

A publication for **AvMed Medicare** Members

ASPIRE

Special Issue 2018

**Your 2019 Enhanced
Healthcare Benefits**

**Protect Yourself,
Get Vaccinated**

**Breast Cancer
Awareness Month:
Get Screened!**

**SPECIAL ISSUE:
Annual
Enrollment
Period**



Breast Cancer Awareness Month: Get Screened!

With one in eight American women likely to develop breast cancer in their lifetime, early detection is critical. Breast cancer has no symptoms in its early, most treatable stages. Undergoing regular screenings can spot cancer before symptoms appear, at which point treatment may be less invasive and more effective.

With National Breast Cancer Awareness Month upon us, it's a good time to get screened. According to the American Cancer Society. Even women with no personal or family history should schedule an annual mammogram; while most women 55 and older can switch to a mammogram every other year or they can choose to continue yearly mammograms. Patients with risk factors like a family history should get mammograms every year. Talk to your Provider about what screening schedule is right for you.



ASPIRE

James M. Repp
President and COO

Jaime Alfaro
Director of Marketing and Communications

Felicia Lopez-Walker
Managing Editor

AvMed, one of Florida's largest not-for-profit health plan companies, provides quality health benefits throughout the state.

Always consult your Primary Care Physician (PCP) regarding medical advice. The health information in this publication is not intended to replace your doctor's directives.

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AvMed's Member Engagement Center
1-800-782-8633 (TTY 711)
October 1-March 31,
8 am-8 pm; 7 days a week.
April 1-September 30
Monday-Friday, 8 am-8 pm and
Saturday, 9 am-1 pm.
www.AvMed.org

AvMed Speaks Your Language
Estamos aquí para servirle.
En español, llame al
Departamento de Servicios a los
Afiliados al 1-800-782-8633
AvMed a votre service.
Pour un représentant bilingue
qui peut répondre à vos
questions 1-800-782-8633

OUR COMMITMENT TO YOU



Dear Valued Medicare Member:

It's that time again. Time to take a personal inventory and identify your healthcare requirements for the coming year. We are pleased to announce that we have enhanced benefits with lower cost share for 2019. AvMed continues to be one of the best values in South Florida healthcare by minimizing your expenses. At AvMed, we are ready to

serve the needs of Members, like you, who have made it their goal to lead a happy and healthy life.

In this special issue of *ASPIRE*, that coincides with AvMed's Medicare Annual Enrollment Period, you'll find an insert in the middle of the magazine that contains

information on your 2019 medical and pharmacy benefits. We ask that you review this information carefully as you prepare for the year to come.

You'll also find articles on how you can live a **WELLfluent**[®] life, including ways to stay active, engaged and motivated through programs like SilverSneakers[®] and Club Aspire, which provides access to a wide variety of social events, educational sessions and a host of activities designed to be informative, fun and inspirational (page 6). We also address such topics as the importance of getting vaccinated against the flu and prevention of osteoporosis, among other articles.

Thank you for being a valued Member of AvMed. We look forward to serving you in the months and years to come.

James M. Repp

President and Chief Operating Officer, AvMed

ASPIRE@AVMED.ORG

AvMed At Your Fingertips

Make the most of your membership with the AvMed Member Portal. By creating an account, you can take advantage of various tools and resources designed to help you live a WELLfluent[®] life. Here's how you can get started:

1. Visit AvMed.org and click "Login" to bring up the "Register" button.
2. Provide your email, first and last name, birthday and Member ID number.
3. Fill out the remaining prompts and confirm your account. That's it. Once you are registered, you will have access to Member-specific programs and services, a secure message center, a "Show Me the Math" tool, an at-a-glance dashboard view for easy review of your claims and benefits, plus much more.



Share Your WELLfluent[™] Life! How are you joining the WELLfluent? Email us at ASPIRE@AvMed.org with your story and photo or share it on Facebook – tag AvMed and use the hashtag **#JoinTheWELLfluent**. You could be featured in an upcoming issue of the magazine.



For 2018, you can get up to \$25 in gift cards for receiving the flu shot and a pneumonia shot (for those aged 65 years and older) through AvMed Healthyperks. For more information, visit www.AvMed.org/Healthyperks.

Be Proactive. Protect Yourself. Get Vaccinated.

“Get your flu shot today.” Sound familiar? Every flu season this message is communicated repeatedly to encourage us to vaccinate against the flu virus. And this season is no different.

The flu virus changes each year, and with it, a new flu vaccine is made available to protect us from the flu’s awful symptoms, some of which can be quite severe. In fact, approximately 200,000 people are hospitalized every year from the flu. Last year’s flu season was particularly harsh. The Florida Department of Health reported 502 outbreaks of the flu, and of those who were sick, 70% were not vaccinated. Pregnant women, children and adults 65 and over were the most severely affected.

The flu vaccine remains the best way to protect you and your family against the flu and flu complications. So don’t wait! Flu vaccines are available free of charge to AvMed Members at your PCP or local participating pharmacies (remember to show your AvMed ID card). It’s just one more way AvMed is helping you live a healthier, more WELLfluent life!

Addiction can affect anyone in our society and is known to cause lost productivity, family struggles and even death.¹ The cause of addiction can’t be pinpointed to just one factor.¹

However, research has found that both addictive substances and behaviors release the neurotransmitter dopamine, which is your brain’s reward zone.¹

Over time, the addictive drug or behavior can take control of your reward system resulting in your brain’s ongoing craving for additional dopamine release.¹ What’s more, the brain of an addictive person can experience physical changes as a result of the addiction. This may cause switches in its priority to obtaining more of the addictive substance or behavior regardless of its physical, emotional or financial harm.¹

While the brain’s changes caused by addiction can produce feelings of despair, shame and remorse, the good news is recovery is achievable.¹ Whether your addiction has led to hospitalization or not, Magellan Health – AvMed’s behavioral health partner – can deliver the right tools and supportive resources to help you on your road to recovery. Magellan’s network of credentialed behavioral health professionals will provide the needed clinical-based recovery support at your convenience.

AvMed encourages Members to take the proper steps toward recovery as soon as possible. This is especially important for our Members who have been hospitalized for addiction. Prompt treatment after hospitalization is optimal for better health outcomes. Current guidelines encourage individuals to seek follow-up care with a behavioral health provider within 30 days of being discharged from the hospital.

Reference: ¹<https://www.psychologytoday.com/us/basics/addiction>



For more information about this topic, please visit AvMed’s website and/ or Magellan’s website. To contact Magellan Health, please call **1-800-424-4810** to begin your recovery journey.

A MOVER AND SHAKER



Janet M. is a cheerleader extraordinaire. Not with pom-poms and team-spirit cheers, but with comfy sneakers and rally cries for healthy living.

"I have a lot of living to do, so I want to be fit and stay healthy," says the 67-year-old retiree, who lives in Miramar with her husband, Jose.

Janet and Jose love to travel. When they do, they love outings that get their hearts pumping, from hiking the Great Wall in China to wandering the Amazon rainforest in Ecuador. "We don't sit still when we travel," says Janet, who took the AvMed WELLfluent® Living pledge and joined the SilverSneakers program through AvMed when she retired from Baptist Hospital two years ago. "We're out there running around with people half our age and that's the way we like it because it keeps us young."

Before retiring, Janet had been practicing yoga for several years. But she was looking for additional exercise options that would keep her active several days a week. Today, she works out five to six days a week, taking SilverSneakers classes at 24 Hour Fitness in Miramar and Rock Creek Clubhouse in Cooper City.

"I have nine grandchildren, so I have to stay on my toes," Janet says.

One reason she loves the SilverSneakers program is the options it offers – both in class

variety and available times. Janet gets up daily at 6 am, eats a healthy breakfast and then heads out to work up a sweat. She does Zumba® five days a week, yoga five days a week and, from time to time, she attends line dancing classes just for fun. And let's not forget the evening walks around the lake with Jose.

"Obviously, I like to stay busy," says Janet with a laugh. "But I also love SilverSneakers because of the friends I've made over the past few years. It's much more fun to exercise when you do it with people who make you laugh."

Visit www.AvMed.org to learn how you, too, can live a WELLfluent lifestyle. There is plenty of information about the benefits of the SilverSneakers program, as well as details about Club ASPIRE, AvMed Rides, ChooseHealthy® discounts and AvMed HealthyperksSM. When you're done reviewing the wealth of information on the website, you may be inspired to join Janet at one of her SilverSneakers classes.

PREVENTING OSTEOPOROSIS AND OSTEOPENIA

Osteoporosis, a condition that makes bones brittle and weak, can affect anyone. Worse yet, it doesn't show symptoms until after it has progressed. The same holds true for osteopenia, a condition where bone density is low but not low enough to be called osteoporosis. In the human body, bone is constantly breaking down and being replaced by new bone. In people with osteoporosis and osteopenia, new bone creation doesn't keep pace with bone loss.

Know the Signs

Symptoms can include:

- Back pain
- Loss of height
- Poor posture

Bone density screenings can help identify these conditions before symptoms become apparent. Once identified, your doctor will pick the best course of treatment, which can include diet changes, activity recommendations and osteoporosis medicines.

Club Aspire Upcoming Member Events -- Join us!

Part of leading a Wellfluent life is to get engaged in your health and your community. Through AvMed's Club ASPIRE, you'll not only learn more about maximizing your membership, but you'll connect with others like you. Below, is a list of upcoming events during the Annual Enrollment Period starting October 1 – December 7th. These include movies and/or educational seminars, featuring AvMed's "Dr. Joy." To RSVP, please call 1-888-430-9896

	When	What	Where
MIAMI - DADE COUNTY	Monday, Oct. 1, 2018 at 11:30am	Seminar: "Living a Wellfluent Life"	Courtyard by Marriott Aventura 2825 NE 191st Street, Aventura, FL 33180
	Monday, Oct. 8, 2018 at 11:30am	Seminar: "Living a Wellfluent Life"	Courtyard Marriott Miami Lakes 15700 NW 77th Court, Miami Lakes, FL 33016
	Friday, Oct 19, 2018 at 11:00am	Movie Event: A Star is Born	Regal Kendall Village Stadium 8585 SW 124th Ave, Miami, FL 33183
	Wednesday, Oct 24, 2018 at 11:30am	Seminar: "Living a Wellfluent Life"	Evelyn Greer Park 8200 SW 124th Street, Pinecrest, FL 33156
	Monday, Oct. 29, 2018 at 11:30am	Seminar: "Understanding Your Purpose"	Courtyard by Marriott Aventura 2825 NE 191st Street, Aventura, FL 33180
	Tuesday, Nov 13, 2018 at 11:30am	Seminar: "Owning Your Health"	Courtyard by Marriott Miami Lakes 15700 NW 77th Court, Miami Lakes, FL 33016
	Friday, Nov 16, 2018 at 11:00am	Movie Event: To be announced	Regal Kendall Village Stadium 8585 SW 124th Ave, Miami, FL 33183
	Tuesday, Nov 20, 2018 at 11:00am	Seminar: "Understanding Your Purpose"	Evelyn Greer Park 8200 SW 124th Street, Pinecrest, FL 33156
	Wednesday, Nov 28, 2018 at 11:30am	Seminar: "Owning Your Health"	Evelyn Greer Park 8200 SW 124th Street, Pinecrest, FL 33156
	When	What	Where
BROWARD COUNTY	Wednesday, Oct 3, 2018 at 11:30am	Seminar: "Living a Wellfluent Life"	Miramar Branch Library* 2050 Civic Center PL, Miramar, FL 33025
	Friday, Oct 5, 2018 at 11:00am	Movie Event: A Star is Born	Regal Westfork Stadium 15977 Pines Blvd, Pembroke Pines, FL 33027
	Wednesday, Oct 10, 2018 at 11:30am	Seminar: "Living a Wellfluent Life"	Tamarac Community Center 8601 W Commercial Blvd, Tamarac, FL 33351
	Friday, Oct 12, 2018 at 11:00am	Movie Event: A Star is Born	Regal Cypress Creek Station 6415 N. Andrews Ave, Fort Lauderdale, FL 33309
	Monday, Oct 22, 2018 at 11:30am	Seminar: "Understanding Your Purpose"	Bonnet House Museum & Gardens 900 N. Birch Road, Fort Lauderdale, FL 33304
	Friday, Oct 26, 2018 at 11:00am	Movie Event: A Star is Born	Regal Broward Mall (Westfield Mall) Plantation 8000 W. Broward Blvd, Plantation, FL 33388
	Friday, Nov 2, 2018 at 11:00am	Movie Event: To be announced	Regal Westfork Stadium 15977 Pines Blvd, Pembroke Pines, FL 33027
	Monday, Nov. 5, 2018 at 11:30am	Seminar: "Owning Your Health"	Bonnet House Museum & Gardens 900 N. Birch Road, Fort Lauderdale, FL 33304
	Wednesday, Nov 7, 2018 at 11:30am	Seminar: "Understanding Your Purpose"	Miramar Branch Library* 2050 Civic Center PL, Miramar, FL 33025
	Friday, Nov 9, 2018 at 11:00am	Movie Event: To be announced	Regal Cypress Creek Station 6415 N. Andrews Ave, Fort Lauderdale, FL 33309
	Thursday, Nov 15, 2018 at 11:30am	Seminar: "Owning Your Health"	Tamarac Community Center 8601 W Commercial Blvd, Tamarac, FL 33351
	Friday, Nov 30, 2018 at 11:00am	Movie Event: To be announced	Regal Broward Mall (Westfield Mall) Plantation 8000 W. Broward Blvd, Plantation, FL 33388

*This event is not sponsored by the Broward County Board of County Commissioners.

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AvMed:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact AvMed Member Engagement, P.O. Box 749, Gainesville, FL 32627, by phone 1-800-882-8633 (TTY 711), by fax 1-352-337-8612, or by email to members@avmed.org.

If you believe that AvMed has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with AvMed's Regulatory Correspondence Coordinator, P.O. Box 749, Gainesville, FL 32627, by phone 1-800-346-0231 (TTY 711), by fax 1-352-337-8780, or by email to regulatory.correspondence@avmed.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Regulatory Correspondence Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-882-8633 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-882-8633 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-882-8633 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-882-8633 (TTY: 711).

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 1-800-882-8633 (TTY: 711)。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-882-8633 (ATS: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-882-8633 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-882-8633 (телетайп: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-882-8633 (رقم هاتف الصم والبكم: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-882-8633 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-882-8633 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-882-8633 (TTY: 711)번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-882-8633 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-882-8633 (TTY: 711).

ध्यान: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-882-8633 (TTY: 711).



- AvMed's Member Engagement Center
1-800-782-8633 (TTY 711)
October 1-March 31, 8 am-8 pm; 7 days a week.
April 1-September 30 Monday-Friday, 8 am-8 pm
and Saturday, 9 am-1 pm.
- AvMed Nurse On Call: **1-888-866-5432**
(TTY 711) 24 hours a day, 7 days a week
- Member Link Line: **1-800-806-3623**
- Fraud and Abuse Hotline: **1-877-286-3889**
- AvMed website: **www.AvMed.org**
- AvMed Medicare Facebook:
 **www.Facebook.com/AvMedMedicare**

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Invest in
long-term
bonds.



Embrace better health.®

AvMed focuses on helping you become rich in what truly matters – healthy in body, and spirit. Our convenient Nurse On Call, rewarding Healthyperks, engaging Club ASPIRE and SilverSneakers[®] are just some of the ways we help you get fit, eat right, connect, and grow. Learn more at **AvMed.org**.

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