do I continue being a CareMore patient in 2021?

A: You do not have to do anything to stay with CareMore and you will be re-enrolled in your current health insurance for next year. If you decide to change health insurance, make sure that you enroll in a Medicare Advantage plan that has access to CareMore and that you choose a doctor in CareMore’s network.

Q: Where can I find a list of doctors, urgent cares and hospitals in my network?

A: You can request one by calling Member Services on the back of your ID card. You may also have an option to view the listings online at your health plan’s website. CareMore also has an online search option at www.caremore.com.

Q: Where can I find my nearest CareMore Care Center?

A: A full list of our CareMore Care Centers is on the last page of your Chronicles. You can also find your nearest Care Center at https://www.caremore.com/Locate/Care-Centers.aspx. Or you can call our Member Services number on the back of your ID card and ask for the nearest CareMore Care Center to you.

Q: Given COVID-19, should I reschedule my elective procedure?

A: CareMore and your PCP want to continue to provide you with the safest care possible. In light of increased spread of COVID-19 in your local community, we recommend that you delay your surgery or procedure until COVID-19 is better under control. Please discuss this with your PCP.

After consulting with your PCP, if you decide to proceed, you should get a COVID-19 test before your elective procedure. If your PCP or surgeon did not give you a COVID-19 test location or appointment, please connect with your CareMore Care Center. We can help you arrange a COVID-19 test.
Across
3. Your local CareMore clinic
4. Care that treats every part of your life and health
6. A nutrition professional who helps manage disease
9. Integrated, emotional health services at CareMore
12. CareMore’s special program to address loneliness
13. Annual check of all your medications by a CareMore Pharmacist

Down
1. (800) 800-589-3148
2. What you have to do if you’re already a CareMore patient and you want to continue your access to CareMore services
5. Your first comprehensive health assessment
7. CareMore program for patients in Skilled Nursing Facilities or Nursing Homes
8. The virus that DOES have an effective vaccine you should get every year
10. October 15th to December 7th
11. Annual Notice of Change

Answers: Across: 3) carecenter 4) wholepersoncare (one word) 6) registereddietitian (one word) 9) behavioralhealth (one word) 12) togetherness 13) medicationreview (one word)
Down: 1) caremoreanytime (one word) 2) nothing 5) healthystart (one word) 7) touch 8) flu 10) aep 11) anoc
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
APPLE VALLEY
19059 Bear Valley Rd.,
Apple Valley, CA 92308-2716
(760) 515-3400

BREA
380 W. Central Ave.
Brea, CA 92821-3001
(714) 529-3600

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

EAST LA
3513 E. 1st St.,
Los Angeles, CA 90021-3001
(323) 899-2600

FULLERTON
1521 S. Harbor Boulevard
Fullerton CA 92832
(714) 399-2222

GLENDALE
406 E. Colorado St.,
Glendale, CA 91205-1605
(818) 844-2778

HESPERIA
14466 Main St., # 102
Hesperia, CA 92345
(760) 981-1284

LAKewood
3300 South St., # 203
Long Beach, CA 90805-4589
(562) 232-1144

LONG BEACH
4540 E. 7th St.,
Long Beach, CA 90804-4327
(562) 698-1150

LOS ANGELES
303 S. Union Ave.,
Los Angeles, CA 90017-1111
(213) 355-2600

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
Pkwv., # A-2
Patterson, CA 95263-8877
(209) 664-7700

SAN JOSE–WHITE
255 N. White Rd., # 200
San Jose, CA 95127-1966
(408) 503-7600

SOUTHERN CALIFORNIA
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
1500 E. Euclid Ave.,
Des Moines, IA 50313-4726
(515) 989-6001

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
100 N. Green Valley Pk.,
# 235
Henderson, NV 89074-7704
(702) 754-2200

WASHINGTON, D.C.
HECHINGER MALL
1505 Maryland Ave. N.E.,
Washington, D.C. 20002
(202) 396-1780

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IMPORTANT REMINDER: 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 don’t 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.

From my heart, I thank you and your wonderful staff for the great caring, professional service you always give me. It’s not what we young senior citizens always get.

– W.B.