



# HEALTHY CONNECTIONS

A Publication for Hometown Health's Senior Care Plus Members

Senior Care  
Plus 

SUMMER 2017

## VOLUNTEER OPPORTUNITIES FOR SENIOR CARE PLUS MEMBERS

**Senior Care Plus is looking for members interested in helping other Senior Care Plus members get the most out of their health plan.**

### Reno Volunteer Opportunities

Hometown Health and Senior Care Plus have moved into a new facility next to Renown's South Meadows Campus.

As part of this move, there are now **VOLUNTEER OPPORTUNITIES** for Senior Care Plus members.

Volunteer duties include:

- Greet Members and Prospective Members
- Help identify the needs of our members
- Guiding Members and Prospective Members Throughout the Building

If you like to meet and talk with people and make new friends, this may be the perfect Volunteer Opportunity for you.

Minimum commitment is 4 hours per week – you choose your schedule!



If interested, stop by Senior Care Plus and pick up an application from our front lobby:

10315 Professional Circle  
Reno NV 89521

Or Contact: Wendy Peukert  
Volunteer Services Assistant  
P: 775-982-7190  
[wpeukert@renown.org](mailto:wpeukert@renown.org)

**Helping Fellow Senior Care Plus Members and Making Friends...That's A Senior Care Plus Volunteer!**

## SENIOR CARE PLUS ADVISORY BOARD – RURAL COMMUNITIES

Senior Care Plus is looking for members to form a Senior Care Plus Advisor Board focused on our Rural Communities.

This newly formed Advisory Board will meet once a month at our Carson City office to help Senior Care Plus leadership address the needs of Senior Care Plus members in our Rural Communities. If you are interested in this volunteer opportunity, please call our Carson City office at 775-982-2914 and tell them you want to join the Advisory Board!



## MEDICATION THERAPY MANAGEMENT

Medication Therapy Management (MTM) is a service provided by healthcare professionals, usually pharmacists, to improve health outcomes. Utilizing MTM improves overall medication related issues by optimizing medications used to improve adherence, reducing drug interactions, minimizing drug side effects and provides the most cost-effective treatment.

Qualifying members will be contacted by our MTM specialist partner SinfoniaRx by letter to invite you to participate in a discussion of your medications over the phone. You may also get a phone call from one of our representatives to invite you to schedule a consultation with a pharmacist. All you have to do is answer your phone or call Senior Care Plus if you have received a qualification letter!

During the MTM service you will have an opportunity to discuss your current medications and condition or disease management with pharmacists who will then use their knowledge to assist you by providing recommendations to your doctor. After each MTM session, you will receive a written summary of the comprehensive medication review (CMR).

For more information on this service visit <https://www.seniorcareplus.com/prescription-drug-coverage/senior-care-plus-medication-therapy-management-mtm/>

Questions Regarding Your Pharmacy Benefit? Call MedImpact Customer Services:

For help or information regarding your Medicare Part D Pharmacy benefits, call MedImpact 24 hours a day, 7 days a week: Toll Free 800-788-2949

TTY 711



### 90-DAY PRESCRIPTION FILL PROMOTION

#### Save Money and Never Run Out of Your Medications

Senior Care Plus offers a 90-day supply for all non-specialty (Tiers 1-4) maintenance prescriptions. We want to make sure that there is never a time that you are without your medications.

PLUS...If you get a 90-day supply we reward you!

- If you pick up a 90-day supply at your local retail pharmacy you only pay two and one-half times your 30 day copay!
- If you receive a 90-day supply from a mail order pharmacy you only pay two times your 30 day copay!

Take advantage of these cost savings TODAY!

By switching to a 90-day supply, studies have shown that your medication may reduce health care expenses associated with physician visits, urgent care, emergency services and hospitalization.



## SENIOR CARE PLUS HAS MOVED!

### Be Sure to Notify Your Bank of Our New Address If you use Bill Pay or Auto Pay!

If you use Bill Pay or Auto Pay through your bank to pay for your insurance with us, you will need to update our new address with your bank to insure payment is received by us in a timely manner. Please contact your bank and give them our new Professional Circle address listed below.

All billing and correspondence should be directed to our new Professional Circle address. The phone and fax numbers will remain the same.

If you have any questions about our move or about Hometown Health, please contact our Customer Service Department at 982-3232.

Senior Care Plus is in the Hometown Health building located at:

**10315 Professional Circle  
Reno NV 89521**

**Please note the above new address.**

## HOMETOWN HEALTH / SENIOR CARE PLUS COMPLIANCE PROGRAM

The Hometown Health Compliance Program applies to all plans sponsored by Hometown Health, including but not limited to: MA and PDP plans under Senior Care Plus (SCP); Medicare Supplement plan; individual and family plans; large and small employer group plans; and third-party administration services.

If you have any questions about our move call Hometown Health's Customer Service at 775-982-3112. If you have a compliance or fraud, waste, and abuse concern call our Confidential Reporting Line at 800-611-5079 (available 24 hours a day/seven days a week/365 days a year) reports are anonymous and will be handled as confidentially as allowed by law.

Visit our website at [www.SeniorCarePlus.com](http://www.SeniorCarePlus.com) to learn more

## CONTACT US

### Contact our Customer Service Department

We encourage you to contact the Senior Care Plus Customer Service Department if you have any questions or concerns regarding your health care benefits. The department can assist you with benefit questions, service issues, and problem resolution.

Our phone number is 775-982-3112, or toll-free 888-775-7003, Monday through Friday 8:00 a.m. – 5:00 p.m. Since we receive most of our calls on Mondays, you may wish to call on other weekdays to avoid delays.

Our email address is: [Customer\\_Service@hometownhealth.com](mailto:Customer_Service@hometownhealth.com)

Our TTY phone number is the State Relay Service at 711, Monday through Sunday 8:00 a.m. – 8:00 p.m.

Our fax number is 775-982-3741, Attention: Senior Care Plus.

Visit our Customer Services Department at:



Senior Care Plus  
10315 Professional Circle  
Reno, NV 89521  
Monday through Friday, 8:00 a.m. – 5:00 p.m.  
You do not need an appointment.

Our mailing address is:  
Senior Care Plus  
10315 Professional Circle  
Reno, NV 89521





**A Publication for  
Hometown Health's  
Senior Care Plus  
Members**

**Senior Care  
Plus** 

*A Medicare Advantage Plan from Hometown Health.*  
10315 Professional Circle  
Reno, NV 89521

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RENO NV

**SUMMER 2017**

# HEALTHY CONNECTIONS

**Senior Care Plus Open House  
Saturday, August 19 – 8:00 am – 2:00pm**

**Music, Food, Presentations, and More!**

**See Schedule of Events Below!**

**Come see our new offices!**

**Call Today for Free Fasting Blood Draw!**

**VISIT SENIOR CARE PLUS AT OUR NEW  
FACILITY ON SATURDAY, AUGUST 19,  
BETWEEN 8:00 AND 2:00PM.**

**Senior Care Plus Open House Schedule of Events**

**Health Fair & Open House**

8:00 – 10:00 am — Fasting Blood Draw (Second Floor Auditorium)

8:00 – 1:00 pm — Health Fair (Second Floor Auditorium) –Includes:

**Screenings:** Blood Pressure, Heel Bone Scans, In-Body Machine

**Experts:** Health Care Professionals On-Site To Answer Questions

**Presentations (Great Basin Conference Room)**

9:00am Advanced Directives Seminar – 50 Minutes

10:30am Mindfulness Seminar — 45 Minutes

11:30am Advanced Directives Seminar – 50 Minutes

1:00 pm Mindfulness Seminar — 30 Minutes

**Stop By Anytime But Please Note:**

**Fasting Blood Draw By Appointment Only!**

**Call 775-982-5433 to reserve your spot!**

Senior Care Plus  
10315 Professional Circle  
Reno, NV 89521

Just South of Renown South Meadows Hospital off of Double R Blvd.

View map at [www.seniorcareplus.com](http://www.seniorcareplus.com) or call for detailed instructions -  
775-982-3112.

