

SPRING 2022

# Benefits Bulletin

from Senior Care Plus

Senior Care  
Plus 

**Pharmacy Services Team  
is Here to Help You  
with Your Medications**

**Save Money on  
PRESCRIPTIONS**

**Behind-the-Scenes at  
Your Doctor's Office**

**NEED TO SEE  
A SPECIALIST?  
Try Renown's  
New Fast Pass**

**MyChart  
Classes**



# Prescription Drug Supply During the Pandemic

**Here are some tips you can use to make sure you can get the medications you need when you need them!**

It is no secret that the COVID-19 pandemic is making an impact on getting the things that we need as soon as we need them. And while Senior Care Plus can't control the availability of your medications at your preferred pharmacy, we do have a few tips and tricks that you can do to ensure you ALWAYS get the medication you need as soon as you need it.

## **Plan ahead!**

- Sign up for automatic refills with your pharmacy
- Know what your provider refill policies are! If your refills are getting low (less than 2-3 left), schedule an appointment with your prescribing provider to receive additional refills. Don't wait until the last minute!

**Consider a local mail order pharmacy, such as the Preferred Renown Mail Order Pharmacy. Medications are shipped locally via USPS.**

## **Need a refill sooner due to travel?**

- Call Senior Care Plus to coordinate an early refill approval to ensure you have enough medication for your trip.

**AND REMEMBER, SENIOR CARE PLUS ALLOWS YOU TO REFILL YOUR MEDICATIONS WHEN YOU HAVE USED 75% OF YOUR EXISTING SUPPLY. WHAT THAT MEANS IS:**

- You can request your refill on day 23 of a 30-day prescription
- You can request your refill on day 67 of a 90-day prescription
- You can request your refill on day 75 of a 100-day prescription

If you have any questions regarding your medications, call Senior Care Plus Customer Service at **775-982-3112** and ask to speak to a Pharmacy Services Team member.

## **Are you on Insulin? Ask about the Senior Savings Insulin Program!**

Medicare beneficiaries have the opportunity to **SAVE UP TO \$446 (66%) PER YEAR** on select insulin costs. While the maximum copay for each Select Insulin is **\$35**, some plans feature copays as low as **\$0** for up to a 30-day supply. Call Customer Service at **775-982-3112** and ask to speak to a Pharmacy Services Representative.

# Concerned about Prescription Drug Costs?

## The Senior Care Plus Pharmacy Services Team Can Help!

Senior Care Plus has a Pharmacy Services Team available to help members. Their job is to make sure you are on the right medications and they might be able to help if you have difficulty paying for your medications.

### MEDICATION AFFORDABILITY

The Pharmacy Services Team are pros at finding affordable solutions to your medication needs. If you have a limited income and are struggling with affording your medications, the Pharmacy Services Team has several ways to help you:

- Drug manufacturers sometimes offer patient assistance programs and will provide medications free for qualified applicants. The Pharmacy Services Team has the forms needed and can help you with the application.
- There are various foundations that offer assistance. The team can guide you through the entire process.
- Social Security has the **Extra Help** program. This program will significantly reduce the cost of all of your medications if you qualify. You can apply yourself online on the Social Security website – just Google **Social Security Extra Help** or the Pharmacy Services Team can assist.

To connect with a Pharmacy Services Representative, please call Senior Care Plus Customer Service at **775-982-3112**. You can also email them at [RenownHealth.com/renown-pharmacy](mailto:RenownHealth.com/renown-pharmacy).



## Saving Money on Your Prescriptions

There are many ways Senior Care Plus works to save you money on your prescription medications! See below and see if you are capturing all the savings available to you!

5 Ways to Save Money	Retail Pharmacies	Mail Order Pharmacies
100-day supplies available	<b>Yes</b>	<b>Yes</b>
Savings of filling a 90 to 100-day supply	<b>1/2 of a 30-day supply copay</b>	<b>1 full 30-day supply copay</b>
Preferred pharmacies to pay a lower copay	<b>Renown and CVS</b>	<b>Renown, PPS and Costco</b>
Zero dollar copays for tier 6 medications	<b>No</b>	<b>Yes</b>
Tier 6 medications covered through the gap	<b>Yes</b>	<b>Yes</b>

# A Behind-the-Scenes Look at Your Doctor's Office

HAVE YOU EVER WONDERED WHAT GOES ON IN BEFORE, DURING AND AFTER YOUR DOCTOR'S OFFICE VISIT? DO YOU KNOW HOW TO BEST PREPARE FOR YOUR VISIT? LET'S TAKE A DEEP DIVE INTO ALL THE MOVING PARTS, AND DISCUSS WHAT YOU NEED TO KNOW AND DO, TO MAKE THE MOST OF YOUR TIME WITH YOUR PRIMARY CARE PROVIDER (PCP).

## Things to do before your appointment.

1. Think about all of the questions you need to ask your provider. Write them down!
2. Review the PCP Discussion Checklist in your **2022 Best Start Guide**. (see page 13)
3. Review your current prescription list, and make any updates your PCP needs to know about.

## Know what to say when scheduling your visit.

When you call to schedule your PCP visit, the scheduler should know the following:

1. Tell them if you've seen any Specialists since your last appointment.
2. Tell them about any tests you've had since your last visit.
3. Explain the things you want to review during your appointment.



## See how your Primary Care Team prepares for your visit.

Doctors' offices are made up of many moving parts. Before you even walk into the building, a medical assistant has been working to help the doctor prepare for your visit (they may have been the one who scheduled your appointment!) The Medical Assistant helps your provider prepare for your visit by:

- Requesting medical records from specialists and integrating them into your Primary Care Medical record.
- Making sure the exam rooms are clean and ready for your arrival.
- Escorting you to the room.
- Taking your vitals.
- Update your prescription list.

In addition to the medical assistant, a panel coordinator has looked over your medical records to see what procedures, screenings, and lab work you have already done, and what you still need to get done. They share this information with your provider and make sure it is included in your medical records.

Once all this is done, your PCP will review your updated medical records before each visit, before they enter the exam room. If you've communicated with your Primary Care Team by following the guidelines listed above, your provider now has access to your imaging, lab work, and records from your previous visits, from your specialists, and is ready to discuss your care plan.



**What will be reviewed during your time with your provider?**

You should expect to discuss the following with your doctor during every visit:

- 1. Tell them about you current medications and your preferred pharmacy.
- 2. Discuss any specialty care you have received or still need.
- 3. Review your test or imaging results.
- 4. Upcoming tests including:
  - When you can expect the results to be delivered?
  - Remember that all test results ordered by a Renown Provider, or done at a Renown lab are automatically released in MyChart!
  - When your provider will review them.
  - When you and your provider will discuss them.
- 5. Discuss the status of any health screenings you have completed or still require.
- 6. Review any additional needs your provider can help coordinate for you.



Remember, your provider wants you to be your own health advocate and they take the time they spend with you very seriously. You should use this time to talk about what is going on with your health. Ask all of your health questions, confirm results, get health advice, and make sure you understand what your doctor is telling you.

**When you leave your visit, your care continues.**

After you leave the office, your provider spends time documenting what the two of you have discussed. If your provider wrote a prescription for medication for you, the medical assistant initiates that process so your preferred pharmacy is notified. If your provider feels you need to see a specialist for further medical treatment, the medical staff will prepare a referral and send it to the specialist on your behalf. Finally, all the information is uploaded into my chart for you to review.

Clearly, there is a lot more to a visit at the doctor’s office than meets the eye. Many people are involved to ensure your visit is productive and that time is well spent. You can do your part by continuing to take an active interest in your health and your health care. That means getting regular checkups and taking any medications you are prescribed as directed

**Helping your provider take care of you is just good medicine.**

# COVID-19 Impact on Specialty Care:

**Renown Health and Senior Care Plus are working hard to get you the specialist visit you need!**

The COVID-19 pandemic has affected many aspects of how we navigate life. Getting the care you need is no exception to that. In addition to the pandemic, you may have also noticed that our community is growing! According to [WorldPopulationReview.com](https://www.worldpopulationreview.com), Reno's population has grown by approximately 14,000 since 2019!

Now in 2022, with more people catching up on the healthcare they may have delayed early in the pandemic, we want you to be aware of what to expect, and let you know how Renown and Senior Care Plus are working to make sure you have access to the specialty care you need.

## **RENOWN IS HIRING SPECIALISTS!**

RENOWN USES A COMMUNITY NEEDS ASSESSMENT TO DETERMINE WHERE TO FOCUS HIRING EFFORTS. RENOWN IS ACTIVELY RECRUITING SPECIALISTS IN THE AREAS OF HIGHEST NEED INCLUDING DERMATOLOGY, CARDIOLOGY, ENDOCRINOLOGY, AND OBGYN. IN FACT, SINCE 2019 RENOWN HAS HIRED 80 HEALTHCARE PROFESSIONALS AND SPECIALIST AND THEY PLAN TO HIRE MANY MORE!



## **How Renown ensures your specialist appointment is scheduled as soon as you need**

Even before your very first visit with a specialist, Renown is working to ensure you are seen in a timely manner with a provider who is able to address your specific needs. Here is how they do that:

- **No authorization is required to see a Renown specialist.** This reduces wait time by eliminating a step in the process
- **When your PCP sends a referral, Renown utilizes a triage process where the referral is reviewed by our specialty care teams.** This clinical review ensures that you are scheduled with a provider who has the specialization needed for your particular care needs.
- **Urgent referrals are reviewed within one day** and are fully assessed to ensure you are seen in the appropriate time frame based on the complexities of that particular referral, and your condition.

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**Renown**<sup>®</sup>  
HEALTH

# Renown's new **Fast Pass Scheduling System**

When you schedule an appointment with a Renown Specialist, you are automatically placed in the Fast Pass queue. This means that if there is a cancellation, you will be alerted via MyChart of an earlier appointment time if one becomes available. Remember, for Renown to notify you of available appointment times, you must turn on your notifications in MyChart. Renown's new Fast Pass program helps to ensure you see a specialist as soon as possible.

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## **How Renown uses e-consultations**

Another important tool Renown uses to get patients the appropriate care when they need it is e-consultations. This is a process where a primary care provider can consult with a specialty provider to get real time information on assessment and treatment, allowing your care to remain with your primary care provider, avoiding the need for further specialty care.

## **You can nominate a provider**

Senior Care Plus loves recommendations from members about which providers they would like to see added to the network. Simply complete and submit the Physician Nomination Form which can be found on [SeniorCarePlus.com](https://www.seniorcareplus.com).

## **Specialty care is a team effort**

In many cases, getting the specialty care you need goes beyond your visit to a provider. It may include talking to nurses or medical assistants about your symptoms, concerns, and medications. It includes communicating with providers directly using tools like MyChart and pre-visit planning like completing lab work prior to your appointment (which can prevent further delays).

The work extends after hours as well. Renown has on-call providers who you can speak to in real time to be assessed. All of this work done behind-the-scenes, before your appointment is recorded in your medical record. This ensures when the specialist sees you, they have the information required to address your needs.



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## IN THIS EDITION

**Renown's New Fast Pass Appointment System**

**Save Money on PRESCRIPTIONS**

**Behind-the-Scenes at Your Doctor's Office**

**MyChart Classes Now Available**

## Are You Using **MyChart**?

**Electronic medical records are the key to your care!**

MyChart is a free, secure online patient portal that allows to you to view your healthcare information. And for 2022, Senior Care Plus has added your insurance information to MyChart.

MyChart is used every day by Renown providers to help manage your care. Healthcare providers throughout Renown upload lab tests and imaging results and communicate with you and with each other through the MyChart system.

**By creating a MyChart account and logging into the system, your provider can tell you when they have reviewed your records and even send reminders to you. You can also use MyChart to communicate with your provider, ask for medication refills, and be notified via Fast Pass to get in and see a specialist sooner.**

### MyChart classes – IT'S EASY TO USE!

If you need help learning to use MyChart, Senior Care Plus is now offering MyChart classes. Visit [SeniorCarePlus.com](https://www.seniorcareplus.com) and click on **MyChart** to sign up for a class or create your own MyChart account.

