

SUMMER 2022

Benefits Bulletin

from Senior Care Plus

Senior Care
Plus 

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COVID-19 TESTS**

**New Behavioral
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IS PART OF YOUR
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Summertime Blues?

New Behavioral Health Assessment Center Now Open!

Senior Care Plus is excited to share with you a new resource to help our members.

Behavioral health services can often be confusing and difficult to navigate. You may be unsure what type of services are available and what your particular needs might be. Is it medication management, talk therapy, outpatient group therapy?

The Stacie Mathewson Behavioral Health & Addiction Institute at Renown Health has opened the Behavioral Health Assessment Center to help you. If you are in need of guidance, you can make an appointment for a brief assessment by a licensed clinician, such as a therapist, social worker or a nurse.

During your appointment, you will discuss your personal concerns and needs and guided to the appropriate level of care. The Behavioral Health Assessment Center will even set an appointment for you before you leave. They are there to help connect you to the right behavioral health resources.

WHAT: **Behavioral Health Assessment Center**

WHERE: **85 Kirman, Suite 101 | Reno NV 89502**

WHY: If you are feeling down, lonely, out-of-sorts emotionally, you can receive a behavior health assessment with a specialist co-pay that can guide you toward local resources.

HOW: Call **775-982-1121** to schedule your assessment from Renown's new Behavioral Health Assessment Center.

Make The Most Of **MyChart!**

Senior Care Plus Offers MyChart Training Classes Once A Month!

We are offering them in person at our south Reno location: **10315 Professional Cir. | Reno NV 89521**

THE CLASS COVERS:

- How to schedule an appointment
- Messaging your Provider
- Viewing test results
- Insurance information
- Prescription refills
- Claim and referral information
- How to view your ID cards
- And many other features within MyChart!

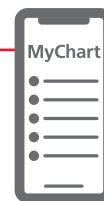


THE CLASS SCHEDULE:

- Wednesday, June 8, 2022
from 10 a.m. to Noon
- Friday, July 15, 2022
from 10 a.m. to Noon
- Wednesday, August 17, 2022
from 10 a.m. to Noon
- Wednesday, September 14, 2022
from 10 a.m. to Noon

HOW TO SIGN UP?

Go to our website, **SeniorCarePlus.com** and click on MyChart at the top. If you scroll to the bottom, you will see the links to sign up for the class. You can also call our Customer Service Team to register at **775-982-3112**.



MyChart Makes Managing Health Care Easy.

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 so much more!

TELADOC Now Offers Dermatology Services

SAVVY SENIOR CARE PLUS MEMBERS HAVE BEEN TAKING ADVANTAGE OF TELADOC, THE 24/7 SERVICE THAT CONNECTS PATIENTS WITH BOARD-CERTIFIED DOCTORS BY PHONE OR VIDEO, SINCE IT BECAME AVAILABLE A FEW YEARS BACK. TODAY, WE ARE NOW EXCITED TO ANNOUNCE THAT WE HAVE ADDED DERMATOLOGY SERVICES FROM TELADOC. HERE IS A QUICK Q&A REGARDING THIS NEW SERVICE:



What kind of skin conditions does TELADOC Dermatologists treat?

TELADOC is great for things like, acne, rosacea, and rashes. You can also use it for moles or skin growths, however, depending on the severity, it's possible that your care plan may require you to see other In-Network Senior Care Plus providers for follow-up and further intervention.

What can I expect during my consultation?

The dermatology service is not a video visit or phone consultation. When you start your consult, you simply answer a few questions and upload photos of your skin condition. Once that's done, a dermatologist is assigned to you. They will work with you via the TELADOC Message Center to evaluate your condition and develop a treatment plan.

How much does it cost?

TELADOC consultations are \$0.

Do I need a referral from my Primary Care Provider?

No.

How do I register for TELADOC

If you are new to using TELADOC, start by visiting their website at teladoc.com.

You can also download the free TELADOC app to your tablet or smart phone.

Once on the site, click **register now** in the top left corner of the page.

Enter your information as it appears on your Senior Care Plus ID Card. This information will be used to confirm your TELADOC benefit with Senior Care Plus. The entire process only takes a couple of minutes.

How do I schedule a dermatology consult with TELADOC?

Once you have registered, log into the TELADOC website, and click on dermatology, and follow the prompts.

How do I upload a photo?

Take a picture on your smart phone or tablet. If you are using the TELADOC app on your smart phone or tablet, you can upload it directly from the same device you took the pictures with.

If you are using a computer, send the photos via email to your personal email address. Then, you can open your email on your computer, save the photos to your computer and upload them to TELADOC.



What if I need to see another type of specialist for my skin problem?

If the TELADOC provider thinks you need to see another care provider, they will tell you via the Message Center as a part of your treatment plan.

Can they prescribe medication?

In most cases, yes. You will be able to select the pharmacy of your choosing.

***Note – TELADOC providers do not have access to the Senior Care Plus drug formulary, so be sure to confirm your drug is covered.**

We recommend calling the pharmacy before you pick up any prescriptions that were ordered for you. When you call the pharmacy you can give them your insurance information and make sure it is a covered drug. If you find you have been prescribed a non-covered drug, you can call Senior Care Plus Customer Service at **775-982-3112** and ask to speak to a Pharmacy team member who will help you get an alternative medication.

Coordinating with your PCP is extremely important!

It is very important that you notify your Primary Care Provider (PCP) of the visit you had and provide them with the notes from the visit. This is especially true when you receive a prescription or need care from an additional provider. You can update your PCP from your TELADOC account.

From the home page, click on **view all past visits**. Then you will see a summary of your visit and an option to **send to doctor**. Click on **send to doctor**, enter your PCP's contact info, including a fax number, and your visit notes will be faxed to your PCP. We also recommend sending your PCP a MyChart message letting them know about the visit and to look for the faxed information from TELADOC.

TELADOC Real User Story

When Hometown Health employee Keileigh needed to see a dermatologist recently, she was looking to get the care she needed fast, and in a time frame that worked with her busy schedule.

Fortunately, like all Senior Care Plus members, Keileigh, has access to TELADOC with a \$0 co-pay for dermatology services.

"I was able to start my consultation on my lunch break, and within 24 hours had a diagnosis and a prescription called into the pharmacy of my choosing. I never even left my house!" – KEILEIGH

Keileigh was thrilled that the service was easy. She said the dermatologist was fantastic, asked clarifying questions in a kind manner, and took a real interest in her care needs.

Call TELADOC today to get started:
1-800-Teladoc (835-2362)



Prescription Drug Shortages

Don't Let Supply Chain Issues Affect Your Health

Our goal at Senior Care Plus is to make sure you always have access to the care you need, when you need it. A big part of that is making sure you can get your prescribed medications on time. While Senior Care Plus can't control or prevent national drug shortages, we want to equip you with good information that helps you navigate the supply chain issues that have impacted all of us.

Why do prescription drug shortages occur?

The Food and Drug Administration (FDA) works to find ways to mitigate drug shortages. However, there are a number of factors outside the FDA's control. A major reason for these shortages has been manufacturing issues. However, there have been other reasons including supply chain issues like delays in receiving raw materials or components from suppliers.

How will I know if one or more of the drugs I take are in short supply?

The FDA maintains a list of drugs that are in short supply.

You can access this list by visiting: accessdata.fda.gov/scripts/drugshortages

What can I do to avoid being impacted by a prescription drug shortage?

1. Call your pharmacy first to see if they have your drug available to refill. If they do – Great news! Go ahead and ask them to get your refill ready! If they don't – ask your pharmacist to work with your doctor to find an alternative, or see if there is another way you can get your prescribed drugs.
2. Start planning your refill as early as possible. One of the best things you can do is switch to a mail order pharmacy. When you use a mail order service, you can get 90 or 100-day supplies. That means, you can start planning your refill on day 75 of your supply.

WHICH MAIL ORDER PHARMACIES CAN SENIOR CARE PLUS MEMBERS USE?

POSTAL PRESCRIPTION SERVICES - **1-800-552-6694**

COSTCO MAIL ORDER - **1-800-607-6861**

RENOWN HEALTH MAIL ORDER PHARMACY - **775-982-5280**

You will also want to give them a credit card number so they can charge you for your medications.

After your mail order account is set up, contact your prescriber to get a prescription for a 90 to 100-day supply for the maintenance medications you would like to have filled at your new mail order pharmacy.



FIGHT THE GOOD FIGHT.

Renown Pharmacy

Prescribe your health better Rx care with Renown Pharmacy. Our friendly pharmacy teams specialize in hard-to-find medications and one-on-one pharmacist consultations.

How to Get Started

Ask your provider to send your prescription to one of our two Renown Pharmacy locations. You can also transfer your prescriptions by calling our pharmacies directly using the location phone numbers listed below.

Local Mail Order Prescriptions

If you take maintenance medications, you can save time by signing up for mail-order prescriptions. Local shipping means fast delivery! In addition, Senior Care Plus members enjoy a reduced co-pay.

Call the Renown Health Mail Order Pharmacy at **775-982-5280** and they can get you all set up!

**Prefer in person pick up?
Two locations to serve you!**

RENOWN PHARMACY

**75 Pringle Way | Reno, NV 89502
775-982-7737**

RENOWN PHARMACY

**21 Locust St | Reno, NV 89502
775-982-5280**



Senior Care
Plus 

Renown
HEALTH

Senior Care Plus is pleased to partner with Renown Pharmacy. Other Pharmacies are available in our network.

10315 Professional Cir. | Reno, NV 89521

Your Primary Care Provider Wants to See You!

If you have not yet scheduled an appointment to see your Primary Care Provider (PCP) for your annual wellness visit, do so today.



IF YOU HAVE A RENOWN PCP, call **775-982-5000** to schedule your visit. Call the office location for your non-Renown PCP.

DON'T HAVE A PCP?

Call Senior Care Plus Customer Service at **775-982-3112** and they will assist you!

Over-the-Counter COVID-19 Test Information

Senior Care Plus wants to help members better understand the process of getting free over-the-counter COVID-19 tests. Here is what you need to know:

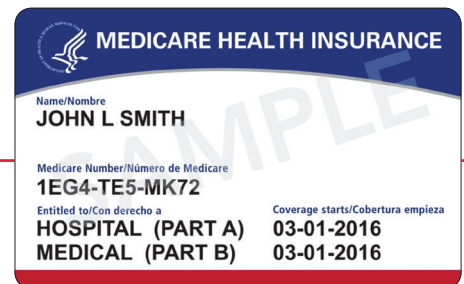
How do I get my free over-the-counter COVID-19 tests?

TO CLAIM YOUR FREE OVER-THE-COUNTER COVID-19 TEST, YOU NEED TO FOLLOW THE STEPS LISTED BELOW:

1. Go to a participating pharmacy like CVS, Walmart, or Walgreens (you can see a full list of participating pharmacies on the [medicare.gov](https://www.medicare.gov) website).
2. Present your red, white and blue Medicare card at the pharmacy window (not your Senior Care Plus ID card) and ask for up to eight free over-the-counter COVID-19 tests per month.

Senior Care Plus members are encouraged to get vaccinated against COVID-19 and to utilize over-the-counter tests to protect themselves and their loved ones.

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Present your red, white and blue Medicare card at participating pharmacies to receive up to eight free over-the-counter COVID-19 tests per month.