



HEALTHY CONNECTIONS

A Publication for Hometown Health's Senior Care Plus Members

Senior Care Plus 

SPRING 2018

MEMBERSHIP HAS ITS PRIVILEGES!

Your Senior Care Plus membership means you have access to a high-quality health plan. What that means to you is...

- You receive timely medical screenings and tests that you need.
- You have preferred and priority access to your personal doctor and specialist when making an appointment. Senior Care Plus most comprehensive provider network in northern Nevada
- We collaborate with your personal doctor to ensure that you receive the highest quality health care and care coordination for all services that you need to manage your health.
- We offer a variety of plans with benefits that matter to you like gym memberships, vision and dental benefits as well as a hearing aid discount programs.
- We work to ensure that Senior Care Plus offers comprehensive benefit plans with competitive premiums and low out-of-pocket costs.
- Our customer service team is available to help you when you need it 7 days a week. They are dedicated to providing you with excellent service and will always treat you with courtesy and respect.



Senior Care Plus is the only locally owned and operated not-for-profit health plan in northern Nevada. Our focus is you! We work every day to ensure that you are receiving the best possible service and highest quality health care. Thank you for being our member!

IT IS MEDICARE ADVANTAGE SURVEY TIME!

Every year Senior Care Plus sends out two surveys to randomly selected Senior Care Plus members. These surveys are:

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey
- The Health Outcomes Survey (HOS)

Senior Care Plus uses these surveys to continuously improve your health plan.

The next CAHPS® survey is scheduled to be mailed to a random sampling of Senior Care Plus members in March 2018. If you think back over the last six months and feel you did not “Always” receive quality care or quality service from your healthcare provider or Senior Care Plus, please contact Customer Service at 775-982-3112. We need to know your experience so we can ensure you “Always” get the care and service you deserve.



MAKE THE MOST OF YOUR WELLNESS PASSPORT!

By now, all Senior Care Plus members should have received their personalized 2018 Wellness Passport. It was mailed in the envelope depicted at the right along with the 2018 Senior Care Plus Handbook.

Your Wellness Passport is a tool designed for you and your doctor to use to ensure you are receiving the preventative medical screenings that you need.

Using your Wellness Passport is easy, just follow these simple steps:

Step 1: Review the “Topics” section of your passport and make a few notes, including listing any medication you may be taking.

Step 2: Make an appointment with your Primary Care Provider for your Annual Wellness Visit and bring your Wellness Passport to that appointment.

Step 3: Review the screenings and topics listed in the passport with your Primary Care Provider, and together develop your 2018 healthcare plan.

Your Wellness Passport is designed to be kept for the entire year and you should take it to all your doctor visits and medical appointments. Hint: If you bring it to a Senior Care Plus Health fair event, you might win a prize.



Your Wellness Passport was mailed in an envelope like this!



If you did not receive your Wellness Passport, you can pick one up in either of the Senior Care Plus offices listed below:

Reno Office
Hometown Health Building
10315 Professional Circle
Reno, NV 89521

Carson City Office
911 Topsy Ln. #230
Carson City, NV 89705



DON'T BE A VICTIM OF TELEMARKETING FRAUD!

When you send money to people you do not know personally or give personal or financial information to unknown callers, you increase your chances of becoming a victim of telemarketing fraud. Senior Care Plus cares about its members and wants to share these warning signs of telemarketing fraud from the FBI with you.

Here are some warning signs of telemarketing fraud—what a caller may tell you:

- “You must act ‘now’ or the offer won’t be good.”
- “You’ve won a ‘free’ gift, vacation, or prize.” But you have to pay for “postage and handling” or other charges.
- “You must send money, give a credit card or bank account number, or have a check picked up by courier.” You may hear this before you have had a chance to consider the offer carefully.
- “You don’t need to check out the company with anyone.” The callers say you do not need to speak to anyone including your family, lawyer, accountant, local Better Business Bureau, or consumer protection agency.
- “You don’t need any written information about the company or their references.”
- “You can’t afford to miss this ‘high-profit, no-risk’ offer.”

If you hear these or similar “lines” from a telephone salesperson, just say “no thank you” and hang up.

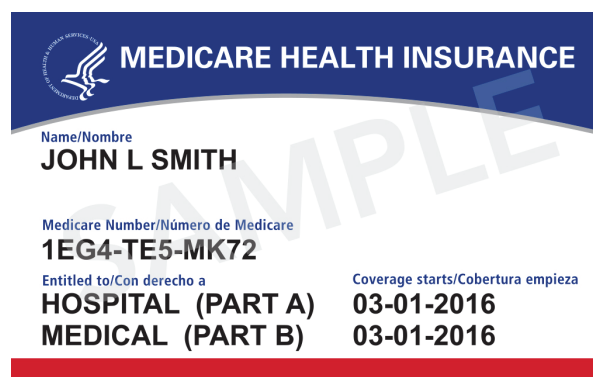
Source: FBI Website - <https://www.fbi.gov/scams-and-safety/common-fraud-schemes/telemarketing-fraud> - accessed 02/21/2018

NEW MEDICARE CARDS ARE COMING!

Medicare will mail new Medicare cards between April 2018 and April 2019. Your new card will have a new Medicare Number that’s unique to you, instead of your Social Security Number. This will help to protect your identity. Here’s an example of the new Medicare card:

Things to know about your new Medicare card

- You don’t need to take any action to get your new Medicare card.
- The new card won’t change your Medicare coverage or benefits.
- There’s no charge for your new card.



Remember, Medicare will never ask you to give us personal or private information to get your new Medicare number and card.



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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US POSTAGE
PAID
PERMIT #556
RENO NV

SPRING 2018

NEW CUSTOMER SERVICE
TELEPHONE HOURS!

7:00am - 8:00pm

7 Days A Week!

775-982-3112

HEALTHY CONNECTIONS

IN THIS ISSUE

- Membership Has Its Privileges
- Make The Most of Your Wellness Passport
- New Medicare Cards Are Coming!
- Protect yourself From Telemarketing Fraud
- Senior Care Plus Club Events
- Volunteer Opportunities

Senior Care Plus Club

**There will be two Senior Care Plus Club
Meetings in March!**

Reno Meeting

When: Wednesday, March 14 — 11:00am – 1:00pm

Where: Hometown Health Building

10315 Professional Circle, Reno, NV 89521

Fallon Meeting

When: Wednesday, March 28 — 1:00pm -3:00pm

Where: Churchill County Museum

1050 S. Maine St., Fallon, NV 89406

The Reno Event will feature chocolate and wine pairings. Come enjoy some chocolate and wine to celebrate national chocolate week with your Senior Care Plus Club friends!

The Fallon Event will include free entry to the museum as well as wine and chocolate. Visit SeniorCarePlus.com to confirm your attendance.

VOLUNTEERS WANTED!

Volunteers are needed to work afternoons at Hometown Health & Senior Care Plus! It's easy and fun and the minimum commitment is just 4 hours per week! If interested, stop by Senior Care Plus and pick up an application or contact Wendy Peukert, Volunteer Services Assistant - 775-982-7190 / wpeukert@renown.org