

INSPIRING WELLNESS

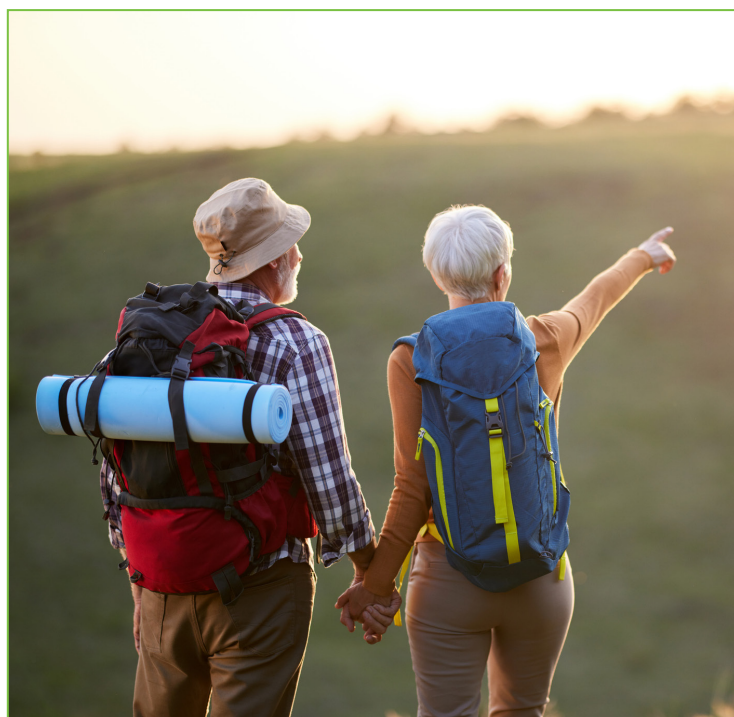
by Empowering Your Lifestyle

The quarterly member newsletter of eternalHealth

A New Year. Restart your Happiness.

As we embrace the start of the New Year, it fills us with immense joy to extend a heartfelt welcome to both our existing members and those who have recently become a part of the eternalHealth family.

eternalHealth's Winter Newsletter is carefully crafted to keep you informed, inspired, and connected. Let's embark on a journey towards wellness and vitality together, embracing the spirit of the season. Enjoy your reading!



Happy 2024

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A NOTE FROM OUR CEO

Hello and Welcome!

My name is Pooja Ika, the founder and CEO of eternalHealth. Since our establishment in 2019, our primary objective has been to provide high-quality, affordable healthcare to the residents of Massachusetts and, eventually, to extend our services throughout the United States. As I write this in 2024, I am so happy that we have been able to expand our reach in Massachusetts, as well as bring our Medicare Advantage Plans to Arizona!

At eternalHealth, we recognize the need for positive change in the healthcare industry, and we are dedicated to leading that change. To our new eternalHealth members, I extend a warm welcome as you become a part of the eternalHealth family.

Our commitment is to redefine health plans by doing things the right way. By creating genuine and sustainable relationships with you, we aim to serve as a guiding light and advocate on your healthcare journey. eternalHealth not only prioritizes your care, but we also pledge to place your well-being at the forefront of every decision we make.

I want to express my gratitude for embarking on this journey with us and entrusting us with your healthcare. We understand that choosing a Medicare Advantage Plan is a big decision, and we are honored that you have chosen us. We recognize the weight of this responsibility and assure you that we do not take it lightly.

Once again, welcome to eternalHealth, **where your well-being is our priority.**



Pooja Ika
Founder and CEO



THRIVING IN YOUR GOLDEN YEARS: A GUIDE TO ACTIVE AGING

Embracing an active lifestyle, maintaining bladder health, and reducing the risk of falls are key pillars to ensure a fulfilling and independent life. Together, we'll explore practical tips and advice to help you thrive physically and enjoy every moment of this exciting chapter.

Improving Physical Activity

Physical activity is not just about staying fit; it's a celebration of what your body can accomplish. Here are some tips to ignite your enthusiasm for movement:

Find Activities You Enjoy

Whether it's dancing, walking, swimming, or yoga, choose activities that bring you joy. If you love what you're doing, it won't feel like exercise.

Start Slow

If you're new to regular exercise, begin with gentle activities and gradually increase intensity. A little goes a long way, and consistency is key. Remember to check in with your doctor before starting any new fitness routines.

Buddy Up

Invite a friend or family member to join you. Having a workout companion not only makes exercise more enjoyable but also provides motivation and accountability.

Explore Local Programs

Many communities offer senior-friendly fitness classes. Check out local community centers or senior organizations for classes tailored to your needs. If you would like assistance, your healthcare provider or the eternalHealth case management team is always here to help!



Improving Bladder Control

Bladder issues are common, but they don't have to limit your lifestyle. Here's how you can take control:

Stay Hydrated Wisely

Believe it or not, not drinking enough can actually irritate your bladder. So, it's important to make sure you have a moderate and consistent intake of fluids throughout the day.

Kegel Exercises

Boost your bladder control and enhance pelvic floor strength through the power of Kegel exercises. These effortless yet effective workouts can be discreetly performed anytime and anywhere. Don't forget to consult your doctor for expert tips and proper techniques, ensuring you're on the right track to achieving results.

Maintain a Bladder Diary

Monitor your fluid intake, bathroom visits, and any incidents of leakages. This diary can help identify patterns and guide discussions with your healthcare provider.

Talk to Your Doctor

Feel free to discuss any bladder concerns with your healthcare provider. A great time to do this is at your Annual Wellness Visit, as they can offer personalized advice and suggest appropriate interventions if needed.

Reducing the Risk of Falling

Falls can be a significant concern as we age, but preventive measures can make a world of difference:

Home Safety Check

Assess your living space for potential hazards. Remove clutter, secure rugs, and install handrails in critical areas like bathrooms and stairwells.

Regular Vision Checkups

Keep your vision sharp with regular eye checkups. Clear vision is essential for navigating your surroundings safely.

Strength and Balance Exercises

Incorporate exercises into your routine that focus on improving strength and balance. Simple activities like standing on one leg or walking heel to toe can make a substantial difference.



Medication Review

Did you know that certain medications you take could be the cause of that unsettling dizziness or imbalance you've been experiencing? It's important to stay informed about the potential side effects of your medications, which is why regular reviews with your trusted healthcare provider are crucial. By taking the time to review your medications together, you can ensure that you are on the right track toward optimal health and well-being.



Embracing an active lifestyle, maintaining bladder health, and reducing the risk of falls are all important components of a holistic approach to aging. By making small, consistent efforts in these areas, you can pave the way for a vibrant, independent, and joyful journey through your golden years. Remember, it's never too late to start, and your well-being is worth every step and every moment invested. Be sure to talk to your doctor to find out which activities are best for you!

FEBRUARY IS AMERICAN HEART MONTH

February is the perfect month to show some love to your heart, with Valentine's Day and matters of the heart in focus. The American Heart Association never fails to remind us of the importance of heart health every February, and here at eternalHealth, we are dedicated to actively joining this vital initiative.

The American Heart Association provides various recommendations for enhancing overall cardiovascular well-being. If making significant lifestyle changes seems daunting, consider taking small steps to boost your heart health:



Healthy Eating Habits: Start your heart-healthy journey by adopting a balanced diet and reducing your intake of trans fats, sodium, and added sugars. Go for a diet that includes a lot of vegetables, whole grains, lean proteins, and low-fat dairy products. Even a simple switch, such as choosing 1% fat milk over whole milk, can mark the beginning of positive dietary changes.

Add In Exercise: With eternalHealth's fitness benefit, you gain access to local and national fitness facilities, on-demand workouts from home, and fitness kits delivered right to your home! Something as simple as walking 15-20 minutes on a treadmill each day can significantly enhance your cardiovascular fitness. Prior to embarking on an exercise routine, consult your doctor about your fitness status.

Quit Smoking: For those who smoke, consider reducing or quitting altogether. Attend smoking cessation programs for additional support, speak to your case management team, or talk to your doctor about different resources to help you start your journey to quitting.

Find New Ways to Manage Stress: Managing stress is important to improving heart health. Incorporate stress reduction techniques into your routine, such as deep breathing exercises, spending time outside, taking up a new hobby, or just getting together with loved ones.

Monitor Your Blood Pressure: Regularly monitor your blood pressure, maintain a log, and share the information with your healthcare provider during your next office visit. Use your eternalHealth Over-The-Counter benefit to purchase a blood pressure monitor, or visit your local pharmacy or grocery store, as they usually have a monitor you can use free of charge.

Work Towards a Healthy Weight: Keep a close eye on your weight and work towards achieving and sustaining a healthy weight. Diet and exercise, as previously discussed, can play crucial roles in this journey.

Taking even a few simple yet effective steps toward adopting a healthier lifestyle can have an important impact on your overall heart health. From making mindful dietary choices to incorporating regular physical activity into your daily routine, every small effort counts towards safeguarding your heart. However, we understand that embarking on this journey might come with its fair share of questions and uncertainties. That's why we encourage you to take the next step and get in touch with our dedicated team of Case Managers. They are here to provide you with personalized guidance, answer any questions you may have, and help you navigate the path to a stronger and healthier heart. So don't hesitate to reach out – we're here to support you every step of the way.

2024 eternalHealth BENEFITS SPOTLIGHT

With your eternalHealth Medicare Advantage Plan, you have access to an array of benefits beyond the doctor's office.



OVER-THE-COUNTER HEALTHY GROCERY ALLOWANCES*

At eternalHealth, we understand that good health extends beyond the doctor's office and that not all remedies require prescriptions. By being an eternalHealth member, you'll enjoy the benefits of a quarterly allowance that can be used towards purchasing over-the-counter items. Plus, if you're eligible, you'll also receive an allowance for healthy groceries*. These benefits are conveniently loaded onto a Mastercard® Prepaid Flex Card, which can be used at participating retail stores, through mail order, or online with the added bonus of complimentary 2-day shipping. Additionally, you'll have access to a benefits portal where you can easily keep track of your OTC and Health Grocery* allowances, search the closest participating retail outlets, request replacements for lost, stolen, or damaged cards, and much more! Don't miss out on maximizing your benefits - activate your account today at:

eternalHealth.NationsBenefits.com.

If you need any assistance with setting up your account, our dedicated member services team is here to lend a helping hand. **Simply reach out to us at 1-800-680-4568 (TTY 711).**

**The healthy grocery benefit mentioned is part of a special supplemental program for the chronically ill. Not all members qualify.*

UNLIMITED TRANSPORTATION

Do you find yourself having to schedule your doctor's appointments around other people's schedules? Have you missed important appointments due to unreliable transportation? With your eternalHealth Medicare Advantage Plan, you can enjoy stress-free travel to medical appointments and pharmacies with our unlimited transportation benefit, all at zero cost to you! Assess your transportation needs by calling **1 (888) 617-0350 (TTY 711)**. Transportation can be arranged on-demand or pre-scheduled through a dedicated call center, with options ranging from Uber and Lyft to oxygen-capable vehicles, non-emergency ambulances, and more! This is just another way eternalHealth works to break down barriers to care!

IN-HOME ASSISTANCE

Would you like an extra set of hands around the house or someone to play that new board game with you? Whether it's for light cleaning, tech support, or just general companionship, your eternalHealth Medicare Advantage Plan offers up to 60 hours of in-home support annually! **Call 1 (855) 485-8835 (TTY 711) to be connected with a companionship "pal" today!**



DENTAL BENEFITS

eternalHealth knows that healthy teeth and gums are essential to general health and quality of life. As an eternalHealth member, you receive an annual dental allowance with the flexibility to choose any dentist, with no restrictions on procedures! Simply visit your preferred dentist and use your Mastercard® Prepaid Flex Card for payment, just like a debit card. You can also easily track your dental benefit utilization in your member portal at **eternalHealth.NationsBenefits.com** to stay informed about your remaining coverage before incurring any out-of-pocket costs! **Please note your dental, OTC, and Healthy Grocery* allowance will be loaded onto the same Mastercard® Prepaid**

2024 eternalHealth BENEFITS SPOTLIGHT

FITNESS

Boost your wellness with eternalHealth's fitness benefit! Members enjoy access to local and national fitness facilities, at-home fitness kits, and over 28,000 on-demand fitness videos you can do right from the comfort of your home. Plus, enhance your cognitive abilities with the "Brain HQ" platform while discovering a variety of social activities, clubs, and classes close to home. Experience these amazing benefits at no cost by visiting www.eternalHealth.com/fitnessbenefit and treat yourself to all that we have to offer.

PERSONAL EMERGENCY RESPONSE SYSTEM (PERS)

Stay safe and connected with a fully-covered subscription for a Personal Emergency Response System (PERS). This discreet, wearable device features advanced fall detection and GPS technology and ensures help is just a button press away. With a water-resistant design and long-life battery, your PERS device operates over cellular networks, providing security without the need for additional subscriptions or landlines. Call our friendly Member Services team today at **1-800-680-4568 (TTY 711)** to get set up with your own PERS device!

VISION

Stay on top of your eye health. Your plan offers a range of Medicare-covered vision services, including eye exams for Diabetic Retinopathy, cataract surgery, glaucoma screening tests, and Age-related Macular Degeneration (AMD) testing and treatment. Your benefit also includes \$0 routine eye exams and a \$200 annual allowance for eyeglass lenses and frames!



HEARING

Have you noticed the TV volume getting louder or an irritating ringing in your ears? The onset of hearing loss can be so gradual that you might not even be aware it's taking place! As an eternalHealth member, you have access to \$0 routine hearing exams and hearing aids as low as \$595 per ear! For more information on hearing aids, visit: www.amplifonusa.com/lp/eternalhealth to get started!

We want to ensure that our members feel supported and informed every step of the way. Should you have any questions or require assistance setting up your benefits, our dedicated Member Services or Case Management teams are here to help! Feel free to reach out at any time by giving us a call, and our knowledgeable and friendly staff will guide you through the process, ensuring that you make the most of your eternalHealth benefits. Your well-being is our top priority, and we are committed to providing the highest level of support for your health and happiness.

Case Management: 1-800-787-5076 (TTY 711)

- Monday – Friday 8am - 6pm EST

Member Services: 1-800-680-4568 (TTY 711)

- October 1st – March 31st
8am – 8pm local time | 7 Days a Week
- April 1st – September 30th
8am – 8pm local time | Monday – Friday

WINTER WORD SEARCH

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

WORD LIST

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|----------|---------------|---------|-----------|
| BLANKET | FEBRUARY | ICE | SNOWFLAKE |
| BLIZZARD | FROZEN | ICICLE | SNOWMAN |
| BOOTS | HAT | JANUARY | WINTER |
| COAT | HOT CHOCOLATE | MARCH | |

eH Fall Newsletter Answers

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

TOFU BROCCOLI STIR-FRY

by Judy Palken, MNS, RD, LDN

Everything about this recipe is heart-healthy!

Soy foods like tofu are good for the cardiovascular system while providing high-quality protein like meat. The oils are heart-healthy, with extra virgin olive oil being the very best. Cruciferous veggies, of which broccoli is one, are brimming with healthful nutrients that can help to protect against many types of diseases - they contain vitamins C, E, and K, as well as folic acid, carotenoids, minerals, and fiber.

Additionally, what we serve stir-fry on is as important as what is in it - whole grains such as brown rice can reduce the risk of heart disease and stroke. This dish can be cooked quickly, especially if you happen to have leftover brown rice in your fridge. If not, start the rice first, cook your stir-fry, and it will all come together nicely. *Enjoy!*



INGREDIENTS

Brown rice, cooked

Oil - extra virgin olive oil, avocado, or peanut

Drizzle of hot sesame oil

½ package firm tofu, cut into cubes or strips

½ bunch broccoli, cut into small florets

Optional: Sliced leek or onion, fresh ginger, fresh garlic, peanuts, cashews, sliced bamboo shoots, straw mushrooms, baby corn, scallions, cauliflower, dash soy sauce, fresh lemon juice

DIRECTIONS

- Heat wok or pan over med-high heat.
- Add oil and heat; cook tofu, broccoli, and any of the optional ingredients.
- Turn the tofu when it becomes golden on the bottom.
- Add hot sesame oil while cooking.
- Stir all gently, and cook until the tofu is golden and the broccoli is as soft as you like it.
- Serve over steaming hot brown rice.
- **Note** - if cooking a full package of tofu, you may want to start with just the tofu and remove it to a plate before stir-frying the other ingredients.



AWARENESS & CELEBRATIONS

JANUARY is Glaucoma Awareness Month

January 1ST - New Year's Day

What's your New Year's Resolution for 2024?

January 12TH - National Pharmacist Day

Celebrating all pharmacists today and always!

January 24TH - National Peanut Butter Day

What's your favorite way to enjoy this protein-packed delight?



National Peanut Butter Day 1-24

FEBRUARY is American Heart Month

February 2ND - Groundhog Day

Will the groundhog see its shadow?

February 14TH - Valentine's Day

Celebrate the ones you love!

February 29TH - Leap Day

An extra day, an extra opportunity! What will you do with your extra day?



Groundhog Day 2-2



World Compliment Day 3-1

MARCH is Colorectal Cancer Awareness Month

March 1ST - World Compliment Day

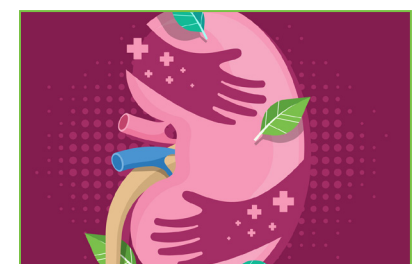
Brighten someone's day with a compliment today!

March 14TH - World Kidney Day

Raising awareness for the health of our kidneys!

March 21ST - World Planting Day

What are you planting this year?



World Kidney Day 3-14



World Planting Day 3-21

MEMBER APPRECIATION EVENT

Get ready for an exclusive Member Appreciation Event!

Stay tuned for a special invitation from us to attend our upcoming Member Appreciation Event in your area!

During the event, you will have the opportunity to connect with the eternalHealth team on a personal level, getting to know the individuals who work tirelessly to ensure your well-being. Engage in meaningful conversations, share your experiences, and forge new connections with like-minded individuals who are also part of the eternalHealth family. This event is the perfect occasion to discover the benefits of your eternalHealth Medicare Advantage Plan.

Our team will be on hand to provide detailed insights, answer any questions you may have, ensure you are set up for success, and guide you through the vast array of advantages that come with your plan. Unlock the full potential of your healthcare coverage and gain a deeper understanding of how eternalHealth is dedicated to your overall well-being.



IMPORTANT CONTACT INFORMATION

MEMBER SERVICES: 1 (800) 680-4568

BEHAVIORAL HEALTH*: 1 (800) 892-1361

DENTAL: 1 (800) 680-4568

VISION: 1 (866) 944-0347

HEARING: 1 (866) 559-0158

PHARMACY SERVICES: 1 (800) 891-6989

OTC BENEFIT: 1 (800) 680-4568

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

IN-HOME SUPPORT: 1 (855) 485-8835

TRANSPORTATION: 1 (888) 617-0350

PERS: 1 (877) 909-4606

eternalHealth is an HMO plan with a Medicare Contract for HMO, HMO-POS and PPO offerings. Enrollment in eternalHealth depends on contract renewal. Prescription Drugs are not available with all plans.

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

** The healthy grocery benefit mentioned is 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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