



HEALTHY CONNECTIONS

Senior Care Plus 

FEBRUARY 2017

A Publication for Hometown Health's Senior Care Plus Members

OUR FIVE-STAR PLEDGE TO YOU!

Check Out Our Five Areas of Focus To Make Senior Care Plus The Best It Can Be!

Senior Care Plus is committed to providing high-quality care and service to our Senior Care Plus members and providers.

The Centers for Medicare & Medicaid Services (CMS) uses a five-star quality rating system to measure Medicare beneficiaries' experience with their health plan and the quality of care they receive.

Our Five-Star pledge to you is focus our efforts on the five areas listed below to keep you healthy and provide the outstanding customer service you've come to expect from Senior Care Plus.

1. Staying Healthy

- Preventive Screenings
- Check-ups
- Vaccines

2. Managing Chronic Conditions

- Long-term medical conditions with a focus on Diabetes
- Medications management and adherence

3. Member Satisfaction

- Health Plan customer service
- Quality of care with the health plan
- Quality of care with their provider

4. Customer Service

- Responsiveness and helpfulness from the health plan
- Accuracy of information provided by the health plan

5. Physician Network

- Working with physicians to ensure quality care
- Expanding the physician network



As part of our Five-Star pledge to you, Senior Care Plus will be conducting random customer satisfaction calls to our members to obtain feedback to ensure that you are receiving high-quality care and service. If you have any questions or concerns, you can always contact Senior Care Plus at 775-982-3112 or Toll Free 888-775-7003, TTY Relay Service 711.



IT'S SURVEY TIME!

We “Always” Want To Hear From You So We Can Improve!

Every year The Centers of Medicare and Medicaid Services (CMS) 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)

CMS and Senior Care Plus uses these surveys to continuously improve the services that we provide.

The next CAHPS® survey is schedule to be mailed to Senior Care Plus members in late February 2017.

Some of the questions in this survey relate to your experience with Senior Care Plus and your healthcare provider. For example,

- In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

Always Usually Sometimes Never

- In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Always Usually Sometimes Never

Of course, we continually work with our staff as well as our network of healthcare providers so that when you are asked a question like the ones above, you can easily answer “Always.”

If you think back over the last six months and feel you did not “Always” receive quality care or quality service, please let us know now so we can address it. Please contact Senior Care Plus customer service at 775-982-3112 and share your experience so we can ensure you “Always” get the care and service you deserve.

3 QUESTIONS TO ASK YOUR DOCTOR

1. Ask for advice about preventative health. All of us can take better care of ourselves and your doctor can provide you with preventative health tips that are tailored to your health status.

2. Ask for a medications review. If you take multiple medications, it is important that your doctor is aware of all the medications you take, particularly when prescribing you a new medication. If you don’t take multiple medications, and the doctor is prescribing you a drug for the first time, be sure to ask about dosage and possible side-effects.

3. Ask your doctor for an exercise and nutrition program. Most people seek out doctors when they are sick because they want to get better. If you can remember to ask your doctor diet and exercise when you meet with him/her even when you are sick, odds are you can prevent the need for a follow up visit.





DISCOUNT DRUG CARD SCAMS

Don't Let These Scammers Trick You!

The latest scam criminal con-artists are running on seniors involves those discount prescription drug cards. While it's true legitimate ones can save you money, some scammers use fake discount cards to steal your identity and your money. Before accepting a card, remember:

- Real discount cards are FREE – you should never pay for one
- Fake discount cards ask for money or claim to replace Medicare
- Talk to someone you trust, like your pharmacist or call us here at Senior Care Plus
- If you are enrolled in Medicare Part D, you already have prescription drug coverage. To report suspected fraud, call: 1-877-7SAFERX (1-877-772-3379)

The bottom line is: Never give out your Social Security, Medicare, and health plan numbers or banking information to someone you don't know. If you ever question the legitimacy of a telemarketer or a prescription drug card, Senior Care Plus can help. Call us at 775-982-3112 and we will investigate the offer and report back to you whether or not it truly is too good to be true.

FALLS ARE NOT FUNNY...

Protect Yourself From Falls In Four Easy Steps

For the last 30 years, comedians have gotten big laughs making fun of the commercial that uses the phrase, "I've fallen and I can't get up." But falls are not funny and can actually cause serious injury or even death.

But you can have the last laugh by protecting yourself from falls. The CDC recommends the following four fall prevention steps:

1. Exercise regularly

It is important that the exercises focus on increasing leg strength and improving balance, and that they get more challenging over time. Tai Chi programs are especially good.

2. Have your medications reviewed

Ask their doctor or pharmacist to review their medicines—both prescription and over-the-counter—to identify medicines that may cause side effects or interactions such as dizziness or drowsiness.

3. Have your vision checked

Senior Care Plus members should visit the eye doctor at least once a year and update their eyeglasses to maximize their vision. Consider getting a pair with single vision distance lenses for some activities such as walking outside. Please review your Evidence of Coverage for more information regarding your vision benefit.

4. Make your home a "fall free" zone

You can make your home safer by reducing tripping hazards, adding grab bars inside and outside the tub or shower and next to the toilet, adding railings on both sides of stairways, and improving the lighting in their homes.

According to the Centers for Disease Control and Prevention (CDC), one out of three older adults (those aged 65 or older) falls each year but less than half talk to their healthcare providers about it. Don't be one of them. Tell your doctor if you are concerned about falls.

Source: Centers for Disease Control and Prevention



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Plus**

A Medicare Advantage Plan from Hometown Health.

830 Harvard Way
Reno, NV 89502

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SENIOR CARE PLUS IS MOVING!

Beginning May 1, 2017 our new Reno Office will be located at:

**10315 Professional Circle
Reno, NV 89521**

This is just south of the Renown South Meadows Medical Center and is accessible via RTC's Route 56 Bus Service.



10315 Professional Circle

