



CHECK-UP

MEMBER NEWS

FALL 2011, EDITION 18

New Pharmacy Benefits Manager = New ID Card

On January 1, 2012, Commonwealth Care Alliance will begin using a new vendor called informedRX® to manage our pharmacy benefits.

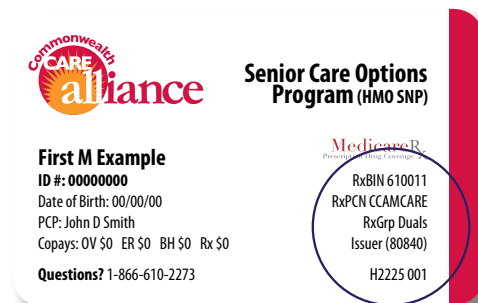
How will this change affect you?

Not at all! **There will be no disruption to your coverage.** We will send you a new member ID card in December. Just put it in your wallet and dispose of the old card. When the new year begins, **show your new member ID card to the pharmacist.**

What does the new member ID card look like?

The new card looks exactly like your old one! The only difference is the numbers on the front of the card. Your pharmacy uses this information when filling your prescriptions.

Questions? If you have questions now or after December 31, please call our Member Services Team at 1-866-610-2273.



New pharmacy codes:
The only change to your new member ID card

Are You Protected From the Flu?

It's flu season once again — have you protected yourself with a flu shot yet? Feel like you've heard this information before? Why don't you test your flu season knowledge to see how much you really know!

True or False? Each year, flu causes illness, hospital stays, and even deaths.

True. In a typical year, the number of flu-related deaths range from 3,300 to 48,600 (average 23,600).

True or False? People aged 65 and older have developed immunity to the flu.

False. People aged 65 and older are at greater risk of serious complications

from the flu than younger adults. This is because human immune defenses become weaker with age.

True or False? I could get the flu from the vaccination itself.

False. The seasonal flu shot is made from a killed or inactivated virus so it is not possible to get the flu from the shot itself.

Questions? Talk to your nurse or another member of your primary care team, or call our Member Services Team at 1-866-610-2273♦

Source: www.cdc.gov



Watch out for mail from Commonwealth Care Alliance. These important member materials were recently sent to you:

- New member ID card
- Summary of Benefits 2012
- Annual Notice of Change (ANOC) 2012
- Formulary (List of Drugs) 2012
- Low Income Subsidy Rider 2012

staff PROFILE



Ilidia Evora

Senior Care Options Program
Administrative Assistant

I started at Upham's Corner Health Center in 1997, working in a number of departments before I joined Senior Care Options Program in 2005.

The SCO team is very professional and caring and I enjoy working with all of them — it has been a wonderful experience! The best part of my job is knowing that what I do makes a difference to our members and brings a smile to their faces. I help them with anything they need and respond to their phone inquiries quickly. I also enjoy making appointments and assisting with outreach requests from providers and patients.

I firmly believe that Commonwealth Care Alliance provides a great service to seniors and it is a privilege to work for them.

Roasted Butternut Squash Soup

Ingredients

- 2 pound butternut squash
- 1 large onion, chopped
- 2 garlic cloves, halved
- 2 tablespoons olive oil or vegetable oil
- 4 cups chicken broth
- 1 cup light cream or milk
- Pinch cayenne pepper
- 1 bay leaf
- Freshly squeezed lemon juice

Directions

1. Position oven racks so that they are evenly spaced. Preheat the oven to 425°F. Cover two baking sheets with foil and coat lightly with nonstick spray.
2. Cut squash in half lengthwise and remove its seeds. Place cut side down on one of the baking sheets. Combine onion and garlic and toss with olive oil until well coated. Spread them on the second baking sheet.
3. Place squash on the upper rack in the oven and onion and garlic on the rack beneath. Roast onion and garlic for 15 to 20 minutes, until tender, and remove from the oven. Roast squash for 25 to 30 minutes, until tender. Let cool slightly.
4. Put onion and garlic into a food processor. Scoop the flesh from the squash and add to onion and garlic; process until pureed.
5. Pour puree into a saucepan and mix in chicken broth, cream, cayenne, bay leaf, and lemon juice to taste. Simmer for 20 minutes; remove the bay leaf. Season to taste. Serve the soup hot or chilled.

Source: AARP © 2005 Beatrice Ojakangas

Giving Thanks May Be Good For Your Health

Every Thanksgiving we stop and reflect on the positive things in our life and give thanks for them. But focusing on positive things more often than just once a year may actually help us feel better!

There is research to suggest that positive thinking may have health benefits. Studies show that positive thinking may contribute to:

- Increased life span
- Lower rates of depression
- Greater resistance to illnesses
- Improved coping skills during times of stress

Here are some ideas to help you become thankful for the positive things in your life on a regular basis:

Write It Down

Each day, write down three things in your life that you're grateful for.

Say It Out Loud

Say thank you to those around you — your family, caregivers, friends, or even the stranger who opens the door for you.

Focus Your Energy

Avoid wasting time thinking about the things you don't have. Instead focus on all the things you do have, such as a warm bed to sleep in, a radio to listen to, a garden to walk in, access to high quality medical care, etc., etc. I'm sure you can come up with a very long list!

"Be thankful for what you have; you'll end up having more. If you concentrate on what you don't have, you will never, ever have enough." Oprah Winfrey

Source: Mayo Foundation for Medical Education & Research



Local Member Meetings are held in your communities.

Look for your invitation in the near future. Families and caregivers are welcome!

Questions? Call Diana Zegarra at 1-866-610-2273 ext. 1247



How Are We Doing?

Over the next few months we will be surveying a random sample of Commonwealth Care Alliance members to find out how they feel about their medical care.

One survey will be a short telephone call to members who have recently been in the hospital. We'd like to learn about their hospital discharge preparation and their care soon after getting home.

The other survey will find out how

involved our members feel in making decisions with their clinicians about their care. This survey will be sent to members by mail.

If you are contacted by phone or mail for one of these surveys, please participate.

Your feedback is very important to Commonwealth Care Alliance.

Questions? Please call our Member Services Team at 1-866-610-2273 ♦



Visit the Commonwealth Care Alliance web site for the latest in member information

www.commonwealthcare.org



Call our Member Services team, 24 hours a day, 7 days a week

1-866-610-2273

To share your own recipes or stories, or if you have an idea for the newsletter, contact Nerissa J. Fry at 1-866-610-2273 ext. 1244 or e-mail nfry@commonwealthcare.org



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Prevention Information**