

LIVING WELL

eternalHealth's Quarterly Digest



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Welcome to eternalHealth's Spring Newsletter!

As we embrace the season of renewal, we're delighted to welcome both our longtime members and those who have recently joined our growing community. In these pages, you'll find thoughtfully curated content to keep you informed and inspired on your wellness journey. Whether you're focusing on new health goals or nurturing habits that have begun to blossom, we're here to support you through this vibrant season. We hope you'll find value in every page.

A NOTE FROM BRITTANY CARDINAL

SENIOR DIRECTOR OF MARKETING

Dear eternalHealth Members,

As Senior Director of Marketing at eternalHealth, I'm committed to making all information you receive from us clear and easy to understand. After years in marketing leadership, I've seen how complex information creates unnecessary barriers—especially in healthcare. That's why my team and I work to transform healthcare jargon into straightforward communication that empowers you to make confident decisions about your coverage.

Every communication we create is designed with you in mind. We constantly ask ourselves: "Is this truly clear? Would our members understand this immediately?" This commitment to clarity isn't just about marketing—it's about respecting your time and building trust. When you understand your benefits fully, you can take full advantage of everything we offer.

I'm proud to be part of an organization making healthcare more accessible for our members. My mission aligns perfectly with eternalHealth's values: to remove complexity from healthcare. If you ever have feedback about our communications, please reach out—your input directly shapes how we connect with all members.

Warmly,

Brittany Cardinal

Brittany Cardinal
Senior Director of Marketing



Brittany Cardinal
Senior Director of Marketing

THE FOUNDATION OF GOOD HEALTH : YOUR PRIMARY CARE PROVIDER RELATIONSHIP

In today's fast-paced healthcare environment, establishing a strong relationship with your Primary Care Provider (PCP) is more important than ever. This relationship goes beyond occasional visits for illness—it's a partnership that can significantly improve your overall health outcomes and reduce healthcare cost.



Benefits of a Strong PCP Relationship

When you regularly see the same provider, they develop a comprehensive understanding of your medical history, personal health goals, and unique needs.

- ✓ Detect subtle changes in your health that might otherwise go unnoticed
- ✓ Make more accurate diagnoses based on your complete health picture
- ✓ Recommend preventive care tailored specifically to your risk factors
- ✓ Provide more personalized treatment plans that align with your preferences
- ✓ Coordinate your care across specialists and other healthcare services

Navigating Health Services

Understanding when to use different healthcare services can save you time, money, and stress:

Primary Care Provider

Your first choice for non-emergency situations, preventive care, chronic disease management, and routine health concerns.

Examples: Annual physicals, cold/flu symptoms, minor infections, medication management

Urgent Care

For non-life-threatening conditions that require prompt attention when your PCP isn't available.

Examples: Sprains, minor cuts requiring stitches, moderate fever, minor burns

Emergency Room

Reserved for true medical emergencies that could be life-threatening.

Examples: Chest pain, severe bleeding, difficulty breathing, major trauma

Research shows patients with established PCP relationships experience **fewer hospitalizations, lower healthcare costs, and better management of chronic conditions.**

Remember, investing time in building a strong relationship with your Primary Care Provider isn't just good for your health—it's also good for your **wallet** and **peace of mind.**

CARE MANAGEMENT

YOUR PERSONAL GUIDE TO BETTER HEALTH

At eternalHealth, we understand that navigating the healthcare system can be challenging. That's why we offer dedicated Care Managers who work alongside your PCP to ensure you receive coordinated, comprehensive care.



1 Appointment Scheduling

Your Care Manager can help you schedule appointments with your healthcare providers.

2 Specialist Connections

We help connect you with the right specialists and ensure smooth information transfer.

3 Treatment Explanations

Your Care Manager takes time to explain different treatment options with you to ensure you are well informed for your health journey

4 Care Plan Support

Get answers to your questions about your care plan and eternalHealth benefits when you need them most.

Benefits of Care Coordination

Patients with coordinated care experience:

- Fewer hospital readmissions
- Better management of chronic conditions
- Improved medication adherence
- Reduced healthcare costs

Ready to Connect With a Care Manager?

Call our Member Services to be connected with a dedicated Care Manager who can help simplify your healthcare journey.

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

Ask to speak with a Care Manager

TAKING CONTROL OF YOUR HEALTH: PHYSICAL ACTIVITY, BONE HEALTH, AND BLOOD PRESSURE

Staying active and monitoring key health aspects becomes increasingly important as we age. Here's what you need to know about physical activity, osteoporosis, and blood pressure management.

THE POWER OF PHYSICAL ACTIVITY AS WE AGE

Even a single bout of moderate exercise can provide immediate health benefits. Physical activity doesn't have to be strenuous to be effective – walking, swimming, or gardening can all contribute to better health.

Key Benefits

- Better sleep and reduced anxiety
- Lower risk of dementia and depression
- Improved bone health and balance
- Extended independent living

Staying Motivated

- ★ Choose activities you enjoy
- ★ Start with 10-minute sessions
- ★ Exercise with friends or family
- ★ Track progress and celebrate gains

Did you know?...Research suggests that regular physical activity may help boost immune function and can be as effective as medication for managing certain health conditions. Aim for at least 150 minutes of moderate activity each week, but remember – any movement is better than none!

PROTECTING YOUR BONES

Osteoporosis silently weakens bones over time, making them more prone to fracture. It often develops without warning signs until a fracture occurs. eternalHealth covers several medications through pharmacy benefits, medical benefits, and even over-the-counter options to help strengthen bones and reduce fracture risk.

High Risk Factors

- Previous spine or hip fracture
- Two or more fragility fractures
- Use of glucocorticoid drugs
- Low body weight (under 132 lbs)

Who Should Get Their Bones Tested

- All adults 65 or older
- Adults 50-64 with risk factors
- Anyone with unexplained fractures
- Those with certain medical conditions

Bone Health Prevention Tips



Get adequate calcium and vitamin D



Do weight bearing exercises



Practice balance exercises



Monitor BP regularly



Fall proof your home



Limit alcohol consumption



Take medication as prescribed

Get adequate rest



Fragility fractures typically occur in the hip, spine, wrist, or shoulder from a fall from standing height or less, or with minimal trauma that wouldn't normally cause a broken bone.

Managing High Blood Pressure

High blood pressure (hypertension) affects nearly half of U.S. adults and is often called a "silent killer" because it typically has no warning signs. If uncontrolled, it can lead to heart disease, kidney disease, stroke, and other serious health problems.

Normal

Less than 120/80 mmHg

Elevated

120-129/Less than 80 mmHg

High

130/80 mmHg or higher

Steps To Lower Blood Pressure

- Stay Physically Active
- Limit sodium to 1500mg daily
- Maintain a healthy weight
- Monitor BP regularly
- Practice stress reduction
- Limit alcohol consumption
- Take medication as prescribed
- Get adequate rest

eternalHealth Medicare Advantage plans support your health with comprehensive benefits including prescription coverage, preventive care, fitness benefits, and dedicated Care Managers to coordinate your healthcare needs.

BENEFIT SPOTLIGHT

QUALITY CARE FOR A HEALTHIER YOU!

Kaia Health: Embrace the Future of Digital Care

Kaia Health is a digital therapy app offering personalized care to manage pain, improve balance, and prevent falls. The app provides:

- Customized exercises with real-time feedback
- Relaxation techniques & educational content
- One-on-one support from health coaches and physical therapists

eternalHealth members can access Kaia's programs through their smartphone or tablet, making it convenient to use anytime, anywhere.

Get started at: startkaia.com/eternalHealth or scan the QR code

Questions? Email support@kaiahealth.com or visit help.kaiahealth.com



Start moving better.



In-Home Support with Papa: A Helping Hand When You Need It

Life is better with a little help from a friend. eternalHealth has partnered with Papa to bring you in-home support when you need it. As a member, you may receive up to **60 hours annually** with a friendly, background-checked pal.

How a Pal Can Help:

- **Companionship:** Board game buddy or walking partner
- **Light House Tasks:** Dusting, folding clothes
- **Tech Support:** Help with devices
- **Errands & Meal Prep:** Shopping, appointments, cooking



Ready for a Helping Hand? Call **1 (855) 485-8355 (TTY: 711)**

Or visit eternalHealth.com/InHome

UNLOCK YOUR HEALTH REWARDS

Accessing your Member Rewards is easy! Follow these simple steps to claim your rewards!

- 1

Log in to your account

Visit **eternalHealth.nationsbenefits.com** using your eternalHealth member ID and password

Need help creating an account? Contact Member Services at 1-800-680-4568 (TTY: 711)
- 2

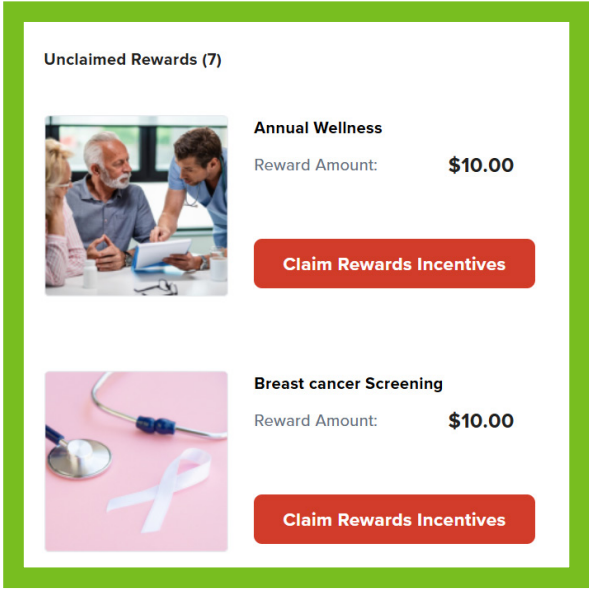
Navigate to rewards

Click the "Offers" tab in the top navigation

Select "Self-Attestation"
- 3

Claim your rewards

Browse available rewards for completed actions (flu shots, breast cancer screenings, etc.). Select the action you've completed. Enter your first and last name in the pop-up window. Check the attestation box and click "Confirm"



2025 MEMBER REWARDS

Health Initiative	Dollar Amount
Health Risk Assessment (HRA)	\$15.00
Annual Wellness Exam	\$10.00
Colorectal Cancer Screening	\$10.00
Breast Cancer Screening	\$10.00
Flu Shot (One Per Year)	\$10.00
Diabetic Eye Exam	\$10.00
Diabetic Kidney Exam	\$10.00
HbA1C Test	\$10.00

Your rewards will be added to your eternalPlus Benefits Card within 3 business days. Use them for OTC items and eligible healthy groceries* through the Nations Benefits portal, at participating retailers, or by mail order.

HEALTHY RECIPE: SHEET PAN FAJITAS

A Healthy, Fiber-Rich Recipe for Colon Health

Ingredients

For the Fajitas:

Boneless, skinless chicken breasts, cut into large strips
Bell peppers (red, yellow, and orange), sliced
Red or yellow onion, sliced
2-3 tablespoons olive oil or avocado oil

For the Seasoning:

1-2 tablespoons chili powder
1-2 teaspoons ground cumin
1 teaspoon garlic powder
Salt to taste

For Serving:

Warm tortillas
Lime wedges
Fresh cilantro, chopped
Sour cream or plain Greek yogurt
Avocado, sliced
Pico de gallo (optional)

Instructions

- Preheat your oven to 400°F (200°C).
- Prepare the chicken by cutting into large strips. Pat dry with paper towel.
- Coat a large-rimmed baking sheet with cooking spray.
- Mix oil, chili powder, cumin, garlic powder, and salt in a large bowl.
- Add the chicken to the bowl and stir well to coat with the seasoning.
- Add sliced bell peppers and onion to the bowl and stir to combine.
- Transfer everything to the baking sheet, spreading in an even layer.
- Roast on the middle rack for 15 minutes.
- Broil on high for 5 more minutes, until chicken is cooked and vegetables are browning.
- Serve in warmed tortillas with desired toppings.

Health Benefits

This colorful dish provides nearly 6 grams of fiber and is packed with essential vitamins.

Bell peppers, the star ingredient, are:

- **Low** in calories
- **Rich** in vitamins C, K, E, and A
- **Good source** of folate and potassium
- **High** in fiber



SPRING WORD SEARCH

Find these 15 spring-related words:

BLOSSOM

BREEZE

BUTTERFLY

CHICK

DAFFODIL

FLOWERS

GARDEN

GROWTH

NEST

RAINBOW

RAINDROPS

RENEWAL

SEEDLING

SUNSHINE

TULIP

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

Words can be found horizontally, vertically, and diagonally (forward only, no backwards words).

CELEBRATION & AWARENESS DAYS

April is National Health Awareness Month

April 7th – World Health Day

Join the global movement for universal health coverage and equal access to quality healthcare for everyone!

April 7–13th – National Public Health Week

Celebrating the dedication of our public health professionals who work tirelessly for community wellbeing!

April 22nd – Earth Day

Take action today to protect our planet and create healthier environments for all living beings!



May is Mental Health Awareness Month



May 6–12th – National Nurses Week

Show appreciation for the nurses who provide compassionate care and support when we need it most!

May 25th – National Senior Health & Fitness Day

Celebrate and stay active to maintain a healthy lifestyle through physical activity!

May 31st – World No Tobacco Day

Embrace healthier habits and support tobacco-free policies that protect public health!

June is Alzheimer's & Brain Awareness Month

June 1st – National Cancer Survivors Day

A celebration of life that shows the world that a meaningful and productive life after a cancer diagnosis is possible!

June 14th – World Blood Donor Day

Be a hero! Your blood donation can save up to three lives in your community!

June 21st – Alzheimer's Longest Day

Join the fight against Alzheimer's on the summer solstice by raising awareness and funds for care and research!



Helpful Contact Information

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

Dental: 1 (800) 680-4568 (TTY: 711)

Vision: 1 (866) 944-0347 (TTY: 711)

Hearing: 1 (866) 559-0158 (TTY: 711)

In-Home Support: 1 (855) 485-8835 (TTY: 711)

PERS: 1 (877) 909-4606 (TTY: 711)

Pharmacy Services: 1 (800) 891-6989 (TTY: 711)

OTC & Healthy Grocery*: 1 (800) 680-4568 (TTY: 711)

Transportation: 1 (888) 617-0350 (TTY: 711)



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Get Instant Updates! Sign up for SMS alerts at eternalHealth.com/connect

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

*The benefits mentioned are part of a special supplemental program for the chronically ill. Qualifying conditions include Cardiovascular disorders, diabetes, chronic and disabling mental health conditions, cancer, and ESRD. Having a listed condition does not guarantee coverage, as benefits are specifically for members who meet the criteria for "chronically ill enrollee" status