

Chronic Obstructive Pulmonary Disease (COPD)

Chronic obstructive pulmonary disease (COPD) is a disease that worsens over time and makes it hard to breathe. Here are some facts about COPD:

- Cigarette smoking is the leading cause of COPD. Most people who have COPD are smokers or have smoked.
- Asthma, emphysema and chronic bronchitis are the most common conditions that make up COPD.
- COPD develops most often in people who are age 40 or older.

The most common treatments available to combat COPD include:

- Medications that increase airflow to the lungs, reduce inflammation and/or prevent infection;
- Supplemental oxygen;
- Pulmonary rehabilitation (a program of breathing help that could include exercise or nutrition training); and
- Flu and pneumonia vaccines.



There is no cure for this condition. But taking these steps can help you manage it:

- Don't smoke. Talk with your doctor if you have trouble quitting.
- Take all medications as prescribed.
- Seek help from friends or relatives.
- See a mental health professional if you're depressed or anxious.

Always Talk with Your Doctor

Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor's advice. It is based on third party sources. We are presenting it for your information only. Also, Easy Choice does not guarantee any health results. You should review your plan or call Member Services to find out if a service is covered. Call **911** or your doctor right away in a health emergency.

Recognizing and Preventing Elder Abuse



Abuse and neglect can be an issue throughout our lifetimes. As we age we become more vulnerable to abuse due to lack of social contact and a decline in mental and physical abilities. There are many types of elder abuse, including:

- **Physical abuse** – when someone inflicts physical pain or injury
- **Emotional abuse** – verbal assaults, harassment and threats of physical harm or confinement

Source: Administration on Aging. *What is Elder Abuse?*

http://aoa.acl.gov/aoa_programs/Elder_Rights/EA_Prevention/whatIsEA.aspx

- **Confinement** – being isolated or restrained for a non-medical reason
- **Neglect** – caregivers' failure to provide necessities such as food, clothing, medical care and/or shelter
- **Financial exploitation** – misuse of or denying financial resources

Here are some ways to prevent elder abuse:

- Take care of your health by getting preventive care, and seek care for chronic health conditions.
- Stay active both physically and mentally.
- Document a living will and select both a health care surrogate and power of attorney.
- Ensure open communication between you, your physician and caregiver.

Elder abuse can be reported in different ways:

- If there is immediate and/or life-threatening danger, call **911**.
- Report the abuse to your local Adult Protective Services.
- Call or talk to your physician for assistance.



CommUnity Assistance Line

CAL NUMBER VIDEO RELAY
1-866-775-2192 1-855-628-7552

We offer non-benefit resources such as help with food, rent and utilities.



The Chronic Care Improvement Program

The Chronic Care Improvement Program (CCIP) is part of the Centers for Medicare and Medicaid Services' (CMS) national Million Hearts campaign initiative.

The goals of the CCIP are to:

- Increase medication adherence to improve members' cardiovascular health and promote positive health outcomes
- Decrease the number of heart attacks, stroke or death related to cardiovascular disease

The focus of the CCIP is on:

- Aspirin use for people at high risk when appropriate
- Blood pressure control
- Effective treatment of high cholesterol
- Smoking prevalence reduction
- Sodium intake reduction
- Artificial trans fat consumption reduction

Members enrolled in our Disease Management Program are provided with education, tools and resources to empower them to achieve the goals of the Chronic Care Improvement Program.

Click or Call for the Latest Drug Coverage Updates

Want to find the latest information about the drugs we cover? Visit our website to find your most up-to-date formulary. There, you can also:

- Learn about medications we've recently added; and
- Find changes to drug requirements or coverage limits to drugs.

Please notice that many of the brand-name medications have recently been replaced on the formulary with their generic versions. To find your plan-specific formulary on the website, go to www.easychoicehealthplan.com and click on "Drug Formulary Search." On the next page, click on the "Drug Formulary Search Tool" link for your plan. This will take you to the drug search page. Follow the instructions you find there. You can also call us at the number on the back of your member ID card.



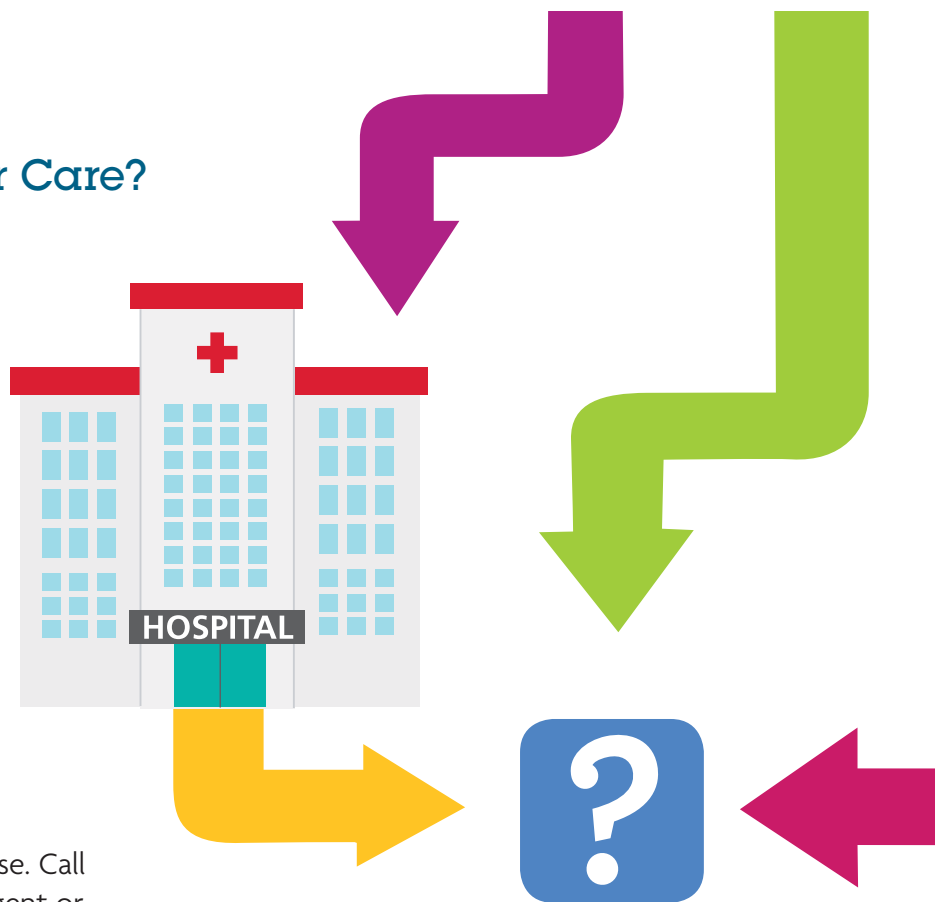
Where Should You Go for Care?

Medical emergencies can happen at any time. If you feel you are having an emergency, go to the nearest emergency room (ER) or call **911**. If you feel you are not having an emergency, then you should contact your primary care physician regarding what you should do. Your doctor will help you determine what your next steps should be.

- Remember, if you are feeling bad it is important to not wait until the last minute to see if your doctor can help or if you start to feel better.
- Sometimes your doctor can see you on the same day if you are not feeling well or if you begin to feel worse. Call your doctor's office and request an urgent or same-day appointment.
- It is important to remember that unless you are having a medical emergency, it is better to be seen by your doctor rather than in the ER. Your doctor has a complete understanding of your medical condition, including medications, and is better equipped to take care of you.

Tips for preventing trips to the ER:

- Schedule and go to your regular health care visits with your primary care provider. These visits can help you and your doctor stay up-to-date with tests, blood work and exams.
- If you have a health problem that requires home checks (such as blood pressure or blood sugar), be sure to understand what and how to monitor. Keep a journal of results to share with your doctor.



- Call your doctor if you think that something is not right with how you feel.
- Manage your medications. You need to understand your medications, their uses, how to take them and any side effects. Let your doctor know if you are having trouble getting a medication or remembering to take a medication.
- Ask questions about your health care. Don't be afraid to ask your doctor or nurse about your care, and repeat instructions back to be sure you understand.

You can also call the Easy Choice Nurse Helpline if you have questions or go to Urgent Care rather than visiting the ER.

Sources: *AgingCare.com. ER, Urgent Care, or Primary Care: Which Should You Choose?*
www.agingcare.com/Articles/ER-vs-Urgent-Care-Clinic-vs-Primary-Care-Physician-194761.htm
AHC Health Enews. 10 Signs You Should Definitely Go to the Emergency Room.
www.ahchealthenews.com/2013/02/14/10-signs-you-should-definitely-go-to-the-emergency-room/



The ER Game

When should you go to the emergency room? Check what you think is the right answer below and see how you score.

1. Sprain to the knee YES NO
2. Important medicine runs out YES NO
3. Broken arm YES NO
4. Chest pain..... YES NO
5. Sudden weakness or trouble talking YES NO
6. Sore throat YES NO
7. Bump on head that causes a blackout YES NO
8. Seasonal allergies YES NO

See the bottom of this page for the answers.

Notice of Privacy Practices

The law says we must protect your health information. Our *Notice of Privacy Practices* states how we may use this data. It also tells you how you may use your rights to:

- Access your health information
- Control your health information

You can see our *Notice of Privacy Practices* at www.easychoicehealthplan.com. You may also ask us for a copy. To contact us, refer to the information on the back of your member ID card.

If we change our privacy policies, we will post a new notice on our website. We will also mail a notice of the changes to you when the law says we must.

Answer Key for ER Game:

1. No*
2. No*, see your doctor before your medication runs out.
3. Yes
4. Yes, it may be a heart attack.
5. Yes, it could be a stroke.
6. No*
7. Yes, it may be more serious.
8. No*

*Instead of going to the ER, contact your doctor or the Nurse Helpline, or go to Urgent Care.

Coordination of Care and Prevention

Your primary care physician (PCP) is the “gatekeeper” of your care. It is important to provide medical information to your PCP in order for him or her to coordinate appropriate care for all of your medical conditions. Care coordination in the primary care practice involves deliberately organizing patient care activities and sharing information among all of the participants concerned with a patient’s care to achieve safer and more effective care. Coordinating care and prevention go hand in hand and can improve the quality of your life. Preventive care includes:

- Regular visits with your doctor
- Screening for illness or health problems
- Immunizations

Prevention is also important to avoid developing health problems. Preventive screenings may include:

- Blood pressure screening
- Height, weight, measure of body fat (BMI)
- Blood tests
- Bone density test



- Screening for depression
- Vision and hearing screenings
- Screening for cancers as appropriate to your age, sex and risk factors

By checking the above you may avoid or detect early hypertension, diabetes, high cholesterol, or other ailments. Your PCP will work with other providers (i.e., specialists) as necessary to aid in providing you with the care you need.

Source: Agency for Healthcare Research and Quality. Care Coordination.
www.ahrq.gov/professionals/prevention-chronic-care/improve/coordination/index.html



Refer a Friend

If we’ve helped you, then you may know other Medicare-eligible people who could benefit from our services. If so, ask them to give us a call at 1-866-999-3945 (TTY 1-800-735-2929) Monday-Friday, 8 a.m. to 8 p.m., to discuss what they need in a health plan.

Mind Your Mental Health Medication

Mental health medications help ease distressing emotions and distorted thoughts. But that's not all they do.

If your doctor prescribes one of these medications for you, taking it for as long as needed may improve your recovery. This helps you enjoy a more active, rewarding life.

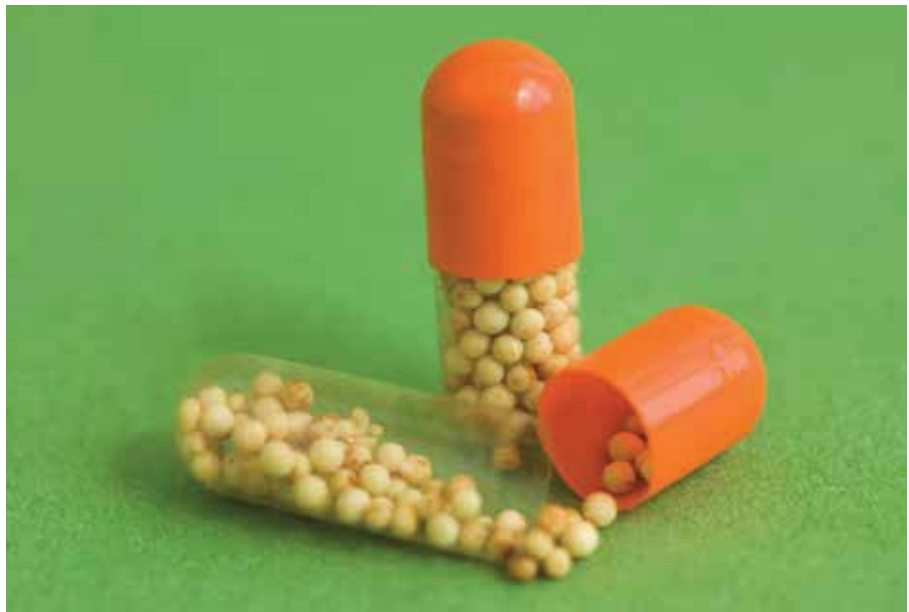
Plus, taking your mental health medication also helps protect your physical well-being. When a mental health condition isn't treated, it may play a role in causing or worsening physical ailments. For example, depression increases the risk for heart disease, stroke, diabetes and Alzheimer's disease.

Just keep in mind that a medication can only help if you take it. Often, you'll need to use mental health medications long-term, even after you're feeling better. If you stop your medication too soon, your symptoms might come back.

Medication Safety

These simple steps can help you get the most benefit from your medication with the least risk:

- **Share info with your doctor.** Tell your doctor about any prescription drugs, over-the-counter medicines, vitamins or herbal supplements you're taking. Let the doctor know if you've had any bad reactions to medications in the past.



- **Discuss potential side effects.** If you're taking an antidepressant, for example, possible side effects include headaches, nausea, sleep problems and jittery feelings. Ask your doctor in advance how to handle common problems. Call your doctor if you experience severe, bothersome or long-lasting side effects.
- **Use your medicine correctly.** How often do you take it? Does it matter whether you take it with meals? If you're unsure about anything, ask your doctor or pharmacist.
- **Don't forget to take it.** Tie taking your medication to an

activity you do around the same time every day, such as going to bed. Keep the medication where you'll see it.

- **See your doctor regularly.** Schedule appointments as often as your doctor recommends. Your doctor will monitor how well a medication is working for you. Don't stop your medication without speaking with your doctor first.

Finally, be hopeful, but realistic. Some mental health medications take four to six weeks for the full effects to kick in. Don't expect to feel better overnight. In the long run, a little patience can lead to a big payoff.

Sources: National Institute of Mental Health. *Mental Health Medications.* www.nimh.nih.gov/health/topics/mental-health-medications/index.shtml
National Institute on Aging. *Taking Medicines Safely.* www.nihseniorhealth.gov/takingmedicines/takingmedicinessafely/01.html



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Cypress, CA 90630

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HEALTH PLANS

Health and wellness or prevention information.

Easy Choice Health Plan (HMO), a WellCare company, is a Medicare Advantage organization with a Medicare contract. Enrollment in Easy Choice (HMO) depends on contract renewal.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments and restrictions may apply. Benefits, premiums and/or co-payments/coinsurance may change on January 1 of each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. Easy Choice uses a formulary. Please contact Easy Choice for details.

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Easy Choice Health Plan, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-866-999-3945** (TTY: **1-800-735-2929**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-999-3945** (TTY: **1-800-735-2929**).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電**1-866-999-3945** (TTY: **1-800-735-2929**)。