

Enjoy Life

A Newsletter for VIVA MEDICARE Members

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DID YOU KNOW?

You can choose a Physician Assistant or Nurse Practitioner as your Primary Care Provider.

All VIVA MEDICARE members choose a Primary Care Provider (PCP) when they enroll in one of our health plans. A PCP helps you manage your health and is the first person you talk to when you have any medical problem that is not an emergency. **PCPs are usually doctors, but some nurse practitioners and physician assistants (known as Advanced Practice Providers or APPs) also provide primary care.**

APPs work directly with doctors to form small “care teams” that manage care for a group of patients. They are highly trained and qualified to provide many of the same services as a doctor, but their flexible schedules give you **faster access to care**. APPs can usually **spend a little more time with you** to talk about your health concerns. Everything an APP does to take care of you is reviewed by a doctor on your care team.

As your Primary Care Provider, an APP will:

- Diagnose and treat conditions
- Perform risk assessments
- Prescribe medications and therapies
- Order tests and review results
- Manage chronic illnesses, like diabetes or high blood pressure



Whether your Primary Care Provider is a doctor, nurse practitioner, or physician assistant, **they all focus on your overall health and well-being**. They are all experts at helping you get as healthy as you can be. If you are looking for a new PCP, go to vivahealth.com/medicare and click “Dr Search” to find a PCP near you.

GREAT NEWS FOR VIVA MEDICARE MEMBERS WITH Prescription Drug Coverage:

\$0 for Part D Vaccines Covered by Medicare

In addition to flu, Covid, and pneumonia vaccines already covered at no cost to you, several Part D vaccines are also \$0 this year. The Inflation Reduction Act (IRA) allows VIVA MEDICARE members with prescription drug coverage to get these common vaccines at no cost:

- Hepatitis A
- Hepatitis B
- Hepatitis B¹
- Human papillomavirus (HPV)²
- Measles, mumps, and rubella (MMR)
- Meningococcal
- Tetanus and diphtheria toxoids¹
- Tetanus and diphtheria toxoids and acellular pertussis
- Varicella (chickenpox)
- Zoster (shingles)
- Respiratory Syncytial Virus Infection (RSV)³

Go to a local pharmacy to get these vaccines and protect yourself.

More Good News for Members with Diabetes

In 2024, your cost for covered insulin will be **no more than \$35 for a one-month supply, \$70 for a two-month supply, or \$105 for a three-month supply.** If you have any questions about which insulin is covered, please call VIVA MEDICARE Member Services at the number on the back of this newsletter and ask to have a pharmacy team member call you back.

¹May require a Part B vs Part D payment determination. ²IRA \$0 cost share is applicable for adults 19 years of age through age 45. ³This vaccine is only covered for patients 60 years of age or older. The list of vaccines available for \$0 cost share is subject to change based on the Centers for Disease Control and Prevention's (CDC) Advisory Committee on Immunization Practices (ACIP) guidelines. Talk to your Primary Care Provider to see if you need any of the vaccines listed above.

DID YOU KNOW?

If you have hearing loss, dementia, or poor eyesight, you have a *greater risk of falling*.

According to the Centers for Disease Control and Prevention (CDC), *more than one out of four older adults falls each year*. These falls may lead to a trip to the emergency room, broken bones, traumatic brain injuries, hospital stays, or even death. Falling once doubles your chances of falling again, causing even more fear of getting hurt or worrying about being embarrassed of falling in public places.

VIVA MEDICARE wants to help you stay safe and prevent falls before they happen.

HERE ARE 5 Tips to Prevent *Falls* and the VIVA MEDICARE Benefits that Help



1 Talk to Your Doctor

- He/she can give you a fall risk assessment that checks to see how likely it is that you will have a fall. You will be asked some questions about your overall health, if you've had falls in the past, and if you have problems with balance, standing, and/or walking. You will be asked about your activity level and if you are able to perform daily tasks, like cooking and cleaning.
- Your doctor will go over your drug list to see if there are any medicines you're taking that may make you dizzy or sleepy.
- Your doctor may check for low blood pressure and heart palpitations.
- Your doctor may order lab tests to check your vitamin levels or a DEXA scan to check for osteoporosis.

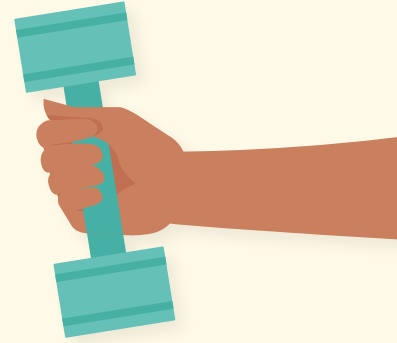
HOW VIVA MEDICARE HELPS:

Your VIVA MEDICARE plan covers the cost of an Annual Wellness Visit each year with your Primary Care Provider. During this visit, you'll take the Fall Risk Assessment and talk to your PCP about medicine you are taking that could make you dizzy or sleepy. This is a great time to talk to your PCP about any memory loss, problems concentrating or finding the right words, or being confused about time or places, as these could be early signs of dementia.

2

Get Your Body Stronger and Improve Your Balance

Exercising makes your muscles stronger and more flexible. Exercises that focus on balance and strength training can reduce the risk of falling.



HOW VIVA MEDICARE HELPS:

Your VIVA MEDICARE plan comes with the Silver&Fit® Healthy Aging and Exercise program. You get one at-home fitness kit* each year that is sent to your home at no cost to you. To help you build muscle and improve your balance, we suggest you order one of these kits:

- Beginner Strength Kit with 2-pound dumbbells and exercise bands
- Pilates Kit with a Pilates ball and towel
- Beginner Yoga Kit with a mat and hand towel

Go online to SilverandFit.com or call **1-877-427-4788 (TTY: 711)**, Monday through Friday, 7 am - 8 pm to order your at-home kit and find out more about fitness centers near you that come with your plan.

3

Get Your Hearing Checked

One of the main benefits of a yearly hearing exam is catching hearing loss early. This can help prevent further damage and make it easier to treat or manage. Hearing loss has been linked to many medical, social, and cognitive (thinking and reasoning) issues, including dementia. Studies also show that hearing loss is a risk factor for falls.

People who can't hear well might not have good awareness of their surroundings, making tripping and falling more likely. Hearing loss might also cause the brain to feel overwhelmed with demands, causing issues with balance and increasing the risk of falling.



HOW VIVA MEDICARE HELPS:

If you have hearing loss, your plan comes with a hearing aid benefit through NationsHearing that can help. You have a choice between prescription hearing aids or over-the-counter (OTC) hearing aids. OTC hearing aids do not need a prescription and can only be bought in a pair. Prescription hearing aids can be bought for one ear or both.

To find out more about your hearing aid benefit, order hearing aids, or schedule an appointment with a local hearing aid specialist, contact NationsHearing at **877-209-5189 (TTY: 711)**, 8 am - 8 pm, 7 days a week, except for federal holidays. You can also find more information online at VIVA.NationsBenefits.com any time.

4

Get a Yearly Eye Exam

Have your eyes checked by an eye doctor at least once a year and be sure to update your contact lenses or eyeglasses, if needed. If you have bifocal or progressive lenses, you may want to get a pair of glasses with only your distance prescription for outdoor activities, such as walking. Sometimes bifocals and progressive lenses can make things seem closer or farther away than they really are and can lead to falls.

HOW VIVA MEDICARE HELPS:

You have an allowance to use for prescription eyewear (glasses, contact lenses, frames, and upgrades) and contact lens fittings. You can use any eyewear provider you choose. If you pay for your eyewear out-of-pocket at the time you buy your new glasses or contacts, just fill out a reimbursement form and send it to us. Get a form on our website at vivahealth.com/medicare/member-resources. Click on "Plans," and choose your plan to get a copy of the Reimbursement Claim Form. You can also call VIVA MEDICARE Member Services at the number on the back of this newsletter.



5

Make Your Home Safer

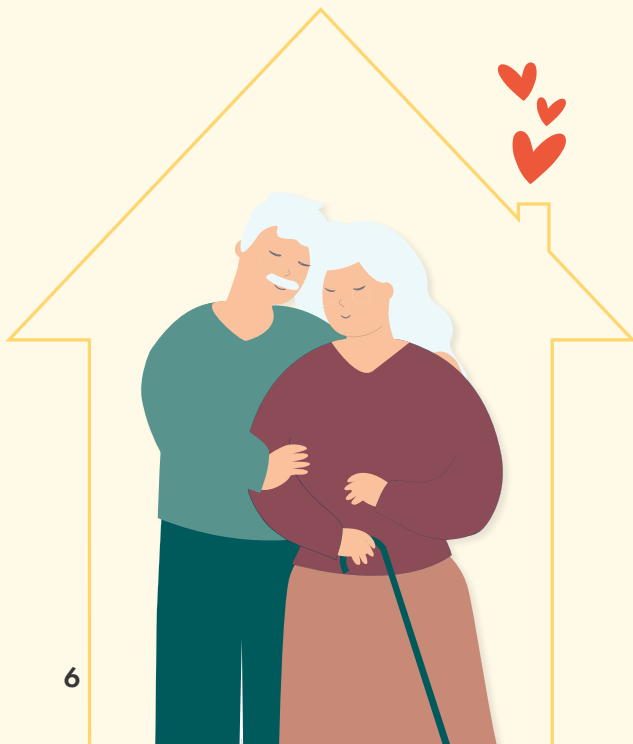
Cut the clutter in your home and get rid of things you could trip over. Add grab bars inside and outside your tub or shower and next to the toilet to help if you feel unsteady. Put railings on both sides of the stairs and make sure your home has lots of light by adding more or brighter light bulbs.

HOW VIVA MEDICARE HELPS:

You have an over-the-counter (OTC) benefit from NationsOTC. Depending on your plan, you either have a quarterly allowance or a flex card* to use to get items that will help reduce your risk of falling. Your NationsOTC catalog has a whole section of products for bathroom safety and fall prevention. Order non-skid bath mats, safety rails, benches, and much more to keep you safe.

For fastest service, call NationsOTC at **877-209-5189 (TTY: 711)**, 8 am - 8 pm, 7 days a week, except for federal holidays or order online at VIVA.NationsBenefits.com and have your items shipped to your home for free.

*Note: Members with a flex card can now use the card at Publix and Winn Dixie. See a full list of retail locations at vivahealth.com/medicare/member-resources. Click on **Plans, your plan's name** and **2024 Flex Card In-Network Retail Locations**.





More ways to **CUT THE CLUTTER!**

Get Your VIVA MEDICARE Materials Sent to Your Email Instead of Your Mailbox

Many members have asked us to start sending their plan documents, newsletters, and other member materials to their email instead of their mailbox. We are so excited that we can now make that happen through the VIVA HEALTH Member Portal.

When you sign up for the Member Portal, you can see your medical and prescription drug claims any time you want. Download your member ID card, see all your plan documents, and **now you can choose how you would like us to send you information.**

If you've already signed up for the portal, go to vivamembers.com and login. You'll be asked to choose the paperless options that work best for you. Don't worry! You can always change your mind by logging into the Member Portal and clicking on "Account Settings" to update how you'd like us to share information with you.

If you haven't signed up for the Member Portal yet, follow these steps. You will need your VIVA MEDICARE ID card.

- 1. Go to vivamembers.com**
- 2. Click the [Sign Up Now](#) button**
- 3. Click [I am a Medicare Advantage Member](#)**
- 4. Fill in the boxes with information needed**
- 5. Create your password**

Once logged into the portal, you will be asked to choose your paperless options.



Brain Games



Alabama Wildlife Word Search



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

Great blue Herron
 Wild turkey
 Woodpecker
 Chipmunk
 Raccoon
 Turtle
 Robin
 Pig

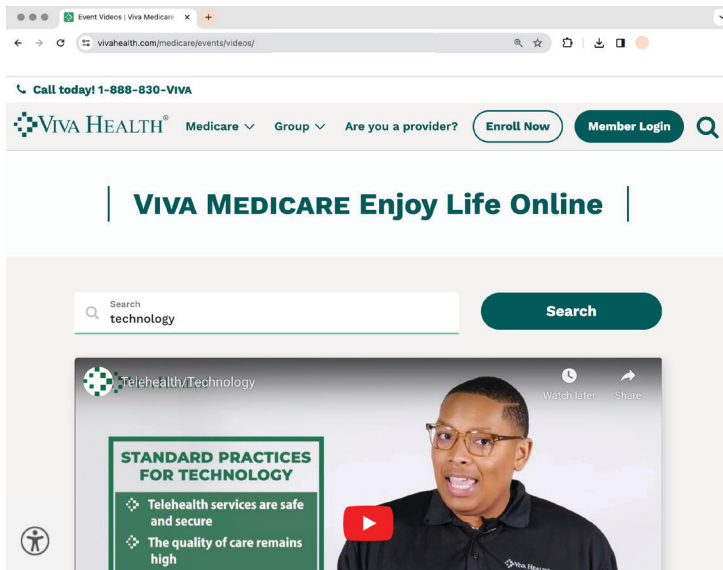
White tailed deer
 River otter
 Bald eagle
 Blue jay
 Opossum
 Rabbit
 Horse
 Cow

Great horned owl
 Rattlesnake
 Armadillo
 Gray fox
 Muskrat
 Beaver
 Skunk

Snapping turtle
 Hummingbird
 Squirrel
 Alabama
 Red fox
 Bobcat
 Hawk



Most telehealth appointments are covered by VIVA MEDICARE, just like an in-person visit. If you've never had a telehealth visit, here's a chance to test your digital literacy in four easy steps. Watch this video about telehealth by entering this address into a web browser (Google Chrome, Microsoft Edge, Firefox, etc.) on a smartphone, tablet, or computer:



1. vivahealth.com/medicare/events/videos
2. Type **telehealth** in the search box
3. Click the **Search** button
4. Click the red arrow to start the video


VIVA HEALTH Cafés give you free Internet and private spaces to do a telehealth visit. The friendly Café team can help you set up portal accounts and answer any of your benefits questions.


Web Portals


A web portal is a private, secure website that lets you see personal information about your accounts. Only certain people are given rights to create portal accounts. You are asked to set up a username and password. Once you get into the portal, you will see information that isn't shown to the general public. You may have a patient portal set up with your doctor. VIVA MEDICARE members can register for these portals:

- **VIVA HEALTH Member Portal:** In this portal, you can download your member ID card, see medical and prescription drug claims, check your out-of-pocket spending, and get all of your plan documents. Go to vivamembers.com to create an account.
- **NationsBenefits:** OTC, Hearing, Grocery (for *Extra Value* (HMO SNP) and *Extra Care* (HMO SNP) plans) – In this portal, you can place orders for over-the-counter items, see what you have ordered in the past and how much money you have left to spend, or schedule an appointment for a hearing aid test. Go to viva.nationsbenefits.com to get started.
- **Silver&Fit®:** In this portal, you can order at-home fitness kits, watch videos, and see what gyms are near you. Go to silverandfit.com to sign up.
- **Modivcare:** If you are in the *Extra Value* (HMO SNP), *Extra Care* (HMO SNP), or *Classic* (HMO) plans, you can schedule rides and see how many rides you have taken and how many you have left. Go to modivcare.com to create an account.


An app, which is short for "application," is a type of software that can be installed and run on a smartphone, tablet, computer, or other electronic devices. All of the web portals on page 10 can also be downloaded to devices as apps. Apps are usually faster than going through a website. These apps can be downloaded for free by going to the Google or Apple App Stores and downloading the apps shown here.








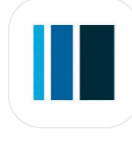
Type VIVA HEALTH in the App Store search bar to download the Member Portal app.



Type ASH Sync in the App Store search bar to download the Silver&Fit app.



Type Benefits Pro in the App Store search bar to download the Nations app.



Type Modivcare in the App Store search bar to download the Modivcare app.

Test Your DIGITAL LITERACY

Test your digital literacy by giving yourself 1 point for each box you check below that applies to you. Want to try to take this test online and get more digitally literate? Enter this address into a web browser on your smartphone, tablet, or computer: <https://dt360.me/r/C8LEaVIDGQ>

Take your digital literacy a step further and *point your smartphone camera at this QR code*. Act like you are taking a picture of the QR code. You'll see a web address pop up. Click on it and you'll be taken to the survey.



- | | | |
|---|---|--|
| <input type="checkbox"/> I have used telehealth.
<input type="checkbox"/> I can send an email.
<input type="checkbox"/> I can search for information online.
<input type="checkbox"/> I can watch videos online.
<input type="checkbox"/> I can use the camera on my smartphone.
<input type="checkbox"/> I can use a smartphone to make a call, send a text, and search the web.
<input type="checkbox"/> I can download an app.
<input type="checkbox"/> I have basic computer skills. | <input type="checkbox"/> I have a social media account (Facebook, Instagram).
<input type="checkbox"/> I am enrolled in a portal: <ul style="list-style-type: none"> <input type="checkbox"/> VIVA HEALTH <input type="checkbox"/> NationsBenefits: Over-the-Counter, Grocery, or Hearing <input type="checkbox"/> Silver&Fit® <input type="checkbox"/> Modivcare Transportation (Extra Value, Extra Care, and Classic plans only) <input type="checkbox"/> Other | <input type="checkbox"/> I know red flags for online scams.
<input type="checkbox"/> I know how to connect to Wi-Fi networks.
<input type="checkbox"/> I know which emails are safe to open, which are not, and how to lower my risks.
<input type="checkbox"/> I know how to create safe passwords.
<input type="checkbox"/> I use two-factor authentication when it is offered on sites. |
|---|---|--|

If you scored a 1 – 5, we would love to help you get more comfortable using technology. Call Member Services and ask for a Digital Literacy packet to be sent to you.



417 20th Street North, Suite 1100
Birmingham, Alabama 35203

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BIRMINGHAM, AL
PERMIT NO. 2061

Help us stay a 5-Star plan!

Help us stay a 5-Star plan by filling out the surveys you may get in the mail from the government. These surveys let them – and VIVA MEDICARE – know how well we are helping you stay healthy and how your experiences are with our team and the benefits and services we provide.

If you have any questions about your benefits,
call VIVA MEDICARE Member Services at

1-800-633-1542 (TTY: 711).

We can take your call 7 days a week, 8am - 8pm, October 1 - March 31.
From April 1 - September 30, we are open Monday - Friday, 8am - 8pm.



*Home Fitness Kit promotional codes cannot be used in combination with any other promotions on third-party vendor websites. Once selected, kits cannot be exchanged. The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Please talk with your doctor before starting or changing your exercise routine. Kits are subject to change. Silver&Fit is a federally registered trademark of ASH and used with permission herein. VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-633-1542 (TTY: 711). 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 1-800-633-1542 (TTY: 711). H0154_mcdoc4082A_C_03/08/2024