

LiveWell

HELPING YOU LEAD A HEALTHY LIFE // SPRING 2025

CareFirst  
Medicare Advantage

Spring Forward

CLEANING TIPS FOR
A HEALTHIER YOU

carefirstmddsnp.com



Stay connected to us

We love our members, and we want your feedback on what we're doing well and what we can do better. Here are two important ways you can do that.

Enrollee Advisory Committee (EAC)

We'd like to invite you to join us as a member of the CareFirst BlueCross BlueShield Advantage DualPrime (HMO-SNP) Enrollee Advisory Committee.

What's working? What's not? What can we do to make it easier to get the care you need? As a member of the EAC, your voice will be heard. Members who attend will be provided free transportation and lunch. A small stipend is also included for participation.

If you're interested in joining the committee, please plan to attend the next meeting:

Friday, June 6 at 11 a.m.-1 p.m.

CareFirst BlueCross BlueShield at The Village at Mondawmin
3201 Tioga Parkway Suite W, Baltimore MD 21215



How to register

Call the Medicare Advantage Quality Department at 410-525-5804 or [click here to register](#). Or, scan the QR code with your phone



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!

Access your plan documents

All of your important health plan documents are available electronically. If you need a copy of your *Evidence of Coverage*, *Pharmacy Directory*, *Provider Directory* or *Formulary*, call the member services number on the back of your member ID card for guidance or go to carefirstmddsnp.com.

Care management

A Care Manager Coordinator may call you to talk about your healthcare needs. They can:

- Help you complete your Health Risk Assessment (HRA)
- Help you understand your benefits
- Explain Case Management and connect you with a Nurse Case Manager
- Discuss both your health and well-being (financial, housing, food) needs

To connect with a Care Manager, call the Member Services number on the back of your ID card.

Welcome

Hello members, and happy spring!

As we swing into spring, we 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 suggestions, 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.

Thank you for choosing CareFirst BlueCross BlueShield Advantage DualPrime (HMO-SNP), and we hope you enjoy this issue.

With Care,

CareFirst BlueCross BlueShield Advantage DualPrime (HMO-SNP)



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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—even leaving your smartphone somewhere else if you can—is also a great way to feel more relaxed before you sleep.

“**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. No matter how well you do with your spring cleaning, 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>

Getting into care: Spring into wellness

Spring has arrived, bringing with it a fresh opportunity to focus on your health and well-being. With the longer days and warmer weather, it's the perfect time to prioritize your health. Embrace the season to make the rest of your year strong and healthy.

Preparing for your yearly physical

Annual physicals are important ways to ensure you're enjoying the full benefits of staying healthy. Preparing for your exam is simple. These tips will help to make the most of your visit with your primary care provider (PCP):



Schedule your appointment and complete any online forms, if available, prior to your appointment.



If you're getting any blood work done, be sure to drink plenty of water and don't eat for as long as your doctor tells you before your appointment.



Know your medication(s), the dosage and possible side effects.



If you're experiencing any symptoms of severe illness or injury, document when they happened, any triggers that may have caused them and how long they last.



Prepare a list of any questions or concerns about your emotional, physical and mental health that you want to discuss with your PCP.



Get ahead on your wellness

- ✓ **Schedule your annual check-up—**
Regular visits help keep you on track.
- ✓ **Catch up on screenings and vaccinations—**Prevention is key to staying healthy.
- ✓ **Prioritize mental health—**
Your overall well-being matters.
- ✓ **Explore member benefits—**
Make the most of your coverage for a healthier year.

Frequently asked questions?

How do I find a provider?

To find a provider in your network, you can use our online search tool at Medicare Providers.

Click here to get started. This tool lets you search for providers by specialty, location and/or name.

Please note that all the information in your plan's Provider Directory—like the doctor's name, gender, specialty, hospital, medical group, board certification, office location, and languages spoken—as well as if they're accepting new patients, is updated by us every three years. However, providers may update their information at any time.

For the most current information, contact the provider directly or call Member Services at 410-779-9932 or 844-386-6762 (TTY: 711).

How do I schedule an appointment with my PCP?

Your PCP's number is on your member ID card. We encourage all members to schedule an appointment as soon as you are enrolled. It's important to visit at least once per year for a physical, even if you are not sick.

If you need help making an appointment, please call Member Services at 410-779-9932 or 844-386-6762 (TTY: 711). We are happy to assist you.

Who do I call when I need help?

Call Member Services if you need help. We are there to talk to you Monday to Friday from 8 a.m.–8 p.m. at 410-779-9932 or 844-386-6762. TTY users should call 711.

If you think you need emergency care, call 911. Interpreter services are available at no cost for doctor office visits.

After-hours care assistance: If you think you need care after normal business hours, the best number to start with is your PCP office phone number. Your PCP's office will have an answering service or message center that can assist you in accessing the care or medical advice you need.

Emergency services: For non-life-threatening emergencies, try the following:

- Call the 24-Hour Nurse Advice Line at 833-968-1773 (TTY: 711) anytime for guidance on what to do in an emergency.
- Visit your PCP's office as a walk in and provide an overview of your symptoms.
- Visit an Urgent Care center before going to the emergency room or hospital.

Remember: If your emergency is life-threatening, call 911 immediately.



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, A1C, 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.

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

If you checked any of the boxes above, consider what you can do instead:

- 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. Most of your covered medications are eligible for extended day supply. [Click here](#) to see the complete drug list.
- 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.
- 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

Mail-order drugs

Getting your maintenance medications through mail order is a convenient way to make sure you never miss a refill. Read below to learn how it works.

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 to [caremark.com](https://www.caremark.com) using a web or mobile browser and select *Prescriptions*, then select *Start Rx Delivery by Mail*. The mail service pharmacy will contact your doctor and get the process started for you. (Note: You cannot access this option from the Caremark app.)
- Fill out a Mail Service Order Form and mail it with your 90-day prescription.
- Call CVS Caremark at 844-786-6762 (TTY: 711).

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.

Your formulary is the list of drugs covered by your plan and is developed and frequently updated to best meet the needs of our members. DualPrime covers both brand-name drugs and generic drugs. To view and search your formulary, [click here](#).

How can I change how I will be contacted?

You can set or change your communication preferences at [caremark.com](https://www.caremark.com). Once you log in, select *Profile* at the top right and then scroll down to *Communication Preferences*. Or, call CVS Caremark at 844-786-6762 (TTY: 711).

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'll ask for permission to ensure you still need it.

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 844-786-6762 (TTY: 711)



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](#).

By your side

Blue365

Blue365 is a free health and wellness discount program offered to you as a CareFirst BlueCross BlueShield (CareFirst) member. We offer year-round discounts on gym memberships, fitness gear, healthy eating options and more.

To begin enjoying these benefits, visit and join blue365deals.com/carefirstbcbs/offers.

Engage with CareFirst

The CareFirst Engagement Center brings community resources together to help you live your healthiest life! We offer FREE fitness classes, CPR/AED training, women's self-defense classes, wellness classes and so much more!

Register at CareFirst BlueCross BlueShield's Engagement Center and plan to join us at one of our locations:

- 1501 South Clinton Street
Baltimore, MD 21224
- 3201 Tioga Parkway Suite
W Baltimore, MD 21215



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