

INSPIRING WELLNESS

by Empowering Your Lifestyle

The quarterly member newsletter of eternalHealth

Spring into a Healthier You!

Spring is here, bringing a fresh burst of energy and growth. At eternalHealth, we are excited to kick off the season with our new quarterly newsletter. In this edition, we will provide important information about your health plan, dive into key health topics, share a tasty recipe, and more. As the world around us blossoms, we want to bring that same feeling of well-being into your life through useful insights, tips, and interesting content. Come along on this journey to celebrate the lively spirit of spring and make your well-being a priority with eternalHealth's latest updates.



IN THIS ISSUE...

- 1 SPRING IS HERE!
- 2-3 BENEFIT SPOTLIGHT - TRANSPORTATION
- 4 YOUR NATIONS BENEFITS FLEX CARD
- 5-6 MAKE THE MOST OF YOUR DOCTOR APPT.
- 7-8 GUIDE TO OSTEOPOROSIS
- 9 OSTEOPOROSIS RECIPE
- 10 WORD SEARCH
- 11 AWARENESS & CELEBRATIONS
- 12 CONTACT

2024 eternalHealth BENEFITS SPOTLIGHT

UNLIMITED TRANSPORTATION

*Enjoy worry-free transportation to and from appointments,
ENSURING YOU'LL ARRIVE SAFELY AND ON TIME!*

Are you tired of having to coordinate your doctor's appointments around the availability of others? Have you ever missed medical appointments or needed to delay picking up important prescriptions because of unreliable transportation? Say goodbye to the hassles of schedule limitations and transportation issues with our unlimited transportation benefit! At eternalHealth, we understand that getting to your appointments and pharmacies should be the least of your worries. Your transportation benefit is designed to provide you with convenience and peace of mind when it comes to your health and well-being. Now, you can enjoy stress-free travel to medical appointments and pharmacies, all at no cost to you.



> *We are committed to enhancing the healthcare experience for our patients, ensuring they have convenient and reliable transportation to their vital appointments.*

Discover the freedom of arranging transportation on your terms – whether it is on-demand or through pre-scheduled appointments, our dedicated call center is ready to assist you. We offer a diverse range of transportation options, from the convenience of ride-shares like **Uber and Lyft** to specialized vehicles, including oxygen-capable vehicles and non-emergency ambulances. Your safety and well-being are our top priorities, and our commitment to breaking down barriers to care is evident in the flexibility and choices we provide.

2024 eternalHealth BENEFITS SPOTLIGHT

UNLIMITED TRANSPORTATION



Our transportation benefit offers a range of options, available on-demand or through prescheduled services, including:

- **Ride-share options for the more mobile members, including Lyft and Uber**
- **Oxygen-capable vehicles**
- **Wheelchair vans**
- **Stretcher and gurney services**
- **Non-emergency ambulances/life support services**
- **And much more!**

Are you ready to experience a new level of convenience in getting to your appointments and pharmacies? Take the first step by assessing your transportation needs. Simply call **1 (888) 617-0350 (TTY 711)**, and a helpful team member will ask you some questions to assess your needs and determine which vehicle option is best for your lifestyle. You can trust eternalHealth to transform the way you approach healthcare – because unreliable transportation should never keep you from receiving the care you deserve.

YOUR NATIONS BENEFITS FLEX CARD

*Your Mastercard® Prepaid Flex Card is designed to simplify the way you use your benefits. With this user-friendly Flex Card, you can effortlessly manage payments for your dental, over-the-counter, and *healthy grocery needs – it is as simple as using a regular debit card.*



OVER-THE-COUNTER & HEALTHY GROCERY* WALLET

All our plans offer an over-the-counter allowance for everyday products to use at your preferred in-network retail locations. Use your Flex Card seamlessly at your favorite store, through your online portal at eternalHealth.nationsbenefits.com, or through the catalog. Enjoy the added perk of **FREE two-day shipping** from Nations Benefits for online orders.

For eligible members, this card will also include your *Healthy Grocery dollars, which you can use at participating grocery stores. If you are not sure if you are eligible for this benefit, call Member Services at **1-800-680-4568 (TTY 711)**.

Additionally, if you exceed your quarterly benefit limit, worry not – switch to an alternative payment method and still enjoy free two-day delivery through your portal.

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

DENTAL WALLET

Don't worry about finding an in-network dentist or waiting around for reimbursements. With eternalHealth's Flex Card, you have the flexibility to choose any dentist with no restrictions on procedures! Simply swipe your Flex Card for payment just like a debit card, and you will be on your way to a healthy smile.

Keep track of your wallets through your portal located at eternalHealth.NationsBenefits.com. Here, you can keep track of what you have spent, place online orders, look for in-network retail and grocery stores, and more. You can also browse the catalog through our website at www.eternalHealth.com/Forms-Documents.

Need help setting up your account? Call Member Services at **1 (800) 680-4568 (TTY 711)**, and they will help you get started!

HOW TO MAKE THE MOST OF YOUR DOCTOR'S APPOINTMENT

10 TIPS FOR SUCCESS!

Visiting the doctor can be a crucial step in maintaining your health, and making the most of your appointment is essential. Here are ten tips to help you prepare, communicate effectively, and ensure a successful visit.

1. Prepare in Advance

Before your appointment, take some time to make a list of your symptoms, concerns, and any questions you may have. Note any changes in your health since your last visit, as this information could be valuable for your doctor.

2. Bring Medication Information

Create a comprehensive list of all the medications you are currently taking, including dosages and frequency. Don't forget to include any supplements, vitamins, or other over-the-counter medications you may be using.

3. Share Your Medical History

Provide your doctor with a brief overview of your medical history, including any recent surgeries, hospitalizations, or significant health events. This information can give your doctor context for your current health concerns. Additionally, if you're seeing a specialist, ask your primary care provider to send your medical records over to their office prior to your appointment so they can review and learn more about your health history beforehand.

4. Be Honest and Specific

Be open and honest about your symptoms, even if they seem minor. Provide specific details, such as when the symptoms started, their frequency, and any patterns you've noticed. This can help your doctor make an accurate diagnosis.

5. Ask Questions

Don't hesitate to ask questions about your condition, treatment options, or any concerns you may have. Take notes during the appointment to help you remember important information later.

6. Discuss Lifestyle Factors

Share information about your lifestyle, including details about your diet, exercise routine, sleep patterns, and stress levels. Any changes in your daily activities may have an impact on your health, and your doctor should be aware of them.





7. Bring a Supportive Companion

If possible, bring a family member or friend to your appointment. They can help you remember information, provide support, ask additional questions, or share observations that you might overlook.

8. Understand Prescriptions and Follow-up Plans

Make sure you understand any new medications prescribed, including how and when to take them, as well as any side effects you may experience when taking new prescriptions. Clarify the follow-up plan, including any necessary tests or appointments.

9. Schedule Follow-up Appointments

Arrange for any necessary follow-up appointments. Discuss any ongoing monitoring or tests that may be necessary for your condition. When possible, schedule your doctor's appointments early in the day to avoid any unnecessary wait times.

10. Advocate for Yourself

Be an active participant in your health journey. If you feel something is not addressed, express your concerns. Don't hesitate to seek a second opinion if you have doubts about your diagnosis or treatment plan.

Remember, effective communication between you and your healthcare provider is key to receiving the best possible care. By following these tips, you can make the most of your doctor's appointment and work towards maintaining or improving your overall health.

KEEPING STRONG FOUNDATIONS:

A GUIDE TO OSTEOPOROSIS AS WE AGE

May is Osteoporosis Awareness and Prevention Month, and here at eternalHealth, we want to ensure you have the tools you need to keep your bones strong and healthy. As we age, our bodies undergo various changes, which can lead to osteoporosis, a disease that weakens your bones. This condition can have a significant impact on older adults, affecting their bone health and overall well-being. In women over 45, osteoporosis-related injuries account for more days spent in the hospital than diabetes, heart attacks, and breast cancer. In this article, we'll explore what osteoporosis is, its causes, and simple steps you can take to maintain strong and healthy bones.

Understanding Osteoporosis

Osteoporosis is a condition characterized by weakened and brittle bones, making them more susceptible to fractures. Think of bones as a building – when the foundation is weak, the entire structure becomes vulnerable. Similarly, weakened bones can lead to serious health issues in older adults.

Causes of Osteoporosis

Aging

As we age, bone density naturally decreases, making bones more fragile.

Nutritional Factors

Not getting enough calcium and vitamin D can contribute to bone loss, so talk to your doctor about ways to add more vitamin D into your daily routine.

Inactive Lifestyle

Lack of physical activity weakens bones over time.

Hormonal Changes

Menopause in women and low testosterone levels in men can accelerate bone loss.

Medications

Certain medications may affect bone density, so it is crucial to discuss potential side effects with your doctors and specialists.



KEEPING STRONG FOUNDATIONS:

A GUIDE TO OSTEOPOROSIS AS WE AGE

Preventing Osteoporosis

Balanced Diet

Be sure to eat a diet that is rich in calcium and vitamin D. Dairy products, leafy greens, and fortified foods are excellent sources. Don't forget, if you qualify, use your healthy grocery* benefit to purchase these items and more to increase your daily vitamin D!

Regular Exercise

Engage in weight-bearing exercises like walking, dancing, or strength training to promote bone health. Get moving with your eternalHealth fitness benefit. Whether at the gym or at home, your fitness benefit offers you a wide variety of ways to get yourself moving at any fitness level!

Sunlight Exposure

Did you know just 10 minutes out in the sun can increase your body's natural vitamin D? Spend time outdoors for increased vitamin D, but always remember to protect your skin from excessive sun exposure with long sleeves, hats, and sunblock. You can even purchase your suncare needs with your OTC benefit!

Quit Smoking and Limit Alcohol

Smoking and excessive alcohol consumption can weaken bones, so it's best to quit or moderate these habits. Work with your doctor today to start your plan to quit smoking and decrease your alcohol intake.

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



Osteoporosis is a common concern for older adults, but with proactive steps, it's possible to maintain strong and healthy bones. By adopting a balanced diet, staying active, and addressing risk factors, you can build a solid foundation for a healthier and more active lifestyle. Regular communication with your healthcare team and incorporating preventive measures can go a long way in promoting bone health and overall well-being in the golden years.

OSTEOPOROSIS PREVENTION RECIPE

by Judy Palken, MNS, RD, LDN

Creamsicle Smoothie

It is so important for all of us to get nutrients that are needed for healthy bones! **Calcium and vitamin D** come to mind first. Most of the calcium in our bodies is in our bones, and vitamin D is essential for our bodies to absorb calcium.

NOTE: In this recipe, be sure to choose a brand of almond milk that is fortified with calcium and vitamin D – many are. Just look at the ingredient list to make sure you buy one with these nutrients, which are essential for bone health. The same applies if you decide to use a different plant beverage, such as soy milk. Make sure you are getting your calcium and vitamin D!

There is another bone-healthy benefit in this recipe: flax seeds are a good source of magnesium, which is part of the structure of bones. **Smoothies can be an easy and delicious way to get essential nutrients.**

Enjoy and give it a try!



INGREDIENTS

- ½ cup unsweetened almond milk
- 1 frozen banana
- 1 orange, peeled
- ¼ cup plain yogurt
- 2 ice cubes
- 1 Tbsp. flax seeds

Directions: Mix all in a blender until smooth.



SPRING WORD SEARCH

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

WORD LIST

- | | | | |
|-----------|----------|-----------|----------|
| BIRDHOUSE | DUCKLING | PUDDLES | SUNSHINE |
| BLOSSOM | FLOWER | RAINBOOTS | TULIP |
| BUTTERFLY | GARDEN | SPRING | UMBRELLA |
| DAFFODIL | LADYBUG | SPROUT | |

Winter Newsletter Answers

WMGQYLZRNBJZQSKXVMFFLDVYTUCZGHV
 QBQQLQMF SNOWFLAKE USIBYDQWQEXJJ
 BROCOEAYWDZNLWIUQLBVFYFQONWXR
 ONWVGXJTOSEKNDYLA AHYQCLJNFRERY
 JVLNFZT IMTAZSTGPNFVWVKTVQWINEN
 IEIQJLKMUCUJHGYRPECVWCBSIKKXMI
 BPHOCRIENJBLWLIXORDFPGYGOQPF
 IBHMHKTGEBJCRVVKQAWKXVAKIJDVK
 AJVVRERQTEZVCMCPJZBCNMQUAKDFI
 FQIQJHERBOAQ EUROPEAN HUPNF
 VERBKJGAXYXMLVLEWYRWHDZTNJXQGT
 ZRJPKEEFMCMXIQJSCVMNRRKIVM
 PUXCUC SNOW DAVJTHXNILEYZSWU
 HXXLD SNOW ASPCDWNWX SNOW
 BQHVOQLDUIDOCXQJQGGOT SNOW
 PRIHQDSXBNZHXAHKCCDO SNOW
 JAXBOELDYTZPDPQGUPUT SNOW
 WTBQECWCOCBSOVOAMPJQED SNOW
 BMCPTJSTIKRKRTHGQWKK SNOW
 TCAUKSLUWCQPWPYIAIEL SNOW
 NDDIHLPI SNOW HKAEXFZUXY SNOW
 QMBJBECE SNOW NDCNHPW SNOW
 FFKWZRVR SNOW AOVVYQFDUN SNOW
 LZPPWK SNOW T SNOW CT SNOW
 JSNDVQ SNOW VXPGRNJWCWP SNOW
 TXGBBIR SNOW NZLEAFUIRGEFPSVWXBC
 DEUJHL SNOW BQCOCOLRYIS SNOW
 TVAVAFU SNOW BBXHCNNY SNOW LQJ
 PNOSFGU SNOW P SNOW AFSGDAMOGE

AWARENESS & CELEBRATIONS

APRIL is Stress Awareness Month

April 7TH - World Health Day

Established by the World Health Organization (WHO), this day raises awareness about global health issues and encourages individuals, communities, and governments to take actions that can lead to healthier lives.

April 11TH - World Parkinson's Day

This day is dedicated to raising awareness about Parkinson's disease, a neurodegenerative disorder, and advocating for improved understanding, support, and research for those affected.

April 16TH - National Healthcare Decisions Day

This day encourages people to discuss and make decisions about their healthcare preferences, ensuring their wishes are known and respected.

MAY is National Osteoporosis Awareness & Prevention Month

May 5TH - World Hand Hygiene Day

Led by the World Health Organization (WHO), this day emphasizes the importance of hand hygiene in healthcare to prevent the spread of infections.

May 17TH - World Hypertension Day

Led by the World Hypertension League (WHL), this day focuses on raising awareness about hypertension and promoting efforts to prevent and control high blood pressure.

May 31ST - World No Tobacco Day

Organized by the World Health Organization (WHO), this day encourages people to abstain from all forms of tobacco consumption and raises awareness about the health risks associated with tobacco use.

JUNE is Men's Health Month

June - Men's Health Month

The entire month is dedicated to raising awareness about men's health issues, encouraging early detection and treatment, and promoting healthy lifestyles.

June - Alzheimer's & Brain Awareness Month

Throughout the month, various activities and events are organized to raise awareness about Alzheimer's disease and other brain-related issues.

First Wednesday in June (June 5TH) - Global Running Day

While promoting physical activity, this day encourages people of all ages and abilities to get moving and embrace the benefits of running for overall health.



World Health Day 4-7



World Hand Hygiene Day 5-5



World Hypertension Day 5-17



World No Tobacco Day 5-31



Global Running Day 6-5

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

Y0160_eHMN6_24_C