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Member Newsletter

**Healthy Bones or Osteoporosis?**

**Put Self-Care at The Top of  
Your To-Do List**

**Get Active to Protect  
Your Brain as You Age**

**Plan Benefit Highlight:  
Diabetic Testing Supply  
Coverage**

**The Importance of a  
Hearing Exam**

A man and a woman are jogging on a paved path through a lush green forest. The woman is on the left, wearing a blue tank top and yellow shorts, holding a leash for a small dog. The man is on the right, wearing a red t-shirt and black shorts. They are both smiling and appear to be in good health. The background is filled with tall trees and sunlight filtering through the leaves.

**Health Benefits of Pet  
Ownership**

**“When pet love comes to seniors, everybody’s tail wags.”**

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# A Message from Care N' Care Insurance Company, Inc.

Can you believe it's almost summer?

I can't think of a better time to make sure that you're staying healthy and fit. And for that, we're here to help. Healthy habits and smart living are good advice any time of the year. But never more so than in summertime when weather, travel and new adventures challenge each of us to be extra conscious of how to blend "living life to its fullest" with wise and safe behaviors.

With that in mind, we're devoting part of this issue of our newsletter to summer safety with an article on tips for beating the heat. If you're staying in town, be sure to keep hydrated, dress appropriately and stay out of the sun during the hottest times of the day. If your summer plans call for travel, always be alert of your surroundings, make sure you have any necessary medications with you and don't forget you have worldwide emergency and urgent coverage while traveling.

As we approach the summer months, always remember that socialization helps us all stay young, both physically and mentally. That's why we encourage all of our members to spend time with their families, renew friendships and become involved in their community. If you're looking for some ways to meet new people and explore new opportunities, visit <https://cnchealthplan.com/care-n-community/whats-going-on/> to see a complete listing of what we are offering—from a health talk with a pharmacist and information sessions on end-of-life care planning to potlucks, birthday celebrations and much more—through our unique Care N' Community program.

As always, please let us know if there is anything we can do to help you stay healthy and fit. And don't forget to get your check-ups on schedule and to let your Care N' Care physician know anytime you have questions or concerns about your health. We're all in this together.

# Healthy Bones or Osteoporosis?

Your bones may seem hard as a rock, but they are actually living tissue. The body is constantly breaking down this tissue and replacing it with new tissue.

Under a microscope, young healthy bone tissue resembles a honeycomb. As you get older, the production of new bone tissue slows down and the holes in the “honeycomb” can get bigger, making them weaker and more prone to breaking.

Osteoporosis occurs when the creation of new bone doesn't keep up with the removal of old bone. In fact, osteoporosis literally means “porous bone.” It can strike anyone, but it is much more common among older women.

## What are the Signs?

Osteoporosis is often called a “silent disease,” because typically there are no symptoms in the early stages of bone loss. But once your bones have been weakened by osteoporosis, you may have signs and symptoms that include:

- Back pain, caused by a fractured or collapsed vertebra
- Loss of height over time.
- A stooped posture.
- A bone fracture that occurs much more easily than expected.

Fractured (broken) bones are not only painful, they can lead to debilitating medical problems. This is why osteoporosis is a serious issue.

## Are You at Risk for Osteoporosis?

Simply being an older woman puts you at risk for osteoporosis. Additional risk factors include:

- Having a small body frame.
- Ethnicity: Caucasian and Asian women are at higher risk. Certain medical disorders, such as: Rheumatoid arthritis, type 1 diabetes, premature menopause and anorexia nervosa.
- Medications. Some commonly used medicines can cause loss of bone mass. These include: Glucocorticoids, Gonadotropin-releasing hormones, some cancer treatments, some anti-seizure drugs, replacement thyroid hormone, antacids with aluminum.
- Family history.
- Previous bone fracture.
- Sedentary lifestyle.
- Poor nutrition.

If you have concerns about these risk factors, talk to your doctor. He or she may recommend a bone mass density test, and discuss ways to prevent and treat bone loss.

## Take Care of Your Bones

Bones need adequate levels of vitamins and minerals to stay healthy, especially Calcium and Vitamin D. Be sure to eat a nutrient-rich diet and consider talking to your doctor about dietary supplements. Also limit alcohol and caffeine. Alcohol makes it difficult for your body to absorb calcium; and people who drink a lot of caffeine lose more bone tissue than those who don't. Cigarette smoke also harms your bones, so if you smoke now is a good time to quit. And last but not least, get active. Physical activity strengthens your bones and the muscles that support them.





## Health Benefits of Pet Ownership

“When pet love comes to seniors, everybody’s tail wags.”

If a dog is man’s and woman’s best friend, then that same cute canine is certainly a senior’s very best friend. For as a recent newspaper headline stated, “When pet love comes to seniors, everybody’s tail wags.”

Pet owners know the many joys of pet ownership firsthand. They have a greeter waiting by the door when they get home, a friend to walk with around the neighborhood and a special someone to snuggle with while watching a movie on the couch. For seniors, this can be particularly beneficial as getting older can be very lonely. Loved ones and friends move or pass away, and it becomes increasingly difficult to leave the house and participate in once-loved activities. But pets provide a source of comfort and companionship and can have an astounding effect on symptoms of depression and feelings of loneliness.

Studies have shown that there are physical health benefits of interacting with animals, too. The bond between people and their pets can increase fitness, lower stress and bring happiness to their owners. Other health benefits of having a pet include decreased blood pressure, decreased cholesterol and triglyceride levels, and increased opportunities for socialization. Plus, feeding, walking, grooming and playing with a pet can provide a sense of purpose and help keep the mind sharp.

While the advantages of pet ownership are undeniable, it is important that older adults select the right pet for themselves as animals come with responsibilities and obligations. When selecting a pet, consider such factors as:

- What age pet would be best? A puppy or kitten may not

be ideal for elderly owners because of the intensive care and training they require.

- What temperament would be a good fit? Different breeds have different characteristics and interact with their owners in different ways.
- Do you have any disabilities or functional limitations that need to be taken into account?
- Are finances an issue? Pets can be a significant financial commitment when you consider food, medical care, toys and grooming.

As for where to adopt a pet, seniors can turn to breeders or shelters (which are usually much less expensive and come with the added benefits of giving an unwanted animal a home). Shelter employees often know each animal’s personality well and can assist in making a good match. Online pet shopping is also possible, thanks to sites like [petfinder.com](http://petfinder.com), which allows potential owners to search for their perfect pet in a massive database composed of approximately 250,000 adoptable animals from nearly 11,000 animal and rescue groups nationwide. However, it’s still recommended to meet a potential pet in person to more accurately gauge the fit.

In short, there are many physical and emotional health benefits to investing in a pet. That’s why senior pet ownership continues to be encouraged in many well-respected publications and medical journals. The key is finding the perfect match—just as you would in finding that perfect friend.



# Plan Benefit Highlight:

## Diabetic Testing Supply Coverage

You can have a full and active life – even with diabetes!

Monitoring your blood glucose (sugar) at home supports your overall diabetes treatment plan and is an important step in living a healthy lifestyle. That's why Care N' Care believes it is essential to offer quality, brand-name home blood sugar monitors and testing supplies, at no-cost to members.

Have questions about diabetic supplies and your coverage? Take a look at a few frequently asked questions that will help you make the most of your plan benefit.

**Q:** What brands of home blood sugar monitors and testing supplies are covered on my plan?

**A:** There are three preferred brands that your Care N' Care plan covers 100%:

- OneTouch®
- FreeStyle
- Precision Xtra®

**Q:** How much will my co-pay be for the home blood sugar monitors and supplies?

**A:** Our preferred brands are covered at 100% on all Care N' Care plans. That means you have a \$0 co-pay for all preferred brands of home blood sugar monitors and testing supplies.

**Q:** What diabetic blood sugar testing supplies are covered under my plan?

**A:** Diabetic supplies covered under your Care N' Care plan include:

- Blood glucose (sugar) monitoring system (glucometer)
- Test strips
- Lancing devices and lancets
- Glucose-control solutions (for checking accuracy of test strips and monitors)

**Q:** Where do I go to get my home blood sugar testing supplies?

**A:** We make it easy...any in-network pharmacy! Use the same in-network pharmacy you are already visiting for your other medications.

- **TIP: Sign-up for our preferred mail-order pharmacy, Elixir, and start having your diabetic supplies delivered to your door step!**

**Q:** What do I need to do in order to start getting my no-cost diabetic testing supplies at my pharmacy?

**A:** Like medications, you will need a prescription from your doctor. Have your doctor write a prescription for one of the preferred brands and send it to your pharmacy. The pharmacy can also send a request to your doctor for a prescription for these preferred brands.

- **TIP: Request a three-month supply to maximize your plan benefit.**

For more information, refer to your plan Evidence of Coverage, or contact your Customer Experience Team.

# Plan Benefit Highlight:

## Over-The Counter Benefit

Over-the-counter (OTC) drugs and supplies can be expensive. That's why Care N' Care (HMO/PPO) offers a way to save money on these items and have them conveniently delivered to your home.

Did you know you can save yourself time and money by purchasing your walker from the OTC Catalog? No prior authorization or doctor's order is needed.



### Ordering the items you need to stay healthy is easy as 1..2..3



Select the health and wellness products you would like from the OTC product catalog



Place one order per calendar quarter, online at <https://livewell.medline.com/CNC> or by phone, Call **1-833-492-9866 (TTY:711)**. Customer service representatives are available Monday – Friday 7 a.m. – 6 p.m. CST, to assist you.



Receive your order – delivered to your door

Care N' Care provides \$60 for Care N' Care Classic HMO, Southwestern Health Select HMO, Care N' Care Choice PPO, Care N' Care Choice Plus PPO, Care N' Care Choice Premium PPO, and \$40 for Care N' Care Choice MA -Only PPO credit every quarter toward the purchase of select OTC health and wellness items like pain relievers, cough and cold medicine, vitamins, sunscreens and bandages, through a mail order catalog. Orders are shipped by the U.S. postal service at no additional cost.



### Things to Remember

- Allowance is once a quarter for select products listed in the CNC OTC Product Catalog
- Does not roll over each quarter, you must use it or lose it each quarter.
- Download a printable copy of the OTC Product Catalog from the 2023 Plan Documents section of the CNC website, [cnchealthplan.com/our-plans-2023/plan-documents-2023/](http://cnchealthplan.com/our-plans-2023/plan-documents-2023/) or call your Customer Experience Team to request a printed copy.

***From dental floss to bandages – We've got the everyday products you need!***

# Put Self-Care At The Top Of Your To-Do List

Self-care has a nice ring to it, but what does it mean, and does it even matter? First, self-care is taking the time to do things that help you live well and improve your physical and mental health.<sup>1</sup> So yes, it matters. And it can be as simple as taking a walk, calling a friend or turning off the news.

Small acts of self-care in your daily life can have a big impact by helping you manage stress, lower your risk of illness and increase your energy.<sup>1</sup>

## Self-Care Tips:

1. Make a Schedule
  - a. Join a fun exercise class with SilverSneakers®
  - b. Establish a regular sleep routine
  - c. Put time on your calendar to pursue a hobby
2. Get Your Checkups
  - a. Stay up to date on medications and vaccinations
  - b. Schedule hearing, vision and dental exams
  - c. Ask your doctor about screenings for cancer and osteoporosis
3. Be Kind to Yourself
  - a. News can be upsetting sometimes, so take a break from it
  - b. Eat healthy foods and limit alcohol
  - c. Listen to your favorite music or read a good book

SilverSneakers is a lifestyle and fitness program designed specifically for seniors, and is included with your Care N' Care (HMO/PPO) plan at no additional cost. Check out articles from SilverSneakers like Kindness Challenge: Make Self-Care Part of Your Daily Routine.

With SilverSneakers, you're sure to find something to fit your level, from SilverSneakers Classic with seated options, to high-intensity Total Body Strength. Plus, SilverSneakers gives you access to:

- memberships to thousands of fitness locations,<sup>2</sup> (we

encourage you to visit as many as you'd like)

- group exercise classes<sup>3</sup> designed for all abilities
- instructors trained in senior fitness
- fun activities held outside the gym
- SilverSneakers On-Demand online workout videos for at-home workouts, available 24/7
- SilverSneakers LIVE full-length classes and workshops (exercise with others, but from the comfort of home)
- SilverSneakers GO mobile app with workout programs, location finder and more

Discover a health and fitness benefit for adults 65+. Go to [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted) to get your SilverSneakers ID number today.

## Always talk with your doctor before starting any exercise program.

1. [nimh.nih.gov/health/topics/caring-for-your-mental-health](https://www.nlm.nih.gov/health/topics/caring-for-your-mental-health)
2. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
3. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

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# Get Active To Protect Your Brain As You Age

June is Alzheimer's and Brain Awareness Month. Today, nearly 6 million Americans over the age of 65 are living with Alzheimer's disease and related dementias. While there is not yet a cure, research has provided hope. Studies show that a healthy lifestyle may help lower the risk of dementia and the development of Alzheimer's disease.<sup>1</sup>

Basically, what's good for your body is good for your brain. Healthy behaviors – like regular exercise and good nutrition – have been shown to prevent cancer, diabetes and heart disease, and may also reduce the risk for cognitive decline.<sup>1</sup> SilverSneakers® can help you get started.

## Ways to help your brain stay healthy:<sup>2</sup>

- **Stay active.** Physical activity – like brisk walking or aerobics -- may help improve or maintain some aspects of cognitive function, such as your ability to shift quickly between tasks and plan an activity.
- **Eat a healthy diet.** Fruits, vegetables, whole grains, fish, and other seafood may help lower high blood pressure, a risk factor for Alzheimer's disease.
- **Exercise your brain.** Reading or playing games are activities that may help lower the risk of Alzheimer's-related cognitive impairment and dementia.

SilverSneakers is a lifestyle and fitness program designed specifically for seniors, and is included with your Care N' Care (HMO/PPO) plan at no additional cost. Learn more about Alzheimer's and additional ways to slow cognitive decline in this article from [SilverSneakers: Your Top Questions About Alzheimer's, Answered, https://www.silversneakers.com/blog/your-top-questions-about-alzheimers-answered/](https://www.silversneakers.com/blog/your-top-questions-about-alzheimers-answered/).

SilverSneakers is more than a fitness program – it's a way of life. It may help you keep your brain healthy and your memory sharp. With SilverSneakers, you get access to:

- memberships to thousands of fitness locations,<sup>3</sup> (we encourage you to visit as many as you'd like)

- group exercise classes<sup>4</sup> designed for all abilities
- instructors trained in senior fitness
- fun activities held outside the gym
- [SilverSneakers LIVE](#) full-length classes and workshops (exercise with others, but from the comfort of home)
- [SilverSneakers On-Demand, https://www.silversneakers.com/learn/ondemand/](https://www.silversneakers.com/learn/ondemand/) online workout videos for at-home workouts, available 24/7
- SilverSneakers GO mobile app with workout programs, location finder and more

Discover a health and fitness benefit for adults 65+. Go to [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted) to get your SilverSneakers ID number today.

## Always talk with your doctor before starting any exercise program.

1. [cdc.gov/aging/aginginfo/alzheimers.htm](https://www.cdc.gov/aging/aginginfo/alzheimers.htm)
2. [cdc.gov/aging/publications/features/healthy-body-brain.html](https://www.cdc.gov/aging/publications/features/healthy-body-brain.html)
3. Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
4. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

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# Reduce Your Risk of a Heart Attack or Stroke

Most heart attacks and many strokes are caused by a buildup of fat, cholesterol and other substances called plaque in the inner walls of your arteries. The arteries become clogged and narrowed, and blood flow is reduced. If a blood clot forms and blocks blood flow to your heart, it causes a heart attack. If a blood clot blocks an artery leading to or in the brain, a stroke results.<sup>1</sup>

As you age, it is important to speak with your healthcare provider about your risk of a heart attack or stroke. Your provider can take necessary action to reduce your risk by prescribing medicines and/or recommending diet and exercise programs. Various medicines are used to lower blood cholesterol levels. Statins (HMG-CoA reductase inhibitors) prevent the production of cholesterol in the liver. Their major effect is to lower LDL (bad) cholesterol. Some common names are lovastatin, pravastatin, simvastatin,

fluvastatin and atorvastatin. Statins have been directly associated with reducing risk for heart attack and stroke.<sup>1</sup> Your healthcare provider can determine if a statin is right for you.

## How Do I Know if My Medicine is Working?

Your provider will test your blood cholesterol as needed to monitor your levels. If you have side effects, you should let them know. Never stop taking a medicine on your own! It is important to take all medicines as prescribed to get the full benefit.

1. American Heart Association. (10/2020). What Are Cholesterol-Lowering Medicines? Retrieved May 4, 2023 from <https://www.heart.org/-/media/Files/Health-Topics/Answers-by-Heart/Cholesterol-Lowering-Meds.pdf>

## Tips on Remembering to Take Your Medicine

<b>Create A Routine</b>	<b>Set An Alarm</b>
Take medicine with an activity you do at the same time every day. <ul style="list-style-type: none"><li>• Brushing Teeth</li><li>• Bedtime or Waking Up</li></ul>	An Alarm on your cellphone or watch can be helpful, especially if you're busier at certain times of the day or the timing is important.
<b>Keep It Visible</b>	<b>Post A Note</b>
To avoid "out of sight, out of mind," leave medicine in a safe place that is easy to see. <ul style="list-style-type: none"><li>• Kitchen/bathroom counter</li><li>• Bedside table</li></ul>	Put a reminder note somewhere it will be seen every day. <ul style="list-style-type: none"><li>• Refrigerator</li><li>• Bathroom Mirror</li></ul>
<b>Use a Pillbox</b>	<b>Record Each Dose</b>
A weekly pillbox with compartments for each day and dosing time can be a visual reminder to take medicine and help prevent double doses.	Use a calendar or medicine journal and check off when you take each dose. This can help you avoid missing doses or taking too many.
<b>Carry Extra Doses</b>	<b>Use an App Tracker</b>
Leave some extra medicine in a bag or purse you often use so you can take your medicine when you're away from home if you forget to pack it.	Smart Device apps such as MyTherapy: Medication Reminder and Medisafe Medication Management are excellent tools to keep you on track and never miss a dose.



## The Importance of A Hearing Exam

Your hearing is critical to your overall physical, emotional and social well-being. For example, hearing loss has been associated with a wide variety of mental and physical health conditions such as diabetes, anxiety and depression.<sup>1,2</sup>

Treating hearing loss is a very personalized experience and varies person to person and ear to ear. Getting a hearing exam is a great step towards taking care of your health.

A thorough hearing evaluation performed by an audiologist or hearing instrument specialist results in valuable, in-depth information about your individual hearing capabilities. The exam allows your provider to determine whether you have hearing loss, the type and degree of loss, and the treatment options to recommend, if needed.

A hearing evaluation typically contains multiple parts. Here's what each can tell you about your hearing health:

- **Case history:** covers things like your medical history, current medications and noise exposure, which can give clues as to what may be expected on the tests
- **Otoscopy:** determines if there's anything blocking your ear canal, like earwax or a foreign object, and whether your eardrum looks healthy
- **Tympanometry:** measures the health of the middle ear and how well your eardrum moves
- **Air & bone conduction testing:** determines the softest sounds you can hear at different frequencies, giving your provider an idea of your hearing ability
- **Speech testing:** helps your provider understand how loud speech needs to be so you can hear it and how well you understand without visual or contextual cues

These tests, in addition to your case history, give your provider a complete picture of your hearing health. Altogether, this information helps ensure you get the individual recommendations and care you need.

Hearing loss can often mean missing out on the sounds that matter most. These sounds can range from important to your health such as conversations with your doctor or safety alarms, or more joyful sounds like talking with loved ones or being out in nature. Treating hearing loss can help you live a fuller life.

As a Care N' Care (HMO/PPO) member, you have access to hearing care through TruHearing®. With your benefit, you get up to two hearing aids per year at a low copay of \$899 for HMO and \$999 for PPO per aid for the TruHearing Premium hearing aid or \$599 for HMO and \$699 for PPO per aid for the TruHearing Advanced hearing aid.

Call TruHearing at 1-888-888-8888 to schedule a hearing exam with a provider near you.

*1 Diabetes and Hearing Loss. American Diabetes Association.  
2 "Association of Hearing Loss With Psychological Distress and Utilization of Mental Health Services Among Adults in the United States." JAMA Netw Open. 2020.*



## Tips To Beat the Heat

Several things can factor in when it comes to beating the heat during those hot summer months. While maintaining a healthy lifestyle is key when it comes to keeping your body cool and hydrated through the summer months; the way you dress and sunscreens you use can make a difference as well.

### What to Wear

The way you dress can go a long way towards keeping you comfortable when you're outside in the heat. Make sure you bring:

#### Light-Colored Clothes

A white linen shirt for hot, sunny days. Dark clothing absorbs more heat, and tight clothes don't let sweat — your body's natural cooling system — evaporate.

#### Sunglasses

They prevent harmful ultraviolet (UV) rays from burning your corneas and protect your eyes for many more summers to come. Choose sunglasses that block 90 to 100 percent of UV rays.

#### Hats

Wearing a wide-brimmed hat prevents UV rays from hitting the sensitive spots on your face and keeps your skin looking young and wrinkle-free.

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### Sunscreen

When outdoors, use sunscreen with an SPF rating of at least 15. Use a higher-rated, waterproof sunscreen if you'll be poolside or out on the beach. Don't forget to cover areas that burn easily: nose, ears, shoulders and back of the neck.

### Lip Balm

Just like sunscreen protects the rest of your skin, a lip balm with SPF protection blocks out the sun and keeps in moisture for your lips.

### How to Stay Hydrated

The heat makes you sweat, which cools you down, but that also means you're constantly losing fluid. Here's how to stay hydrated:

#### Water

Don't wait until you're thirsty! Drink water throughout the day to prevent dehydration or over exhaustion. Use the color of your urine to guide if you're hydrated enough — the clearer the better.

#### Juice

All natural juice without added sugar not only provides hydration but also important nutrients to keep you active in hot weather. Check the label on the juice bottle and make sure it says "100 percent juice with no sugar added."

## **Caffeine**

While a nice cup of coffee sounds good in the morning, caffeine sucks the moisture out of you. On extremely hot days, try to avoid it as much as possible.

## **What to Eat**

The food you eat can also help you stay cool. Try adjusting your diet so that it includes:

### **Fruits And Vegetables**

Fruits and vegetables are easy to digest and often high in water content. Salads and other dishes rich in seasonal produce will keep you feeling light and hydrated.

### **Spicy Foods**

Popular in Texas, the tingling feeling and accompanying sweat caused by spicy foods has a purpose; the sweat actually cools your body down.

### **Low-Fat Meats**

Fat takes longer for your body to digest and carries a higher salt content, which can add extra strain on your body when you need it maximized for efficiency.

### **When to Stay Out of the Sun**

Avoid peak hours of sunlight when the temperatures and UV rays are at their highest, normally between 10 a.m. and 4 p.m.

That's the best time to head inside, get food and water, let your body cool down, and maybe even take a nap.

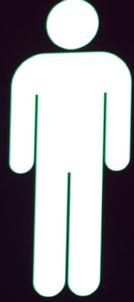
Aside from wearing appropriate clothing and watching what you eat or drink, the times you choose to go outside can make a difference. When heat and humidity are at their highest, it's never a bad time to take a break. Water sports are especially tricky because you can easily become overheated without realizing it. When in doubt, take a breather.

### **Where To Hide**

Texas summer heat can become dangerous, so pay close attention to any heat-related warnings. When it's dangerous, stay inside with the A/C or fan going. If it's not cool enough at home, find a cooling station, usually set up at public libraries and other buildings.

If you must be outside, keep your activities close to a shady spot. It can provide enough of a cool down to keep you safe. Even a small drop in temperature can make a big difference. When it's hot and you're active, stay close to restaurants, convenience stores, or any other place that can offer cold temperatures and beverages should you need them in an emergency. If you're at the beach or pool, the cool water offers great relief from the heat.





# Falls and Urinary Incontinence Tips

Many people assume that losing bladder control and frequent falls is a part of getting older. It can happen at any time to anyone. The good news is, it can be managed and or treated. Loss of bladder control and frequent falls does not have to keep you from enjoying life. Work with your doctor to create a care plan that works best for you.

## Urinary Incontinence Tips:

- Maintain a healthy weight. Extra weight or obesity can put pressure on your stomach & bladder.
- Stop smoking. Smokers are more likely to have chronic coughing, which decreases bladder control.
- Understand your medications. Talk with your doctor to see what medications could be causing bladder issues.
- Get active. Regular physical activity can tighten muscles and improve bladder control.
- Limit alcohol and drinks that have caffeine. These drinks can increase urine.

## Fall Prevention Tips: Keep Open Communication

- Be open and honest with your doctor. They are there to help you.
- Tell your doctor right away if you fell or if are worried about falling.
- Talk about your medications with your doctor. Some medications can cause dizziness.

## Physical Activity

- Exercising can improve your balance and make your legs

stronger.

- Always talk to your doctor about what activity is safe for you.

## Have Your Eyes and Feet Checked

- Make sure to have your vision checked every year.
- Have your doctor check your feet. Talk about what kind of socks or shoes you should wear.

## Make Your Home Safer

- Remove any loose cords, boxes or papers from walkways or stairs.
- Secure rugs with tacks, double-sided tape or slip-resistant backing.
- Fix any loose flooring right away.
- Clean spills as soon as they happen.
- Use nonslip mats in your tub and/or shower.
- Put items you use every day in places that are easy to reach.

*Resources: Mayo Clinic 2021, <https://www.mayoclinic.org/diseases-conditions/urinary-incontinence/in-depth/bladder-control-problem/art-20046597>. Best Practices in Fall Prevention – Training Guide 2017, Agency for Healthcare Research and Quality, Fall Prevention: Simple Tips to Prevent Falls 2019, Mayo Foundation for Medical Education and Research, Important Facts About Falls 2017, Centers for Disease Control and Prevention, National Center for Injury Prevention and Control*

# Physical Activity

Staying active is one of the most important things you can do for your health. Regardless of your age, abilities, or size, you can benefit from physical activity. Physical activity is good for your heart, brain, and reduces risk of disease.

Don't worry if it's been a while since you were active. It's never too late to get started. Speak with your provider to determine fitness options that will best fit you.

## Get Active

Try to be a little active each day. Start with activities that you enjoy or include your loved ones.

- Find a workout routine that you enjoy. It could be walking, jogging or swimming.
- Set an alarm every hour to remind you to move around for a few minutes.
- Stretch before and after you exercise. This will keep you flexible and avoid soreness.
- Take the stairs instead of the elevator.

## Maintain a Healthy Diet

- Eat a well-balanced diet and drink plenty of water; limit your alcohol intake.

- Reduce your sodium and sugar intake.
- Choose fresh fruits and veggies.

## Maintain a Healthy Body Weight

- Try to get 150 minutes of moderate-intensity activity every week.
- Wear comfortable, well-fitting shoes to prevent foot injuries.
- Get plenty of sleep.

## Benefits of Good Physical Health

- Reduce your risk of heart disease, type 2 diabetes and metabolism issues, and some cancers.
- Improves your ability to do daily activities and helps prevent falls.
- Strengthens your bones and muscles.

*Reference: Your Healthiest Self – Physical Wellness Checklist 2020, National Institute of Health – U.S. Department of Health and Human Services; Benefits of Physical Activity 2021, Centers for Disease Control and Prevention*



# Ask Your Customer Experience Team

**Q:** What if I am outside the plan's service area when I have an urgent need for care? What are "urgently needed services"?

**A:** When you are outside the service area and cannot get care from a network provider, our plan will cover urgently needed services that you get from any provider at the lower in-network cost-sharing amount. Our plan does not cover urgently needed care or any other non-emergency care if you receive the care outside of the United States.

"Urgently needed services" are nonemergency, unforeseen medical illness, injury or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have. You can also call your Customer Experience Team to find out if there is a network pharmacy in the area where you are traveling. We cannot pay for any prescriptions that are filled by pharmacies outside of the United States and territories, even for a medical emergency.



Questions or need assistance? Contact your Customer Experience Team 1-877-374-7993 (TTY 711) October 1 - March 31, 8 a.m. to 8 p.m., CST, seven days a week or April 1 - September 30, 8 a.m. to 8 p.m., CST, Monday through Friday.

## Customer Experience Team Spotlight: Chrissy Gilliam

**What is something about you that would surprise people?** I am a former beauty pageant winner and one of the kindest/funniest people they'd ever want to meet.

**What is one of your guilty pleasures?** Binge watching the late '80s to mid-'90s sitcom "Family Matters"! I like it more than I should. It's that Steve Urkel.

**What is something you would like to learn to do?** I'd like to learn how to build a foundation on which to be as happy as I possibly can.

**What is your favorite hobby?** Creating art, my imagination is endless! And I LOVE IT.



# Strawberry Avocado Spinach Salad with Poppyseed Dressing

## Salad Ingredients:

- 6 cups fresh baby spinach
- 1 pint strawberries, hulled and sliced
- 1 avocado, peeled, pitted and diced
- 4 ounces crumbled blue cheese (or goat cheese or feta)
- 1/3 cup sliced almonds, toasted
- half a small red onion, thinly sliced

## Poppyseed Dressing Ingredients:

- 1/3 cup avocado oil (or olive oil)
- 3 tablespoons red wine vinegar
- 2 tablespoons honey
- 1 tablespoon poppy seeds
- 1 teaspoon Dijon mustard
- fine sea salt and freshly-ground black pepper

## Instructions:

- 1. Make the dressing.** Whisk all ingredients together vigorously in a small bowl (or shake in a covered jar) until emulsified. Taste and season with a pinch of salt and a few twists of pepper, as needed.

- 2. Toss the salad.** Combine all of the salad ingredients in a large bowl. Drizzle evenly with the dressing then gently toss until combined

- 3. Serve.** Serve immediately and enjoy!



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## New Providers to Our Network

Our network continues to grow in all specialties. Visit our online provider directory at [cnhealthplan.com/search](https://cnhealthplan.com/search) to locate a doctor that meets your needs. You can also contact your Customer Experience Team for assistance.

### Amazing Health Partners

Family Nurse Practitioner  
Francis Basebang DNP, APRN, FNP-C

Family Medicine  
Michael Hellemn, MD

Family Nurse Practitioner  
Quinta-Rita Tita, NP

Social Worker Clinical  
Lauren Choi

### Deer Oaks Geriatric Services

Counselor/ Behavioral Health  
Catherine Benedict

Edward Kardell  
Jeridith Warren

Judy Mathea  
Leilani Kyoko

Lucy Arias  
Lynn Herr  
Nanette Hero

Sean Marmolejo  
Susan Justitz

### Platinum Healthcare Corp

Home Health Agency

### Greenbrier Healthcare Center

Skilled Nursing Facility

### Guiding Home Care INC

Home Health

# Community Event Calendar

Care N' Care welcomes you! Join us for some fun and connect with your community.

June 2023			
Thursday, June 1, 2023	Carpenter Park Recreation Center	9:30 - 10:30	BINGO
Thursday, June 1, 2023	Wylie Senior Rec Center	12:30 - 1:30	BINGO
Friday, June 2, 2023	Forest Hill Senior Center	10:00 - 11:00	Karaoke with CNC
Friday, June 2, 2023	Hood County Senior Center	10:15 - 11:30	Trivia Time
Monday, June 5, 2023	Haltom Senior Center	8:30 - 10:30	National Donut Day Police Party
Monday, June 5, 2023	Victory Forest Senior Center	9:00 - 10:00	Fitness YOUR Way
Monday, June 5, 2023	Royce City Senior Center	10:00 - 11:00	Trivia Time
Tuesday, June 6, 2023	Heritage Senior Center	10:00 - 11:00	Fitness YOUR Way
Tuesday, June 6, 2023	Stephenville Senior Center	1:30 - 2:30	National YoYo Day
Wednesday, June 7, 2023	Worth Heights Senior Center	10:00 - 11:00	Fitness YOUR Way
Wednesday, June 7, 2023	Mansfield Senior Center	10:00 - 11:00	Talk with the Pharmacist
Wednesday, June 7, 2023	Richardson Senior Center	11:00 - 12:00	Trivia Time
Thursday, June 8, 2023	Moorland YMCA	11:30 - 12:30	Trivia Time
Thursday, June 8, 2023	Ryan Family YMCA	12:00 - 1:00	Jewelry Making Class
Thursday, June 8, 2023	Richland Hills The Link	1:00 - 2:00	BINGO
Friday, June 9, 2023	Jewish Community Center of Dallas	10:00 - 11:00	Aromatherapy Class
Saturday, June 10, 2023	White Settlement Senior Center	11:00 - 1:00	Health Fair
Monday, June 12, 2023	Allen Senior Center	9:30 - 10:30	Fitness YOUR Way
Tuesday, June 13, 2023	Carver Senior Center	9:30 - 10:30	Trivia Time
Tuesday, June 13, 2023	Flower Mound Senior Center	5:30 - 6:30	Trivia Time
Wednesday, June 14, 2023	Sam Johnson Rec Center	12:00 - 1:00	Fitness YOUR Way

## June 2023

Friday, June 16, 2023	Cleburne Senior Center	10:00 - 11:00	BINGO
Saturday, June 17, 2023	MLK Library	8:30 - 2:00	Juneteenth Celebration
Monday, June 19, 2023	Exall Recreation Center	10:00 - 2:00	Juneteenth Party
Tuesday, June 20, 2023	Celina Senior Center	10:30 - 11:30	Health and Wellness Talk
Tuesday, June 20, 2023	Cross Timbers YMCA	1:00 - 2:00	Trivia Time
Wednesday, June 21, 2023	Keller Senior Center	9:00 - 10:00	Fitness YOUR Way
Wednesday, June 21, 2023	Murphy Community Center	10:00 - 11:00	BINGO
Thursday, June 22, 2023	East Arlington	12:00 - 1:00	Trivia Time
Thursday, June 22, 2023	Sam Johnson Rec Center	12:30 - 2:00	King of Swings Luncheon
Friday, June 23, 2023	Allen Senior Center	10:00 - 11:00	Trivia Time
Friday, June 23, 2023	Kennedale Senior Center	10:30 - 11:30	Trivia Time
Monday, June 26, 2023	Sachse Senior Center	10:30 - 11:30	BINGO
Monday, June 26, 2023	Thrive Rec Center	1:00 - 2:00	Fitness YOUR Way
Tuesday, June 27, 2023	Burleson Senior Center	11:00 - 12:00	Fitness YOUR Way
Tuesday, June 27, 2023	Rowlett Community Center	8:30 - 9:30	BINGO
Tuesday, June 27, 2023	East Cleburne Community Center	9:00 - 10:00	BINGO
Wednesday, June 28, 2023	Saginaw Senior Center	12:00 - 1:00	BINGO
Friday, June 30, 2023	White Settlement Senior Center	12:00 - 1:00	Fourth of July Cook Out

Note: Please check with the facilities to confirm times and changes to programming



For more details and a full calendar of events visit  
[cnchealthplan.com/find-us-in-the-community/](https://cnchealthplan.com/find-us-in-the-community/)

# Summer Ice Cream

G O B I R T H D A Y C A K E A N C L X O Q O  
I U Q W H I P P E D C R E A M L A O Q N O R  
S T R A W B E R R Y U M W G Q A X B F C F E  
J B I R R K Y G D U R Q C J Z S N U Z F W O  
C E I W R S O Q P Q M Y A X J P L T X M E S  
O C H O C O L A T E T V R A R R F T C O E E  
O V N U T S C U G B K U A L H I S E O O E L  
K U U N Z H P K S J C P M N C N A R T S U V  
I N T I K Q O S Y C L A E Z I K E P T E W V  
E E U K J W B T O R O K L N E L K E O T N Q  
S O S J D M F Y F P O O R G G E L C N R K F  
N P C W T B Z U H U Y A P K X S C A C A A V  
C O Q A K N L D J V D I D S O E F N A C U L  
R L C O O K I E D O U G H B M I N T N K M Q  
E I P E A N U T B U T T E R C U P D D S G A  
A T T Y S M D P N U G O C C O N E S Y B Q A  
M A G G Q R Q N C H O C O L A T E C H I P Q  
F N N K H O U T B F R E N C H V A N I L L A

MINT  
STRAWBERRY  
ROCKY ROAD  
SPRINKLES  
NUTS  
PEANUT BUTTER CUP

BUTTER PECAN  
COTTON CANDY  
VANILLA  
NEOPOLITAN  
SCOOPS  
COOKIES N CREAM

CHOCOLATE CHIP  
WHIPPED CREAM  
HOT FUDGE  
CHOCOLATE  
COOKIE DOUGH  
CARAMEL

BIRTHDAY CAKE  
COFFEE  
MOOSE TRACKS  
FRENCH VANILLA  
OREOS  
CONES

# Additional Resources

## Plan Documents

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ANYTIME, ANYWHERE!

View and download important plan documents no matter where you are— just by accessing them online anytime. Find plan documents at [www.cnhealthplan.com/our-plans-2023/plan-documents-2023/](http://www.cnhealthplan.com/our-plans-2023/plan-documents-2023/).

## Tools and Resources

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Would you like to pay your premium online? Replace your ID card? Look for a provider near you? Use the Care N' Care website to do all that and more at: [www.cnhealthplan.com/member-tools-resources/](http://www.cnhealthplan.com/member-tools-resources/)

## Need A Provider?

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Do you need to find a new doctor or looking for a facility in our network? Visit the Care N' Care website for real-time provider information. The easy to use search tool is available 24/7 at [cnhealthplan.com/search](http://cnhealthplan.com/search).

## Update Us Today

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Have you recently moved? Do you have a new phone number? Do you have a new email address? Let us know! It's simple to update your member information. Email the Customer Experience Team with your updated information: [yourteam@cnhealthplan.com](mailto:yourteam@cnhealthplan.com)

## Stay Social

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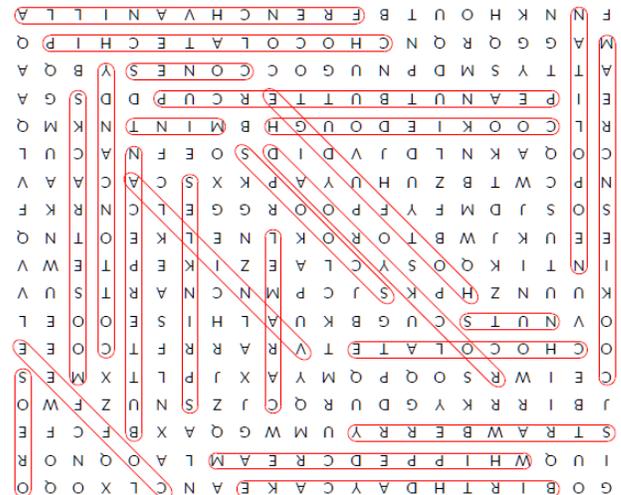
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 [Care N' Care Insurance Co. Inc.](https://www.youtube.com/CareN'CareInsuranceCo.Inc)

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Insurance Company, Inc.

1603 Lyndon B. Johnson Freeway, Suite 300

Farmers Branch, TX 75234

<<FIRST NAME>> <<LAST NAME>>

<<ADDRESS>>

<<CITY>>, <<STATE>> <<ZIP>>

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Health and wellness or prevention information.



## We're Here for You!

Questions or need assistance? Contact your Customer Experience Team by phone, or email:



Email: [yourteam@cnchealthplan.com](mailto:yourteam@cnchealthplan.com)



Call: 1-877-374-7993 (TTY 711)

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