

# LiveWell

CareFirst   
Medicare Advantage

HELPING YOU LEAD A HEALTHY LIFE // SPRING 2025

## Spring Forward

CLEANING TIPS FOR  
A HEALTHIER YOU

[carefirst.com/learn/groupma](https://www.carefirst.com/learn/groupma)





# Stay connected to us

We hope you get in touch with us, and we want to make sure you can find the information you need when you need it.

### My Account

Need to access important health information? [Click here](#) to log in.

#### On My Account, you can:

- View prescription coverage and costs by clicking on *Benefits*, then *What's Covered* and then *Pharmacy*
- Print or save ID cards by selecting *Member ID Cards* on the homepage
- Find a doctor by selecting *Doctors & Care* and then *Find a Doctor or Facility*
- View important plan documents under *Document Center*



#### Not registered yet?

It's simple. [Click here](#) to register. Select *Employer Sponsored* for Plan Type, then enter your member ID or Social Security number and your date of birth.

## We'd like to hear from you!

In the coming weeks, you might receive a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This is your chance to share your experience and help us improve the care and services we provide. Be on the lookout for the survey by mail, email, or phone. Please be sure to complete the survey by May 31. Thank you for helping us serve you and your community better!

# Welcome

### Hello members, and happy spring!

As we swing into spring, I hope you find this edition of LiveWell an inspiration to swing into a healthy lifestyle!

The extra hours of daylight allow us more time to spend outside and be physically active. Spring also provides us with many great fresh and nutritious fruits and vegetables that refresh our minds and bodies.

These longer and brighter days can affect our energy levels, caloric intake, and our mental and emotional states. In our cover feature, "Spring forward to a healthier you," we offer tips on how to use the new season to reset your living space while doing the same to your body, mind, and spirit.

This newsletter also offers healthy reminders, including a great shrimp stir fry recipe, tips about making the most out of your health benefits, and important reminders about your prescription medications and how they help you stay healthy and feeling well.

We look forward to continuing to serve you and we hope you enjoy reading this issue.

## With Care,

CareFirst BlueCross BlueShield  
Group Advantage (PPO)

### Annual Wellness Visit

Once a year, your CareFirst BlueCross BlueShield Group Advantage (PPO) plan covers a wellness visit with your doctor.

This is different from your annual physical, as it focuses on prevention. Your annual physical, on the other hand, is a comprehensive assessment of any problems that may require further testing to determine any other potential health problems.

#### This visit includes:

- A review of your medical and family history
- Routine measurements (height, weight, blood pressure)
- Help with creating a schedule for preventive screenings
- Testing for cognitive wellness
- Personalized health advice

A wellness visit is important because it allows your doctor to see what is working for you and what may need adjustment.

Please contact your Primary Care Provider (PCP) to schedule your 2025 Wellness Visit.



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# Spring forward to a healthier you

Spring cleaning can mean more than just a few days of tidying up the house. It can also be a chance to improve your health and reset your body and mind.

Many people use the transition from winter to spring to thoroughly clean their homes. It's a time for organizing closets, removing dust, and throwing out items we don't need.

## Declutter for your mental and physical health

As hard as it may be to believe, the process of cleaning can be a way to decrease stress. A less-cluttered home can result in clearer thinking, improved mood and better sleep. And, getting enough sleep is key to good overall health. Keeping only essentials on your bedside table is also a great way to feel more relaxed before you sleep. You can also leave your smartphone away from your bed.

“**Cleaning** can provide an opportunity to practice being mindful and promote a positive attitude and clear mindset.”

—Dr. Adrian Cotton,  
Chief of Medical Operations,  
Loma Linda University Health

Source: <https://www.healthline.com/health-news/5-health-benefits-of-spring-cleaning>

## Support your immune system

Your immune system may need a break after a winter of indoor activities and in preparation for the seasonal allergies that come with spring. Consider spring as a time to make sure you're in your best health.

To feel your best at this time of year, be sure to:

- Wash all your bedding in hot water and put your pillows in the dryer on high heat for a few minutes.
- Take your shoes off at the door to avoid bringing spring allergens into your home.
- Vacuum carpets and floors, get rid of any cobwebs and clean curtains.

## Eat and feel better

Warmer and brighter days can motivate us to reset our priorities, especially in committing to a healthier diet and lifestyle.

### How can organizing your space help your diet?

By arranging your cookware and pantry, you can make cooking and eating healthy foods like fruits and vegetables more appealing. Start by storing healthy foods at eye level in clear containers, and place unhealthy foods out of sight.

When you eat well, you're also more likely to feel motivated to be active. So, take the time to organize your activewear in a place where you'll have easy access to it.

## Reduce your risk of falls

Spring is a great time to make sure that your home is safer. If you want to rearrange your furniture to make your space work better, now is a great time.

Cords from televisions and other electronic devices can be a major hazard, so take the time to make sure they're out of the way. Slips and falls happen to people of all ages, but avoiding them is especially important to adults 65 and over.

And don't forget to get that physical exam you may have put off during the winter months. Your provider can help you develop goals and a plan to improve your physical and mental health.

## Healthy foods to eat this season



**Strawberries** are one of the most healthy and delicious fruits we can enjoy. They're loaded with vitamin C and potassium, which help keep your immune system strong.



**Asparagus** is a nutritious vegetable to add to your meal and is a great source of fiber, which helps your digestive system work smoothly. It also contains folate, which can boost memory.



**Beets** are a great-tasting root vegetable, famous for their rich red color. They're loaded with potassium, a mineral that helps your nerves and muscles stay healthy as you get older.

Source: <https://blog.mercy.com/six-spring-fruits-veggies-benefits>



# Stay healthy with prescription medications

Prescription medications are the most effective treatment option for many chronic conditions. Taking medication regularly as directed by your doctor (often referred to as being “adherent”) is vital to feeling well, staying healthy, and avoiding more serious illnesses and hospital stays.

## Be active in your healthcare

Feeling well begins with better understanding of your condition(s) and medications.

- **Take your prescription medications as directed**, even if you feel well. Medications work best for chronic conditions when taken on time.
- **Learn about your medications** and know what to do if you miss a dose. Your pharmacist can provide quick answers if you can't reach your doctor.
- **Avoid drug interactions** by reading the information that comes with your drugs and filling all prescriptions at the same pharmacy. Other prescription drugs, over-the-counter products, certain foods and alcohol can cause your drugs to work differently or not at all.
- **Discuss vitamins and supplements with your doctor** before you start taking them. While they seem helpful, some can interact with, or even counteract, your prescription drugs.
- **Don't let medication side effects cause you to miss doses.** Your doctor or pharmacist may have solutions to reduce side effects or be able to recommend another medication.
- **See your doctor regularly** and monitor the results of taking your medications. Routine blood pressure and blood sugar monitoring plus cholesterol and TSH (Thyroid) blood tests will confirm how well your medication is working.



## Quiz: Do you ever?

Taking your prescription medications correctly is important for managing your health and any chronic conditions you may have. Take this quiz to see how well you manage your medications. Check the box for each habit that applies to you.

- Forget to take your medication or not take it exactly as prescribed?
- Forget to refill your prescription until you've run out?
- Decide to skip doses or take fewer doses because you feel fine or want to make your medications last longer?
- Stop taking a medication without talking to your doctor?
- Feel overwhelmed by the amount of medication you take?

### If you checked any of the boxes above, consider these helpful hints:

- Keep track of when you take your medications by using a pill organizer or prescription bottles with timer caps. Both are available online and through many retail pharmacies.
- Make fewer trips to the pharmacy by asking your doctor to write your next prescription for a 90-day supply. Medications on tier 1, 2, 3, and 4 are eligible for extended day supply.
- Combine taking medications with another daily routine like brushing your teeth or eating breakfast.
- If you get your prescriptions filled at a CVS pharmacy, try ScriptSync to make your life easier. ScriptSync is a service that coordinates your refill prescriptions so you can pick them up together at your CVS Pharmacy.
- Ask your pharmacy to schedule regular medications for automatic refill. You'll receive an alert when they are ready for pickup or to be shipped by mail.

## Not taking medication as directed leads to:

125,000  
deaths per year

30-50%  
of treatment failures for people  
with diabetes, high blood  
pressure and high cholesterol

10%  
of all hospitalizations





# Drug-delivery by mail

Save money and never miss a refill on your daily medications with mail pharmacy. If you're not familiar with how mail pharmacy works, we've answered some questions below:

## I have a new prescription; How do I start receiving it by mail?

There are four ways to get started. Choose one:

- Ask your doctor to send a 90-day electronic prescription to CVS Caremark Mail Service Pharmacy.
- Sign in at [carefirst.com/myaccount](https://carefirst.com/myaccount). Under the *Benefits* tab, select *What's Covered*. Click on the *Pharmacy* header and scroll down to the *Mail Order* section. Click on *Request a New Mail Order Prescription*. Enter your drug information to confirm your drug is covered and follow the prompts to submit your request. We will contact your doctor and begin the process for you.
- Fill out a Mail Service Order Form and mail it with your 90 day prescription.
- Call CVS Caremark at 888-970-0917.

## How do I manage my prescription in My Account?

Once mail-order has been set up, you can view and manage your mail-order prescription refills and order status by signing in to [carefirst.com/myaccount](https://carefirst.com/myaccount).

Under the *Benefits* tab, select *What's Covered*. Click on the *Pharmacy* header and scroll down to the *Mail Order* section. Click on *Check your Mail Order Status* or *Refill/Manage Your Mail Order Prescription*.

## Are all medications available through mail-order?

Select medications are not available through mail order. On your formulary drug list, the last column will be marked with NM if the medication is not available through mail order.

## When will CVS Caremark contact me?

CVS Caremark may contact you to remind you to order a refill, confirm an order, inform you of an expired prescription, or request permission to fill and ship the order from your doctor. You'll also hear from them if there's an issue or if your order is on hold pending more information from your doctor.

## Why do you need my permission to fill or ship a prescription?

When a prescription or refill request is received by anyone other than you, Medicare requires your permission before CVS Caremark can ship your medications so that you don't receive and pay for drugs you don't need. If your doctor sends multiple prescriptions at one time, they will ask for permission to ensure you still need it.

## Why do you require a payment method to be kept on file; Can I pay by check?

Having a payment method on file speeds up processing and prevents delayed shipping while CVS Caremark waits to receive your payment. It also helps prevent gaps in your treatment from not receiving your medications on time. You can pay by check or money order if you're not using automatic refill. Let them know when you request a refill. Note: they can't ship your medications until payment is received.

## My order didn't arrive on time and I'm out of medication. What can I do?

Maintenance medications may be eligible for a smaller "bridge supply" that can be picked up at a CVS Pharmacy near you while the balance of your prescription is being mailed. Call CVS Caremark Prescription Services at 888-970-0917 for assistance.



# Shrimp, mushroom and asparagus stir fry with couscous

This stir-fry is full of flavor and color and takes no more than 30 minutes to prep and cook. If you can't eat shrimp, you can easily substitute chicken or tofu for shrimp.

## Ingredients

- 2 tablespoons sesame oil
- 2 tablespoons soy sauce
- 2 tablespoons orange juice
- 3/4 cup couscous
- 1/2 cup green onions
- Canola or corn oil
- 2 large portobello mushroom caps, stems discarded and dark gills scraped away, cut into 1-inch pieces
- 1 bunch asparagus, cut into 2-inch pieces
- 1 cup frozen peas
- 1 tablespoon grated ginger
- 2 teaspoons minced garlic
- 1 pound large shrimp, peeled and deveined with tails discarded

## Directions

1. In a small bowl, stir together sesame oil, soy sauce and orange juice with about 1/3 cup boiling water. Set aside. Bring 1 cup of water to a boil.
2. Put the couscous and green onions in a medium bowl. Stir in the boiling water. Let stand, covered, at least 10 minutes.
3. Heat about 1 teaspoon of oil in a large nonstick pan or wok over high heat. Cook the mushrooms for 2 minutes. Then cook the asparagus for 3 minutes, or until tender-crisp, stirring constantly. Cook the peas for 1-2 minutes, or until warm, stirring constantly. Remove the pan from the heat. Transfer the vegetables to a plate.
4. Heat about 2 teaspoons of oil in the same pan over medium-high heat. Cook the ginger and garlic for 30 seconds, or until fragrant, stirring constantly. Cook the shrimp for 2-3 minutes, or until pink on the outside, stirring frequently. Stir in the soy sauce mixture and the mushroom mixture. Remove from heat.
5. Using a fork, fluff the couscous. Put on plates. Serve the stir-fried veggies over the couscous.

Source: [American Heart Association](https://www.heart.org).

# By your side

## Member Services

If you have any questions, please call the number on the back of your ID Card, 8 a.m.–6 p.m. ET, Monday-Friday.

## Blue365

The Blue365 discount program offers exclusive health and wellness deals on gym memberships, fitness equipment, healthy meals and more. To explore Blue365 offerings, please visit [carefirst.com/wellnessdiscounts](https://carefirst.com/wellnessdiscounts).

## 24-Hour Nurse Advice Line— call 833-968-1773

The 24-Hour Nurse Advice Line provides you with guidance and support in non-emergency situations.\* Call anytime to speak confidentially with a registered nurse.

\*If you have a life-threatening injury, illness or emergency, call 911 or go straight to the Emergency Room.



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