

INSPIRING WELLNESS

by Empowering Your Lifestyle

The quarterly member newsletter of eternalHealth

Welcome to eternalHealth!

Happy New Year! Thank you for entrusting us with your healthcare services for 2023. We are thrilled to have you as our member and for you to be a part of the eternalHealth family!

With our value adding benefits ranging from a personalized care management program, affordable premiums and copays, to prescriptions delivered right to your door, eternalHealth puts the CARE in Medicare with resources to enhance your quality of life. We are here to support you and are happy to help.

Our quarterly newsletters are a great way to stay up to date on important plan information, receive health and wellness tips, learn new recipes, and more!

Live your best life by taking advantage of all the health and wellness benefits that eternalHealth has to offer!



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MESSAGE FROM OUR FOUNDER & CEO

To our new eternalHealth Member, I want to start by introducing myself and welcoming you to the eternalHealth family.

My name is Pooja Ika and I am the founder and CEO of eternalHealth. I started eternalHealth in 2019 with the simple goal of delivering high-quality, affordable healthcare to residents of Massachusetts, and eventually all over the United States. The team at eternalHealth knows that the healthcare industry can and should do better for their members, and we want to help accomplish that mission. At eternalHealth, we tell our members that we want to be their forever partner in healthcare.

We are committed to being a new kind of health plan, that does things the right way. By focusing on establishing real, sustainable relationships with you, we hope to be a guiding light and advocate for you on your Medicare journey. Not only will eternalHealth prioritize your care, but we are committed to putting your care at the forefront of every decision that we make as an organization.

eternalHealth is proud to partner with the Boston Red Sox, and one of baseball's most beloved heroes, Hall of Famer, David Ortiz. In working together, we are able to give back to our community in more powerful and impactful ways. With our quarterly newsletter, we will keep you up to date on all that is happening within eternalHealth, and provide information about health and wellness topics throughout the year.

I would like to thank you from the bottom of my heart for coming on this journey with us and entrusting us with your healthcare. We know you have choices when choosing your Medicare Advantage Plan, and we are honored you chose us and that we have the opportunity to serve you. We do not take this responsibility lightly.

As a new health plan that is growing with the people of Massachusetts, I welcome all feedback, so that we can be better for you. Big Papi will show us a trick or two, so that we can hit it out of the park for you this year and every year following that!



Pooja Ika, Founder & CEO

*Pooja Ika and Paid Spokesperson,
David "Big Papi" Ortiz*



MAXIMIZING YOUR MEDICARE ADVANTAGE PLAN

It's a brand new year and one of your New Years Resolutions should be getting the most out of your eternalHealth Medicare Advantage plan! Check out our suggestions on getting the most out of your plan!

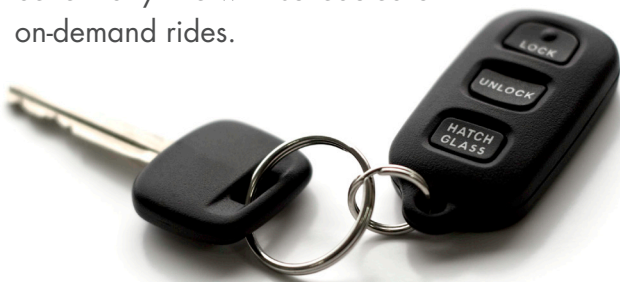
MAIL ORDER DRUGS

With eternalHealth's Prescription Drug benefit, receive convenient and affordable medication access. Fill up to a 100-day supply of your prescriptions and have them delivered right to your door. Plus, pay no more than \$35 for a 100-day supply for all covered insulins! Never worry about running out of your medications or having these harsh New England winters keep you from getting your prescriptions on time.

UNLIMITED TRANSPORTATION

Getting to and from your pharmacy and medical appointments should not get in the way of you accessing your care. We have partnered with SafeRide to give our members access to safe and reliable transportation at no cost to you. Scheduled and on-demand rides are available to you by traditional forms of transportation as well as Uber and Lyft.

Call 1 (888) 617-0350 or contact eternalHealth Member Services department to access this benefit anytime with scheduled or on-demand rides.



ONE PASS FITNESS

Staying active is important at any age. If you struggle with every day activities such as cleaning the house or doing your laundry, then this may be a sign that you are not getting enough physical activity. As an eternalHealth member you have access to many national and local fitness facilities, home-fitness kits, and over 28,000 live or on-demand workouts that you can do in the comfort of your own home! Call eternalHealth's Member Services department or visit:

www.eternalHealth.com/fitnessbenefit and start your fitness journey today!

ANNUAL WELLNESS VISITS



Early detection is one of your best lines of defense when it comes to making sure you stay healthy. Annual wellness and preventive visits allow you and your care team to establish a personalized plan to help you prevent disease and stay healthy.

Your visit may include a screening schedule for:

- Breast Cancer
- Cholesterol Assessments
- Colorectal Cancer & Colonoscopies
- Diabetes
- Immunizations
- Osteoporosis

Annual wellness visits and **preventive services are included in your plan at a \$0 copay.** For more information, visit www.eternalHealth.com to review your explanation of benefits.

COMPLETING YOUR HEALTH RISK ASSESSMENT (HRA)

A Health Risk Assessment, or HRA, is a tool that helps identify certain health risks of an individual and monitors health status over time. The HRA typically includes a questionnaire, assessment of health status, and feedback that is personalized with actionable steps to reduce risks, maintain health, and prevent disease.

The assessment typically includes questions in the following areas:

- **Demographics** - age, race, gender
- **Lifestyle behaviors** - eating habits, physical activity, alcohol and tobacco use
- **Emotional health** - stress levels, mood, life events
- **Physical health** - weight, blood pressure, cholesterol
- Past and present health conditions
- Readiness to take action and improve health and behavior

You may have completed the assessment with an agent upon enrollment or with your care manager during your welcome call. If you have not completed your HRA, call the Member Services department at 1 (800) 680-4568 (TTY 711).

This tool is designed to assist you and your doctor to determine your risk for disease, which may be preventable. You may learn habits that you can change to create more healthy behaviors and live a healthier lifestyle.



UTILIZING YOUR CARE MANAGER

Healthcare can be overwhelming. eternalHealth wants to ensure you understand your options, and have access to the services you need. Our care management team will be with you every step of the way, working closely with you and your providers.

How can a care manager help you?

- Answer any questions or concerns you may have.
- Assist you in utilizing your eternalHealth benefits.
- Assist in reaching your health goals like improving your diet or starting a fitness program.
- Manage your chronic conditions.
- Coordinate treatment plans and connect you to programs and services.
- Medication management.
- Find community resources or activities and more!

Call the Member Services department at 1 (800) 680-4568 (TTY 711) for more information today.

FLU PREVENTION



Your Annual Flu Vaccine is included in your eternalHealth Medicare Advantage Plan.

It's the time of year where we spend more time indoors and around others, making it much easier to contract viruses. The Massachusetts Department of Public Health is seeing rates of illnesses caused by Influenza surging, so it is important to start taking preventive measures, and being aware of the symptoms of the flu, and how to manage the illness if you become infected.

SYMPTOMS OF THE FLU

The flu can cause symptoms ranging from mild to severe, and typically come on suddenly. Some symptoms to look out for this season include:

- Fever or feeling feverish
- Sore throat
- Cough
- Body or muscle aches
- Fatigue
- Headaches

If you have any of the following symptoms, seek medical treatment right away:

- Difficulty breathing or shortness of breath
- Persistent pressure or pain in head or chest
- Dizziness or confusion
- Severe weakness or unsteadiness
- Seizures

PREVENTIVE MEASURES

The first line of defense to make sure you stay healthy this winter is to get vaccinated against the flu. Getting an annual flu shot reduces your chances of getting sick, but also significantly reduces severity of illness if you do happen to get sick. These vaccines have been proven safe and work to produce antibodies that provide protection against infection. Some important things to know about the flu vaccine:

- The flu shot is safe for people with asthma, as well as those with a history of egg allergies.
- Most people who receive the flu shot experience mild or no reaction at all to the flu shot.
- The flu shot is covered by Medicare, including your eternalHealth Medicare Advantage plan.
- The flu shot is widely available at places like doctors offices and pharmacies. If you need assistance finding a location in Massachusetts visit vaccines.com/flu and input your zip code to find a location near you.

It is important to note that for those over 65, the CDC has issued a preferential recommendation for certain flu vaccines. These flu vaccines are potentially more effective for older adults than the standard flu vaccine. Talk to your doctor or pharmacist to find out which vaccine is best for you.

FLU TREATMENT

If you do get sick with the flu, there are a few steps you can take to treat the symptoms. First, contact your doctor right away to see if anti-viral drugs may help. These medications work best if they are taken within 1-2 days of symptom onset, so it is important to be proactive. Additionally, it is important to get plenty of rest, drink plenty of fluids, and avoid contact with others. If you are at an increased risk of developing serious flu related symptoms, it's best to contact your doctor right away, and keep them updated on any major changes in symptoms.

"EAT WELL, FEEL WELL" WINTER VEGETABLE SOUP

Packed with nine nutritious vegetables, this soup allows you to get key ingredients. These ingredients include vitamins and minerals for maintaining proper health, and is sure to keep you warm and cozy!

Prep Time: 15 Minutes

Cook Time: 40 Minutes



INGREDIENTS

- 2 Tbsp olive oil
- 1 1/2 cups chopped yellow onion (*1 medium*)
- 2 cups peeled and chopped carrots (*about 5*)
- 1 1/4 cups chopped celery (*about 3*)
- 4 cloves garlic, minced
- 4 (14.5 oz) cans low-sodium chicken broth or vegetable broth
- 2 (14.5 oz) cans diced tomatoes (*undrained*)
- 3 cups peeled and 1/2-inch thick diced potatoes (*from about 3 medium*)
- 1/3 cup chopped fresh parsley
- 2 bay leaves
- 1/2 tsp dried thyme, or 1 Tbsp. fresh thyme leaves
- Salt and freshly ground black pepper
- 1 1/2 cups of frozen or fresh green beans
- 1 1/4 cups frozen or fresh corn 1 cup frozen or fresh peas

DIRECTIONS

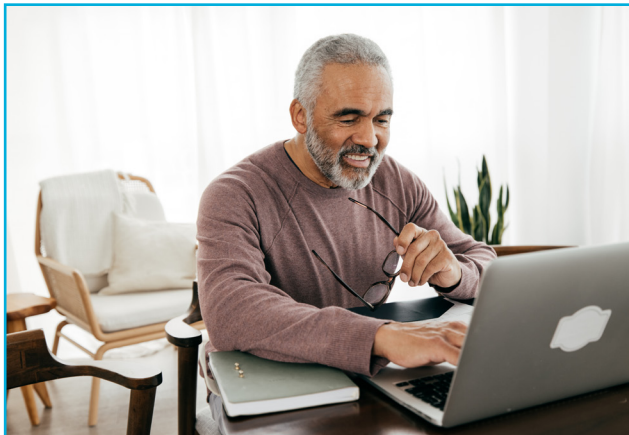
1. Heat olive oil in a large pot over medium-high heat.
2. Add onions, carrots, and celery and sauté for 4 minutes
3. Then add garlic and sauté for 30 seconds longer.
4. Add in broth, tomatoes, potatoes, parsley, bay leaves, thyme and season with salt and pepper to taste.
5. Bring to a boil, then add green beans.
6. Reduce heat to medium-low, cover and simmer until potatoes are almost fully tender, about 20 - 30 min.
7. Add corn and peas, cook 5 minutes longer.

Serve warm.



SETTING UP YOUR MEMBER PORTAL

Your member portal is one of the most important ways to manage your eternalHealth benefits. Refer to your welcome kit for information on how to set up your account.



Your member portal features:

- Print a copy of your Member ID card
- Review your out-of-pocket deductible amounts
- Recent activity of claims
- Review your recent claims activity
- Access important plan documents
- Search and change your Primary Care Provider
- List of important numbers related to your plan and benefits

Your In-Home Support Benefit (Papa Pals) offers technical assistance!

If you need help setting up your member portal you can utilize this benefit.

Call 1 (855) 485-8835 (TTY 711) to start your assessment and be connected with your pal today.



ARE YOU LOVING YOUR ETERNALHEALTH MEDICARE ADVANTAGE PLAN?

If you are pleased with your Medicare Advantage Plan, please consider referring a friend or family member!

You can help them find the quality Medicare coverage they need.

1-888-695-3239, TTY users call 711.

OCTOBER 1 to MARCH 31

8 am - 8 pm, (7 days a week)

APRIL 1 to SEPTEMBER 30

8 am - 8 pm, (Mon - Fri)
(10am - 2pm, Sat)

We have licensed agents standing by to take their call and tell them how a Medicare Advantage Plan can fit into their lives!

COMMUNITY EVENTS

Events are open to the public unless otherwise noted.

Share with friends and family!

VIRTUAL SEMINAR

Coping with Depression & Anxiety

TUESDAY, February 21st, 2023 (1 pm - 2 pm)

According to the Kaiser Family Foundation, as many as 1 in 4 older adults report experiencing depression and/or anxiety regularly. If this is something you or a loved one can relate to, you are not alone! Join Licensed Clinical Social Worker Emily McDonough for a virtual session focused on learning how to identify depression and anxiety and healthy ways of coping.

[Zoom link sent to RSVPs](#)

MEMBER APPRECIATION EVENT

THURSDAY, February 23rd, 2023 (10 am - 12 pm)

Holiday Inn & Suites Marlborough
265 Lakeside Ave,
Marlborough MA 01725

Join us for a morning of socializing, education, and refreshments! eternalHealth invites you to our member appreciation event where you can meet the eternalHealth team, learn more about your benefits, and meet with fellow eternalHealth members. The eternalHealth team will educate you on your benefits and how to utilize them, to ensure you are getting the most out of your plan.

[Space is limited so RSVP today!](#)

VIRTUAL SEMINAR

Caring for Loved Ones with Chronic Illness

WEDNESDAY, March 1st, 2023 (10:30 am - 11:30 am)

According to **Caregiver.org**, 16.6% of the American population is caring for a loved one with a chronic illness or disability. Caregiving can be taxing on both the person being cared for and the caregiver. Join Licensed Clinical Social Worker Emily McDonough for a virtual session focused on stress management for caregivers.

[Zoom link sent to RSVPs](#)

ADDITIONAL EVENTS ARE LISTED ON OUR WEBSITE:
www.eternalHealth.com/memberevents



MEMBER APPRECIATION EVENT

THURSDAY, March 2nd, 2023 (10 am - 12 noon)

Hampton Inn & Suites Watertown
25 Bond St,
Watertown MA 02472

Join us for a morning of socializing, education, and refreshments! eternalHealth invites you to our member appreciation event where you can meet the eternalHealth team, learn more about your benefits, and meet with fellow eternalHealth members. The eternalHealth team will educate you on your benefits and how to utilize them, to ensure you are getting the most out of your plan.

[Space is limited so RSVP today!](#)

HYPERTENSION SEMINAR

AT MEDFORD SENIOR CENTER

TUESDAY, March 14th, 2023 (1 pm - 2 pm)

Hypertension (also known as elevated blood pressure) is a serious medical condition that significantly increases the risk of heart, brain, kidney, and other diseases. Almost half of adults with hypertension are unaware that they have the condition and only less than half of the Hypertensive adults are diagnosed and treated appropriately.

eternalHealth's Chief Medical Officer, Dr. Lingisetty, will discuss the best ways to manage this condition which is the major cause of premature mortality among adults worldwide.

[Zoom link sent to RSVPs](#)

VIRTUAL Hypertension Educational Seminar

THURSDAY, March 22nd, 2023 (10:30 am - 11:30 am)

Hypertension (also known as elevated blood pressure) is a serious medical condition that significantly increases the risk of heart, brain, kidney, and other diseases. Almost half of adults with hypertension are unaware that they have the condition and only less than half of the Hypertensive adults are diagnosed and treated appropriately. eternalHealth's Chief Medical Officer, Dr. Lingisetty, will discuss the best ways to manage this condition which is the major cause of premature mortality among adults worldwide.

[Zoom link sent to RSVPs](#)

Call, Visit, or Scan Today to RSVP

1 (800) 464-7198 (TTY 711)

www.eternalHealth.com/MemberEvents



VALENTINES WORD SEARCH

R R Z F M R
 T Y O M E I O V E
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WORD LIST

CARE
 COMPANION
 DENTAL
 ETERNALHEALTH
 FITNESS

GROCERIES
 HEALTHCARE
 HEALTHY
 HEARING
 MASSACHUSETTS

MEDICARE ADVANTAGE
 MIDDLESEX
 OVER THE COUNTER
 SUFFOLK
 TRANSPORTATION

VISION
 WORCESTER

STARS PROGRAM

Like all Medicare Advantage plans, eternalHealth is part of a “FIVE STARS” program established by CMS (Centers for Medicare and Medicaid Services). This program tracks how we are doing in managing our member’s chronic conditions, and how often our members participate in preventive screening programs, such as breast or colon cancer screening, and other plan-related items such as customer service and member experience.

The federal program provides financial rewards to plans and those rewards will be used to reduce member premiums and copays, and add extra benefits that will improve your healthcare and lifestyle!

It’s your turn to be a STAR. We encourage and hope that you are always prioritizing your care, visiting your doctor regularly, and maintaining good health. You may receive information from us throughout the year encouraging and reminding you to do just that!

We love to hear from our members. Send us an email or give us a call and let us know how we are doing.

Call 1 (800) 680-4568 (TTY users call 711)
or email us at info@eternalHealth.com

(Oct 1 - Mar 31) | **Mon - Sun** 8am - 8pm

(Apr 1 - Sep 30) | **Mon - Fri** 8am - 8pm, **Sat** 10am - 2pm



FIND A REASON TO CELEBRATE

THE MONTH OF JANUARY is National Blood Donor Month

January 1ST - New Year's Day

January 3RD - National Chocolate Covered Cherry Day
Who doesn't love chocolate?

January 19TH - National Popcorn Day
Popcorn is a whole grain, high-fiber snack!

January 24TH - National Compliment Day
Brighten someone's day with a compliment!

THE MONTH OF FEBRUARY is American Heart Month

February 3RD - National Woman's Heart Day
This day is to work towards preventing heart disease in women.

February 4TH - National Homemade Soup Day
There is no better time than now to try out our healthy winter vegetable soup!

February 14TH - Valentines Day

February 20TH - National Love Your Pet Day
Give your furry friend some extra love today.

February 27TH - National Protein Day
Protein is an important part of your diet. Be sure you are getting enough every day!

THE MONTH OF MARCH is Disability Awareness Month

March 3RD - National I Want You To Be Happy Day
eternalHealth wants you to be happy today, and everyday!
Do something that makes you smile.

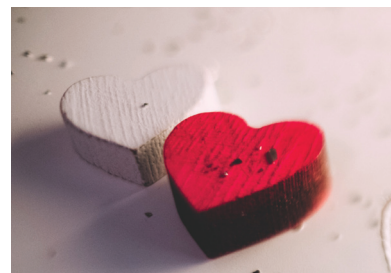
March 12TH - National Plant a Flower Day
Gardening is good for your health and our environment!

March 17TH - St. Patrick's Day!

March 26TH - National Spinach Day
Spinach is rich in fiber, Vitamins A, C, and K, as well as Iron & Potassium!



National Popcorn Day (Jan. 19)



Woman's Heart Day (Feb. 2)



I Want You to Be Happy Day (Mar. 3)



Plant a Flower Day (Mar. 12)



St. Patrick's Day (Mar. 17)



31 Saint James Ave., Suite 950, Boston, MA 02116

IMPORTANT CONTACT INFORMATION

MEMBER SERVICES: 1 (800) 680-4568

BEHAVIORAL HEALTH*: 1 (800) 892-1361

DENTAL (**DENTAQUEST**): 1 (833) 615-0199

VISION (**EYEMED**): 1 (866) 944-0347

HEARING (**AMPLIFON**): 1 (866) 559-0158

PHARMACY SERVICES: 1 (800) 891-6989

OTC BENEFIT (**INCOMM**): 1 (800) 680-4568

GROCERY**BENEFIT (**INCOMM**): 1 (800) 680-4568

IN-HOME SUPPORT (**PAPA PALS**): 1 (855) 485-8835

TRANSPORTATION (**SAFERIDE**): 1 (888) 617-0350

PERS (**CONNECT AMERICA**): 1 (877) 909-4606

eternalHealth is an HMO plan with a Medicare Contract for HMO and PPO offerings. Enrollment in eternalHealth depends on contract renewal.

* If this is a Behavior Health emergency, please call 911.

** The benefits mentioned are part of a special supplemental program for the chronically ill. Not all members qualify.

Visit www.eternalHealth.com or email us at info@eternalHealth.com

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www.eternalHealth.com

