IT’S NOT TOO LATE TO QUIT SMOKING

FEBRUARY IS AMERICAN HEART MONTH!

THIS SEASON, GET YOUR FLU SHOT!
As we welcome the start of a new year, let’s commit ourselves to living healthier lives by assessing our lifestyle and making sure we are incorporating healthy habits in our daily routine.

February is American Heart Month so let’s put on our running or walking shoes and head outdoors to improve heart health. According to the American Heart Association (AHA), by exercising for as little as 30 minutes a day, you can reduce your risk of heart disease.

The AHA’s new national goal is “by 2020, to improve the cardiovascular health of all Americans by 20 percent while reducing deaths from cardiovascular diseases and stroke by 20 percent.” Overall, physical activity improves quality of life so let’s get moving.

If you haven’t done so already, consider quitting smoking as part of your new year’s resolution. While there is no miracle cure to stop you from smoking, here are five tips from the Centers for Disease Control and Prevention (CDC) to help you with your decision:

• Get ready. Set a date and get rid of all cigarettes.
• Get support and encouragement from your family and friends. Talk to your health care provider and seek individual or group counseling.
• Learn new skills and behaviors in order to distract yourself from urges. Go for a walk or engage in a task.
• Get medication and use it correctly. Ask your health care provider for advice and carefully read the information on the package.
• Be prepared for a relapse or difficult situations but don’t get discouraged. Remember, most people try several times before they finally quit.

As we look ahead to 2013, let’s all commit to improving our lifestyles so that we can gain the benefits of a healthier tomorrow.

Yours truly,

Orlando López-Fernández, M.D.
Chief Medical Officer
IT’S NOT TOO LATE.
You Can Quit Smoking!

If you’re ready to quit, you’re not alone. According to the Centers for Disease Control and Prevention, nearly 70% of all smokers in the United States want to quit smoking. Quitting can be hard, but it can be done.

IF YOU’RE READY TO TRY TO QUIT SMOKING, HERE ARE FIVE TIPS TO HELP GET YOU STARTED:

1. Get ready to quit. Set a quit date and stick to it.
2. Reach out for support. Let your friends and family know you are quitting. Let your doctor know, too.
3. Speak with your doctor about creating a smoking cessation program. Your doctor can create a treatment plan depending on your individual needs. These may include:
   - Individual counseling
   - Group support sessions
   - Nicotine replacement therapy -- over the counter and prescription tobacco cessation products
4. Learn new behaviors. Changing your routine can distract you from urges to smoke. Consider taking up a new hobby or changing your diet. And remember to drink a lot of water and other fluids.
5. Be prepared for difficult situations. Avoid alcohol and being around other smokers. Consider joining a support group that specializes in relapse support.

HOW OUR MEMBERS RATE US – YOUR VOICE COUNTS.

2013 CAHPS SATISFACTION SURVEY:

Preferred Care Partners is dedicated to affording our members the best possible healthcare experience. One way we do so is by the feedback our members provide us with from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey.

This year’s Survey will be sent to a random selection of members beginning in late February. If you are selected, you will also be mailed a second survey at the end of March. If selected, you will also receive a phone call in April -- giving you three chances to participate.

THE 2013 CAHPS SURVEY WILL COVER THE FOLLOWING:

- Rating of Health Care
- Rating of a Personal Doctor
- Rating of a Specialist
- Getting Care Quickly
- How Well Doctors Communicate
- Shared Decision Making (between you and your physician)
- Coordination of Care
- Your prescription drug plan (Part D)

Remember, your voice counts. Your response will play a key role in identifying future areas of improvement and our 2014 CMS Star Rating. If you are selected to participate, please complete and return your survey as soon as possible. Thank you.

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It’s a well known fact that high blood pressure can increase the risk of heart disease. You can take steps to control high blood pressure. One way is by reducing sodium in your diet. The Centers for Disease Control and Prevention recommends that adults who have high blood pressure consume **no more than 1,500 milligrams of sodium per day**. Did you know you can lower sodium by replacing salt with spices and herbs? Try cooking with these tasty spices and herbs:

### MEAT, POULTRY & FISH

<table>
<thead>
<tr>
<th>MEAT</th>
<th>Spices/Herbs</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEEF</td>
<td>Bay leaf, marjoram, nutmeg, onion, pepper, sage, and thyme</td>
</tr>
<tr>
<td>LAMB</td>
<td>Curry powder, garlic, rosemary and mint</td>
</tr>
<tr>
<td>PORK</td>
<td>Garlic, onion, sage, pepper and oregano</td>
</tr>
<tr>
<td>VEAL</td>
<td>Bay leaf, curry powder, ginger, marjoram and oregano</td>
</tr>
<tr>
<td>FISH</td>
<td>Curry powder, dill, dry mustard, lemon juice, marjoram, paprika, and pepper</td>
</tr>
<tr>
<td>CHICKEN</td>
<td>Ginger, marjoram, oregano, paprika, poultry seasoning, rosemary, sage,</td>
</tr>
<tr>
<td></td>
<td>tarragon, and thyme</td>
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</tbody>
</table>

### VEGETABLES

<table>
<thead>
<tr>
<th>VEGETABLES</th>
<th>Spices/Herbs</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARROTS</td>
<td>Cinnamon, cloves, marjoram, nutmeg, rosemary, and sage</td>
</tr>
<tr>
<td>CORN</td>
<td>Cumin, curry powder, onion, paprika and parsley</td>
</tr>
<tr>
<td>GREEN BEANS</td>
<td>Dill, curry powder, lemon juice, marjoram, oregano, tarragon, and thyme</td>
</tr>
<tr>
<td>GREENS</td>
<td>Onion, pepper</td>
</tr>
<tr>
<td>PEAS</td>
<td>Ginger, marjoram, onion, parsley and sage</td>
</tr>
<tr>
<td>POTATOES</td>
<td>Dill, garlic, onion, paprika, parsley and sage</td>
</tr>
<tr>
<td>WINTER SQUASH</td>
<td>Cinnamon, ginger, nutmeg and onion</td>
</tr>
<tr>
<td>TOMATOES</td>
<td>Basil, bay leaf, dill, marjoram, onion, oregano, parsley, and pepper</td>
</tr>
</tbody>
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**MAXIMIZE YOUR SILVER&FIT® BENEFIT.**

Not only will your Silver&Fit fitness facility membership help you stay active, but it can open doors to fun social activities and maybe even some new friendships. Whether it’s a special event at your fitness facility or getting together with others for weekly exercise classes, you’ll find that the Silver&Fit program offers a terrific way for you to spice up your routine!
If you have been diagnosed with a cardiovascular disorder, you’re not alone. Cardiovascular disease affects one in three American adults, or 105 million people.

HEART HEALTH IS ESPECIALLY IMPORTANT FOR ADULTS LIVING WITH CARDIOVASCULAR DISEASE. THE MY LIFE CHECK® SEVEN-STEP ONLINE ASSESSMENT WAS DESIGNED BY THE AMERICAN HEART ASSOCIATION WITH THE GOAL OF IMPROVING HEART HEALTH.

HERE ARE 7 STEPS YOU CAN TAKE TO IMPROVE YOUR HEART HEALTH.

GET ACTIVE. Physical inactivity can put you at higher risk for cholesterol or blood pressure problems. Speak with your physician before beginning any new physical activity.

CONTROL YOUR CHOLESTEROL. Our bodies use cholesterol to make cell membranes and hormones. But when you have too much low density lipoprotein cholesterol, it combines with white blood cells to form plaque in your veins and arteries. This can lead to heart disease or stroke.

EAT A HEALTHY DIET. A healthy diet is one of your best weapons for fighting cardiovascular disease. Eat foods low in saturated and trans fat, cholesterol and sodium. Eat foods high in whole grain fiber and lean protein.

MANAGE YOUR BLOOD PRESSURE. According to the American Heart Association, high blood pressure is the single most significant risk factor for heart disease. Keep your blood pressure at a healthy range to reduce strain on your heart, arteries and kidneys.

LOSE EXTRA WEIGHT. Too much body fat can result in high blood pressure, high blood cholesterol or diabetes.

REDUCE BLOOD SUGAR. Your body makes a hormone called insulin. If your body stops making insulin or the insulin stops doing its job, blood sugar levels become unstable and serious health problems like diabetes can result.

STOP SMOKING. If you smoke, quit. Smoking damages your entire circulatory system and increases your risk for heart disease.

1American Heart Association: “Cost to treat heart disease in the United States will triple by 2030,” Jan. 24, 2011

www.MyPreferredCare.com
HEALTH LITERACY IS THE ABILITY TO UNDERSTAND HEALTH INFORMATION NECESSARY TO MAKE GOOD DECISIONS ABOUT YOUR HEALTH AND MEDICAL CARE. THIS INCLUDES UNDERSTANDING HOW MEDICATIONS CAN AFFECT YOU.

If you take different medicines, let your physician know. This can help you avoid drug interactions. Drug interactions can make any medications you take less effective, cause unexpected side effects or change the way a drug works in your system.

THERE ARE THREE TYPES OF DRUG INTERACTIONS:
1. Drug-drug interactions. These occur when two or more medications are taken together and react with each other. This could cause an unexpected side effect or make one of the medications less effective.
2. Drug-food interactions. These occur when a medication reacts with a food or beverage. It can also make your medication less effective.
3. Drug-condition interactions. These can occur when an existing medical condition makes certain drugs potentially harmful. Before taking any medication, ask your physician or pharmacist:
   • Can I take it with other drugs?
   • Should I avoid certain foods, beverages or other products?
   • What are possible drug interaction signs I should know about?
   • How will this medication work in my body?

Did You Know?

Identity theft impacts Medicare and can lead to higher health care costs. Don’t let anybody steal your identity. Current fraud schemes to be on the look out for include:

- People using your Medicare or health plan member number for reimbursements of services you never received
- People calling you to ask for your Medicare or health plan numbers
- People trying to bribe you to use a doctor you don’t know to get services you may not need

Each of these schemes has been found to be fraudulent.
If any of this sounds familiar, report it immediately by calling 1-877-7SAFERX (1-877-772-3379)

Do Your Part

You can protect your identity and your benefits

- Never give out your Social Security, Medicare, health plan numbers, or banking information to someone you don’t know.
- Carefully review your Plan Statement to ensure all the information is correct.
- Know that free services DO NOT require you give your plan or Medicare number to anyone.
- Share this information with your friends.

If you suspect fraud, report it immediately.
Call 1-877-7SAFERX (1-877-772-3379)
Taking measures to prevent disease is an important part of healthy aging. The Agency for Healthcare Research and Quality recommends that all adults age 65 and over get the following screenings to reduce the risk of developing disease:
• Breast cancer screening (mammography every 1-2 years)
• Blood pressure screening (upon your physician’s recommendations)
• Colon cancer screening (men and women, up to age 75)
• Diabetes screening (in those with blood pressure over 135/80mm Hg)
• Lipid disorder screening (for all adults at increased risk of heart disease)
• Obesity screening (obesity in adults is defined as having a body mass index greater than or equal to 30.0)*
• Osteoporosis screening (for women at risk)
• Abdominal aortic aneurysm screening (one-time screening for men aged 65 - 75 if they have ever smoked)

Speak with your physician about incorporating these disease screenings into your preventive care program.

*National Center for Health Statistics/Data Brief No. 106/ SEPT. 2012
HEALTH AND WELLNESS OR PREVENTION INFORMATION ENCLOSED

To contact the Preferred Care Partners Member Services Department, call 1-866-231-7201/TTY 711 toll free, Monday-Friday, 8 am-8 pm.

PrimeTime contains educational health information of general interest. All material in the newsletter is for educational purposes only and should not be taken as medical advice or instruction. No publication can replace the advice of medical professionals. This newsletter may also contain general information about plan benefits. Plan benefits vary; for information about your benefit plan, please refer to your Evidence of Coverage.

HELP US FIGHT MEDICARE FRAUD

Medicare fraud is purposely billing Medicare for services that were never provided or received. Preferred Care Partners encourages you to report matters involving fraud, waste, and abuse in our health care system.

If you suspect fraud, waste, or abuse, you can contact Preferred Care Partners’ Special Investigations Unit at:
PHONE: 1-866-678-8822 TTY 711 toll-free or FAX: 1-888-659-0617
EMAIL: reportfraud@mypreferredcare.com
MAIL: P.O. Box 56-5748, Miami, FL 33256-5748
You may remain anonymous and you are protected from retaliation.

You can also contact the Centers for Medicare and Medicaid Services (CMS)’s Office of the Inspector General at:
PHONE: 1-800-447-8477 (TTY) 1-800-377-4950
FAX: 1-800-223-8164
EMAIL: HHSTips@oig.hhs.gov
MAIL: Office of the Inspector General Department of Health and Human Services Attn: HOTLINE, P.O. Box 23489 Washington, DC 20026
ONLINE: OIG.HHS.gov/fraud/hotline