



Healthcare

News and information from IU Health Plans to help you take good care of your health.

News to use now

View these important resources at

iuhealthplans.org > **Tools & Resources:**

- Evidence of Coverage (benefits)
- Provider Directory (physicians)
- Formulary Directory (medications)
- CVS Caremark Mail Service Order Form



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Spring into better health

Spring is the perfect time to re-evaluate your health. Take time to consider how you can reach your goals, and start by partnering with your doctor to develop a plan that includes preventive care plus:

1. Healthy eating and physical activity
2. Taking medications as prescribed
3. Coping with stress
4. Reducing health risks and staying current with immunizations

Then take advantage of the extra benefits and discounts included with your IU Health Plans Medicare Advantage plan:

- **Silver&Fit® Exercise & Healthy Aging Program.** Find exercise options at Silverandfit.com or call 877.427.4788 (TTY/TDD: 711).
- **Delta Dental preventive care.** Find providers at deltadentalin.com/findadentist > Go to the blue box, second bullet or call 800.330.2732 (TTY users call 711).
- **EyeMed Vision exam and eyewear.** Appointment scheduling is available at eyemedvisioncare.com/iuhealth or call 844.408.6295.
- **TruHearing hearing aids.** Listen to customer testimonials and view devices at truhearing.com/select or call 866.793.6601 (TTY: Dial 711).



Health Plans

Indiana University Health Plans is a Medicare Advantage organization with a Medicare contract. Enrollment in Indiana University Health Plans depends on contract renewal. Other pharmacies/physicians/providers are available in our network. Product types include HMO and HMO POS.

Your care and experience matters

In the coming weeks, you may receive a patient experience survey or follow-up phone call from an approved survey firm for the Centers for Medicare & Medicaid Services (CMS). This mailing will be identified with an IU Health Plans return address. These surveys, mailed randomly to some members, ask about member experiences with healthcare providers, including hospitals, home health agencies, doctors, health plans and drug plans. Answers remain anonymous, and the feedback is used to improve the member experience and to learn more about how people receive healthcare and how satisfied they are with their care. It's important to promptly return any surveys you receive.

Throughout the year, you may receive additional mailings from IU Health Plans to assess your

health risks or rate your satisfaction as a member. Your experience matters, and we thank you for your responses.

To help you identify other important mail that you may receive from Medicare, go to **medicare.gov**, then click on the blue tab, "mail you get about Medicare."

We care about your service

Did IU Health Plans provide good service to you? We would appreciate hearing about your recent experience—exceptional or one that could be improved. Call us at 800.455.9776 or email **IUHPMedicare@iuhealth.org**.

Get a cost estimate for upcoming care at IU Health

IU Health will provide a cost estimate of charges you can expect for upcoming IU Health care and doctors' services. The estimate can help you plan for elective care or the management of a chronic condition.

To obtain a patient cost estimate, choose one of these options:

- Call 317.963.2541 or toll free 833.722.6050.
- Email **estimates@iuhealth.org**.
- Log in to **myiuhealth.org** (the IU Health patient portal) and click on the Patient Cost Estimate icon.

Tech toolbox

Searching for covered medications is easy. Follow these simple steps:

1. Go to **iuhealthplans.org**, then select Medicare Advantage Plans.
2. Scroll down to Commonly Used Tools & Resources, then 2019 Comprehensive Formulary.

Or

To view more details and drug options, scroll back up to the top and select Tools & Resources, then 2019 Formulary Directory. Search by medication name or drug class.

Get the most from your *no cost* preventive care benefits

Screening	Health benefit	Recommended frequency
Bone mass measurement	Can identify osteoporosis or risk for future broken bones	Every 24 months (more often if medically necessary)
	Tip: Bone density and mammogram can be scheduled on the same date.	
Mammogram	Checks for breast cancer	One screening every 12 months (more often if medically necessary)
Wellness exam	Develop or update a personalized prevention plan based on current health and risk factors	Once every 12 months
Cardiovascular disease	Includes blood tests for cholesterol, lipid and triglyceride levels (also blood tests that help detect conditions that may lead to a heart attack or stroke)	Once every five years (60 months)
Routine vision exam	Detects eye health problems like glaucoma or cataracts and helps identify early signs of diseases that impact your whole body like high blood pressure, diabetes and high cholesterol	Once every calendar year

Cut your Type 2 diabetes risk in half

The IU Health Diabetes Prevention Program can help you make modest lifestyle changes and cut your risk for Type 2 diabetes by more than half.

Who is this program for?

Available to patients with an IU Health physician, this free program is for people who meet the following criteria:

- Must have a body mass index (BMI) of 24 or greater (22 or greater if Asian American) **and**
- Must have a recent blood test (within the last year) indicating prediabetes

To learn more or register, contact the Diabetes Prevention Program coordinator at 317.962.3451.



Stay active with prevention, wellness activities

Medicare patients completing annual wellness exams at IU Health facilities in Lafayette and Bloomington can take advantage of more ways to stay active and independent.

Lafayette – Annual Medicare wellness exams are offered by Jean Kolp, NP, and Douglas Greeson, MD, at IU Health Arnett Senior Services, 2600 Greenbush St. In addition, patients can attend monthly social activities and other classes such as:

- Nutrition strategies
- Exercise (Tai Chi)
- Aromatherapy and relaxation
- Beginner technology

**Call 765.838.4265 for information or to schedule an annual wellness exam, or to register for a class.*

Bloomington – Annual Medicare wellness exams are offered each week on Monday, Thursday and Friday by Ruana Cronin, NP, at Southern Indiana Physicians – Landmark Medical Center, 550 Landmark Ave.

Get a health risk assessment, update your medical records, schedule preventive screenings and get personalized health advice and education. Call 812.355.3290 for more information or to schedule an annual wellness visit.



Know what to do when you need care quickly

All of your healthcare, except emergency or urgently needed care, or out-of-area dialysis services, must be given or arranged by an IU Health Plans doctor(s).

Need care quickly?

Urgently needed care: If you require urgently needed care while temporarily outside the plan's service area, you may get this care from any provider. "Urgently needed care" is when you

need medical help for an unforeseen illness or injury, but your health is not in serious danger.

Medical emergency: Call 911 for help immediately or go to the nearest emergency room, hospital or urgent care center. You don't need to get approval or a referral from your doctor or other network provider.

For more details, refer to your Evidence of Coverage.

An Urgent Care facility is not an emergency room. In an emergency, always seek medical care immediately. Go to the nearest emergency room or call 911.

IU Health Urgent Care: The treatment you need—on your schedule

When it's not an emergency, but you need prompt medical attention and don't have time to schedule with a primary care doctor, IU Health Urgent Care offers:

- Convenient access to care at five Indianapolis locations and one in Bloomington.
- Extended hours from 8 am – 8 pm, Monday – Friday, and 8 am – 6 pm, Saturday and Sunday.

- Full range of services from same-day illness care to stitches and X-rays.
- Quick service with average in and out time of 40 minutes.

Learn more about services and see the list of all IU Health Urgent Care locations at iuhealth.org/urgent-care. Other network Urgent Care Centers can be found in the IU Health Plans Provider Directory.

Mental and physical health can improve just by wearing hearing aids

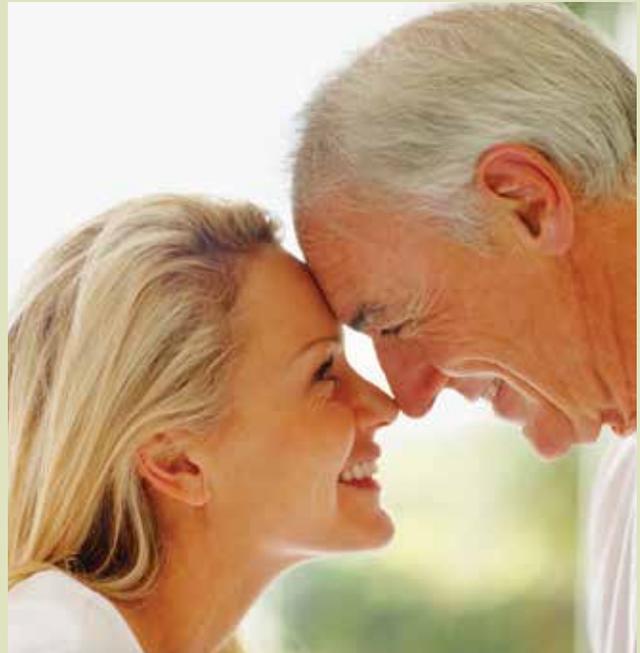
As many as 24 percent of hearing aid owners don't wear their hearing aids as much as they should.

Regular hearing aid use not only helps you hear better, it helps you communicate more effectively with your friends and family. Your hearing aids help keep you on your mental game, and studies show they may even help prevent injury.

Wearing hearing aids regularly has been shown to reduce the risk of injury from falls. A 2012* study found that people with hearing loss who wear hearing aids are 1.4 times less likely to be injured in a fall, which makes wearing hearing aids regularly an even more attractive suggestion.

Learn more at truhearing.com/select. To schedule a hearing exam with a provider in your area or learn about new hearing aid options, call TruHearing at 866.793.6601.

Sources: TruHearing; *JAMA Internal Medicine, "Hearing Loss and Falls Among Older Adults in the United States," Feb. 27, 2012



Managing pain with OTC medications: True or false?

Learn the facts about over-the-counter (OTC) medications to treat pain:

- **You can take the maximum dosage of both acetaminophen and NSAIDs because they have different active ingredients.**

True. The benefits of acetaminophen and NSAIDs are independent, and no interactions occur. But keep in mind that both types of drugs have their own side effects so taking both increases your risks. Also, it's dangerous to take two types of NSAIDs together (e.g., ibuprofen and naproxen).

- **You should always tell your doctor or pharmacist about the OTC pain medicines you take.**

True. Similar ingredients can be found in both prescription drugs and OTC medicines and can cause harm when combined. Acetaminophen (also known as Tylenol and often abbreviated as APAP) is an active ingredient in more than 500 drugs, (including Oxycodone and Hydrocodone). NSAIDs (like Advil) are anti-inflammatories found in more than 900 drugs. Talking to your doctor or pharmacist can prevent you from exceeding the safe dosage, causing damage to the liver or even death.

- **Taking more than the recommended dose of an OTC drug will ease pain faster.**

False. The pain won't go away faster if you take more than the recommended dose, and taking more can cause you to exceed the maximum daily dosage and worsen side effects.

- **You can't overdose with OTC pain relievers.**

False. There are no clear signs of an NSAID overdose, and signs of acetaminophen overdose don't appear immediately. If you think you've taken more than the maximum daily dosage, call the Poison Control helpline at

800.222.1222. Seek help immediately if you have difficulty breathing, feel faint or excessively tired, or experience other signs of distress.

Source: Arthritis Foundation at arthritis.org



Ask the health experts

How should I safely dispose of medications?

Discard unused or expired medicine in a sealed container and mix it with an undesirable material such as cat litter or coffee grounds. This helps prevent people and pets from getting into the discarded medicine. Many IU Health hospitals also have drug take-back boxes or "Drug Take-Back Days" for safe disposal.

"We strongly encourage people to review their medication labels at least annually to check for expiration dates and to eliminate those no longer being used," said Max Barnhart, RPh, MBA, administrative director, IU Health Ball Memorial Hospital Retail Pharmacy Network.

Safe use of opioid pain medications

Medicare is dedicated to helping patients use prescription opioid pain medications safely and introduced new policies for opioid prescriptions in January. The new policies encourage the pharmacy, doctor and Medicare drug plan to work together with the patient to ensure the safe use of prescription opioids.

Quick facts:

- The opioid policies do not apply to patients with cancer, who receive hospice, palliative or end-of-life care, or who live in a long-term care facility.
- Medicare recognizes reducing opioids can be especially challenging after a long time on high dosages. Reducing the dose or stopping treatment must be carefully considered and is individualized between patient and doctor.

- Your drug plan or pharmacist may do a safety review for:
 - Potentially unsafe opioid amounts.
 - Taking opioids with benzodiazepines like Xanax®, Valium® and Klonopin®.
 - New opioid use – the pharmacy benefit plan limits new opioid prescriptions to a seven-day supply or less. This does not apply for refills or if you have a history of already taking opioids.

Members are encouraged to talk with their doctors about all of their pain treatment options, including whether taking an opioid medication is right for them. Ask about other possible medication options that may help manage pain with less risk.

Note: Opioid medications are not available through IU Health Plans mail order services and can only be filled for up to a 30-day supply.

Caregivers corner

Caring out of love

Conrad Baker, an IU Health Plans member since 2009, spent 45 years working in Environmental Services at IU Health Methodist Hospital. After retiring in 2008, he realized he couldn't stay away from the place he loved and applied for a job so he could return to work. Three years later, Baker was back at the hospital—this time making sure the Emergency department had enough wheelchairs and cots. He is still on the job today, helping to ensure patients have a wheelchair when they need one.

Baker is also a dedicated volunteer on the IU Health Plans Patient Family Advisory Council, which aims to improve the patient/member experience. "I just love people," says Baker, who also serves the spiritual and physical needs of his church congregation.





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Health and wellness or prevention information

The Silver&Fit® program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit and Silver&Fit Connected! are trademarks of ASH.

Questions? Our customer advocates have you covered.

IU Health Plans Customer Solutions Center

T 800.455.9776

T 800.743.3333 (TTY, call Relay Indiana)

Oct. 1 – March 31: 8 am – 8 pm, seven days a week
April 1 – Sept. 30: 8 am – 8 pm, Monday – Friday

You may receive assistance through alternate technology after 8 pm on weekends and holidays.

Referring a friend or family to IU Health Plans?

Share our special referral line (844.377.1485) with family and friends so they can learn more about IU Health Plans. Personal consultations and informational materials are available upon request.

Benefits are mentioned in this newsletter. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on Jan. 1 of each year. You must continue to pay your Medicare Part B premium.

ATTENTION: Our Customer Solutions Center has free language interpreter services available for non-English speakers. Call 800.455.9776 (TTY: 800.743.3333). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800.455.9776 (TTY: 800.743.3333). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800.455.9776 (TTY: 800.743.3333).

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