Specifically, a care plan. This is a plan you will create or update with your Primary Care Provider (PCP) during your Annual Wellness Visit (AWV) and routine physical. Both your AWV and routine physical are considered preventive services and are covered at no cost to you—there is no copay or coinsurance for these services and they can be performed during the same visit.

Why is it important to have a AWV and routine physical?

These services and your care plan are a comprehensive approach to improving health, preventing disease, and enjoying the benefits of good health. It’s a great opportunity to meet with your doctor, ask questions, and create a personalized care plan for the year. Plus, this visit will help you:

> Understand your prescriptions and why they are important to take
> Understand how to manage any conditions you may have

> Learn what preventive screenings you should receive this year
> Develop a relationship with your doctor and care team
> Work on your health goals

continued on page 2
It’s Always Good to Have a Plan…

If you haven’t had your AWV or routine physical yet this year, work with your doctor or give us a call to schedule it today.

**Please note:** If your AWV or routine physical also includes a discussion about the management of your current chronic medical conditions (e.g., diabetes, high blood pressure, arthritis) in addition to your preventive services, a copay may apply. A copay may also apply if a lab test or other testing is completed to assess your chronic medical conditions.

To protect your identity, Medicare is removing Social Security Numbers from Medicare cards and replacing them with a number that is unique to you. Starting April 2018, Medicare will begin mailing new Medicare (red, white, and blue) cards that include your new Medicare number.

So, what does that mean to you? Here are a few things to be aware of:

> Medicare will mail the new cards between April 2018 – April 2019.

> As a member of our plan, you will use your SelectHealth Advantage® ID card each time you receive care or fill a prescription. The new Medicare card won’t change your coverage or benefits.

> Once you get your new Medicare card, keep it in a secure place, but keep using your SelectHealth Advantage card.

> Please destroy your old card after you receive your new one. Destroying your old card protects you by making sure no one can get your personal information from it.

> Beware of anyone who contacts you about your new Medicare card. SelectHealth and Medicare will never ask you to give us personal or private information to get your new Medicare number and card.

**Need help finding a doctor?**

*Our Member Advocates℠ team can help you find the right doctors for your needs and schedule appointments.*

Call 800-515-2220 (TTY: 711)
Medicare Diabetes Prevention Program

Beginning April 1, 2018, Medicare Diabetes Prevention Program (MDPP) services will be covered for eligible Medicare beneficiaries under all Medicare health plans.

MDPP is a structured health behavior change program that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustain weight loss and a healthy lifestyle.

HOW DO I KNOW IF I AM ELIGIBLE?

To be eligible for the Diabetes Prevention Program, you must have a BMI ≥ 25 and be at high risk for developing type 2 diabetes (often includes elevated blood sugar) or have been diagnosed with prediabetes. If you have questions or wonder if you are eligible, work with your primary care doctor.

How to Get Rid of Medications Safely

When you take prescription medication as your doctor directs, this often means taking it until all the pills are gone. However, if your doctor changes your dose, decides on a different medication, or prescribes a few extra pills, you may have medication left over. You may also have a medicine cabinet full of expired prescription and over-the-counter medication from the past. Here are two ways to dispose of your leftover medications:

> If a drug collection program is not available in your area, follow these steps to dispose of the medications with your home trash:

1. Pour medications from their bottles into a sealable bag. Remove or mark out any personal information on the bottles. Then throw the bottles away.
2. Mix in something unappetizing, such as kitty litter, coffee grounds, or dirt. This will help keep children or pets from eating the mixture.
3. Seal the plastic bag and put it in the trash.

> Drop them off at a drug collection site—this is the best option. Check with your pharmacy, local police department, or sheriff’s office to see if they have a drug collection program. Or check for a current list of collection sites at drugfreeidaho.org or utahtakeback.org.

If you are still unsure of proper disposal options, call the Utah or Idaho Poison Control Center at 800-222-1222.
How Can You Contact Us?

**MEMBER SERVICES**
855-442-9900 (TTY users, please call 711)

This is our main number—use it for any health insurance question. If we can’t answer your question, we will get you in touch with the right person.

**MEMBER ADVOCATES℠**
800-515-2220

Call our advocates if you need help finding a doctor, facility, or scheduling an appointment.

**CARE MANAGEMENT**
800-442-5305

Care managers are specially trained registered nurses who assist members with long-term chronic diseases. If you have a chronic condition, our care managers can help with your care, claims, and benefits.

**NURSE LINES**

Our 24/7 nurse line is free and always open. Call them to ask health questions, including advice on whether to seek urgent or emergency care.

**Intermountain Health Answers℠: 844-501-6600**

**St. Luke’s nurse line:** 844-265-7648

**INTERMOUNTAIN HOME DELIVERY PHARMACY**
855-779-3960

You can get prescription drugs shipped to your home through our network mail-order delivery program.

**NEW IN 2018! CHAT WITH US.**

Get answers without picking up the phone. Chat is an easy way to ask quick questions about your benefits, such as:

- Has SelectHealth received a claim from my doctor?
- Am I covered for a preventive visit?
- When is my original effective date? Is my plan still in effect?
- How do I order replacement ID cards?
- Is my medication covered? If so, how much will it cost?

Visit selecthealth.org and log in to My Health. Click the SelectHealth link and scroll down—you’ll see a link to Chat with Us. We can’t wait to hear from you!
Supervised Exercise Therapy (SET)

Consistent with Medicare guidelines, supervised exercise therapy (SET) is covered for beneficiaries with intermittent claudication for the treatment of symptomatic peripheral artery disease. This treatment will apply to the outpatient physical therapy benefit, please see your Evidence of Coverage for more details. Specific treatment requirements must be met to qualify for coverage.
PRIVACY NOTICE
You can find the SelectHealth Notice of Privacy Practices at selecthealth.org.
You can also ask for a hard copy by calling the Intermountain Privacy Office at 800-442-4845, emailing privacy@imail.org, or writing to this address:

Attn: Privacy Office
SelectHealth
P.O. Box 30192
Salt Lake City, UT 84120-8212

IMPORTANT INFORMATION
The content presented here is for your information only. It is not a substitute for professional medical advice, and it should not be used to diagnose or treat a health problem or disease. Please consult your healthcare provider if you have any questions or concerns. The information that is contained in this newsletter does not guarantee benefits. If you have questions or want to confirm your benefits, contact Member Services toll-free at 855-442-9900 (TTY: 711). SelectHealth is an HMO plan sponsor with a Medicare contract. Enrollment in SelectHealth Advantage depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premium, and/or copayments/coinsurance may change on January 1 of each year. SelectHealth 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 1-855-442-9900 (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 1-855-442-9900 (TTY:711).

Meet Kimberly
Service Excellence Medicare Consultant

How long have you worked at SelectHealth?
I have worked at SelectHealth for 13 years.

What’s your role?
I am a Medicare Consultant for Service Excellence (Operations). I help to ensure all areas within Service Excellence are compliant with the Centers for Medicaid and Medicare and audit-ready for the SelectHealth Advantage line of business.

What’s your favorite part about your job?
My favorite part of my job would be building new relationships. In my position, I have the opportunity to meet and work with new people every day.

When you are not working, what do you like to do in your free time?
I love to spend time with family. I’m a happy woman as long as I’m with my family and camping, four-wheeling, boating, hiking, hunting, or at the beach.

What is your favorite spring activity?
Doing anything outside in the sun. I love when I can start planting flowers in my yard.
Grilled Chicken with Strawberry and Pineapple Salsa

**Prep Time** | **Cook Time** | **Yields** | **Serving Size**
---|---|---|---
15 minutes | 20 minutes | 4 servings | 4 oz chicken & ½ cup salsa

**Ingredients**

**Salsa:**
- 2 slices of pineapple, each ½ inch thick and patted dry
- 1 tsp. canola or corn oil
- 1 cup whole strawberries (diced)
- 3-4 tbsp. chopped, fresh mint leaves
- ¼ cup finely chopped red onion
- 1-2 tsp. sugar
- ½ tsp. crushed red pepper flakes
- 1 medium lemon

**Chicken:**
- 4 boneless, skinless chicken breast halves (about 4 ounces each), all visible fat removed
- 2 tsp. salt-free steak seasoning blend
- ¼ tsp. salt

**Directions**

1. Preheat the grill on medium high. Brush a grill pan or grill rack with the oil. Heat the grill pan or rack on the grill for about 2 minutes, or until hot. Grill the pineapple for 2 minutes on each side. Transfer to a cutting board and let cool slightly, about 2 minutes, before chopping.

2. Meanwhile, in a medium bowl, stir together the remaining salsa ingredients except the lemon. Grate 1 teaspoon lemon zest, reserving the lemon. Stir the zest and chopped pineapple into the strawberry salsa mixture. Set aside.

3. Sprinkle both sides of the chicken with the seasoning blend and salt. Grill for 5 minutes on each side, or until no longer pink in the center. Transfer to plates. Squeeze the reserved lemon over the chicken. Serve with the salsa on the side.

*This recipe is brought to you by the American Heart Association’s Face the Fats campaign.*

© 2009 by the American Heart Association. For more simple, quick, and affordable recipes, visit [heart.org/simplecooking](http://heart.org/simplecooking).
Have a Concern or Compliment? Call Us!

If you have a concern, complaint, or compliment, we want to know about it. Call us with any feedback you may have (good or bad). We want to hear your experience. More importantly, if there’s a problem, we want to fix it.

OUR CONTACT INFORMATION

Call your Member Services team at 855-442-9900 (toll-free):

- **October 1 to February 14:**
  Weekdays 7:00 a.m. to 8:00 p.m., Saturday and Sunday 8:00 a.m. to 8:00 p.m.

- **February 15 to September 30:**
  Weekdays 7:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 2:00 p.m., closed Sunday.

Outside of these hours of operation, please leave a message and your call will be returned within one business day. TTY users, please call 711.