

A photograph of a man and a young girl sitting on a wooden sled in a snowy field. The man, wearing a brown jacket and a fur-lined hat, is smiling and looking towards the camera. The girl, wearing a green jacket, a white knit hat with a pom-pom, and a red scarf, is also smiling. They are both wearing winter boots and gloves. The background is a soft-focus snowy landscape.

# ENGAGE

QUARTERLY MAGAZINE | WINTER 2020

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# Healthful Reminders 4 Vaccines You Need

- ❑ **Flu** – A must for older adults. The CDC recommends that everyone six months of age and older get a flu vaccine every year by October. But as long as flu viruses are circulating, you can be vaccinated in January or later.

❑ **Pneumonia** – Adults 65 and older should receive two vaccines to protect against pneumococcal disease: PCV13 (Prevnar 13) and PPSV23 (Pneumovax 23). The CDC recommends getting both shots, a year apart, with the PVC13 first.
- ❑ **Shingles** – The CDC recommends that people over 60 get a shingles vaccine.

❑ **Tdap Booster (Tetanus, Diphtheria and Pertussis)** – Tdap is the booster shot for the childhood DTaP vaccine. If you didn’t have the Tdap vaccine as a teen or adult, get one now. If you had the Tdap vaccine 10 or more years ago, the CDC recommends that you get a booster against tetanus and diphtheria – it’s called Td.
- Source: Centers for Disease Control and Prevention

# Care Options for Fighting the Flu



It’s important to catch flu symptoms early while treatment options can still be effective. If you develop the flu or flu-like symptoms, it’s best to seek care from your primary care provider (PCP). If your PCP doesn’t have any available appointments, your next best option is to make your way to a walk-in clinic or urgent care center.

If you ever experience any emergency warning signs or serious complications from the flu, go to the nearest emergency room IMMEDIATELY.

Consult the chart below to learn where to turn for care based on your flu symptoms or other health conditions.

## Free shots now available

Did you know your benefits include a free flu shot when provided by an in-network provider? To schedule, call your PCP or visit a local pharmacy.

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# What to Expect for the Rest of Flu Season

The flu season is not over. All regions of the country are now seeing flu activity—pretty common since flu season is at its peak between December and March. But what’s not so common is the virus that’s leading the charge: Influenza B/Victoria virus.

According to the Centers for Disease Control and Prevention (CDC), the Influenza B virus isn’t usually dominant until the early spring. And because of this, the 2020 flu season may last longer than usual.

The CDC reminds us that, even as we speak, it’s not too late to get a flu vaccine. It’s also important to remember that if you do contract the flu, be sure to take antiviral drugs as early as possible. Antiviral medications are proving to work well against all circulating strains of the virus, including Influenza B, H1N1 viruses and H3N2 viruses.

Make sure to follow these steps to avoid catching and spreading the flu:

- Wash hands often.
- Avoid direct contact with others who are ill.
- Cover your mouth when you cough.
- Stay home when you are not feeling well.
- And of course, get the flu shot!

Source: Centers for Disease Control and Prevention

GUIDE TO FINDING THE BEST CARE OPTION	Primary Care Provider	Urgent Care Center	Emergency Room
Typical Copay Range	\$	\$\$	\$\$\$
Tiredness	☑	☑	
Aches/Pain	☑	☑	
Nausea, Vomiting, Diarrhea	☑	☑	
Chills	☑	☑	
Coughing	☑	☑	
Runny Nose	☑	☑	
Ear and Sinus Pain	☑	☑	
Eye Swelling, Irritation, Redness or Pain	☑	☑	
Minor Fever	☑	☑	
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			☑



# Your Voice Matters

And we want to be your 10 out of 10

Each spring, the Centers for Medicare & Medicaid Services (CMS) sends surveys to randomly selected members of all Medicare Advantage plans throughout the United States. These two surveys—CAHPS® and HOS—ask members to rate their experiences with their health plan.

### CAHPS - The Medicare Experience Survey

This CAHPS survey stands for Consumer Assessment of Healthcare Providers & Systems. It asks members to report and evaluate their healthcare experiences.

The 2020 CAHPS survey is mailed out in February and March and covers topics that are important to members. It asks questions about your experience with your health plan and your doctor in areas such as:

- Getting needed care
- Getting care quickly
- How well doctors communicate
- Health plan customer service
- Health plan rating
- Prescription drug plan rating

### The Medicare Health Outcomes Survey

The Medicare Health Outcomes Survey (HOS) is a patient-reported outcomes measure used in Medicare managed care. The goal of the Medicare HOS is to collect valid, reliable and clinically meaningful health status data from the Medicare Advantage program.

The Medicare HOS includes questions to see if your health care provider discussed key health topics with you. This is to ensure you're receiving the care you need to stay healthy. Topics include:

- Fall prevention
- Physical health
- Mental health
- Bladder health

These surveys are designed to help CMS determine the quality of care that health insurance companies provide to Medicare members. If you're one of the Medicare members who receive a survey in the mail, please take the time to follow the survey directions and answer all the questions. Your responses will help CMS ensure that you receive the high-quality care you deserve.

# Now *That's* a PUZZLE



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

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

# Be Counted in the 2020 Census

Once every 10 years, the U.S. Census Bureau counts every person who lives in the United States. The census is important because population numbers shape how political power and federal tax dollars get distributed in the coming decade.

Federally funded programs rely on census data to distribute monies to states and localities. This includes funds for our schools, roads and hospitals, as well as programs that aid older Americans, like Medicare Part B.

### When does the 2020 census start?

The official Census Day is April 1, and most households can start participating around

mid-March. At that time, letters with instructions will be mailed out to 95% of homes around the country.

### How is the census taken?

Between March 12 and 20, the majority of U.S. households will receive a postcard invitation to respond online to the 2020 census. This year for the first time, you can respond online or call a 1-800 number to give your responses by phone. For that number, or for more information, visit [www.census.gov](http://www.census.gov).



# Take Advantage of Your 2020 Benefits

Supplemental benefits are here to help you live your best life. And your Medicare Advantage plan is full of them. Ready to take full advantage? Here's a refresher.

Keep in mind that **not all Blue Medicare Advantage plans offer the same benefits**. Please log into MyBlueKCMA.com or call Blue Medicare Advantage Customer Service at 1.866.508.7140 (TTY 711) to see which benefits are available to you.

 **SilverSneakers®**

This free fitness benefit is designed for all fitness levels. Enjoy access to gym memberships, fitness classes, mobile workout programs, and more.

**To Enroll:** Call 1.888.423.4632 (TTY 711) or visit SilverSneakers.com.

 **24-Hour Nurse Line**

Have a healthcare question or concern? Talk to a registered nurse 24/7, 365 days a year. The nurse will assess your situation and help to resolve your care issue.

**To Connect:** Call 1.833.546.9354 (TTY 711).

 **Vision**

Your supplemental routine vision benefit is administered through EyeMed. To qualify for a \$0 cost sharing routine eye exam, you must use an EyeMed network provider.

**Find A Provider:** Visit EyeMed.com and choose "Find a Provider." Select the Insight Network.

 **Hearing**

Routine hearing exams and certain hearing aids are administered through our partner, TruHearing. They'll help you arrange an appointment with a provider nearest you.

**Find A Provider:** Call TruHearing Customer Service at 1.855.541.3070 (TTY 711).

 **Dental**

We've partnered with DentaQuest to provide dental benefits, including an annual allowance toward either preventive or comprehensive dental services.

**Find A Provider:** Visit [dentaquest.com/find-a-dentist-gov](https://dentaquest.com/find-a-dentist-gov) or call DentaQuest Customer Service at 1.844.231.8312 (TTY 711).

 **Acupuncture & Therapeutic Massage**

Acupuncture and therapeutic massage treatments provide pain relief without medication. We've partnered with American Specialty Health (ASH ) to provide this benefit.

The number of covered treatments varies by plan, and the therapeutic massage benefit is only available to Essential (PPO) plan members. Log into MyBlueKCMA.com for more details on your plan's benefit.

**Find a Provider:** Call Blue Medicare Advantage Customer Service at 1.866.508.7140 (TTY 711).

 **Over-the-Counter Items Allowance**

Receive over-the-counter (OTC) benefits through our partner program, Healthy Benefits Plus. If your plan provides this benefit, you've received a card in the mail that's preloaded with \$25 in monthly OTC benefits that expire each month.

**For A List Of Items:** Visit [HealthyBenefitsPlus.com/BlueKCMAOTC](https://HealthyBenefitsPlus.com/BlueKCMAOTC).

**Ways To Shop:**

**IN STORE**  
Buy eligible products at any Walmart, Hy-Vee, or CVS store nationwide.

**ONLINE**  
Shop online at [HealthyBenefitsPlus.com/BlueKCMAOTC](https://HealthyBenefitsPlus.com/BlueKCMAOTC) or use the mobile app for in-store pickup or home delivery.


**BY PHONE**  
Call 1.833.832.7308 (TTY: 711).

For details on how to use this benefit, visit [HealthyBenefitsPlus.com/BlueKCMAOTC](https://HealthyBenefitsPlus.com/BlueKCMAOTC).

 **Non-Emergency Medical Transportation**

We've partnered with ALC Solutions for your Non-Emergency Medical Transportation benefit. Use up to 12 one-way trips to plan-approved locations like doctors' appointments and pharmacies.

**Schedule Transportation:** Call ALC Customer Service at 1.833.886.8663 (TTY 711) at least two business days in advance to arrange pick-up times.

 **Post-Discharge Meals**

After discharge from an inpatient stay, you can have 14 nutritious, precooked meals delivered to your home. Our team will work with you to coordinate meal delivery from our partner, Mom's Meals. Providers may submit an order directly to Mom's Meals, or members can call Customer Service for assistance in requesting a meal.

**To Request Meals:** Call Blue Medicare Advantage Customer Service at 1.866.508.7140 (TTY 711) within 30 days after your inpatient hospital discharge.

 **Member Rewards Program**

Members can earn up to a \$50 gift card for completing an Annual Wellness Exam or other qualified wellness activities, including a flu shot, breast cancer screening, and diabetic eye exam.

**Get Started:** Visit [MRPHealthmine.com](https://MRPHealthmine.com) to register and claim your gift card.



# How to Make Your Resolutions Work

Are you resolving to be healthier in 2020? Here are some tips from SilverSneakers® to help you stay on track.

- Set realistic, specific goals. “Lose weight” is not a specific goal. “Lose 10 pounds in 90 days” is.
- Use SMART goals. Specific, Measurable, Action-oriented, Realistic, Time-bound.
- Take small steps. Results take time. Start by planning workouts for the first week. Continue every week, increasing intensity to stay challenged but safe.
- Have fun! Do what you enjoy – skiing, riding a bike, playing tennis or practicing yoga. If it’s fun, you’re more likely to stick with it.
- Have an accountability buddy. Share goals with friends and family so they can help keep you on track.
- Celebrate your success between milestones. Don’t wait until you reach your final goal. Enjoy the journey!
- Track progress. Choose how you’ll evaluate results — by weight, body fat or improvement in activities. Keep a daily food and exercise journal, and track your progress weekly. You’ll be amazed at how inspiring small victories are!
- Use your SilverSneakers benefit. You’ll have access to thousands of fitness locations with use of equipment and SilverSneakers classes, plus support all along the way. Find out more at SilverSneakers.com. Have a happy and healthy 2020!

## TRY A FITNESS TIME CAPSULE!

• **Write down your health or fitness goal for the year. Be specific.**

• **Seal the note or list in a container and put it in a safe place.**  
**Tip: Put it in a clear holiday ornament that you’ll pack away and unpack next December.**

• **At year-end, check your progress against your written goal and see what a great year you had!**

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## Roasted Acorn Squash & Pomegranate

Servings: 4

A golden winter squash is the star of this made-for-winter salad. Acorn squash is high in vitamin C and fiber. When roasted, it takes on a buttery sweetness that mixes well with other flavors—in this case, crispy kale, savory brussels sprouts and tart pomegranate seeds.

### INGREDIENTS – MAIN

- 2 acorn squash, cut in half, de-seeded
- 1/2 cup pomegranate seeds
- 4 cups baby kale
- 1 cup brussels sprouts, shaved paper thin
- 1 cup figs, cut in quarters, de-stemmed
- 3 tablespoons olive oil
- Salt and pepper, as needed

### INGREDIENTS – QUICK DRESSING

- 1/4 cup extra virgin olive oil
- 1/4 cup balsamic vinegar
- 1 teaspoon salt
- 1 teaspoon fresh ground pepper

### DIRECTIONS

1. Preheat oven to 375 degrees.
2. Season the cut sides of squash with oil and salt and pepper.

3. Line sheet pan with baking paper, then place squash cut side down on paper.
4. Bake for 30-60 minutes until squash is fork tender.
5. While squash is baking, make quick dressing and reserve on the side.
6. Once squash is done, remove from oven and remove skin from squash. Place squash on plate and refrigerate to cool. Can break apart with a knife or your hands.
7. In a bowl, place kale, brussels sprouts, pomegranate seeds, and figs and toss lightly with dressing. Put cooled acorn squash on top.
8. Garnish and enjoy!

### GARNISH

- Pumpkin seeds
- Pumpkin seed oil, lightly drizzled
- Craisins

### CHEF NOTES

This recipe is gluten-free, dairy-free, corn-free and soy-free. If you can’t find fresh figs, you can substitute dried figs.

*From the kitchen of Blue KC Chef Kyle Williams.  
 Bon appétit!*

# Are You Getting Enough Sleep?

Ahhh, sleep. A time of rest and rejuvenation, when our minds and bodies can recuperate from the events of the day. Getting a good night's sleep is essential to our overall health and well-being.

As we age, it's important to develop healthy sleep habits. Because a chronic lack of sleep or poor-quality sleep increase your risk of health problems such as cardiovascular disease, high blood pressure, diabetes, depression and obesity. Sleep issues are also linked to memory problems, forgetfulness, and more falls or accidents.

### What can you do to sleep better?

- Don't exercise within 3 hours of your bedtime.
- Avoid caffeine for at least 3 or 4 hours before bed.
- Go to bed and wake up at the same time every day, including weekends.

- No TV, computers, or digital devices in the bedroom.
- Don't drink alcohol in the late evening, it can make you wake up in the middle of the night.
- Resist the urge to take long naps in the late afternoon or evening. 30 minutes, tops.

### It's been 20 minutes, and I still can't sleep...

Try this. Get out of bed and do a quiet, relaxing activity like reading or listening to music. When you feel sleepy go back to bed and give it another whirl. If you're not lights out in 20 minutes, repeat.

**Sleep on this.**  
**We spend up to 1/3 of our lives asleep.**

**Getting Quality Zzzzzzz's.**  
**To feel their best, adults age 50 and older should shoot for 7-9 hours every night.**

*Source: National Sleep Foundation;  
NIH National Institute on Aging*



## Think on This a Moment. Meditation Can Slow the Aging Process.

For centuries, meditation practitioners in Eastern cultures have believed that meditation can keep you younger. Today, more and more doctors believe it can be a powerful tool to help maintain our mental, physical, and emotional health as we age.

Some of the best things about meditation? It's free. Comes with no side effects. And doesn't require much time. All you have to do is set aside about 15 minutes every day. Here are some of the anti-aging benefits of learning to be still with your thoughts.

### Meditation's Anti-Aging Impact

- 1. Meditation helps memory.** The dominant long-term and short-term memory storage hubs—the hippocampus and frontal brain lobe—become well-stimulated during meditation. This can reduce memory loss and improve memory recall.
- 2. Meditation makes the digestive system work better.** The deep breathing helps to improve circulation and enrich blood oxygen, which sends extra help to all of the organs, including the stomach and intestines. So if you have digestive

problems, you'll see immediate relief if you meditate. What's more, meditation's extra oxygen boost helps the immune system, heals the lungs and improves circulation.

- 3. Meditation activates the happy part of the brain.** By stimulating the "feel-good" prefrontal cortex, the mind gets a positive boost from meditation. You'll feel happier. And many people believe that feeling happier can help slow the aging process.

- 4. Meditation sharpens and focuses the mind.** Meditation can make the senior years just as rewarding as other life phases. By improving brain function, we can experience better focus, more creativity and quicker wit. When we meditate, our concentration levels and attention spans improve.

- 5. Meditation alleviates stress.** Ever notice how someone who is going through a stressful time begins to look older? We know that stress ages the body. And we know that meditation reduces stress. Even a few minutes can clear our minds and restore a sense of calm and inner peace.

Sources: EOC Institute, Wall Street Journal Magazine

# ENGAGE IN COMMUNITY EVENTS

**Earn a \$10 Walmart gift card by attending a member event!\***

Join us for a member meeting to learn how to get the most of your 2020 benefits. Space is limited, so register online at **MedicareBlueKC.com/2020MemberMeetings** or call 1.844.239.4038 (TTY 711) to reserve a spot.

## **Jackson County**

Musical Theater Heritage in Crown Center  
2450 Grand Blvd #301, Kansas City, MO 64108  
February 19, 2020, 10 a.m.

## **Buchanan County**

Robidoux Resident Theater  
615 S 10th St, St Joseph, MO 64501  
February 28, 2020, 10 a.m.

## **Platte County**

AMC Barrywoods 24  
8101 Roanridge Rd, Kansas City, MO 64151  
February 20, 2020, 9 a.m.

## **Jackson County**

AMC Ward Parkway 14  
8600 Ward Pkwy Suite 14, Kansas City, MO 64114  
March 3, 2020, 9 a.m.

## **Johnson County**

AMC Town Center 20  
11701 Nall Ave, Leawood, KS 66211  
March 11, 2020, 9 a.m.

Or, join us for a **Medicare and a Movie** event where we will be showing a movie after the member meeting at these three locations:

If you are a retiree receiving coverage through an employer, you are welcome to attend these meetings, but the benefit details may not apply to you.

*\*You must be a member to qualify for a gift card; limit one gift card per event. Member ID required.*



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

**1.866.508.7140, TTY 711**

For accommodations of persons with special needs at meetings call **1.844.239.4038, TTY 711**

*Medicare Advantage Compliance and Fraud,  
Waste & Abuse Hotline (anonymous 3rd Party Vendor):  
1.844.227.1790*

*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.*

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