

Healthy

Spring 2025

Highlights



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Sentara®
Health Plans



CardinalCare
Virginia's Medicaid Program

Medicare and Medicaid Working Together

sentaramedicare.com/members
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Sentara Community Complete (HMO D-SNP)

Hello!

We are so excited for the warm temperatures of spring to arrive. There's nothing like spending time outdoors in the sunshine after a long winter. In this issue, we have tips for keeping diabetes in check, find out how to take a stand against sitting disease, and we're highlighting the SilverSneakers and routine foot care benefits. Keep reading for all this and more.



Pharmacy focus: Are you taking your medication as directed?

Taking medication as directed is an important part of your health care, helping to keep symptoms controlled and reducing your overall health costs. Staying on track with your medication supports the management of long-standing conditions.

If you have trouble remembering to take your medication, try these tips:

- Set an alarm as a reminder to take your medication at the right time.
- Take your medication at the same time every day. For example, taking your medication with a meal, when you brush your teeth, or when you go to bed will help you remember to take it.
- Take advantage of your pharmacy's auto-refill program. Many pharmacies also offer reminder services via text or phone calls to help you stay on schedule. Signing up for these services is an easy way to remember to take your medication.
- Use a pillbox and keep it where you'll see it every day. Use your over-the-counter (OTC) products allowance through NationsBenefits® to order one at no cost. Visit the NationsBenefits member portal at **sentaramedicare.NationsBenefits.com** to view the OTC catalog and place an order. If you prefer digital tools, consider setting up phone reminders or using medication management apps.
- Use a calendar to write down when refills are due, so you won't run out of medication. Make less trips to the pharmacy and save money with 90-day refills. You can get a 90-day supply of medication through home delivery or your local in-network pharmacy. Express Scripts® mail-order service delivers to your door. To get started, call Express Scripts at **1-800-871-8754 (TTY: 711)**, available 24/7.

Ask a nurse care coordinator

-Cheryl F., BSN, RN, CCM, Integrated Care Coordination



Q: What is glaucoma?

A: Glaucoma is a group of diseases that damage the eye's optic nerve and can result in vision loss and even blindness. About three million Americans have glaucoma, and it's the second leading cause of blindness worldwide.¹ There are no warning signs. Vision loss from glaucoma usually begins with your side, or peripheral, vision, and is so gradual you may not even notice it's happening. Over time, your vision will become more and more blurry.

According to the Centers for Disease Control and Prevention (CDC), anyone at any age can develop glaucoma, but some are more likely to than others. Black people are six to eight times more likely to get glaucoma than white people, and diabetics are two times more likely to get glaucoma than people without diabetes. It's also more likely to occur in people over age 60 and those who have a family history of it.

There is no cure, but luckily, there are some things you can do to help prevent it:

- Maintain a healthy weight.
- Control your blood pressure.
- Exercise regularly.
- Stop smoking or don't start.

Since catching it early is key, regular eye exams including dilation (the doctor uses drops to dilate, or widen, the pupil, allowing them to look for eye problems) are very important. Your Sentara Community Complete plan includes a \$0 routine eye exam every year, including dilation, through our partner, Community Eye Care (CEC). Review your Evidence of Coverage (EOC) at **[sentaramedicare.com/documents](https://www.sentaramedicare.com/documents)** for full coverage details.

Get eye care products with your over-the-counter (OTC) products allowance

Use your OTC products allowance to get items like reading and magnifying glasses as well as eye care products. Visit the NationsBenefits member portal at **[sentaramedicare.NationsBenefits.com](https://www.sentaramedicare.NationsBenefits.com)** to view the OTC catalog and place an order. Don't forget, your OTC allowance expires on the last day of each quarter, March 31, June 30, September 30, and December 31.

Read our new online series: *Medicare Matters*

We are excited to announce *Medicare Matters*. These articles are a great way to stay informed about your Medicare benefits and discover practical tips to live your healthiest life.

Here's a sample of the articles you'll find:

- Medicare myths busted
- What is a D-SNP?
- Family caregiver resources
- Six reasons to move more
- What is a flex card?

Visit **sentaramedicare.com/Medicare-Matters** today and keep it handy by adding it to your bookmark toolbar on your web browser.

Benefit highlights

SilverSneakers: Your all-access pass to fitness

Have you used your SilverSneakers² fitness benefit yet? With SilverSneakers, you have access to a nationwide network of participating gym locations to take classes and use exercise equipment and other amenities. You can enroll in as many locations as you like at any time. They also have online resources, like SilverSneakers LIVE™ classes and the SilverSneakers On-Demand™ library. They even have a mobile app.

For more details about SilverSneakers, call **1-888-423-4632 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m. Create an online account on their website at **SilverSneakers.com/starthere**.

Care for your feet with a visit to the podiatrist

Our feet take us everywhere we need to go, and for that they deserve a little TLC. Your Sentara Community Complete routine foot care³ benefit covers foot treatments including cutting or removal of corns, warts, calluses, and nail care. Visit **sentarahealthplans.com/findadoc** to find a podiatrist and make an appointment. For full coverage details, review your Evidence of Coverage (EOC) online at **sentaramedicare.com/documents**.

Keep diabetes in check



If you have diabetes, managing it well helps you stay healthy and avoid complications. Here, we've gathered some helpful tips.¹

Know your diabetes ABCs. These actions can help lower your risk of heart attack, stroke, and other serious complications:

- ✓ **A1c:** Get an A1c test regularly to measure your average blood sugar.
- ✓ **Blood pressure:** Keep your blood pressure below 140/90 mm Hg.
- ✓ **Cholesterol:** Control your cholesterol levels.
- ✓ **Smoking:** Stop smoking or don't start.

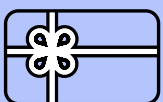
Coping with diabetes can be hard. Help manage stress by doing activities like gardening, walking, listening to music, and spending time with friends. Any form of exercise is good for lowering stress levels.

Work with your healthcare team to create a meal plan that is healthy and works for you. If you're struggling, a registered dietitian nutritionist (RDN) may help. Ask your provider for a referral. You can use your grocery allowance⁴ to buy healthy foods. Visit **[sentaramedicare.com/extrabenefits](https://www.sentaramedicare.com/extrabenefits)** to learn more.

Be physically active by aiming for 30 minutes of physical activity most days of the week. If you're just getting started with an exercise routine, be gentle with yourself. Start slow with 10-minute walks three times a day. And don't forget to use your SilverSneakers fitness benefit to help you. (See page 4 for more information about SilverSneakers.)

As a diabetic, there are some things you should do every day. Take your medicine even when you feel good (see page 2 for more information about taking medication as directed). Keep track of your blood sugar and adjust your meals as needed. Check your feet daily for cuts, blisters, or sores, and notify your healthcare team right away if you find any. Use your Sentara Medicare Community Complete plan to visit with a podiatrist. (For more information about this benefit, see page 4.)

Finally, learn all you can about diabetes management. Feeling comfortable with the tasks required to manage your diabetes will boost your confidence. Meet with your provider and healthcare team regularly to get the support you need to make informed decisions about your diabetes care and treat any problems early.



Earn rewards for completing certain diabetic tests. Through our Healthy Rewards Program⁵, you can earn \$20 for a diabetic eye exam, \$15 for a diabetic A1c test, and \$10 for a diabetic kidney test. For more information about Healthy Rewards, visit **[sentaramedicare.com/rewards](https://www.sentaramedicare.com/rewards)**.

Stand up to sitting disease

We all know there are health risks related to being inactive in our daily lives. Research has linked sitting for long periods of time to obesity, high blood pressure, high blood sugar, unhealthy cholesterol levels, and excess body fat around the waist.¹ Those are just a few of the symptoms of what is now called sitting disease.

Luckily, there are some easy ways to combat sitting disease and increase your physical activity:

- Take a break from sitting every 30 minutes. Set an alarm on your watch or phone to help you remember.
- Stand while talking on the phone or watching television.
- If you work at a desk, try using a standing desk, or get a converter to make your regular desk a standing desk.

Any time is a great time to start a new fitness routine, but why not do it now, as the weather is warming up? When starting a new fitness routine:

- Talk to your doctor so they can advise what type of exercise would be best for you.
- Start slowly and work your way up in intensity.
- Listen to your body. Pay attention to how you feel and take a break when needed.
- Be creative and find activities you enjoy. For example, walk with a friend or your pet, take a dance class, go for a swim, or do some yardwork. Everything counts.
- Break it up throughout your day. A 10-minute walk three times a day is just as effective as one 30-minute walk.

Use your SilverSneakers fitness benefit to help you stay active. See page 4 for more information about SilverSneakers.

Less is best—choose paperless today

Signing up for paperless communication means less clutter in your mailbox, less time wasted going through paper, and less harm to trees. If you haven't done so already, you can also sign up for text messaging and get health plan updates on the go.

Here's how to do it:

- Log into the member portal at **member.sentarahealthplans.com/sign-in**.
- Select *Profile* from the drop-down menu on the top right of your screen to see the choices for *Email and Go Paperless* and *Phone Numbers and Text Notifications*.

You can also choose paperless through the Sentara Health Plans app. Once you've logged into the app, select *My Profile* from the menu on the top right of your screen to access and change your preferences.





We're in your neighborhood

With Sentara Community Care Centers and mobile care vehicles across the state, we're bringing health care to your neighborhood. Our caring doctors and nurse practitioners are here to be your primary care providers. Need to visit after work or on the weekend? No problem! Many of our centers are open to fit your schedule. We're dedicated to making health care easy. Check out the cities where you can find us:

- Berkley/South Norfolk
- Harrisonburg
- Norfolk
- Richmond/Henrico
- Woodbridge

For more information, visit [sentara.com/communitycare](https://www.sentara.com/communitycare)

Footnotes

¹Sources: [cdc.gov](https://www.cdc.gov), [mayoclinic.org](https://www.mayoclinic.org) ²Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location. ³The routine foot care benefit is not available to Sentara Medicare Value (HMO) and Sentara Medicare Prime (HMO) members. ⁴Members with chronic condition(s) that meet certain criteria may be eligible for this special supplemental benefit. Benefits vary by plan. ⁵Rewards cannot be used to buy tobacco or alcohol. Rewards cannot be converted to cash. You can only receive one reward per applicable service per plan year.

Sentara Medicare Community Complete Member Services is here for you

1-866-650-1274 (TTY: 711)

October 1–March 31 | 7 days per week | 8 a.m.–8 p.m.
April 1–September 30 | Monday–Friday | 8 a.m.–8 p.m.

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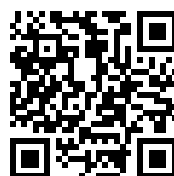
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Access your plan at anytime with the Sentara Health Plans mobile app

- View, print, fax, and share your member ID card.
- Request a new member ID card.
- Search for a provider.
- Review claims.
- Get copay and coinsurance amounts.

Go to sentarahealthplans.com/app



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with your smartphone
camera or QR code
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