

INSPIRING WELLNESS

by Empowering Your Lifestyle

The quarterly member newsletter of eternalHealth

Summer is Here!

Blue skies and sunshine are upon us! We hope you are excited to get out in the warm weather and enjoy these longer days with your loved ones. Summertime in New England is the perfect time to get outside and increase your physical activity!

This issue of our newsletter is packed with information on prioritizing your health this season, including tips for protecting yourself against the sun, highlighting men’s health, a delicious gluten-free recipe, getting to know your Member ID Card, and more!



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MEET A MEMBER OF OUR TEAM

Christi Baker

Director of Medical Management

As Director of Medical Management, I make sure all of our members are cared for and receive the services they need to live their best lives. In addition to my 30 years of being a nurse, I have focused on managing the care of others for the last decade. As a proud member of Sigma Theta Tau, the International Honor Society of Nursing, and Phi Alpha Delta, a professional law fraternity, I am excited to bring you the care you deserve.

After working in busy and high-demanding emergency rooms and being a healthcare provider for the Tennessee Department of Corrections, I moved 1,200 miles to Boston because I fell in love with eternalHealth's vision of creating positive changes for Medicare recipients and shaking up the insurance industry.

The Care Management Department at eternalHealth works tirelessly to assist members in ensuring their preventive services are completed so that they can lead healthier lives. Our team includes registered nurses and licensed social workers who are always ready to help when needed. They strive to be a friendly and easy-to-access resource when any problems may arise. We want you to be able to lean on us as an important part of your medical journey but also want you to consider us a friend.

We appreciate you and look forward to continuing our relationship together.



Christi Baker

Phone: (800) 787 5076

Fax: (855) 708 2735

Hours: Monday - Friday

9:00 AM - 6:00 PM

MAXIMIZING YOUR MEDICARE ADVANTAGE PLAN

FITNESS BENEFIT HIGHLIGHT

Start your fitness journey with One Pass!

As an eternalHealth Member, you have access to our fitness benefit through One Pass! This exciting benefit will allow you to prioritize your health at national and boutique fitness centers or in the comfort of your own home with fitness kits and on-demand classes.

Access To Countless Fitness Centers

One Pass includes thousands of local and national fitness centers such as your community fitness centers, Planet Fitness, YMCAs, and even boutique fitness centers like Orange Theory. The best part? As an eternalHealth member, you can visit as many gyms, fitness centers, and/or classes as you would like, at no cost to you!

Enjoy At-Home Workout Kits

Can't make it to the gym or prefer to workout at home? No problem! With One Pass, members have access to free at-home workout kits. Choose from strength kits, yoga kits, or dance kits! Also, enjoy up to 28,000 on-demand and real-time workouts you can do right from the comfort of your own home through your fitness portal!

Train Your Brain, too!

Also included in your fitness benefit through One Pass is "Brain HQ", an online platform with unlimited activities and exercises to support cognitive resilience, memory, and brain speed. Some of the benefits of utilizing these brain training exercises include enhancing mood, increasing memory, reducing stress, and even improving creativity! Don't miss out on this awesome benefit!



Don't Forget About Social Fitness!

Studies have suggested that social isolation can be as damaging as smoking 15 cigarettes a day and has even been declared an epidemic in the United States by the US Surgeon General! The One Pass Social Activities platform matches our members to social clubs and events near you that fit your interests, as well as helping to forge connections with others who share similar goals. Try it out today to find some fun and interesting people in your neighborhood!

All Your Fitness Goals in One Place!

The One Pass Portal provides a space for all of your fitness goals! Create a One Pass account to receive your unique Member Code and get access to all One Pass has to offer!

Visit www.eternalHealth.com/fitnessbenefit or call 1 (877) 504-6830 to get started!

Remember to have your eternalHealth Member ID Card ready to set up your account!

HOW YOU CAN HELP FIGHT HEALTHCARE FRAUD

eternalHealth is committed to preventing fraud, waste and abuse in Medicare benefit programs and we're asking for your help. If you think you've seen or been a victim of fraud, please report it to us immediately. Not sure if what you've seen is fraud? We can help you with that, too.

If you think you are a victim of fraud or identity theft related to your health information or Medicare coverage, we would like to talk to you. Please call **eternalHealth customer service at 1-800-680-4568**.

To report a potential case of fraud or abuse, you can also call the **eternalHealth Compliance Hotline at 1-833-203-6447** or via the internet at www.lighthouse-services.com/eternalhealth. You can use the Compliance hotline to report cases anonymously. Any information you provide about yourself will remain confidential.

Examples of potential Medicare fraud:

- **A HEALTH CARE PROVIDER**—such as a physician, pharmacy, or medical device company billing for services that you never received.
- **A SUPPLIER**—for example, a medical device company—billing for equipment that you did not want or receive, or billing for an item that has been returned.



COVID-19 FRAUD SCHEMES

A more recent scheme on the rise is where fraudsters send out at-home COVID-19 test kits and bill Medicare for reimbursement. Make sure you get FDA-approved test kits from trusted sources, If you receive COVID-19 test kits that did you not order, please call the eternalHealth Compliance Hotline at 1-833-203-6447 or report it via the internet at www.lighthouse-services.com/eternalHealth.

For more information about Medicare program fraud, visit: <https://oig.hhs.gov/fraud/>

GETTING TO KNOW YOUR MEMBER ID CARD

Now that you are an eternalHealth member, you will need to use your eternalHealth Member ID Card at medical appointments and pharmacies.

Here is a sample membership card (front) to show you what yours looks like!



The back of your card also has important phone numbers about your coverage.

You will notice the front of your card has important information such as your:

- Plan Name
- Effective date
- Member ID Number
- Primary Care Provider (PCP) Name and Phone Number (if in an eternalHealth HMO plan.)
- Copay information.

Do I need to use my Original Medicare card in addition to my eternalHealth membership card?

Now that you are an eternalHealth member, it is important to always use your eternalHealth Member ID Card for medical and prescription drug services. **You should not** use your red, white, and blue Medicare card, as you may end up having to pay the full cost of medical services out of pocket. It is important to keep your Medicare card in a safe space, as you may need it in certain circumstances.

What happens if I lose my eternalHealth Member ID Card?

If your eternalHealth Member ID Card is lost, damaged, or stolen, please contact Member Services right away and we will send you a new card. You may also print a temporary card by logging into your member portal at www.eternalHealth.com/MemberPortal.



MEN'S HEALTH - Achieving Health at Any Age

Men's health is a topic that is often overlooked, but it is important to address it as it affects half of the population. Men's health can be defined as the physical, mental, and emotional well-being of men. At eternalHealth, we want to make sure all of our members have the tools they need to make the best decisions for their health.

COMMON HEALTH ISSUES

- **Heart Disease:** Heart disease is the number one leading cause of death among men, and typically occurs when the blood vessels that supply blood to the heart become narrow or blocked, leading to chest pain, shortness of breath, or even heart attack and stroke.
- **Prostate Cancer:** Prostate cancer is the most common cancer affecting men, with about 288,000 cases diagnosed each year. 60% of these cases are diagnosed in men over 65 and is the second leading cause of cancer death among men in the United States.
- **Diabetes:** Diabetes is a chronic condition that affects the way the body processes blood sugar. It can lead to a range of complications, including heart disease, vision problems, and kidney damage.
- **Depression and Anxiety:** Depression and anxiety are common mental health issues that affect men and are often overlooked. They can be caused by a range of factors, including work-related stress, relationship problems, and financial worries.

RISK FACTORS

Although these illnesses and others can affect any male, there are some risk factors to take into consideration when talking about men's health. These risk factors include, but are not limited to:

- **Age:** As men get older, especially over the age of 65, their risk of developing health issues increases.
- **Poor Diet:** Eating a diet high in saturated fat, sugar, and salt can increase the risk of developing heart disease, diabetes, and other health issues. Implementing whole grains, fresh fruits, vegetables, and lean meats can decrease your risk of many of the listed health issues.
- **Lack of Exercise:** A sedentary lifestyle can increase the risk of developing health issues such as obesity, heart disease, diabetes, and even depression.
- **Smoking:** Smoking increases the risk of developing a range of health issues, including heart disease, emphysema, and stroke.
- **Family History:** Having a family history of certain health issues, such as heart disease or prostate cancer, can increase the risk of developing these conditions.



STAY SAFE THIS SUMMER

What you need to know about UV safety

As we make our journeys back outside after a long winter, eternalHealth wants to give you the tools to keep you and your family safe this summer!

UV radiation can be harmful and cause considerable damage to both your skin and eyes. Prolonged exposure to these harmful rays can increase your risk of skin cancer, premature aging, and other health problems. Here are some steps you can take to protect yourself against UV radiation:



- **Seek shade:** Seek shade, especially between 10 a.m. and 4 p.m. when UV rays are the strongest.
- **Wear protective clothing:** Cover up with clothing such as long-sleeves, pants, and a widebrimmed hat that shades your face, ears, and neck.
- **Apply sunscreen:** Apply a broad-spectrum sunscreen with an SPF of at least 30 to all exposed skin. Make sure to reapply every two hours, or after swimming or sweating.
- **Wear sunglasses:** Protect your eyes from ocular melanoma and other cancers by wearing sunglasses that block up to 100% of both UVA and UVB radiation.
- **Check the UV index:** The UV index measures the strength of UV rays in your area. Avoid being outdoors during peak UV hours when the index is high.
- **Be mindful of skin as we age:** As we age, our skin becomes more susceptible to damage, so it is important to use sunblock and cover up when possible.

By taking these steps, you can reduce your risk of skin damage and protect yourself from the harmful effects of UV radiation, all while enjoying time outdoors with your family and friends this summer! Don't forget to use your Over-the-Counter allowance to purchase products such as sunscreen, after sun healing ointment, and other summertime essentials!



Quinoa, Orange & Avocado Salad

by Judy Palken, MNS, RD, LDN



Here's a delicious Summer treat that is **GLUTEN FREE!**

Enjoy this healthy mix of flavor and nutrition at your next backyard picnic.

The health benefits of these three superfoods work in unison for a refreshing side that is sure to become one of your summer family favorites!



INGREDIENTS

- 1 cup uncooked quinoa
- 1/2 sweet onion, diced
- 1 stalk celery, diced
- 1 orange, peeled and cut into small segments
- 1/3 cup unsalted sunflower seeds
- 2 Tbsp extra virgin olive oil
- 1 Tbsp cider vinegar
- 1/2 avocado, peeled and chopped

DIRECTIONS

- Cook quinoa using package directions, then cool.
- Add to the quinoa - onion, celery, orange, and sunflower seeds.
- In a small bowl, combine oil and vinegar, mixing well with a fork.
- Add the oil and vinegar to the quinoa mixture, and toss.
- Add the avocado pieces, and mix gently.
- (Serves 4)

SUMMER WORD SEARCH

N I T J V P A Y M V Q F J U N E B R H T
 I T A N S A R P O P S I C L E Q Q L R Y
 R E Q T K U C T E O T S N F M P M H I G
 V K I D F N N A J C M S J A N I A H B A
 L S K H D L K S T U W C A Y Q C N M O Q
 S C E L Z F I S H I C T Y D P N Y R L U
 M A R D E S Z P T I O R E W Z I E T M H
 W N N V A V A O F H N N S M N C B Q W B
 F P N D Y B P P K L X E H M R V E Z G N
 K T K O O S Y D V G O A J I P F A N K A
 D O F G N R B A G J O P B E A C H C F P
 B U P Z O A Q H X E F I S H I N G L U Q
 P O O L H F X C A U G U S T F D A E I J
 I R K W S U M M E R W M V Q S T V N P P
 E A U I M L V J L Y G E T Q N N L Y M Z
 K D E F G O T F A G B R H A J S F R R W
 A T Z S U N G L A S S E S Y G A E B W O
 D J M A U Q K E B Q W A T E R M E L O N
 A Y O S L M D K I J U L Y F M A I V V R
 Q V J Y F U G M C T B O C C O X X X F P

WORD LIST

AUGUST	JULY	POPSICLE	SUNSHINE
BEACH	JUNE	SAND	VACATION
FISHING	PICNIC	SUMMER	WATERMELON
FLIP FLOP	POOL	SUNGLASSES	

M Y K X D H P N J A P R I L T K E V B
 N K M F L G Z Q S A P H W Y Z K P Z Q U
 Z O L B S Q E Z N L M A I T U U L H A D S
 E F B Z R K U L P V Y R H J S F F E A R S
 N N T B E Z T D E R T T W O H N A C G
 B F R N R O U A U F A N K K H V Z E A X
 H X R O L Y U D X B B P C N H F E E A R
 E T D T L V C J J Y B A V J U B B R E E
 Q S U Q M S C D X W I N H U N K E N P U M
 A P P H T Z I E F Q L L F E E K E I L C A
 B R D K F L O W E R S Z P S C J I L B Y
 N I T T L G H G A R B X R O H L E A R D J
 N N J I T O M H M A O Z D D O O U J A B C
 C G Z U C N T U L I P C H F C V G B E C
 W G E T D S Q V I D N G B C C Z C X D H T
 D A G K C T T K J K K Z H L O Y Z L O T
 V A Y M S U N N Y J M T R I D V M Q U H
 Z U Y V V X K R H M D B L O S S O M S C
 J J W S K W Q W Y N E H Y B D V B X E J
 D G M E L A W Q Z I N A T U R E S O X J

Answer key to last quarter's word search.

AWARENESS & CELEBRATIONS

JULY is UV Safety Awareness Month

July 4TH - Independence Day

Let's celebrate our freedom on Independence Day.

July 8TH - National Blueberry Day

Enjoy the goodness of these fruits today.

July 24TH - International Self-Care Day

Do something you love for yourself today!

July 29TH - World Heart Day

Learn more about taking care of your heart today!

AUGUST is National Immunization Awareness Month

August 6TH - Global Day of Unplugging

Unplug, unwind, and relax today!

3RD Sunday of August - National Honeybee Day

Try some locally grown honey today!

August 8TH - International Cat Day

Celebrate all our feline friends today!

August 24TH - National Eat a Peach Day

Enjoy this delicious fruit, that's rich in vitamins!

SEPTEMBER is Pain Awareness Month

September 4TH - National Wildlife Day

Encouraging awareness of all species of the world.

September 13TH - Celiac Disease Awareness Day

Check out our gluten-free recipe in this month's issue!

September 21ST - Arbor Day

Plant a tree in your neighborhood today!

September 27TH - National Women's Health & Fitness Day

It's a special day to promote health awareness for all women.



Independence Day (July 4)



International Self-Care Day (July 24)



World Heart Day (July 29)



International Cat Day (August 8)



Arbor Day (September 21)

COMMUNITY EVENTS

Seminar on After Effects of COVID-19

July 27, 2023 11:00 AM- 12:30 PM

Spencer Senior Center

68 Maple St, Spencer, MA

The COVID-19 pandemic had a profound effect on communities worldwide. As we gradually emerge from the immediate crisis, it is important to understand the long-term effects COVID-19 can have on our health. Join eternalHealth's Chief Medical Officer Dr. Chandra Lingisetty as he teaches you about the lasting effects of the COVID-19 virus and how to best protect yourself and your loved ones.



Sales Seminar

August 10, 2023 6:00 PM- 8:00 PM

Hampton Inn & Suites

65 Prescott St., Worcester, MA 01605

When it comes to Medicare, you have options! Join the eternalHealth team and get all the information you need to better understand your healthcare options for 2023. Licensed experts will be available to answer any questions you may have, because when it comes to your health, nothing should be uncertain. Join us to learn more about the basics of Medicare versus Medicare Advantage, your coverage options with eternalHealth, how to take steps to enroll, and much more!



Presentation on Podiatry

August 15, 2023 10:30 AM - 11:30 AM

128 Providence St., Worcester, MA 01604

Did you know that each of your feet is made up of a complex network of over 100 tendons, ligaments, and muscles? Join our Chief Medical Officer Dr. Chandra Lingisetty as he teaches you all you need to know about your feet and how to reduce pain and keep them healthy from your ankles to your toes!



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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