

Healthy

Fall 2024

Highlights



In this issue

- The health benefits of green tea
- FAQs about breast cancer screenings
- Benefit Highlights: bathroom safety devices, transportation, and worldwide care



Hello!

After the heat of summer, the cooler temperatures of fall are a welcome change. We're looking forward to enjoying our fall afternoons with a good book and a warm cup of tea. In this issue, we're sharing the health benefits of green tea, tips to help caregivers take care of themselves, and why it's important to get a colonoscopy. We're highlighting transportation, bathroom safety devices, and worldwide care benefits. Before we get started, make yourself a cup of tea, and then settle in for a good read.

Carefully review your Annual Notice of Changes (ANOC). By now, you have received your ANOC for 2025. It outlines any changes to your plan effective on January 1. You can also find it online at [sentaramedicare.com/documents](https://www.sentaramedicare.com/documents).

Caring for the caregiver

Providing care for another person can be rewarding. Helping a loved one stay in their home longer and being there for them when they need help is a wonderful gift. But it's also hard work. Nearly 60% of caregivers rate the emotional stress of caregiving as high or very high, and as many as 40% report symptoms of depression.¹

If you're a caregiver, you may find tending to your own needs at the bottom of your to-do list. It can be hard to find the time to put yourself first, but making sure your needs are met will make you a better caregiver.

To keep you feeling your best, and make sure you feel supported, we've gathered five tips to remember when it comes to looking after yourself.

- 1. Join a caregiver support group.** Being with other caregivers who are having the same experiences will give you a sense of community.
- 2. Build a network of family and friends you can rely on.** Sometimes you need a break. Having a group of people whom you trust and can call on when you need help is essential.
- 3. Keep up with your physical health.** Regular exercise and eating healthy food will keep you feeling your best. Be sure to go to all your doctor's appointments.
- 4. Take time for yourself when possible.** Don't neglect the things in your life that bring you joy.
- 5. Know your limits.** Being a great caregiver means knowing when it's time to seek professional care for your loved one.



The Commonwealth of Virginia has a Caregiver Support Program with information about caregiving and support and services. To learn more, visit their website at caregiver.va.gov or call them at **1-855-260-3274 (TTY: 711)**, Monday through Friday, from 8 a.m. to 10 p.m., and Saturday from 8 a.m. to 5 p.m.



You can also visit our website at sentaramedicare.com/caregiver for more information about caregiving including a guide you can download.

Always care for yourself as well as you care for your loved one.



Benefit Highlights

Transportation: we're going where you're going

Your plan provides routine medical transportation for you and one escort (if needed), to places like your doctor's office, medical facilities, and pharmacies. Headed to church or the grocery store? Members with a qualifying chronic condition can use the non-medical transportation² benefit for a ride.

Call Sentara Medicare Member Services at **1-800-927-6048 (TTY: 711)** at least three days in advance to schedule your ride.

Please have the following information available when you call:

- Your member ID.
- Any special requests you may have, such as a wheelchair.
- Your emergency contact person's name and phone number.
- The address and phone number of where you're going.

Avoid a slip in the shower with bathroom safety devices

The Centers for Disease Control and Prevention (CDC) says more than one out of four older adults falls each year. Since most falls occur in the bathroom, we cover two bathroom safety devices per year to help keep you out of the emergency room because of a fall.

You can order your bathroom safety devices online in the NationsBenefits® member portal at **SentaraMedicare.NationsBenefits.com**, or by calling NationsBenefits customer service at **1-877-438-7521 (TTY: 711)**, from 8 a.m. to 8 p.m., 7 days per week. Your items will be delivered to your home at no additional cost.

Want to learn more about preventing falls?

Visit our website at **sentaramedicare.com/fall-prevention** to take our falls risk assessment and find out what you can do to avoid a fall in the future.



We're here for you no matter where you are

Your Sentara Medicare benefits include emergency care, urgent care, and emergency transportation up to a \$50,000 combined maximum no matter where you are in the world. Just be sure to always carry your Sentara Medicare member ID card, and if you have Medicaid, your Medicaid health plan ID card, with you.



Pineapple Ham Sandwich

Pair this easy-to-make sandwich with your favorite iced or hot tea to make a tasty meal.



Ingredients:

- Two slices of your favorite whole grain bread
- Two teaspoons of light cream cheese
- Two slices of pineapple
- Two thin slices of deli ham or bacon

Directions:

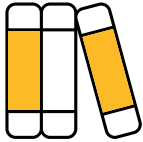
1. Spread one teaspoon of light cream cheese on one side of both slices of bread.
2. Layer thinly-sliced ham or bacon and pineapple on top of cream cheese.
3. Place the second slice of bread cream-cheese side down on the ham or bacon.
4. Cut into fourths and enjoy.



The health benefits of drinking green tea

Picture this: It's a cool fall afternoon, you're sitting in a comfy chair, you've got a book in your lap, and a warm cup of tea in your hand. Sounds pretty great right? Best of all, the tea (and the mental break) is good for you.

People have been enjoying tea for thousands of years, since 2737 BC. But who had the very first cup? The story goes the Chinese emperor Sheng Nung was sitting under a *Camellia sinensis* tree while his servant boiled water for drinking. Some leaves from the tree blew into the water, but Shen Nung drank it anyway. He must have liked it because we've been drinking tea ever since.



The National Library of Medicine¹ says two-thirds of the world's population drink tea regularly, which makes it the most popular beverage in the world. There are many kinds of tea, but they all fall into one of two categories, herbal or true. Herbal tea comes from soaking various flowers, leaves, or spices in hot water. True tea comes from the *Camellia sinensis* tree, the same kind of tree Sheng Nung was sitting under all those years ago. While true teas are all made with leaves from the same type of tree, they undergo different methods to create specific types of tea.

Of all the different kinds of true teas, green tea stands apart from the rest. It is the least processed, and it has the highest amount of antioxidants. Antioxidants are molecules that fight free radicals, which are compounds that can cause harm if their levels become too high in your body.¹

Many studies have been conducted on the health benefits of green tea. While further research is needed, there is evidence that drinking green tea regularly may have these benefits:^{1*}

- Improves cognition, mood, and brain function
- Increases fat burning
- Reduces the chance of developing certain cancers
- Helps reduce blood sugar
- Aids in oral health
- Lowers risk factors of heart disease
- Helps with weight loss

**Note: Tea should not be used in place of any medication you've been prescribed.*

There are even studies that show people who drink green tea regularly live longer lives. These are all big claims for a simple cup of tea, and more research is needed, but in the meantime, it can't hurt to give green tea a try in the hopes of reaping some of these benefits.

All teas have some health benefits. If you currently don't drink tea regularly, try a few different kinds to find what you like. Invite a few friends over for a tea-tasting party. Whether you prefer your tea hot or cold, the health benefits are the same. And don't forget to dress it up—experiment by adding cream, honey, and lemon to find what you like best.



Herbal tea has health benefits, too

Here are a few of our favorites and the ailments they may help to ease:^{1*}

Chamomile – upset stomach, gas, diarrhea, insomnia, anxiety

Ginger – nausea, arthritis pain, boosts appetite, soothes a cold

Hibiscus – lowers blood pressure

Peppermint – headache, irritable bowel syndrome, breathing difficulties

The world of tea is vast and there's a lot to discover. We hope we have given you a sip that tempts you into exploring more.

Top 5 questions about breast cancer screenings

October is Breast Cancer Awareness month, so now is a great time to brush up on breast cancer basics. Here are some frequently asked questions to help keep you informed.¹

1. What is a breast cancer screening?

A screening checks a person's breasts for cancer before there are signs and symptoms of the disease.

2. Can a screening prevent breast cancer?

A screening cannot prevent breast cancer, but it can help find breast cancer early, when it is easier to treat.

3. Where can I go to get screened?

Screenings take place at breast specialty centers, doctor's offices, hospitals, clinics, and mobile mammography vans. Call your doctor's office for help making an appointment.

4. How often should women have a mammogram?

The American Cancer Society advises women between the ages of 40 and 44 have the option to get a mammogram every year. Women ages 45 to 54 should get a yearly mammogram. Women ages 55 and older can continue yearly mammograms, or switch to every other year. Screenings should continue as long as a woman is in good health and expected to live at least 10 more years.

5. What screening types are available?

Mammogram – A mammogram is an X-ray of the breast. Having regular mammograms can lower the risk of dying from breast cancer. Currently, a mammogram is the best way to find breast cancer for most people of screening age.

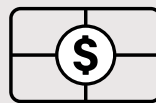
Breast Magnetic Resonance Imaging (MRI) – A breast MRI uses magnets and radio waves to take pictures of the breast. Breast MRIs are used along with mammograms to screen people who are at high risk for getting breast cancer. Because breast MRIs may appear abnormal even when there is no cancer, they are not used for people at average risk.

Clinical Breast Exam – A clinical breast exam is completed by a doctor or nurse, who uses their hands to feel for lumps or other changes.

Breast Self-Awareness – Knowing how your breasts usually look and feel can help you notice lumps, pain, or changes in size that may be concerning. These include changes you find during a self-exam. Report any changes to your doctor.

Your best source of information is your doctor.

Talk to them about which breast cancer screening tests are right for you, and when you should have them.



Earn \$50 in Healthy Rewards for getting screened in 2024

We reward you for actions that keep you healthy, like getting a mammogram. Once your mammogram is complete and we have received the claim from your doctor, your prepaid flex card will be credited within 8–10 weeks.

Boost Your Brain Power: Word Search

(Answers on page 11)

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| <input type="checkbox"/> Autumn | <input type="checkbox"/> Peppermint |
| <input type="checkbox"/> Benefits | <input type="checkbox"/> Pharmacy |
| <input type="checkbox"/> Caregiver | <input type="checkbox"/> Pineapple |
| <input type="checkbox"/> Chamomile | <input type="checkbox"/> Preventive |
| <input type="checkbox"/> Grocery | <input type="checkbox"/> Pumpkin |
| <input type="checkbox"/> Ham | <input type="checkbox"/> Rewards |
| <input type="checkbox"/> Healthy | <input type="checkbox"/> Safety |
| <input type="checkbox"/> Highlights | <input type="checkbox"/> Sandwich |
| <input type="checkbox"/> Hibiscus | <input type="checkbox"/> Savings |
| <input type="checkbox"/> Mammogram | <input type="checkbox"/> Screening |
| <input type="checkbox"/> Medicare | <input type="checkbox"/> Tea |
| <input type="checkbox"/> Nurse | <input type="checkbox"/> Transportation |

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Ask a nurse care manager

Q: My doctor told me I'm due for a colonoscopy. What do I need to know about this screening?

A: Worldwide, colon cancer is the third most common cancer,¹ so following your doctor's advice for screening is very important. If you're age 45 or older and at average risk of colon cancer—you have no colon cancer risk factors other than age—your doctor may recommend a colonoscopy every 10 years. If you have other risk factors, your doctor may recommend a screening sooner.¹ The thought of a colonoscopy may be intimidating, but knowing all you can about it may help ease those feelings.

What to expect

The day or night before your colonoscopy, you'll need to prepare your colon. Your doctor will give you medicine to clean your digestive system. This ensures your screening will be successful. Be sure to follow the preparation directions from your doctor.

On the day of your procedure, your doctor will give you medicine to sedate you, so you won't feel anything. Then, they will use a long, thin, flexible, lighted tube to check your colon. A colonoscopy usually takes 30 minutes to an hour to complete, and you'll be able to go home shortly after.

Your plan will cover your colonoscopy with a **\$0** copay, and you can earn a Healthy Reward³ of **\$25** for completing this important health screening in 2024. The funds will be credited to your prepaid flex card 8–10 weeks after we receive the claim from your doctor. Follow your doctor's advice and schedule your colonoscopy today.

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



Pharmacy focus:

Learn how the Medication Therapy Management (MTM) program can benefit you

Did you know Sentara Medicare offers an MTM program to eligible members? You can earn \$50 in Healthy Rewards for using the program in 2024.

With MTM, you get a one-on-one medication review with a clinical pharmacist. Together, you and the pharmacist will discuss all your medications, including any over-the-counter drugs you may be taking.

You'll cover topics like:

- The reasons why your medications have been prescribed.
- Medication safety and possible interactions.
- Side effects your medications may have.
- How to safely dispose of any unused medications.
- Tips to help manage and refill medications.

Within 8–10 weeks of the review, your prepaid flex card will be loaded with your Healthy Reward.

Eligibility for MTM is based on things like the number of medications you take, if you have certain chronic conditions, and the estimated annual cost of your medications. If you'd like more information about MTM, visit [sentaramedicare.com/formulary](https://www.sentaramedicare.com/formulary), and scroll to the Frequently Asked Questions at the bottom of the page. You can also call Sentara Medicare Member Services at **1-800-927-6048 (TTY: 711)**.



Use our Personal Medication List to help keep track of your medicines

Visit [sentaramedicare.com/formulary](https://www.sentaramedicare.com/formulary) and look for it under the "Utilization Forms" section. You can print it, fill it out, and keep it handy for when you visit the doctor.

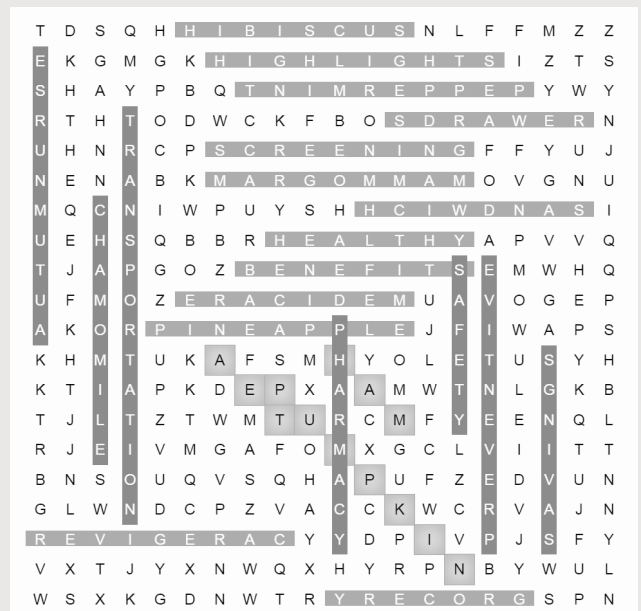
Footnotes

¹Sources: [cdc.gov](https://www.cdc.gov), [healthline.com](https://www.healthline.com), [webmd.com](https://www.webmd.com)

²Members with chronic condition(s) that meet certain criteria may be eligible for this special supplemental benefit. Benefits vary by plan. This benefit is not available to Sentara Medicare Prime (HMO) or Sentara Medicare Savings (HMO) members. Pick-up and drop-off locations must be within service area. Rides are one-way. Trips over 50 miles require authorization. Number of trips varies by plan.

³Medicare approved Sentara Medicare to provide some of these rewards as part of the Value-Based Insurance Design Program. This program lets Medicare try new ways to improve Medicare Advantage plans. Rewards 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. Rewards are not available to Sentara Medicare Savings (HMO) plan members.

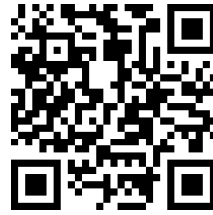
Answer Key:



Keep your plan close at hand with the Sentara Health Plans mobile app

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


Go to sentarahealthplans.com/app




or scan this code with your smartphone camera or QR code reader app for access.



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Sentara Medicare Member Services is here for you:

1-800-927-6048 (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.