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Men, especially those with lighter skin, are more likely than anybody else to get skin cancer... PG 14



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#### Healthy habits and smart living is 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 articles on tips for beating the heat and safe travels. 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.

This issue is also dedicated to Men's Health with articles on battling prostate problems, the risk of stroke, the importance of regular checkups and much more. Hopefully these articles will serve as a good reminder for men (and women for that matter) to follow some basic tips to good health-- eat a healthy diet, keep a healthy weight, get enough sleep, be physically active, don't smoke, moderate drinking and get routine exams and screenings. Following these simple steps can help men age in good health and reduce the risk of many diseases that are more common in older men like heart disease, high blood pressure, and diabetes. Even men who have not followed these guidelines until now can benefit from making healthy changes. It's never too late to start making good choices.

Most of all, enjoy this wonderful time of the year. Embrace your family and friends and remember to count your blessings. Among the blessings we count every day is having you as part of the Care N' Care family.

Wendy Karsten

Chief Executive Officer

Care N' Care

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#### **Need Assistance?**

Call your Healthcare Concierge toll-free at 1-877-374-7993 (TTY 711) for questions related to your Care N' Care Medicare Advantage Plan, October 1 - March 31, 8am to 8pm, CST, seven days a week or April 1 - September 30, 8am to 8pm, CST, Monday through Friday.









# Safe Travel Tips

#### **Safe Travel Tips**

Before you board a plane, train, cruise, or get in your car for a vacation, be sure to check out these expert tips and recommendations from the American Geriatrics Society's Health in Aging Foundation. Whether you are traveling overseas or just a short distance from home, it is important to plan ahead for your healthcare needs.

Find out if you need to update your vaccinations If you're traveling overseas, you may need certain vaccinations before departing—in some cases, up to 6 weeks before you leave. Visit the Centers for Disease Control and Prevention's (CDC) Travelers' Health website to learn what measures you and your fellow travelers may be required to follow when traveling abroad.

#### Talk to your healthcare provider

Explain your travel plans to your healthcare provider, and discuss any travel precautions you should take. Your provider may ask you to come in for a checkup or to get any necessary shots.

#### Ask when you should take your medications

If you take medications, and will be crossing time zones, ask your healthcare provider whether you should take your medicines at your usual home time zone time, or switch to the local time zone. Also ask if any new foods you might eat while traveling could interact with your medications or health conditions.

#### Guard against deep-vein thrombosis (DVT)

Older adults run a higher-than-average risk of DVT, which happens when blood clots form in your veins and block blood flow, usually in your legs. Sitting still for a long time on an airplane or train can contribute to DVT. But some research shows that wearing "compression stockings" can help prevent this dangerous condition. Also, taking frequent breaks to walk or exercise your legs during a long ride can help protect you from developing DVT. Check with your healthcare provider.

#### Get it in writing

- Make a list of all prescriptions, over-the-counter medications, and supplements you take, including the dose, what time you take the medications, and what they are for. Ask your pharmacist or healthcare provider to help you create this list and ask them to review it for accuracy. The list should include both generic and brand drug names and the amount of each medication you need to take with you on your trip.
- Ask your healthcare provider for a list of current medical problems you have and how they're being treated.
- Have your healthcare providers' contact information in writing as well as for emergency purposes.

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Having all of this on paper will make it easier for you to get through customs, and easier to get replacement medications if you lose any while traveling. Make a copy of these lists. Carry one with you, and keep the other in your suitcase.

## Keep your medications in their original containers with labels

Do this with prescription and over-the-counter medicines, and supplements. This will also make your trip through airport security or customs easier.

#### **Carry your medications**

Pack your medications in your carry-on bag to avoid loss or damage.

#### Protect yourself from infection and dehydration

- Use alcohol based sanitizer when you are unable to wash your hands, especially after spending time on a crowded plane, train, or bus, and before eating.
- Use common sense when choosing what to eat and drink. The CDC travel site includes country-bycountry information on illnesses you can get from food and water and how to avoid them.
- Drink plenty of water when traveling, especially by plane. The air inside planes is dry, so bring a large bottle of water with you and drink regularly even if you do not feel thirsty. Or ask for a bottle of water every time the flight attendant offers a drink instead of soda or coffee, which can dry you out even more.

Source: AGS Health in Aging Foundation Organization

# 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 intelligent 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.

#### 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.

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#### 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.

Aside from wearing appropriate clothing and watching what you eat or drink, the times you choose to go outside can make a difference.

#### **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.

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, 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.

200 FT 61 M 100 FT 2 30.5 M 70 FT 21.3 M 50 FT 15.2 M ANNUAL EYE EXAM 5 40 FT

An annual eye checkup is a simple, low-stress way to keep tabs on your eye and overall health. Here are a few things your optometrist will be looking for:

#### **GLAUCOMA**

Glaucoma has been called, "the silent thief of sight" because too often, it goes unnoticed before too much damage is done to save vision. It's caused by too much pressure in the eyes. When doctors catch it early, they can often manage it effectively and prevent vision loss.

#### **CATARACTS**

Cataracts are a nearly unavoidable part of aging. Over time, the lens in the eyes can get cloudy and yellow. But, updated eyewear prescriptions can often delay surgery, which is easy and low-risk.



#### DIABETIC RETINOPATHY

This affects diabetic patients and can rob sight. The tiny blood vessels in the eye that feed the retina become damaged and allow fluids to seep into the eye. Treatment includes changes in diet and exercise, and also surgery.

#### REFRACTIVE ERRORS

Vision usually changes and worsens with age. A yearly checkup will help keep vision sharp with updated eyewear prescriptions.

#### AGE-RELATED MACULAR DEGENERATION (AMD)

This is the leading cause of blindness among older adults but, early detection and treatment can slow its progress significantly. There are a couple different types of AMD. The type determines the treatment – ranging from laser surgery, medication or dietary supplements to slow the disorder.

Given all these advantages, it makes good sense to keep that yearly appointment with the optometrist! Need to find an optometrist near you? Search the Care N' Care(HMO/PPO) online provider directory (https://www.cnchealthplan.com/find-a-vision-provider/) for an Optometry specialist near you, or call your Healthcare Concierge for assistance.

## Checkups Every Man Should Get

I'd rather be fishing. I'd rather be golfing. I'd rather be running. I'd rather be playing with my grandkids. Let's face it – there are many things you'd rather be doing than going to the doctor for a checkup. But taking time to assess your overall health with a physician each year is important. It could even save your life so you can keep doing all the activities you enjoy.

If you're a man – or a woman who is concerned about the health of your husband, father, grandfather, son or other male loved one – you'll want to be aware of these recommended checkups, screenings and immunizations for men. Keep in mind that these are general guidelines and you should check with your doctor for a schedule that's right for you.

**Physical exam.** A once-a-year exam by a primary care physician may include an assessment of height, weight, blood pressure, skin cancer risk, eating and exercise habits, and emotional well-being. The doctor will ask about your family health history and answer any questions you have about sleep/snoring, sexual health or other health concerns.

**Immunizations**. Men should get a flu shot every year and a tetanus-diptheria and pertussis (Tdap) or tetanus-diptheria (Td) booster every 10 years. Your doctor may recommend other vaccines depending on your age and health history.

**Eye exam.** If you have problems with vision, you should schedule an eye exam every two years.

**Dental exam**. Don't forget to visit the dentist every year for an exam and cleaning.

**Cholesterol screening.** Most men should be checked every five years. You may need to be monitored more closely if you have high cholesterol or risk factors for heart disease or diabetes.

**Diabetes screening.** Your doctor may recommend that you be tested for diabetes, if you are overweight, or if you have other risk factors.

**Colon cancer screening.** Starting at age 50, your doctor may recommend a colonoscopy or other screening test for colon cancer.

**Prostate cancer screening.** Men age 50 and older may benefit from prostate cancer screening. African-American men and those with a family history of prostate cancer may begin screening earlier, at age 45.

**Abdominal aortic aneurysm screening.** If you are age 65 to 75, an ultrasound screening for abdominal aortic aneurysm could save your life. This test is especially important for men who have ever smoked cigarettes.

**Hearing test.** Your doctor may screen for hearing loss and suggest ways to protect the hearing you have, as well as recommend hearing-aid devices, if needed.

These are general guidelines and are not intended as medical advice. Talk to your doctor about screening

tests that may be right for you.

#### **Schedule your Appointments!**

If you're a man who never gets sick and hasn't set foot in a doctor's office for a few years, it's time for a checkup! Your primary care physician will partner with you to take care of your health now, and going forward.

Sources: National Institutes of Health, American Heart Association and American Diabetes Association. Y0107 19 518 C



## Time To Man Up For Screenings and Tests

	40s	50s	60+
Blood pressure screening	×	X	×
Cholesterol test	X	X	×
Diabetes screening (if overweight)	X	X	×
Colon cancer screening		X	×
Prostate cancer screening		X	×
Abdominal aortic aneurysm screening			×

**Need help finding a doctor?** Call your Healthcare Concierge at 1-877-374-7993 (TTY 711) to assist you with finding a primary care physician or setting up your appointments with your current physician.



## **Men's Risk of Stroke**

Stroke is the fifth leading cause of death and long-term disability among men. In addition, men have strokes at younger ages than women.

Some risk factors for stroke, like age, race, and family history, can't be controlled. But you can make changes to lower your risk of stroke. Talk to your doctor about what you can do. Even if you're in perfect health, follow these suggestions:

- Control your blood pressure. Have your blood pressure checked often. If it is high, follow your doctor's advice to lower it. Treating high blood pressure lowers the risk of both stroke and heart disease.
- Stop smoking. Smoking increases your risk for stroke. It's never too late to quit.
- Control your cholesterol. If you have high cholesterol, work with your doctor to lower it.
   Cholesterol, a type of fat in the blood, can build up on the walls of your arteries. In time, this can block blood flow and lead to a stroke.

Source: National Institute on Aging

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- Control your diabetes. Untreated diabetes can damage blood vessels and also leads to narrowed arteries and stroke. Follow your doctor's suggestions for keeping diabetes under control.
- Eat healthy foods. Eat foods that are low in cholesterol and saturated fats. Include a variety of fruits and vegetables every day.
- Exercise regularly. Try to make physical activity a part of your everyday life. Do things you like; for example, take a brisk walk, ride a bicycle, or go swimming. Talk with your healthcare provider if you haven't been exercising and you want to start a vigorous program or increase your physical activity. For more information on exercise and physical activity from the National Institute on Aging at NIH, visit the Go4Life website.

If you have had a stroke in the past, it's important to reduce your risk of a second stroke. Your brain helps you recover from a stroke by drawing on body systems that now do double duty. That means a second stroke can be twice as bad.

## **Battling Prostate Problems?**



### A fight you can win

Most men will be affected by prostate problems, at some point in their lives. Proper detection and treatment, however, can alleviate and even cure most prostate disorders.

Despite its walnut size and weight of just an ounce, the prostate plays a prominent role in a man's urinary and sexual health. The prostate produces fluid that is a component of semen. If the prostate is enlarged for any reason, it can press on the urethra and cause urinary problems.

Symptoms of prostate disease include pain, burning and difficulty in urinating; blood in the urine or semen; painful ejaculation; and lower back pain.

#### PROSTATE PROBLEMS

Experts believe diet, race, heredity and the aging process may all lead to prostate trouble. The three most common problems associated with the prostate are:

**Prostatitis.** This condition develops when the prostate swells or becomes inflamed, usually caused by bacterial infection.

**Benign prostatic hyperplasia, or BPH.** A normal prostate can also grow many times in size when hormonal changes occur after age 40, causing BPH.

**Prostate cancer.** Even though prostate cancer is one of the most diagnosed cancers in America, on average men have only a 3% risk of actually dying from the disease. Tumors are often slow-growing and highly treatable. However, men sometimes experience no symptoms until the cancer has spread. Thus, early detection by your doctor is important.

#### MANY TREATMENT OPTIONS

Treatments for prostatitis and BPH include a low-fat diet and medications. Chemotherapy, surgery and radiation target prostate cancer. But sometimes, all that is needed is watchful waiting for slow-growing tumors for men over 70. Contact your doctor to see which treatment is right for you.

#### **SCREENING GUIDELINES**

It's important for you to get your prostate checked. The American Urological Association recommends you discuss the benefits and limitations of these tests with your doctor:

- A digital rectal exam (DRE) once a year after age 40, or earlier if you are having symptoms. Although some men consider this test embarrassing, it is a quick, simple procedure that could save your life.
- A PSA (prostate-specific antigen) blood test once a year for men over 50, or earlier for men in high risk groups, such as African-Americans or those with a family history of prostate problems.

If you have a positive DRE or PSA, your doctor may order a biopsy to determine if cancer is involved. Call your doctor today to schedule your screening!

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## Sun Safety Tips for Men

Men, especially those with lighter skin, are more likely than anybody else to get skin cancer.

When you think sun protection, you might think about a day at the beach. But over your lifetime, you get sun exposure doing everyday things like biking, working, running, or even mowing the lawn. Sun exposure is the main source of ultraviolet (UV) rays, which can cause skin cancer. And UV exposure adds up over time, increasing your risk of developing skin cancer.

Skin cancer is the most common cancer in the United States. Every year, nearly 5 million people are treated for skin cancer, Melanoma causes around 9,000 deaths per year in the U.S.

Why Are Men More Likely Than Women to Get Skin Cancer?

Men tend to get more sun exposure than women. Men spend more time outside over their lifetimes than women, and they're more likely to work outdoors than women. Women's personal care products, like moisturizer and makeup, often contain sunscreen, while many products for men don't. About one-third of U.S. adults get sunburned each year. Sunburn, which can increase your risk of getting skin cancer, is common among lighter skinned men. When outside on a sunny day for more than an hour, only about 14% of men use sunscreen on both their face and other exposed skin.

Easy Ways to Protect Yourself It's easy to protect yourself from UV exposure—

- Long-sleeved shirts, pants, and a wide-brimmed hat offer the best protection. If you're wearing a baseball cap or short-sleeved shirt, make sure to put sunscreen on your ears, neck, and arms.
- Stay in the shade as much as possible between 10 a.m. and 4 p.m., which are peak times for sunlight.
- Use a broad spectrum sunscreen of at least SPF 15 on any exposed skin, and don't forget to re-apply it every two hours, as well as after swimming, sweating, or toweling off.

Content source: Division of Cancer Prevention and Control, Centers for Disease Control and Prevention

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## Easy Cold Pasta

**Total Time:** 20 Minutes

**Servings:** 6 Servings



#### **INGREDIENTS**

14 ounces uncooked bowtie pasta
1 English cucumber, chopped
1/2 Onion, finely chopped
10 Cherry tomatoes, halved
3/4 cup pitted green olives, sliced
1 can beans (chickpea, black,
or kidney)
1 cup Italian-style salad dressing

1 cup broccoli (small florets)



Courtesy Of: Chef Henry

#### **INSTRUCTIONS**

- Fill large pot with salted water and bring to a rolling boil over high heat.
- Once water is boiling, stir in the pasta, and return to a boil. Cook uncovered, stirring occasionally, until the pasta is cooked through, but still firm to the bite (about 8 minutes).
- Drain and cool pasta by running cold water over the pasta in a colander set in the sink.
- Combine pasta with cucumber, broccoli florets, onion, tomatoes, and olives in a large bowl. Pour Italian dressing over the salad and stir to combine.
- Cover and refrigerate at least two hours before serving.

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### **New Providers to Our Network**

Our network continues to grow in all specialties. Visit our online provider directory at cnchealthplan.com/search to locate a doctor that meets your needs. You can also contact your Healthcare Concierge for assistance.

#### PRIMARY CARE PHYSICIAN

Aguirre, Eduardo

Family Practice

Frisco

Castillo, Michael

Family Medicine

Dallas

Cornelius, Kathryn

Family Medicine

Dallas

Curubo, Mario

Family Practice

Dallas

Elsaadi, Bachar

Family Practice

Arlington

Ganzon, Mauro

Family Practice

Boyd

Haak, Lee

Family Practice

Fort Worth

**Holland, Christine** 

Family Practice

Decatur

Kolhe, Snehal

Internal Medicine

Dallas

Martin, Steven

Family Practice

Joshua

Matthiesen, Ryan

Family Practice

Haslet

Okpagu, Gabriel

Family Practice

Dallas

Phuah, Elaine

Internal Medicine

Fort Worth

Richardson, John

Family Practice

Decatur

Shaffer, Michael

Family Practice

Bridgeport

Sharp, Kathleen

Family Practice

Dallas

Sheta, Vidhi

Family Practice

Haltom City

Stafford, Stephanie

Family Practice Fort Worth

### **Ask Your Healthcare Concierge**

Q: "I've broken the frames of my eye glasses. Does my plan cover new glasses?

A: Yes! Your vision benefits are provided by EyeMed. HMO members have a \$0 co-pay and up to \$150 toward lenses/glasses. PPO members also have a \$0 co-pay and, have from \$100 to \$150 toward lenses/glasses, depending on which PPO plan enrolled in.



Have Questions or Need Assistance? Call your Healthcare Concierge at 1-877-374-7993 (TTY 711) October 1- March 31, 8am to 8pm, CST, seven days a week or April 1- September 30, 8am to 8pm, CST, Monday through Friday.



## **Community Calendar**

Empowerment. Independence. Lifestyle.

August 2019					
August 13	Cooper Street YMCA	1:00 pm- 3:00 pm	Healthy Cooking Demonstration with Chef Henry		
August 14	Community Enrichment Center	10:30 am- 12:00 pm	Gardening with the Master		
August 15	Legacy Oaks of Azle	12:00 pm- 1:00 pm	Care N' Care Educational Series – The Place to Come for Medicare Information in Azle (En Español)		
August 19	Grapevine Recreation Center	11:00 am- 1:00 pm	Senior Desserts, Lunch & Chat		
August 20	NorthPark YMCA	1:30 pm- 2:30 pm	BINGO		
August 21	Airport Area YMCA	12:00 pm- 1:00 pm	Gardening with the Master		
August 21	Lake Worth Senior Center	1:00 pm- 2:00 pm	Tarrant County 911		
August 28	Eunice Activity Center	9:00 am- 10:00 am	National Bow Tie Day – Bow Ties & Bagels Event		
August 28	Kennedale Senior Center	10:00 am- 11:00 am	BINGO		
August 29	Hood County YMCA	11:30 am- 12:30 pm	Monthly Pot Luck		



## Find the full calendar of events and RSVP to attend at CareNCommunity.com











## **Member Alert**

### Your Evidence of Coverage Updated!

Chapter 2, Section 4

A designated Quality Improvement Organization for serving Medicare beneficiaries is contracted by the Federal government for each state. For Texas, the Quality Improvement Organization is KePRO.

The Centers for Medicare & Medicaid Services (CMS) announced a change in KePRO's contact information for the Beneficiary & Family Centered Care (BFCC) Quality Improvement Organization (QIO) Program effective June 2019.

Chapter 2, Section 4 of your Evidence of Coverage has been updated with the new contact information for KePRO. CMS requires Care N" Care to inform you of this change.

- Care N Care Classic (HMO)
- Care N Care Choice Plus (PPO)
- Care N Care Choice Premium (PPO)
- Care N Care Choice (PPO)
- Care N Care Choice MA-Only (PPO)

KePRO has a group of doctors and other healthcare professionals who are paid by the Federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KePRO is an independent organization and not connected with Care N' Care.

You should contact KePRO in any of these situations:

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

To view the entire Evidence of Coverage for your plan, visit https://www.cnchealthplan.com/plan-documents-2019/

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#### **Need Assistance?**

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## **Stay Connected**



#### **Tools and Resources**

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.cnchealthplan.com/ member-tools-resources/



### **Update Us Today**

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 Healthcare Concierge team with your updated information:

concierge@cnchealthplan.com



### Help Us Help You

Is there a topic you would like more information on? Would you like an education piece on a particular health condition? Do you have a question about your benefits? What would you like to see in future Care N' Share Newsletters?

Email your newsletters suggestions to: info@cnchealthplan.com



## Want to learn a language?

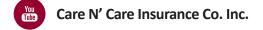
Try out Duolingo at www.duolingo. com. It's fun, interactive, addictive and best of all...Free!

### **Stay Social**





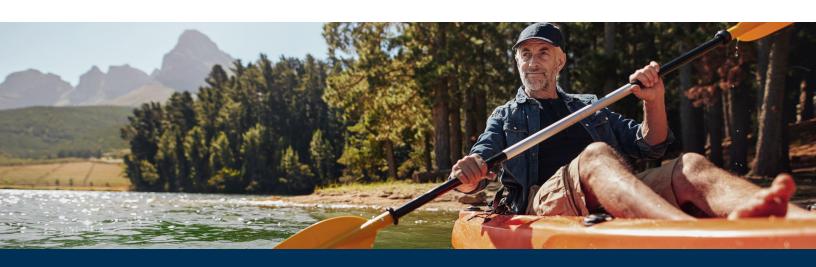






<<FIRST NAME>> <<LAST NAME>> <<ADDRESS>> <<CITY>>, <<STATE>> <<ZIP>>

Health and wellness or prevention information.



#### **Need Assistance?**

Call your Healthcare Concierge toll-free at 1-877-374-7993 (TTY 711) for questions related to your Care N' Care Medicare Advantage Plan, October 1 - March 31, 8am to 8pm, CST, seven days a week or April 1 - September 30, 8am to 8pm, CST, Monday through Friday.







