

ENGAGE

QUARTERLY MAGAZINE | SUMMER 2019

Inside this issue

A Nudge to Take Your
Meds as Directed

Making Sense of
Healthcare Terms

Everything's Peachy!

A Healthy Bounty of
Local Kansas City
Farmers Markets

MyBlueKCMA.com



BLUE MEDICARE
ADVANTAGE



KIRBY MCDANIEL
VP of Government Programs
and Product Development

We're in the heat of summer. For Blue KC, that means another hot-off-the-press ENGAGE.

Inside this issue, you can assess your risk of developing prediabetes, find out where to go for care when you're under the weather, and learn about the importance of preventive care for men.

You'll also find a helpful glossary of common healthcare terms and acronyms, seven days of local farmers markets, and one peachy

salad recipe that you can make with your fresh finds. And that's just for starters!

Here's to a sensational summer!

Kirby McDaniel

For Your Information

The Centers for Medicare and Medicaid recently updated their designated Quality Improvement Organization and we are required to share this information with you.

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. Here is a list of the Quality Improvement Organization in each state CMS serves:

- For Kansas, the Quality Improvement Organization is called the Livanta BFCC-QIO Program.
- For Missouri, the Quality Improvement Organization is called the Livanta BFCC-QIO Program.

The Livanta BFCC-QIO Program has a group of doctors and other healthcare professionals who are paid by the Federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. The Livanta BFCC-QIO Program is an independent organization. It is not connected with our plan.

Contact the Livanta BFCC-QIO Program in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home healthcare, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

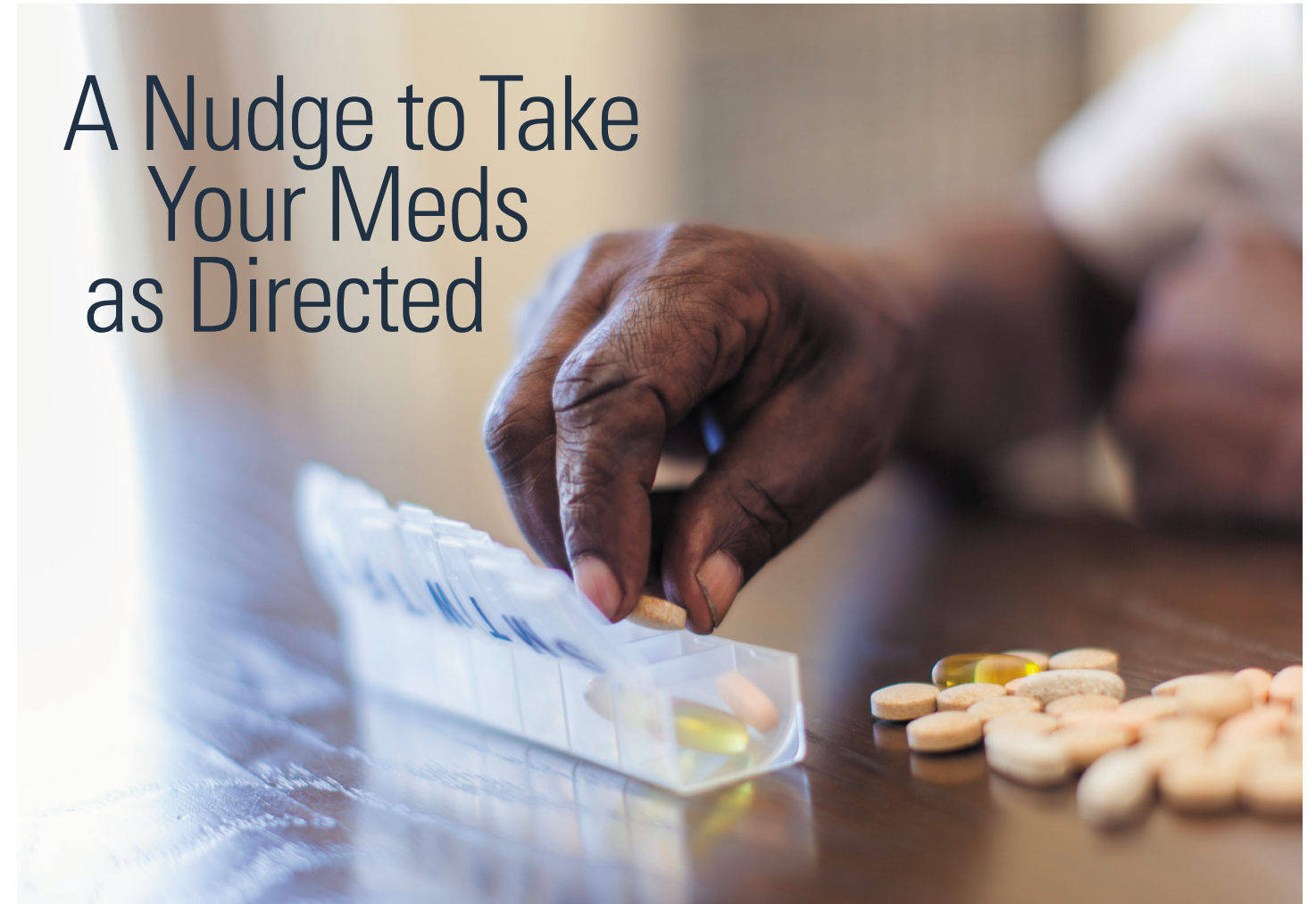
Call: 1-888-755-5580, Monday-Friday 9:00 a.m.-5:00 p.m. (local time), Saturday-Sunday 11:00 a.m.-3:00 p.m. (local time), 24 hour voicemail service is available.

TTY: 1-888-985-9295, this number requires special telephone equipment and is only for people that have difficulties with hearing or speaking.

Mail: Livanta BFCC-QIO Program, 10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701

Website: Livantaqio.com

A Nudge to Take Your Meds as Directed



The Federal Drug Administration (FDA) says, "Sticking to your medication routine (or medication adherence) means taking your medications as prescribed—the right dose, at the right time, in the right way and frequency."

Why is it so important to take your medications as prescribed or instructed? Nonadherence could lead to your disease getting worse, hospitalization or even death. The Centers for Disease Control and Prevention (CDC) estimates that nonadherence causes 30 to 50 percent of chronic disease treatment failures and 125,000 deaths per year in this country.

Blue KC is committed to helping members maintain their health. And that's why we contact anyone who isn't refilling their medications as directed by their physician. If need be, we'll nudge you, too.

8 Tips for Sticking to Your Medication Routine

- Take your medication at the same time every day.
- Tie taking your medications to a daily routine like brushing your teeth or getting ready for bed. Before choosing mealtime for your routine, check if your medication should be taken on a full or empty stomach.

- Keep a "medicine calendar" with your pill bottles and note each time you take a dose.
- Use a pill container. Some types have sections for multiple doses at different times, such as morning, lunch, evening and night.
- When using a pill container, refill it at the same time each week. For example, every Sunday morning after breakfast.
- Purchase timer caps for your pill bottles and set them to go off when your next dose is due. Some pill boxes also have timer functions.
- When traveling, be certain to bring enough of your medication, plus a few days extra, in case your return is delayed.
- If you're flying, keep your medication in your carry-on bag to avoid missing a dose due to lost luggage. Temperatures inside the cargo hold could also damage your medication.

Source: U.S. Food & Drug Administration

Inside This Issue

A Nudge to Take Your Meds as Directed 3

Making Sense of Healthcare Terms 4

September is Preseason—for the Flu 5

Knowing Where to Go for Care 6

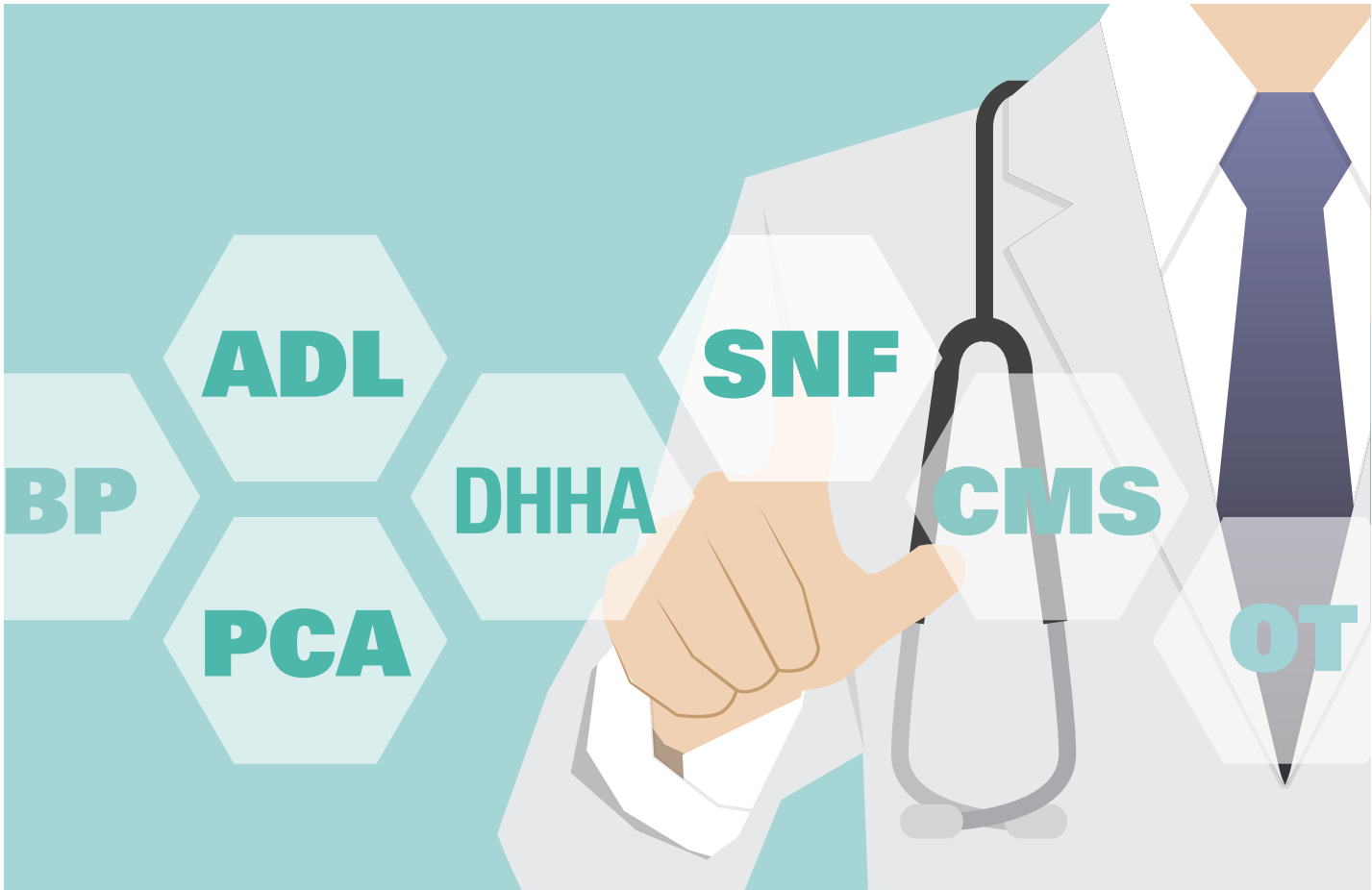
Now *That's* a Puzzle 7

It's an Honor to Honor Kansas City Area Coaches 7

Checkups and Screenings for Men 8

Everything's Peachy 9

A Health Bounty of Local Kansas City Farmers Markets 10



Making Sense of Healthcare Terms

Sometimes you see a PA. Other times, a PCP. Do you have LTCI? Have you ever gone to PT? Have you done any research into CCRCs? As we age, we also age into a whole new lexicon. We’ve compiled a handy glossary to help you make sense of some of the most common terms and acronyms.

ADA Americans With Disabilities Act	CMS Centers for Medicare and Medicaid Services	CHF Congestive Heart Failure	EHR/EMR Electronic Health/Medical Record
AAA Area Agency on Aging	CNA Certified Nursing Assistant	DHHS Department of Health and Human Services	EMS Emergency Medical Services
ALF Assisted Living Facility	COPD Chronic Obstructive Pulmonary Disease	DNR Do Not Resuscitate	EMT Emergency Medical Technician
BP Blood Pressure	CHC Community Health Center	DME Durable Medical Equipment	ER/ED Emergency Room/Department
CCRC Continuing Care Retirement Community	CAT/CT Computerized Axial Tomography	DPOA Durable Power of Attorney	

FMLA Family and Medical Leave Act	NP Nurse Practitioner
FQHC Federally Qualified Health Centers	OT Occupational Therapy
HCP Health Care Proxy	OAA Older Americans Act
HIPAA Health Insurance Portability and Accountability Act	OPP Out-of-Pocket Payments
HMO Health Maintenance Organization	OTC Over the Counter
HSA Health Spending Account	PCA Personal Care Assistant
HCBS Home- and Community-Based Services	PERS Personal Emergency Response System
HHA Home Health Aide	PT Physical Therapy
HHC Home Health Care	PA Physician Assistant
LPN Licensed Practical Nurse	PPO Preferred Provider Organization
LTC Long-Term Care	PCP Primary Care Physician/Provider
LTCI Long-Term Care Insurance	RN Registered Nurse

MRI Magnetic Resonance Imaging	SSDI Social Security Disability Insurance
MCO Managed Care Organization	SSI Supplemental Security Income
MA Medicare Advantage	VA Veterans Affairs
MI Myocardial Infarction	



September Is Preseason – for the Flu

Influenza is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness. What’s the best way to prevent the flu? A flu shot. And when’s the best time to get one? Before flu season kicks in. You can protect yourself against the flu as early as September.

The Centers for Disease Control and Prevention (CDC) recommends that everyone six months of age and older get a flu vaccine every year by the end of October. But as long as flu viruses are circulating, you can be vaccinated in January or later.

Have You Rewarded Yourself Lately?

With your Member Rewards Program, you can earn \$25 gift cards to popular local and national retailers for completing health actions during the year. An Annual Wellness Exam counts as one of these health actions. Have you scheduled this important visit yet?

Knowing
Where to Go
for Care

	Primary Care Physician	Urgent Care/ Walk-In	Emergency Room
Typical Copay Range	\$	\$\$	\$\$\$
Mild Asthma	✓	✓	
Minor Headaches	✓	✓	
Sprains, Strains	✓	✓	
Nausea, Vomiting, Diarrhea	✓	✓	
Bumps, Cuts, Scrapes	✓	✓	
Burning with Urination	✓	✓	
Cough, Sore Throat	✓	✓	
Ear and Sinus Pain	✓	✓	
Eye Swelling, Irritation, Redness or Pain	✓	✓	
Minor Allergic Reactions	✓	✓	
Minor Fevers, Colds	✓	✓	
Rashes, Minor Burns	✓	✓	
Vaccinations	✓	✓	
Animal Bites		✓	
Stitches		✓	
X-rays		✓	
Back Pain	✓	✓	
Any life-threatening or disabling condition including difficulty breathing			✓
Sudden or unexplained loss of consciousness			✓
Chest pain, numbness in face, arm or leg; difficulty speaking			✓
Severe shortness of breath			✓
High fever with stiff neck, mental confusion or difficulty breathing			✓
Coughing up or vomiting blood			

When you're sick or injured, there are several places to go for care—a doctor's office, an urgent care center or the emergency room. How do you choose between the three of them?

PRIMARY CARE PHYSICIAN

Your Primary Care Physician, or PCP, should be your first choice for all non-emergency situations. As the quarterback of your overall health, your PCP is best for handling your routine healthcare needs and any chronic conditions.

URGENT CARE OR WALK-IN CLINIC.


Need to take care of a problem right away because you feel sick or uncomfortable, and your PCP is unavailable? An urgent care center or walk-in clinic are good options. Generally, urgent care centers offer walk-in service and are open before and after regular business hours and weekends.

EMERGENCY ROOM

Emergency rooms are designed for serious or life-threatening medical emergencies, not for routine care or minor ailments. When you go to the emergency room, a healthcare provider who may be unfamiliar with your medical history, will determine whether you need emergency care. It may also cost you more.

IMPORTANT – If you feel you are dealing with a health emergency, call 911 or go to the emergency room right away. You must notify Blue KC of any emergency hospital admission within 48 hours of the admission time, or as soon as reasonably possible.

Now *That's* a PUZZLE



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

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.

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

It's an Honor to Honor Kansas City Area Coaches

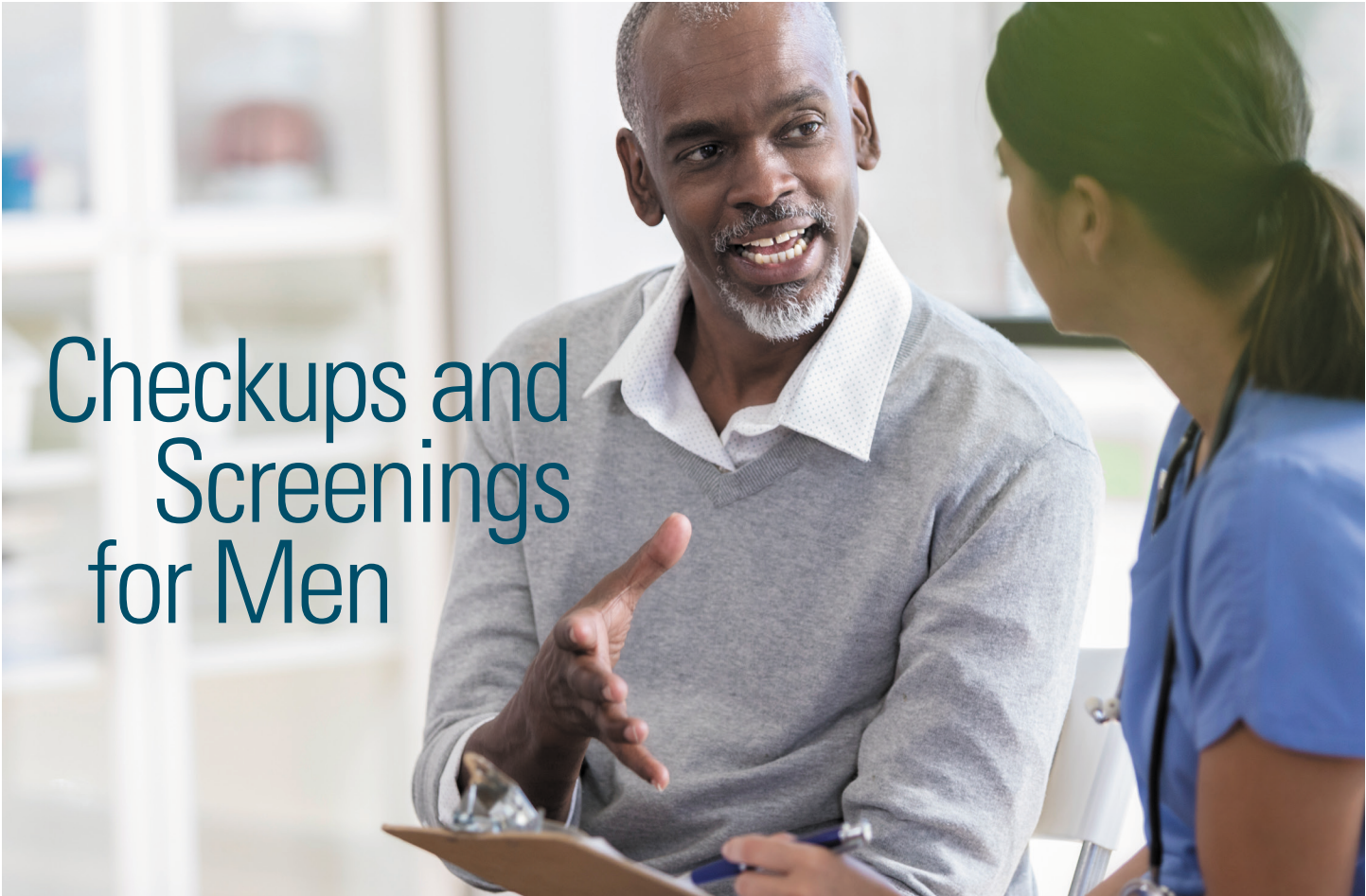


For the third consecutive season, Blue KC is teaming up with the "C" You In The Major Leagues Foundation (CYITML) to recognize Blue KC Coaches with Character. This recognition spotlights coaches who, through their leadership on and off the field, are helping to grow youth sports in the Kansas City area and making our community a better place to live, work and play.

Fans submit nominations and a coach is selected each month for recognition as the Blue KC Coaches with Character honoree.

Honorees are interviewed on 610 Sports Radio, receive a VIP gift package from Blue KC and "C" You In The Major Leagues, and will be invited to meet Royals General Manager and CYITML Founder Dayton Moore at an event in September at Kauffman Stadium. Additionally, Blue KC will make a \$2,000 donation to CYITML in honor of the selected coach.

To nominate a coach, visit www.cyouinthemajorleagues.org/bluekc/



Checkups and Screenings for Men

It's no secret women live longer than men. Men are less likely to take preventive measures. More than half of men's untimely deaths are preventable.¹ Dr. David Gremillion from Men's Health Network says, "There is a silent health crisis in America...it's the fact that, on average, American men live sicker and die younger than American women."

Regular checkups and age-appropriate screenings can help improve men's health. They may even help prevent premature death. To the right is a list of common checkups and screenings and how often you should get them.²

Use your SilverSneakers benefit to stay healthy.

Getting regular checkups and screenings may help prevent diseases or catch them early if they do occur. Being physically active is another way to prevent many of

Checkup or Screening	How often to go
Physical exam	Every year after 50
Blood pressure	Every year after 50
TB skin test	Every 5 years
Blood tests and urinalysis	Every year after 50
EKG	Every year after 50
Rectal exam	Every year
PSA blood test	Every year after 50
Hemoccult	Every year after 50
Colorectal health	Every 1 to 10 years after 50
Chest x-ray	Discuss regularly with your physician after 40
Self-exams (testicles)	Monthly
Bone health	Discuss with a physician after age 60
Testosterone screening	Discuss with a physician after age 40

**Chart adapted from <http://www.menshealthnetwork.org/library/pdfs/GetItChecked.pdf>*

these issues. In fact, as you age, healthy eating and exercise can³:

- help prevent disease and injury
- increase mental sharpness
- assist in faster recovery
- give energy levels a boost
- improve immune system function
- help manage chronic health problems

SilverSneakers®, provided by Blue Medicare Advantage, offers classes⁴ at participating locations⁵ across the nation, and community parks and recreation centers right in your neighborhood. Or, you can exercise with SilverSneakers On-Demand™ in your own living room. Either way, you're moving and that's good! In fact, 88 percent of participants say SilverSneakers improved their quality of life.⁶

Go to SilverSneakers.com to get your ID number or find convenient locations. Download the SilverSneakers GO™ app for adjustable workout programs tailored to individual fitness levels, schedule reminders for favorite activities, find convenient locations and more.

Always talk with your doctor before starting an exercise program.
1. <http://www.menshealthnetwork.org/library/blueprint.pdf>
2. <http://www.menshealthnetwork.org/library/pdfs/GetItChecked.pdf>
3. <http://www.menshealthresourcecenter.com/aging-seniors/>
4. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.
5. Participating 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.
6. 2017 SilverSneakers Annual Participant Survey
SilverSneakers is a registered trademark of Tivity Health, Inc. SilverSneakers On-Demand and SilverSneakers GO are trademarks of Tivity Health, Inc. © 2019 Tivity Health, Inc. All rights reserved.
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Everything's Peachy!

Summer Peach Salad Serves 8-12

- Salad:**
- 8-12 each – fresh peaches, ripe, de-seeded, cubed
 - 2 pints – blueberries
 - ½-1 cup – fresh basil leaves, chopped
 - ¼-1 cup – red onions, small and thinly diced
 - 6-8 cups – baby arugula
 - 6-8 cups – baby spinach
 - To taste – sea salt
 - To taste – pepper, fresh ground black

- Quick Vinaigrette:**
- 2 each – lime juice from fresh lime
 - 2 Tbsp. – white or apple cider vinegar
 - 4 Tbsp. – extra virgin olive oil
 - To taste – sea salt
 - To taste – pepper, fresh ground black

- Garnish Options:**
- ½ cup – pecans or candied pecans
 - 1 Tbsp. – almonds, toasted
 - 1 cup – avocado or goat cheese, crumbles

- Method of Preparation:**
- Mix arugula and spinach, and reserve cold.
 - Lightly fold rest of ingredients from peach salad and reserve cold.
 - In a different bowl, whisk together quick vinaigrette.
 - Lightly add vinaigrette to fruit salad and greens separately as needed. Season to taste. Keep light.
 - To plate, top fruit salad on top of lettuce mix.
 - Garnish and serve.

- Chef Notes:**
- Red onions may be omitted.
 - Dairy-free option – substitute avocado for goat cheese.
 - This recipe is gluten free.

Bon Appétit! Chef Kyle Williams



A Healthy Bounty of Local Kansas City Farmers Markets

Let's celebrate the farmers, the growers, the bakers and makers. Let's welcome the prospect of fresh produce, homemade cakes and preserves, local arts and crafts and the sheer joy of community. Let's support a beloved American institution—the farmers market—all summer long and into the fall.

The number of farmers markets in the United States has grown rapidly in recent years, going from just under 2,000 in 1994 to more than 8,600 markets currently registered in the USDA Farmers Market Directory. Right here in Kansas City, you'll find more than 30 farmers markets. They range from small markets selling organic produce to the famous City Market with more than 150 vendors. So happy, healthy shopping. There's a market open for business every day of the week.

SUNDAY

Rosedale Farmers Market
4020 Rainbow Blvd., Kansas City, KS
10:30 a.m. – 2:00 p.m.
Market season: May – September

MONDAY

KCK Farmers Market at Juniper Gardens
3rd St. & Richmond, Kansas City, KS
7:00 a.m. – 1:00 p.m.
Market season: June – October

TUESDAY

KCK Farmers Market at Central Ave. Catholic Charities
2220 Central, Kansas City, KS
7:30 a.m. – sellout
Market season: June – September

Niles Garden Market
1911 E. 23rd St., Kansas City, MO
4:00 – 6:30 p.m.
Market season: June – October

WEDNESDAY

Cass County Farmers Market
2601 Cantrell Rd., Harrisonville, MO
3:00 – 6:00 p.m.
Market season: May – October

Gladstone Farmers Market
7117 North Prospect Ave.,
Gladstone, MO
2:00 – 6:00 p.m.
Market season: May – October

KCK Farmers Market at Strawberry Hill
6th & Taumomee Ave., Kansas City, KS
7:00 a.m. – sellout
Market season: June – October

Overland Park Farmers Market
7950 Marty, Overland Park, KS
7:30 a.m. – 1:00 p.m.
Market season: April – December

Parkville Farmers Market
English Landing Park off Hwy. 9,
Parkville, MO
2:00 – 5:00 p.m.
Market season: April – October

Troostwood Youth Garden Market
5142 Paseo Blvd., Kansas City, MO
3:00 – 7:30 p.m.
Market season: May – October

Waldo ReStore Farmers Market
303 W. 79th St., Kansas City, MO
3:00 – 7:00 p.m.
Market season: May – September

THURSDAY

KCK Farmers Market at KCKCC
7250 State Ave., Kansas City, KS
7:30 a.m. – sellout
Market season: June – October

Northeast Farmers Market
3001 Independence Ave., Kansas
City, MO
4:00 – 7:00 p.m.
Market season: June – October

Raytown Farmers Market
6210 Raytown Rd., Raytown, MO
2:00 – 7:00 p.m.
Market season: May – October

FRIDAY

**Ivanhoe Small Growers
Farmers Market**
3700 Woodland Ave., Kansas City, MO
5:00 – 7:00 p.m.
Market season: June – September

North Kansas City Farmers Market
Armour Rd. & Howell St., North
Kansas City, MO
7:00 a.m. – 1:00 p.m.
Market season: May – October

Troostwood Youth Garden Market
5142 Paseo Blvd., Kansas City, MO
3:00 – 7:30 p.m.
Market season: May – October

SATURDAY

Brookside Farmers Market
63rd & Wornall, Kansas City, MO
8:00 a.m. – 1:00 p.m.
Market season: April – October

City Market
20 E. 5th St., Kansas City, MO
6:00 a.m. – 3:00 p.m.
Market season: March – October

Cass County Farmers Market
2601 Cantrell Rd., Harrisonville, MO
8:00 a.m. – 1:00 p.m.
Market season: May – October

Gladstone Farmers Market
7117 North Prospect Ave.,
Gladstone, MO
7:00 a.m. – 12:00 p.m.
Market season: May – October

Historic Liberty Farmers Market
111 N. Water St., Liberty, MO
7:00 a.m. – 12:00 p.m.
Market season: May – October

Independence Farmers Market
Walnut St. & South Liberty St.,
Independence, MO
5:00 a.m. – 1:00 p.m.
Market season: May – October

Merriam Farmers Market
5740 Merriam Dr., Merriam, KS
7:00 a.m. – 1:00 p.m.
Market season: May – October

Overland Park Farmers Market
7950 Marty, Overland Park, KS
7:00 a.m. – 1:00 p.m.
Market season: April – December

Parkville Farmers Market
English Landing Park off Hwy. 9,
Parkville, MO
7:00 a.m. – 12:00 p.m.
Market season: April – October

Raytown Farmers Market
6210 Raytown Rd., Raytown, MO
8:00 a.m. – 1:00 p.m.
Market season: May – October

Troostwood Youth Garden Market
5142 Paseo Blvd., Kansas City, MO
9:00 a.m. – 2:00 p.m.
Market season: May – October

Fresh, local foods. For less green.

Some low-income seniors in Kansas and Missouri are eligible for vouchers to buy fresh produce at approved farmers markets. Missouri residents can learn more at www.cultivatekc.org/mo-sfmnp. Kansas residents can learn more at www.kdheks.gov/sfmnp/seniors.htm.

Sources: Farmers Market Coalition,
Health Forward Foundation

ENGAGE IN COMMUNITY EVENTS

FOR THE BODY

Where Did Your Balance Go?

July, 18, 10:30-11:00 a.m.,
Lenexa Senior Center,
13425 Walnut St., Lenexa, KS 66215,
Free, online registration

Summer Health Fair and Breakfast

August 8, 8:00-10:00 a.m.,
Vesper Hall, 400 NW Vesper St.,
Blue Springs, MO 64014,
Free, 816-228-0181 to register

FOR THE SPIRIT

Wyandotte County History

Lecture Series

July 22, 6:00-8:00 p.m., Main Library,
2nd floor auditorium, 625 Minnesota
Ave. Kansas City, KS 66101, Free,
913-295-8250 ext. 1108 to register

Astrology - Traditions and Practical Applications

July 29, 6:00-7:00 p.m.,
Turner Library, Bear's Den,
831 S. 55th St. Kansas City,
KS 66106, Free, to register e-mail
afroelich@kckpl.org

Day Trip: Joseph and the Amazing Technicolor Coat

August 7, 11:00 a.m.-4:00 p.m.,
Festival Shelter, Macken Park,
Howell St. & Clark Ferguson Dr.,
North Kansas City, MO 64116,
\$42 fee, 816-300-0545 to register

FOR THE MIND

Cell Phone Photography Class

August 8, 10:00 a.m.-12:00 p.m.,
Matt Ross Community Center,
8101 Marty St., Overland Park,
KS 66204, \$20 fee, 913-895-6350
to register

How to Maximize Your Social Security

August 27, 6:30-7:30 p.m.,
Lenexa Senior Center,
13425 Walnut St., Lenexa, KS 66215,
Free, online registration



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Blue Shield
of Kansas City

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 8 a.m. to 8 p.m.,
7 days a week. You may receive a messaging
service on weekends and holidays from April 1
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.*

*Medicare Advantage Compliance and Fraud,
Waste & Abuse Hotline (anonymous 3rd Party Vendor):
844-227-1790*

*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.*

Health and wellness or prevention information.

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