

ENGAGE

QUARTERLY MAGAZINE | SPRING 2018

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KIRBY MCDANIEL
VP of Government Programs
and Product Development

Fresh buds are in bloom. The birds are chirping. The earth has come to life. Spring is the season for new beginnings. And with winter behind us, we're filled with joy and expectation. Like beautiful crocuses, we're awake and ready to shine.

It's the perfect time to get outdoors. And plant the seeds of healthier habits. It's also a great time to pick a primary care physician – if you don't already have one. And to learn where you

stand with your blood pressure, cholesterol and other biometrics.

As I begin my new position here at Blue KC, I'm filled with energy and excitement as new journeys present themselves.

Together, Let's Spring Forward,
Kirby McDaniel

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Healthcare Ratings Count. And So Does Your Opinion.

Every year, the Centers for Medicare & Medicaid Services (CMS) send a survey to a group of randomly selected members. The survey asks about members' experiences with their health plan and providers and gives them a chance to evaluate the care they receive.

It's time for the 2018 Medicare Experience Survey. So if you receive the survey, we hope you'll take the time to complete it. And if you feel we deserve it, please give us a 10 out of 10 rating.

We value your time. We value your opinion. And, of course, we value the fact that you've chosen Blue KC to be your trusted Medicare Advantage insurer.

Prescription Drug Savings Are In The Mail



Say goodbye to driving to the pharmacy. And say hello to having the medications you take all the time delivered to your door – for less. Discover the Blue Medicare Advantage mail order program, and start saving today.

How to Transfer Your Prescriptions

Call Postal Prescription Services (PPS) at 1-800-552-6694 and a Customer Service Representative will help you transfer your current prescriptions.

How to Order New Prescriptions

Ask your doctor to fill the prescription electronically with PPS. Your doctor can direct any questions to PPS at 1-800-552-6694.

How to Order a Refill

When your doctor prescribes a refill, you'll have the option to enroll in refill reminders from PPS via text or phone. When you receive a reminder call or text, confirm that you're ready for your prescription refill to be sent by following the phone prompts. You can also order refills over the phone at 1-800-552-6694.

- Please allow two weeks for delivery from the date you mail us the order.

- Don't use mail order for medications you need right away (sooner than two weeks).

- You can also order refills through the PPS website: www.PPSRX.com

This benefit applies only if you receive your prescription drug coverage (Part D) through Blue Medicare Advantage.



**Help us make future issues of ENGAGE even better!
E-mail us at EngageNewsletter@BlueKC.com.**

Spring Calls For More Nature Time.



While being outdoors does wonders for all ages, it's especially important if you're an aging adult. And there's research to prove it.

A study conducted by graduate students at the University of Minnesota revealed that green, outdoor spaces have the potential to improve one's health and wellbeing.

According to the research, aging adults who spend ample time in outdoor areas – such as grassy parks or beside koi ponds – enjoy greater feelings of connectedness and renewal.

What's So Great About Getting Outdoors?

Being outside boosts Vitamin D levels. Vitamin D is directly related to an improved immune system and a more positive outlook. By spending as little as 15 minutes a day in the sun, you can boost your vitamin D levels. (Be sure to wear sunscreen.)

Nature can help boost immunity. By enhancing mental health and promoting positive attitudes, the great outdoors can help build and maintain a healthy immune system.

Being outside helps you feel more energized. Feeling sluggish? Feeling

depressed? Feeling lonely? Walk it off. A walk outside can improve your outlook and keep you active and alert.

Outsiders recover more quickly from injuries. Exposure to natural light is powerful. And people who spend ample time outdoors can recover from injuries faster.

Being outside helps improve focus. Being outdoors gives the brain a break from everyday multitasking. It also allows it to form new memories and restore itself from overuse. This can promote greater attention spans and improved mental health.

5 Outdoor Activities Made For Spring



1. Get planting. Gardening is great exercise, reduces feelings of stress and can even improve strength and flexibility. This spring, pot some bright, cheery flowers. Grow your own fresh herbs.



2. Take a walk. A walk in nature not only gives the heart a good boost, it will lift your spirits, too. As we age, walking is one of the best exercises because it's low impact and easy to do.



3. Shop a farmer's market. Stroll a farmer's market for locally grown fruits and vegetables, artisan foods and homemade arts and crafts. It's a great way to meet new people. And share your love of fresh and local.



4. Pack a picnic. A picnic is a great way to combine the healing benefits of getting outdoors with the positive benefits of being around friends and family. Pack a basket full of goodies, and head to a local park, lake, river or other favorite spot.



5. Feed feathered friends. Hang a bird feeder, and bring nature's beauty right to your window. The robins, finches and hummingbirds will pay you back with hours of wild and colorful entertainment.



**Just living
is not enough...
one must have
sunshine,
freedom and
a little flower.**

– Hans Christian Andersen

Choosing A Trusted Primary Care Physician.



Think of your primary care physician (PCP) as the quarterback of your healthcare. They know you – and your medical history – inside and out. They’re committed to your total health and wellbeing. And a trusted PCP will make sure you get the right care, at the right time.

But not every doctor who practices primary care has a special knowledge of aging adults. So when you’re 60 or older, it’s important to find a PCP who is an expert in managing your special needs.

A PCP who specializes in aging adults should:

- Have substantial experience with conditions that are common for aging adults — including heart disease, high blood pressure, diabetes, stroke, osteoporosis and depression
- Have a good reputation for prescribing appropriate medications and managing the interactive effects of medications on aging adults

- Be knowledgeable about home health services and when to use them
- Make recommendations about regular screening tests such as mammograms, bone density tests and stress tests

- Work with you to coordinate all of your healthcare needs, particularly referrals to specialists and coordination among specialists

It’s also important to find a PCP who cannot only help with illness and disease, but who can make suggestions about staying healthy, particularly when it comes to diet changes or exercise routines.

An interview is a must.

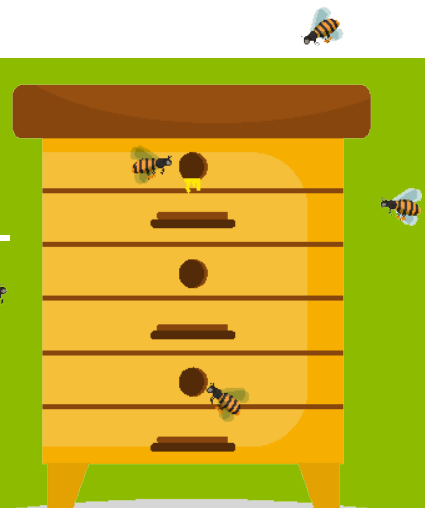
Wondering how to go about finding the right PCP? You’ll want to interview them, whether in person or by phone. And when it’s time for answers, plan to take notes.

Questions to ask:

- If they are in the Blue Medicare Advantage network
- The location and hours of the PCP’s practice
- Where tests, exams and labs are performed
- The training and board certification qualifications of the physicians, nurses and technicians in the practice
- The hospital(s) that the practice is affiliated with

Are you an HMO member? Then your Blue KC plan requires you to choose a PCP. Are you a PPO member? While you’re not required to have a PCP, we strongly recommend that you choose one. You can’t underestimate the importance of having a trusted healthcare partner.

Bee-hind The Journey – The Blue KC Beehive



When Kyle Williams was hired as head chef at Blue KC, he had a request: hire a staff of 10,000.

Blue KC was on board. And nearly a year and a half later the Blue KC beehive—Kansas City’s first corporate-sponsored hive—was installed at its headquarters downtown.

The hive, home to roughly 10,000 honey bees along with its royal inhabitant, the queen, will eventually provide honey for the Live Blue Kitchen and Café. The café features dishes that incorporate locally farmed, sustainable ingredients for Blue KC’s 1,000 employees.

For Chef Kyle, the quest for a corporate beehive wasn’t just a pet project, but a passionate endeavor. “Bees are vitally important to local and global food production. It’s important to think globally and act locally,” he said.

Bees are the predominant insect pollinators of leading fruit, vegetables and seed crops, transferring pollen from the male to the female parts of the plants. Without them, we would be in a pickle (which come from cucumbers, and you guessed it, are pollinated by bees.)

Bee colonies have been declining worldwide, for reasons not completely understood. Theories include loss of habitat, pesticides, mites, genetics or a combination of the above.

So why did Chef Kyle want to bring a colony to Blue KC? “I was first exposed to urban beekeeping when I was living and working at various restaurants in New York,” Chef Kyle explained. “After arriving in Kansas City, I wanted to help bring urban beekeeping to the area to help both re-establish the bee population and educate on the importance of bees in our ecosystem.”

Once established, the hive will produce about 50 pounds of excess honey per season. It will take some time for Blue KC’s hive honey to grace café dishes. But café regulars

won’t need to wait until then to try the chef’s honey-inspired creations, as he will incorporate other sources of honey into his dishes in the meantime.

Geez Honey, What’s All the Buzz About?

It helps boost energy levels. It promotes weight loss. It improves athletic performance. It’s full of antioxidants. Oh, and it tastes glorious, too.

Honey is nature’s healthy sweetener. The bees, and Chef Kyle Williams, invite you to savor every drop.

Power Energy Bites

Oats (dry) 1 cup
Coconut Flakes, toasted 2/3 cup
Peanut Butter, Natural, creamy 1/2 cup
Flaxseed, ground 1/2 cup
Wheat Germ 1/4 cup
Cocoa Nibs 3/4 cup
Local Honey, raw 1/2 - 1 cup
Chia Seeds 1 tablespoon
Pure Vanilla Extract 2 teaspoons

Method of Preparation

1. Pulse oats in kitchen blender 3-5 times.
2. In large mixing bowl, add rest of ingredients and mix well with hands wearing food safe gloves. Work all ingredients together.
3. Roll into small balls.
4. If dry, add more honey.
5. Chill in refrigerator for 2 hours.
6. Serve.



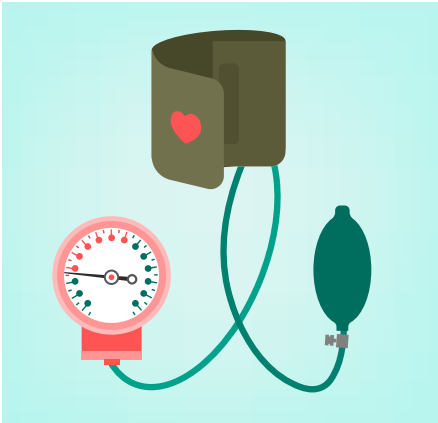
Chef Notes Can use certified gluten free oats and omit wheat germ to make this recipe gluten free.

From the kitchen of Chef Kyle Williams.

Know Your Biometric Numbers

A biometric screening is a clinical assessment of key health measures. Your results may be used to identify certain health conditions, such as diabetes and heart disease. They'll also warn you if you're at an increased risk for developing a chronic condition.

Your doctor will conduct your biometric screening. It's the first step to improving your health. And once you know your numbers, you can go on to make smarter health decisions.



Blood Pressure – Blood pressure is an indicator of cardiovascular health and stress levels. A normal blood pressure level is anything less than 120/80. Higher blood pressure levels increase the risk of heart disease, congestive heart failure and stroke.

Health Risk	SYSTOLIC	DIASTOLIC
Normal	119 or BELOW	79 or BELOW
Prehypertensive	120-139	80-89
High	140 or ABOVE	90 or ABOVE

Body Mass Index (BMI) – How do you know if you're a normal weight, overweight or obese? The National Institutes of Health now use the BMI instead of traditional height/weight charts to identify possible weight problems.

A BMI is calculated from a person's weight and height. A BMI between 18.5 and 24.9 is considered healthy. Being overweight or obese puts you at higher risk for serious health problems.

BMI	BMI (designation by the WHO)*
Less than 18.5	LOW
18.5 or more and less than 25	NORMAL
25 or more and less than 39	HIGH
40 or more	VERY HIGH

* Values for obesity judgement proposed by the World Health Organization (WHO).



Blood Sugar (Glucose) – People with high blood sugar or glucose levels are at risk for diabetes. Adults with diabetes are two to four times more likely to have heart disease or stroke than those without diabetes. A healthy fasting blood sugar level for individuals without diabetes is between 70 and 100.

Fasting Glucose	Non-Fasting Glucose
Normal – Less than 100 mg/dL	Normal – Less than 140 mg/dL
Borderline Risk – 101-125 mg/dL	
Increased Risk – 126 mg/dL	

Source: American Diabetes Association

Hemoglobin A1C (HbA1C) – A1C is a blood test to diagnose type 2 diabetes and prediabetes. It measures your average blood glucose, or blood sugar, over the past 3 months. Doctors may use the A1C alone or in combination with other diabetes tests to make a diagnosis. The A1C is also used to see how well you are managing your diabetes.

The A1C test result is given in percentages. The higher the percentage, the higher your blood sugar levels have been:

- A normal A1C level is below 5.7 percent
- Prediabetes is between 5.7 to 6.4 percent. Having prediabetes is a risk factor for getting type 2 diabetes. People with prediabetes may need retests every year.
- Type 2 diabetes is above 6.5 percent

If you have diabetes, you should have the A1C test at least twice a year. The A1C goal for many people with diabetes is below 7. Consult with your doctor to determine your ideal A1C level.

Source: American Diabetes Association

Total Cholesterol (TC) – Cholesterol is a fatty substance found throughout the body that helps build cell walls. Your body produces all the cholesterol it needs for normal functioning, but too much dietary cholesterol can be harmful.

The first step to evaluating your risk for heart disease due to high cholesterol is to measure your TC. A total cholesterol reading of more than 200 mg/dL indicates a borderline risk for heart disease. Levels above 240 mg/dL indicate an increased risk for heart disease.

TC / HDL Ratio – This ratio is a good way to identify your heart disease risk, comparing the amount of good HDL cholesterol to your total cholesterol level. The lower the risk ratio, the lower the risk of developing heart disease. The higher the risk ratio, the higher the risk for developing heart disease.

HDL Cholesterol (High Density Lipoprotein) – High-density lipoprotein is considered "good" cholesterol because it removes cholesterol from the arteries and helps protect you against developing coronary heart disease. This combination of cholesterol and protein is called a lipoprotein. Generally, the higher the HDL level, the more cholesterol is removed from the bloodstream and the lower the risk of a heart attack. Levels above 60 are considered ideal.

Triglycerides – Triglycerides are a form of fat that circulate in your bloodstream. They are found in your diet and produced in the liver. Fat in the blood is used to provide energy to the body but excess is stored throughout the body and can increase your risk for heart disease. Factors of high triglycerides include: obesity and overweight, physical inactivity, smoking, excess alcohol and high carbohydrate diets. Levels below 150 are desirable.

LDL Cholesterol (Low Density Lipoprotein) – LDL is carried through the blood stream by protein, and has a low proportion of protein to cholesterol. High levels of LDL have been associated with an increased risk of coronary artery disease, and that's why it's called the "bad" cholesterol. Levels below 100 are considered ideal. Lower levels of LDL generally represent a lower risk for heart attack and stroke.

Total Cholesterol	TC/HDL	Triglycerides
Normal – 100-199 mg/dL	1/2 Avg. Risk – 3.4 Male; 3.3 Female	Normal – 35-150 mg/dL
Borderline Risk – 200-239 mg/dL	Avg. Risk – 5.0 Male; 4.4 Female	Increased risk – > 150 mg/dL
Increased Risk – > than 240 mg/dL	2X Avg. Risk – 9.6 Male; 7.1 Female	
	3X Avg. Risk – 23.4 Male; 11.0 Female	

Source: National Cholesterol Education Program





Always at Your Service

JULIE WRIGHT Customer Service Representative

They keep it real. They keep it friendly. And they're famous for going above and beyond. Our team of world class Customer Service Representatives are here to serve you. Get to know Ms. Julie Wright.

FIRST JOB...

I ever had was a cashier at a grocery store.

FOR FUN I...

Like to cook, I cater events when I can. I also like to watch movies with my family.

WHAT INSPIRES YOU?

My faith and going on mission trips where I get to help people and learn something new.

HOW DO YOU TREAT YOURSELF?

Anything involving chocolate. I also like getting my nails done.

FAVORITE SONG/MOVIE/BOOK

I do not have a favorite song per se, I love classic rock music.

ON YOUR DESK

Gum, lipstick, a daily devotional book, water, lotion, and lots of pens and paper.

YOUR GO-TO LUNCH

Soup.

PROUDEST LIFE MOMENT

Getting married to my own Prince Charming almost 17 years ago.

PROUDEST WORK MOMENT

The time I helped a member reduce a very expensive bill to a small copay.

LOVE MOST ABOUT YOUR JOB

That I get the opportunity to help someone.

DREAM VACATION

I would love to go to Austria and hike in the Alps.

MOST MEMORABLE MEMBER CONVERSATION

I overheard a member watching *The Young and the Restless* and we proceeded to talk for another five minutes about what was going on with our favorite characters.

LIFE MOTTO

We make a living by what we make, we make a life by what we give. – *Winston Churchill*

JOB TITLE

Customer Service Representative

Sudoku solution:

3	6	4	9	8	2	7	5	1
1	7	9	4	5	6	2	3	8
8	5	2	7	3	1	9	6	4
9	8	3	5	4	7	1	2	6
2	4	5	1	9	3	8	9	7
7	1	6	2	9	8	5	4	3
4	3	7	8	2	5	6	1	9
6	2	1	3	7	9	4	8	5
5	9	8	6	1	4	3	7	2

Now *That's* a PUZZLE



2	7			1	9			
5		4		7		1	2	
					8		3	4
3		5		6				
	6			9			4	
		1	7	4		3	8	
4	9		1					8
		2		5		6	7	
1			2		6		9	

Sudoku is a logic-based, combinatorial number placement puzzle. The objective is to fill a 9x9 grid with digits so that each column, each row, and each of the nine 3x3 subgrids that compose the grid contains all of the digits from 1 to 9.

Rock the SilverSneakers®

Simple Ways to Get Outside and Get Active This Spring

Ready to re-energize your body and mind this spring? Outdoor workouts are shown to improve mood, self-esteem and overall well-being, reduce stress, boost the immune system, increase energy and more.

SilverSneakers member Christine R. recently embraced retirement as an opportunity to spend more time hiking and walking, and focusing on her

well-being. "I sat at a computer most of the day in my working life, and made getting into good physical shape number two on my bucket list," says Christine. "Number one was learning to meditate and live a more zen-like life." She's discovered that being active outdoors is a great way to do both!

Not sure where to begin? Your SilverSneakers benefit from **Blue Medicare Advantage** is a great place to start.

Start a walking program. The American Heart Association calls walking "the single most effective form of exercise." Join a local walking group or download this SilverSneakers walking calendar **go.silversneakers.com/complimentary-walking-schedule** to start your own.

Incorporate physical activity into your day. Gardening, yard work, playing with grandkids, golfing, riding a bike and other activities that get you out and moving are good for your body and mind, and can help you stay independent for longer.

Christine continues to use her SilverSneakers benefit to check things off her bucket list. She loves being active outdoors but also takes SilverSneakers classes to build core strength. "I've met some wonderful people along the way and the core strengthening has made my walking and hiking easier and more fun."

Visit **SilverSneakers.com/eligibility** or call 1-888-423-4632 Monday – Friday, 8 a.m. to 8 p.m. ET for more information.

ENGAGE IN COMMUNITY EVENTS

FOR THE BODY

In Step and In Shape Walk and Picnic

May 23, 9:00-12:00pm
Antioch Park
6501 Antioch Rd.,
Merriam, KS 66202
\$10 fee, 913-826-3030

FOR THE SPIRIT

Soup, Salad, and Strolling Strings

April 24, 11:30-1:00pm
Matt Ross Community Center
8101 Marty St.,
Overland Park, KS 66204
\$13 fee, 913-826-3030

Dance and Dine with KC Dixieland Band

June 15, 6:00-8:00pm
Roeland Park Community Center
4850 Rosewood Dr.,
Roeland Park, KS 66205
Free, 913-826-3030

World Music Day on the Patio

June 21, 5:30pm
Brookdale Leawood
4400 W. 152nd St.,
Leawood, KS 66211
Free, 913-491-3681

FOR THE MIND

Bingo

April 27, 10:30-11:30am
Belton Senior Center
609 Minnie Ave., Belton, MO 64012
Free, 816-348-7410

Bridge (Ongoing)

Every Tuesday and Thursday,
10:30-11:30am
Liberty Senior Center
1600 S. Withers Rd.,
Liberty, MO 64068
Free, 816-439-4369

Keeping Our Seniors Safe from Scams Luncheon

May 16, 11:00am
Brookdale Leawood
4400 W. 152nd St.,
Leawood, KS 66211
Free, 913-491-3681



Blue Cross and Blue Shield of Kansas City
2301 Main St., Kansas City, MO 64108

1-866-508-7140, TTY 711

Telephone lines are open 8am to 8pm, 7 days a week. You may receive a messaging service on weekends and holidays from February 15 to September 30. Please leave a message and your call will be returned the next business day.

Blue Cross and Blue Shield of Kansas City's Blue Medicare Advantage includes both HMO and PPO plans with Medicare contracts. Enrollment in Blue Medicare Advantage depends on contract renewal.

You must continue to pay your Medicare Part B premium. Please note that enrollment in a Blue Medicare Advantage plan is limited to specific times of the year. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premium and/or copayments/coinsurance may change on January 1 of each year.

Blue Cross and Blue Shield of Kansas City is an independent licensee of the Blue Cross and Blue Shield Association. The HMO products are offered by Blue-Advantage Plus of Kansas City, Inc. and the PPO products are offered by Missouri Valley Life and Health Insurance Company, both wholly-owned subsidiaries of Blue Cross and Blue Shield of Kansas City.

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