



Wellness Guide

CarePartners of Connecticut
HMO and PPO plans
2024

Staying Healthy in 2024

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Use your Wellness Guide to stay healthy!

From preventive health, to managing existing conditions, to maintaining your physical and mental health, your Wellness Guide shows you how to use your CarePartners of Connecticut plan to stay healthy in 2024. Refer to it throughout the year for health tips, benefit information, and details on extra discounts.



mycarepartnersct.com

Get the answers you need.

Whether you're looking for information about medical benefits, drug coverage, choosing a doctor, or finding the right form or document, get the answers you need on our website.



carepartnersct.com/members

Email us: CPCTmemberexperience@carepartnersct.com

Or call Member Services:

HMO members: **1-888-341-1507 (TTY: 711)**

PPO members: **1-866-632-0060 (TTY: 711)**



Share with a friend!

Help your friends stay healthy!

Share your copy of the Wellness Guide with a friend or loved one, or view online at carepartnersct.com/2024-wellness-guide

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How to Keep Bones Healthy



Eat calcium-rich foods

Examples include low-fat dairy items, canned salmon, and dark-green, leafy vegetables.



Get your vitamin D

The skin's ability to synthesize vitamin D declines with age. Foods that naturally contain vitamin D include fatty fish (such as trout, salmon, tuna, and mackerel) and fish liver oils. Some people who are at risk for vitamin D deficiency may benefit from a vitamin D supplement. Ask your doctor if a supplement makes sense for you.



Exercise

Keep bones and muscles strong with weight-bearing exercises such as walking, jogging, or yardwork.



Stop smoking

Smokers have an increased chance of breaking a bone.



Check your medicines

Some common medications can make bones weaker. Talk to your doctor about what you can do to help protect your bones.



Eat more fruits and vegetables

Try to eat a variety of fruits and vegetables every day.



How Your Plan Helps

Osteoporosis screening

If you are at risk of osteoporosis, you are covered for the following bone mass measurement tests every 24 months (or more frequently if necessary):

- Identifying bone mass
- Detecting bone loss
- Determining bone quality

HMO members pay \$0. CarePartners Access PPO members pay \$0 (OON: 40% coinsurance).

Use your OTC benefit

You can use your OTC benefit towards nicotine replacement items and supplements such as vitamin D, and calcium chews. To find out more information, visit carepartnersct.com/OTC or visit carepartnersct.com/order-OTC (HMO) or carepartnersct.com/mybenefitscenter (PPO) to place an order with your OTC card. You can also use your OTC card in participating stores such as CVS, Dollar General, Family Dollar, Rite Aid, Stop & Shop, Walgreens, and Walmart, and at Walmart.com.¹

For complete benefit information, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents (HMO) or carepartnersct.com/mybenefitscenter (PPO).

Care Managers can help!

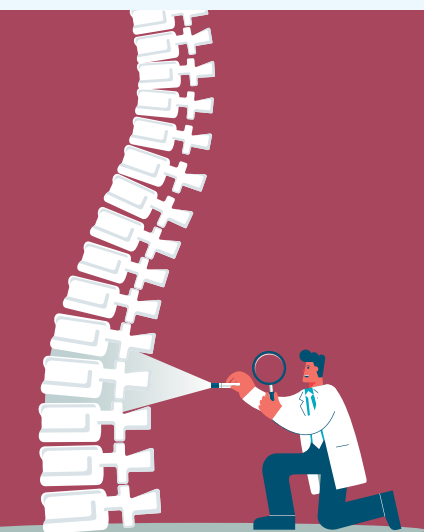
Care Managers can help you manage osteoporosis. For more information about working with a Care Manager, visit carepartnersct.com/care-manager or call Member Services.

Osteoporosis and fractures

Osteoporosis is a bone disease that occurs when the body loses too much bone, makes too little bone, or both. As a result, bones become brittle and are more prone to fracture.

The good news is osteoporosis is treatable. Besides calcium, vitamin D, and lifestyle changes, there are new medications that can reduce the chance of a fracture. It's important to see your doctor as soon as possible after having a fracture to assess the need for a bone mineral density scan or medication. If you have a fracture from osteoporosis, you are 20 times more likely to have another.

Osteoporosis generally doesn't have any symptoms until a fracture occurs. But some warning signs to discuss with your doctor include bones that break easily, height loss or stooping, and unexplained bone or joint pain.



TEAM-BASED CARE

AT YOUR DOCTOR'S OFFICE

When you schedule a doctor's appointment, you may see your physician—or you may see someone else in the office, like a nurse practitioner or physician assistant. You may feel hesitant about seeing someone else, but your doctor's office likely uses a team-based approach.

Advanced practice providers (APPs) are highly qualified medical professionals

APPs—which include nurse practitioners and physician assistants—are qualified to diagnose and manage a wide scope of common medical conditions. Nurse practitioners and physician assistants are also able to write prescriptions and can answer questions about your medications.

Working closely with your doctor

Your primary care team is just that: a team. APPs provide services under the supervision of a physician, so if your condition is complicated or requires additional review, your physician can be consulted.

Team-based care makes it easier for your doctor to spend time with patients

Some cases do require the expertise of a physician. By sharing cases with AAPs, physicians can spend more time on complex cases, applying their skills where they have the greatest impact.

Need to see a specialist? Talk to your team first

Before making an appointment with a specialist (which can take weeks or even months as a new patient), talk to your primary care team about your concerns. There are conditions that your team can manage, including diabetes, heart disease, and other common chronic conditions. Your primary care team knows your health history and, if appropriate, can refer you to a specialist.



Your Doctor,



In non-emergency situations NOT requiring immediate care

In these cases, your primary care provider (PCP) or health care provider can diagnose and treat illnesses and injuries, and answer any general questions you have about your health. Seeing your PCP or health care provider usually requires making an appointment in advance.

Your PCP or health care provider typically sees patients Monday through Friday during regular business hours. Outside of regular business hours, you can call your PCP or health care provider and the on-call physician will help you.

When you or a loved one is sick or injured, you may be unsure where to go for care.

The facility best equipped to care for your medical situation depends on the severity of your condition.

Urgent Care,



In non-emergency situations requiring immediate care

Urgent care centers provide medical care for non-life threatening illnesses and injuries that require immediate care (treatment within 24 hours). Urgent care centers typically see patients on a walk-in basis, meaning you do not need to make an appointment. They are open during and after regular business hours, on weekends, and during holidays, but not usually overnight.

Here are some conditions that urgent care centers are equipped to treat:

- Sprains and strains
- Fevers
- Sinus infections
- Ear infections
- Non-life threatening allergic reactions
- Minor cuts and burns
- Rashes
- Non-severe headaches
- Urinary tract infections (UTIs)

If you require urgent care, start by calling your PCP or health care provider. If you are unable to see your PCP or health care provider, you are covered for urgent care provided by another doctor in or outside of our network (you do not need a referral for urgent care). Many practices have a built-in urgent care capacity or affiliated urgent care clinic that has access to your medical records.

Typically, urgent care visits cost less than emergency room visits, and you can usually be seen more quickly.

Or the Emergency Room?



In emergency situations

If you believe your health is in serious danger, call 911 or go to your nearest emergency room. Emergency rooms treat serious illness and injuries, including:

- Heart attack/chest pain
- Trouble breathing
- Stroke or sudden paralysis
- Loss of consciousness
- Uncontrolled bleeding
- Broken bones
- Large wounds
- Head injuries
- Severe burns
- Poisoning
- Seizures
- Mental health emergencies
- Car accident injuries

You do not need to get approval or a referral from your PCP or health care provider if you have a medical emergency. You are covered anywhere in the world for emergency or urgent care.

How Your Plan Helps

You are covered anywhere in the world for emergency or urgent care.

You can be outside our service area for up to six consecutive months and still be covered for emergency or urgent care.

The following Connecticut counties make up our service area:

Hartford, Litchfield, Middlesex, New Haven, New London, Tolland, and Windham.

Our plan cannot cover a prescription drug purchased outside of the United States and its territories.

If you receive emergency or urgent care outside our service area, you may need to pay out of pocket. Simply save your receipts and call Member Services for reimbursement details.²



What to Ask Your Doctor

at your next checkup

Seeing your doctor each year for a physical exam makes it easier to spot problems earlier, maintain a healthy lifestyle, and ensure your medications are up to date. In addition to any concerns you have, make sure to discuss these 4 topics that are especially relevant as you age.

1 **Ask about physical activity**

Ask your doctor if you need to increase your activity. If so, ask which types of activities are safe for you.

2 **Discuss any bladder control problems**

Bladder control issues are common for both men and women, but most are treatable.

3 **Tell your doctor about any falls**

If you have fallen since your last appointment, make sure to tell your doctor. You may need to adjust your medication or do simple exercises to prevent future falls.

4 **Review your medications**

Bring your medications or a list of your medications to your appointment so your doctor can make sure your prescriptions are safe, current, and still necessary.

Be prepared!

Bring your Doctor Visit Book to your next appointment to remember your questions and review your medications.

Your 2 \$0 annual checkups

CarePartners of Connecticut makes it easy to see your doctor each year by covering you for both a physical exam and an Annual Wellness Visit. These checkups cover different aspects of your health but are equally important. Having both each year is recommended, and they can be done at the same visit. Just ask to schedule them together when you make your appointment.

1



Annual Wellness Visit

At an Annual Wellness Visit (AWV), your primary care provider (PCP) or health care provider and staff will review your health status in depth and spend time learning about your lifestyle, daily activities, nutrition, and any stress you may have.

2



Annual Physical

At an annual physical, your PCP or health care provider will do a thorough check of your physical health including checking your vital signs, examining your head, neck, and lungs, and reviewing all of your medications.

The advantage of a primary care provider

A primary care provider (PCP) is a doctor, nurse practitioner, clinical nurse specialist, or physician assistant who provides, coordinates, and helps you access a range of health care services. Having your annual physical and Annual Wellness Visit with a PCP is good for your health! A PCP uses these checkups to assess your overall health, review preventive screenings, make recommendations, and help you stay healthy. Plus, a PCP can help you avoid unnecessary expenses such as duplicate tests and can develop a personalized plan to support your needs and goals.



How Your Plan Helps

Annual physical

HMO members pay \$0 for a physical exam with their PCP or health care provider once every calendar year. CarePartners Access PPO members pay \$0 (OON: 40% coinsurance) for a physical exam once every calendar year.³

Annual Wellness Visit

HMO members pay \$0 for an Annual Wellness Visit with their PCP or health care provider once every calendar year. CarePartners Access PPO members pay \$0 (OON: 40% coinsurance) for an Annual Wellness Visit once every calendar year.³

Use your Doctor Visit Book

Your Doctor Visit Book makes it easy to list all your questions for your PCP or health care provider, list your medications, and write down any important information discussed at your visit. Make sure to take it with you to your next appointment!

For complete details, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents.

HOW TO PREVENT FALLS AT HOME

Falls present a serious health risk to older adults. According to the Centers for Disease Control and Prevention, falling is the leading cause of both fatal and nonfatal injuries among older adults. The good news is there are simple ways you can prevent most falls—especially in your home.

Your home is a common source of falls due to hazards that are often overlooked, but easy to fix. Use the list on this page to help reduce your risk for falls at home. Visit the National Institute on Aging (NIA) for further resources related to falls and falls prevention: nia.nih.gov/health/topics/falls-and-falls-prevention.

Floors



- Make sure you have a clear path and don't have to walk around furniture when walking through a room
- Use heavy-duty, double-sided tape to prevent throw rugs from moving
- Keep objects like papers, books, pillows, and boxes off the floor
- Tape cords and wires next to the wall so you can't trip over them

Bathrooms

- Put a non-slip rubber mat on the floor of the tub or shower
- Install grab bars inside the tub and next to the toilet
- Use a night light



Kitchen

- Move items you use often to lower shelves
- Use a step stool that has a bar to hold on to



Bedrooms

- Place a lamp close to the bed where it's easy to reach

Stairs and Steps

- Keep stairs and steps free of objects and clutter
- Fix any uneven or loose steps
- Make sure there is a light over the stairway
- Make sure any carpet on the stairs is firmly attached to every step
- Use the hand rail when using the stairs



3 Ways to Prevent Falls

1

Talk to your doctor

If you fall, talk to your doctor right away, even if you aren't hurt. Some medications can make you dizzy and cause you to fall. Adjusting a medication or doing some basic exercises may help to prevent future falls.

2

Keep moving

Staying active helps improve your strength and balance, and reduces your risk of falling. Examples of helpful exercises include stretching to improve balance, yoga to increase flexibility, and walking, climbing stairs, or cycling to improve lower body strength. Tai chi is an especially good activity for improving balance.

3

Have your eyes checked

Poor vision or conditions like glaucoma and cataracts can increase your chances of falling. Have your eyes checked annually and update your eyeglasses if necessary.



What to Do if You Fall

Get immediate medical attention

Even if you do not have an obvious injury, if you have any loss of consciousness or any sign of confusion after falling, seek immediate medical attention.

Notify your primary care physician (PCP) or health care provider

Even if you have no injury, make an appointment with your PCP or health care provider. Your fall could be related to a medical problem, and a falls evaluation will be needed to find the cause and help prevent another fall.


How Your Plan Helps

In-home safety assessment

If your doctor or Care Manager recommends it, you may be eligible for an in-home safety assessment to evaluate your risk of falling.⁴ HMO members pay \$0. CarePartners Access PPO members pay \$0 (OON: 40% coinsurance).

Up to \$175 for fitness classes (CareAdvantage Preferred HMO plan members only)

Activities such as tai chi are especially good at helping you improve your strength to reduce your risk of falling. CarePartners of Connecticut CareAdvantage Preferred HMO plan members can get reimbursed up to \$175⁵ for fitness classes such as tai chi.

 CareAdvantage Preferred HMO members—you can now use your Wellness Allowance benefit for pool-based classes and pool facilities.

Have your eyes checked

Poor vision can increase your chances of falling. Your plan covers you for a routine eye exam once every calendar year. HMO members pay \$15. CarePartners Access PPO members pay \$0 (OON: \$65).

You're covered for equipment that can help prevent falls

If you have fallen recently or are concerned about falling, your doctor may prescribe certain durable medical equipment, such

as wheelchairs, walkers, crutches, or bathroom grab bars to help prevent falls. HMO members pay 20% coinsurance. CarePartners Access PPO members pay 20% coinsurance (OON: 50% coinsurance).

Get \$150 for eyewear

Good vision is an important part of preventing falls. Get up to \$150 toward the full retail price (not sale price) for eyeglasses (lenses, frames, or a combination) and/or contact lenses from a provider in the EyeMed Vision Care network, or up to \$90 from a store not in the EyeMed network. (CarePartners Access PPO members do not have an EyeMed participating provider requirement). For details, go to carepartnersct.com/vision.

Use your OTC benefit

You can use your OTC benefit towards fall prevention items such as grab bars and safety benches. To find out more info, visit carepartnersct.com/OTC or visit carepartnersct.com/order-otc (HMO) or carepartnersct.com/mybenefitscenter (PPO) to place an order with your OTC card. You can also use your OTC card in participating stores such as CVS, Dollar General, Family Dollar, Rite Aid, Stop & Shop, Walgreens, and Walmart, and at [Walmart.com](https://www.walmart.com).¹ For complete benefit details, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents.

Screenings can save your life



Preventive health screenings check for illness or disease before you have signs or feel sick. It's important to continue to practice preventive care. Talk to your primary care provider (PCP) or health care provider if you have questions or concerns about when to seek treatment. By getting the screenings you need, your doctor is more likely to find diseases earlier when they are easier to treat. This chart lists what your plan covers. It is not a recommendation for how often to have a screening. Please talk to your doctor about what screenings are right for you.

Screening	Description	Coverage	Copay (HMO)	Copay (PPO In-Network)	Copay/Coinsurance (PPO Out-of-Network)
Physical exam	A checkup given by your doctor to help you stay healthy and identify any health issues before they become serious.	Once every calendar year.	\$0 ³	\$0 ³	40% coinsurance
Wellness Visit	A checkup given by your doctor to review your health status, lifestyle, daily activities, nutrition, and any stress you may have.	Once every calendar year.	\$0 ³	\$0 ³	40% coinsurance
Cancer Screenings					
Breast cancer	A breast exam and mammogram (type of X-ray) to check for signs of breast cancer.	One mammogram every 12 months—clinical breast exam once every 24 months.	\$0	\$0	40% coinsurance
Cervical cancer	Pap test and pelvic exam to check for cervical, vaginal, and ovarian cancers.	Once every 24 months, or every 12 months if at high risk.	\$0	\$0	40% coinsurance
Colorectal cancer	Tests to find colorectal cancer early and determine, based on risk, what treatment may work best.	Colonoscopy screening once every 24 months if at high risk, once every 10 years if not at high risk.	\$0	\$0	40% coinsurance
Prostate cancer	Prostate screening by digital rectal exam and Prostate Specific Antigen (PSA) test.	Once every 12 months.	\$0	\$0	40% coinsurance

Screening	Description	Coverage	Copay (HMO)	Copay (PPO In-Network)	Copay/ Coinsurance (PPO Out-of-Network)
Immunizations					
Flu shot	A shot to help prevent the flu (you need a flu shot for the current virus each year).	Once per flu season (fall or winter).	\$0	\$0	\$0
Hepatitis B	A shot to prevent Hepatitis B.	As medically necessary.	\$0	\$0	\$0
Pneumonia	A shot to prevent pneumonia.	As medically necessary.	\$0	\$0	\$0
COVID-19	A shot to prevent COVID-19.	As medically necessary per CDC guidelines.	\$0	\$0	\$0
Sensory Screenings					
Glaucoma	Test to find glaucoma, a condition that causes gradual loss of sight without warning and often without symptoms.	Once every calendar year if you are at high risk for glaucoma.	\$0	\$0	\$65
Routine hearing exam	Test to determine hearing ability.	Once every calendar year.	\$0	\$0	\$65
Routine vision exam	Test to determine sight.	Once every calendar year.	\$15	\$0	\$65
Other Screenings					
Abdominal aortic aneurysms	Ultrasound exam.	Once per lifetime if at risk.	\$0	\$0	40% coinsurance
Cardiovascular disease testing	Blood tests for the detection of cardiovascular disease.	Once every 5 years.	\$0	\$0	40% coinsurance
Depression	Test to determine risk of depression.	Once every calendar year.	\$0	\$0	40% coinsurance
Diabetes	Blood tests to see if you are at risk for diabetes.	Based on test results, up to 2 screenings every 12 months.	\$0	\$0	40% coinsurance
HIV	Test to check for human immunodeficiency virus (HIV).	Once every 12 months.	\$0	\$0	40% coinsurance
Osteoporosis	Bone mass measurement tests (such as a DEXA scan) to see if you are at risk for broken bones.	If at risk, once every 24 months or more often if medically necessary.	\$0	\$0	40% coinsurance
STIs	Test to check for sexually transmitted infections (STIs).	Once every 12 months, or more often if medically necessary.	\$0	\$0	40% coinsurance

For complete benefit details, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents.

Take charge of your health

with your electronic medical record

An electronic medical record (EMR) is a digitalized medical chart, maintained by your doctor to track your health history. Many providers offer access to your EMR through an online portal, which you can log into using an internet-connected computer or smart device.

Though EMRs vary by provider, most EMRs allow you to access basic services without having to call or visit the office. Here are some typical uses of your EMR.



Manage your appointments

You can schedule, change, and cancel appointments. Many EMRs also allow you to complete your check-in paperwork and even pay your copay ahead of time.



View test results

After an appointment, you can log into your EMR to view your doctor's notes and review results from any tests you received.



Ask non-urgent questions

If you have a question for your doctor that does not require an immediate response (i.e., a non-emergency situation), you can ask it through your EMR. This is a great way to get information you need between appointments.



Renew a prescription

Running out of a medication? You can submit a request to have the prescription renewed right through your EMR.



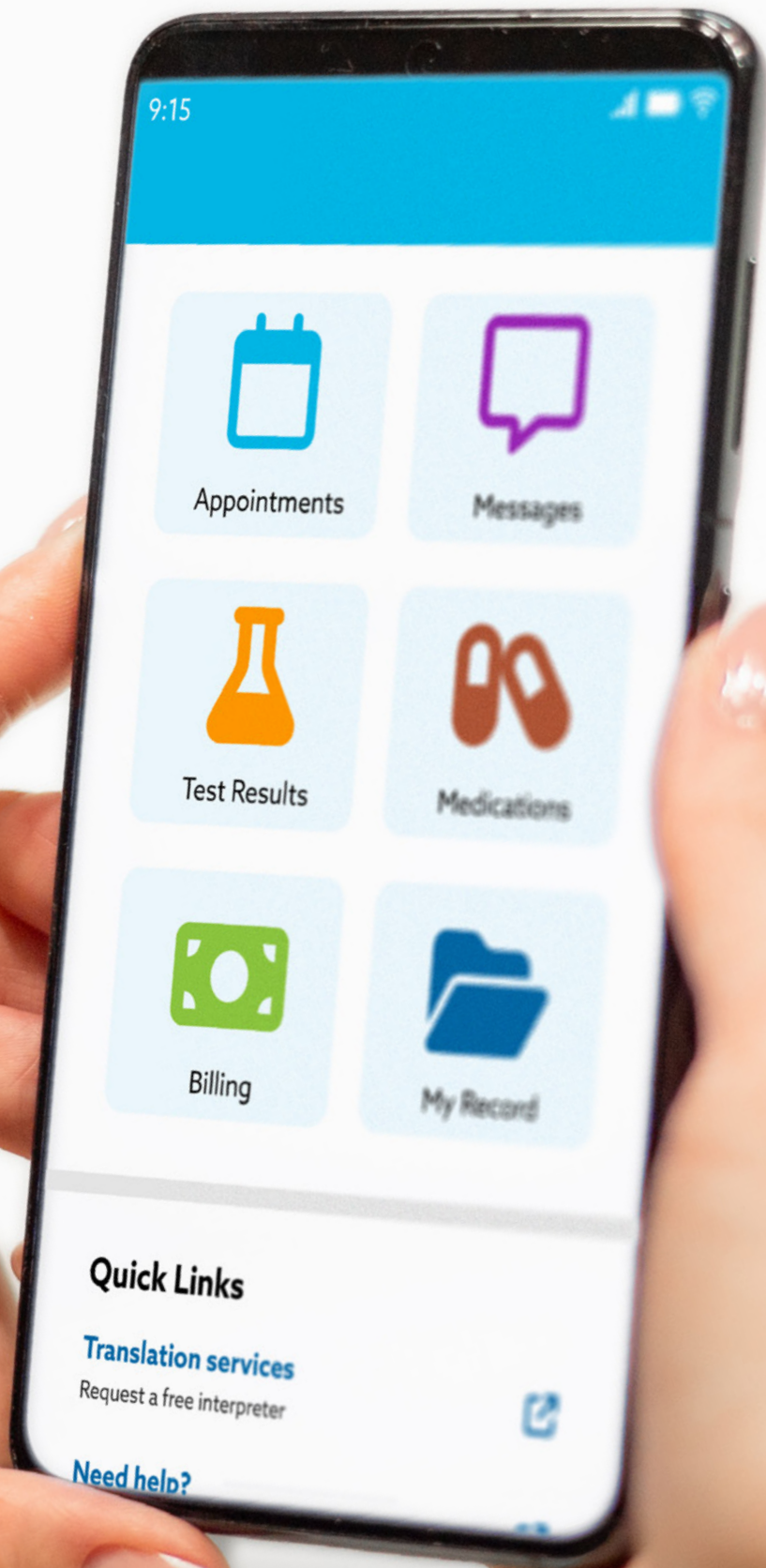
Request an estimate

In addition to paying your bills, you can also use your EMR to get an estimate for the cost of a service or procedure.



Access additional support

Providers often provide links to educational resources that can help you better understand your care and look after your health.





How much physical activity do you need?

It's never too late to start or continue to improve your physical activity level.

Staying physically active is one of the best ways to stay healthy. Regardless of your health and physical ability, you can benefit from staying active. In most cases, you have more to lose by not doing anything.

Staying active can help you:

- Improve your strength so you can stay independent
- Increase your energy level
- Improve your balance to help prevent falls
- Prevent or delay some diseases like heart disease, diabetes, breast and colon cancer, and osteoporosis
- Perk up your mood and reduce depression

What counts as exercise?

“Exercise” can mean many different activities depending on your age and ability, such as walking, cycling, working around the house, gardening, climbing stairs, getting in and out of a chair without assistance, lifting weights, and stretching to help maintain flexibility.

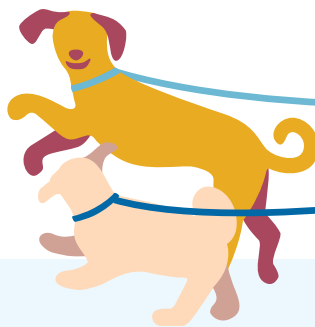


What is the right amount of exercise?

Generally, 30 minutes of physical activity a day is recommended, but it's a good idea to talk to your doctor before starting a physical activity program. Your doctor can recommend activities that are appropriate for you. If you are already active, review your program with your doctor to find out if you need to increase or decrease your level of activity.

Choose the activity that's right for you

The most important thing is to be active regardless of the activity. But it's important to match your activity to your needs and abilities. Whether that is walking regularly, swimming, or stretching while seated. The secret is to find an activity you enjoy doing, include it in your routine, and increase your level of activity over time.



Walking works

Walking may not be the first thing that comes to mind when it comes to exercise, but it has many benefits:

- Strengthens muscles
- Helps prevent weight gain
- Lowers risks of heart disease, stroke, diabetes, and osteoporosis
- Improves balance
- Lowers the likelihood of falling



How Your Plan Helps

Stay fit with SilverSneakers®!

Your plan includes a SilverSneakers fitness membership at no additional cost! SilverSneakers can help you improve your health and independence by providing you access to online workout classes and workshops, and thousands of gym locations. Whether you want to work out from home with an online class, play tennis, swim laps, do yoga, or lift weights, SilverSneakers has you covered. For details, visit [SilverSneakers.com](https://www.silversneakers.com), or call SilverSneakers at **1-866-584-7389 (TTY: 711)**.

Get up to \$175 to join a gym or fitness class! (CareAdvantage Preferred HMO plan members only)

CarePartners of Connecticut CareAdvantage Preferred HMO plan members can get up to \$175⁵ each year for fees you pay for membership in a qualified health club, fitness class (such as yoga, Pilates, tai chi, or aerobics), wellness programs, and many more! Many locations now offer online classes and workouts. For details, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents.

New for 2024—CareAdvantage Preferred HMO members—you can use your Wellness Allowance benefit for pool-based classes and pool facilities.


Practice yoga at home!

Access live, online yoga and meditation classes led by an instructor from the comfort and privacy of your own home. Sign up for Ompractice for \$129.00 for an annual subscription (40% off the monthly rate). For details, visit ompractice.com/carepartnersct. Restrictions may apply. For complete details on Extra discounts, go to carepartnersct.com/extras.

Use your OTC benefit

You can use your OTC benefit towards resistance bands. To find out more info, visit carepartnersct.com/OTC or visit carepartnersct.com/order-otc (HMO) or carepartnersct.com/mybenefitscenter (PPO) to place an order with your OTC card. You can also use your OTC card in participating stores such as CVS, Dollar General, Family Dollar, Rite Aid, Stop & Shop, Walgreens, and Walmart, and at [Walmart.com](https://www.walmart.com).¹

For complete details, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents.



Even if you don't feel lonely, it's important to stay connected

Social relationships are important to your overall health

Friendships offer numerous mental health benefits, such as increased feelings of belonging, purpose, happiness, and confidence. Consider getting in touch with a friend or family member you haven't spoken to in a while or reach out to someone you'd like to get to know.

Make the call

Sometimes a phone call is all it takes to make you or someone you care about feel more connected. Make an effort to call friends and family members regularly. Once you make the initial outreach, you may be pleasantly surprised when they return the favor and unexpectedly brighten your day.

Visit virtually

Try having a virtual dinner with someone, watching a TV show together virtually, or starting a book

club or other social group that meets regularly over video to discuss common interests. Facial cues and body language are important when connecting with others.

Keep your spirits up

In addition to communicating regularly, there are steps you can take to help improve your mood such as developing a routine to help your days feel organized and productive, getting fresh air and sunlight each day (30 minutes of daily physical activity can make a big difference), maintaining sobriety (alcohol is a depressant), and getting 7-9 hours of sleep each night.

Signs to watch for

Periods of sadness or hopelessness that last for a long time may be signs of depression. Depression can lead to or worsen existing health or emotional difficulties. It can also cause people to withdraw from important sources of emotional support, like friends and family. As with many illnesses, getting an evaluation and treatment as early as possible is important. Talking to your doctor can help put you on the road to recovery. It's important to remember that depression isn't an inevitable part of getting older.

11 Signs to Watch for

1. Feeling irritable or angry
2. Tiredness or lack of energy
3. Loss of interest in everyday activities
4. Avoiding social activities
5. Rarely feeling calm or peaceful
6. Feeling worse emotionally than you did a year ago
7. Increased use of substances to feel better or numb emotions
8. Sleep disturbance (problems falling asleep, getting out of bed, or waking up too early)
9. Problems concentrating
10. Poor appetite
11. Suicidal thoughts

How Your Plan Helps

Depression screening

You are covered for one screening for depression once every calendar year. A screening generally consists of your PCP or health care provider asking questions about your mood and lifestyle. HMO members pay \$0. CarePartners Access PPO members pay \$0 (OON: 40% coinsurance).

Talk to a Care Manager

If you have questions about changes in your mood or are caring for someone who may have symptoms of depression, you can speak with a CarePartners of Connecticut Care Manager who can help you:

- Develop an understanding of a depression diagnosis
- Learn strategies for symptom management
- Identify new ways to manage the stress of aging
- Learn how to navigate the health care system when you need behavioral health services

To speak to a Care Manager, call Member Services.

Stay fit with SilverSneakers®!

Your plan includes a SilverSneakers fitness membership at no additional cost! SilverSneakers can help you improve your health and independence by providing you access to online workout classes and workshops, and thousands of gym locations. Whether you want to work out from home with an online class, play tennis, swim laps, do yoga, or lift weights, SilverSneakers has you covered. For details, visit [SilverSneakers.com](https://www.silversneakers.com), or call SilverSneakers at **1-866-584-7389 (TTY: 711)**.

For complete coverage details, see your Evidence of Coverage (EOC) booklet at [carepartnersct.com/documents](https://www.carepartnersct.com/documents).

Take advantage of AbleTo

AbleTo provides access to virtual mental health programs that can help you manage depression, stress, anxiety, and more. AbleTo now offers Self Care, a digital program to help improve everyday well-being. Self Care is offered at no additional charge and can be easily accessed using your member identification number. To get started, visit [AbleTo.com/cpct](https://www.ableto.com/cpct) or call **1-833-522-5386** (representatives are available 9 a.m.–8 p.m.).

Note: AbleTo is covered through your outpatient mental health benefits and outpatient mental health copays will apply to each weekly therapy session.

Alzheimer's Disease

Alzheimer's disease affects the parts of the brain involved in memory, problem-solving, judgment, language, and behavior. Over time, people with Alzheimer's lose the ability to carry out simple tasks of daily living such as eating, dressing, or bathing.

Prevention

Currently there is no cure for Alzheimer's, but treatment and medication closely monitored by a physician can slow the progression and help manage symptoms in some people. Maintaining a regular routine, eating healthy, getting physical and mental exercise, and participating in social activities have also been found to help.

Talking to your doctor

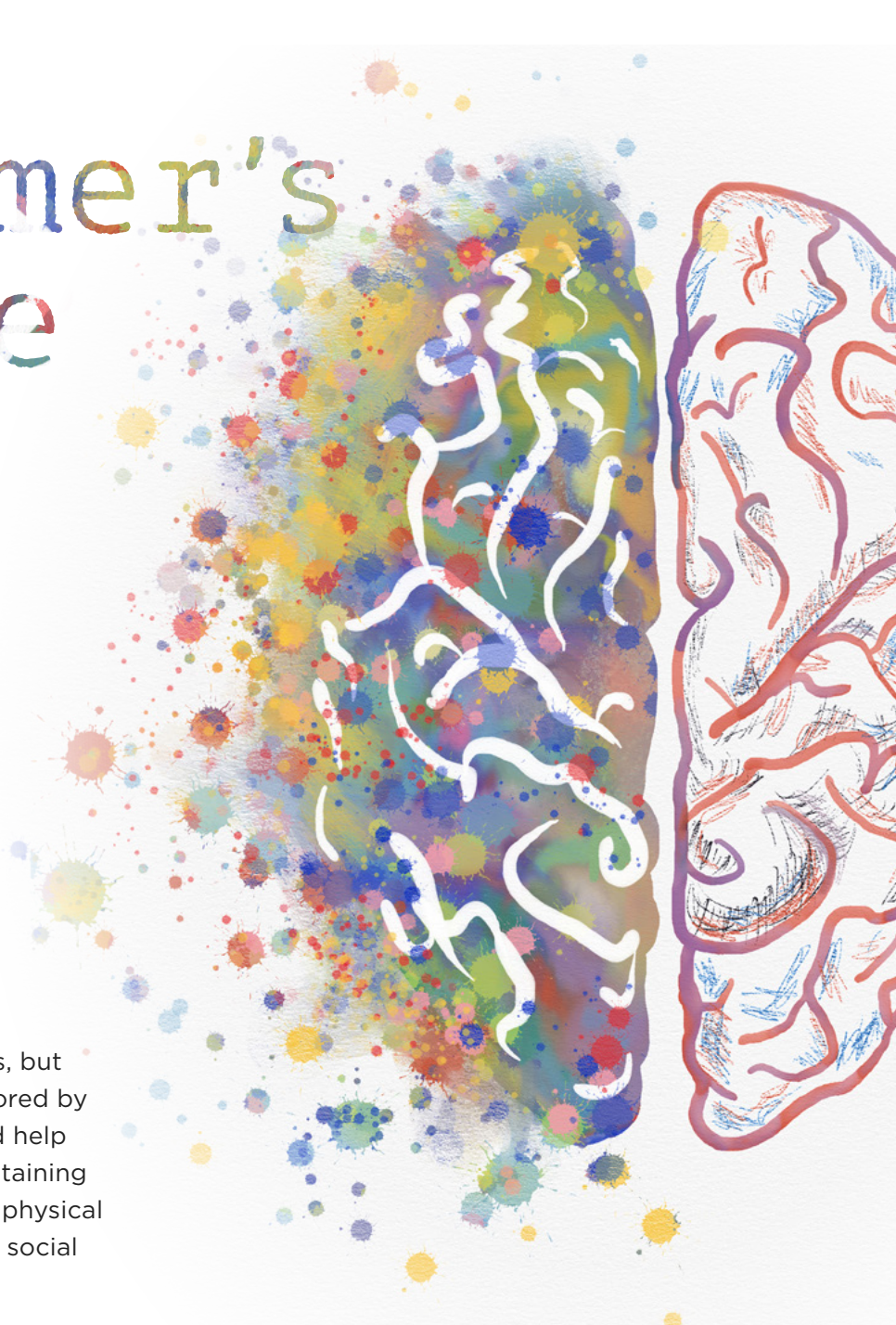
While it's common to experience some changes in memory as you age, if you or a loved one are experiencing changes in memory, thinking, or behavior that seem concerning or disrupt daily life, speak with your doctor as soon as possible. Treatments may be more effective if Alzheimer's is diagnosed at an early stage.

When talking with your doctor about changes in memory, list any symptoms and how often they occur, list all medications you are taking, including

those sold over the counter, and it may be helpful to have a family member or friend with you who can help provide any needed information.

For more information

For more information about diagnosis, treatment, caring for someone with dementia, or any other questions related to memory loss, call the Alzheimer's Association 24/7 Helpline at **1-800-272-3900**, or visit [alz.org/ct](https://www.alz.org/ct).



When it comes to memory, what is a concern?

As you age, it is normal to experience some memory loss. Occasionally forgetting a name or where you put your car keys is part of getting older, but some changes may signal something more serious.

Normal signs of aging

Sometimes forgetting names but remembering them later



Memory loss that disrupts daily life

Making occasional errors when balancing a checkbook



Challenges in planning, solving problems, keeping track of bills, or trouble with numbers

Occasionally needing help to perform everyday tasks



Difficulty completing familiar tasks such as bathing, shaving, or cooking dinner

Getting confused about the day of the week but figuring it out later



Confusion with time or place

Vision changes related to cataracts



Trouble understanding visual images and spatial relationships leading to difficulty with driving

Sometimes having trouble finding the right word



New language problems such as remembering basic words, asking the same questions, and repeating stories

Occasionally misplacing things like a pair of glasses



Misplacing things and losing the ability to retrace steps

Making a bad decision once in a while



Decreased or poor judgment, such as giving away large amounts of money or paying less attention to bathing and dressing

Sometimes feeling wary of social obligations



Withdrawal from social activities

Becoming irritable when a routine is disrupted



Changes in mood or personality, such as sudden mood swings, outbursts of anger or crying

Signs to talk to your doctor about



How Your Plan Helps

Talk to a Dementia Care Consultant

If you have questions about your own memory or are caring for someone with memory loss, speak directly with a CarePartners of Connecticut Dementia Care Consultant. This program can help you:

- Navigate the health care system when you have a concern about your own or a loved one's memory
- Develop an understanding of a dementia diagnosis
- Learn strategies for symptom management and communication
- Plan for future needs
- Identify new ways to manage the stress of caregiving
- Maximize the safety and independence of a loved one, including concerns about driving and wandering
- Make decisions about introducing or changing care
- Discuss safety issues
- Connect you with support in your community
- Help with issues related to guardianship and health care proxy

For more information, or to speak to a Dementia Care Consultant, call **1-857-304-8187 (TTY: 711)**.

DIABETES

Know your risk.

Diabetes is diagnosed when your blood glucose or “blood sugar” is too high. With diabetes, your body doesn’t make enough insulin, or the insulin doesn’t work correctly, causing high sugar levels in your blood.

Uncontrolled diabetes can lead to heart disease, kidney problems, stroke, blindness, nerve damage, and circulation problems with infections of the feet. The good news is that diabetes may be preventable or delayed with lifestyle changes.

Symptoms

Symptoms of diabetes include excessive thirst and urination, blurred vision, fatigue, loss of feeling or tingling of the feet, unusual weight loss, or skin infections. Often there are no symptoms of early diabetes. Your doctor may recommend blood tests to determine if you are at risk. Risk factors include being overweight, inactivity, and having family history of diabetes.

Prevention

A healthy lifestyle can help prevent or delay diabetes such as losing weight, eating healthy foods, managing stress, and maintaining an active lifestyle that includes physical activity for at least 30 minutes, 5 days a week.

Treatment

Early diagnosis and treatment to help lower sugars can prevent serious health problems later on. Your doctor can determine how well your sugar is controlled by doing an A1-C blood test at least twice a year.

Someone without diabetes will generally have an A1-C under 6. Your doctor will give you a goal that indicates good control of sugars, usually less than 8 or 8.5, but this may be higher for some individuals. In addition, the same lifestyle changes for preventing diabetes are also recommended to help manage diabetes.



Testing for health risks connected to diabetes

Your doctor may request certain tests that screen for health problems related to diabetes such as:

- **Testing for kidney disease**—Urine and blood tests may be recommended at least once a year to check for early signs of kidney disease.
- **Checking cholesterol levels**—The combination of high cholesterol and diabetes increases the risk for heart disease, stroke, and circulation problems. Even with “good” cholesterol levels, your doctor may recommend taking statins to decrease your risk of circulation problems.
- **Regular eye exams**—You may have no warning signs that changes related to diabetes are occurring. The back of your eye (retina) should be checked for early signs of circulation problems that can lead to blindness. Early detection can help prevent loss of vision.

How Your Plan Helps

Diabetes screening

If you have certain risk factors, you are covered for a diabetes screening. Based on the screening results, you may be eligible for up to two diabetes screenings every 12 months. HMO members pay \$0. CarePartners Access PPO members pay \$0 (OON: 40% coinsurance).

Diabetes supplies

If you have diabetes, you are covered for blood glucose test strips,⁶ blood glucose monitors,⁶ lancet devices and lancets, and therapeutic custom-molded shoes (including inserts provided with such shoes). HMO members pay \$0 for OneTouch products manufactured by LifeScan, Inc. CarePartners Access PPO members pay \$0 for OneTouch products, \$0 for Continuous Glucose Monitors, and 20% coinsurance for non-OneTouch products (OON: \$0 for OneTouch products, \$0 for Continuous Glucose Monitors, and 50% coinsurance for non-OneTouch products).

Diabetes prevention program

The Medicare Diabetes Prevention Program provides education on living a healthy lifestyle in order to prevent the progression of diabetes. HMO members pay \$0. CarePartners Access PPO members pay \$0 (OON: 40% coinsurance).

Routine eye exams

Regular eye exams can help prevent loss of vision due to diabetes. Your plan covers you for a routine eye exam once every calendar year. HMO members pay \$15. CarePartners Access PPO members pay \$0 (OON: \$65).

Use your OTC benefit

You can use your OTC benefit towards diabetes supplies such as diabetes socks, glucose tablets, and sharps containers. To find out more info, visit carepartnersct.com/OTC or visit carepartnersct.com/order-otc (HMO) or carepartnersct.com/mybenefitscenter (PPO) to place an order with your OTC card. You can also use your OTC card in participating stores such as CVS, Dollar General, Family Dollar, Rite Aid, Stop & Shop, Walgreens, and Walmart, and at Walmart.com.¹

For complete details, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents.

What to know about



Experiencing bladder control issues or “urinary incontinence” is common with age but isn’t an inevitable consequence of aging. Urinary incontinence can often be cured or controlled.

If you are having difficulty controlling your bladder, the first step is to talk to your doctor. Urinary incontinence can negatively impact your life if it causes you to limit activities or social interactions. It can also increase the risk of falls if you need to rush to the toilet regularly.

In addition to talking to your doctor, these steps can help:

- Maintain a healthy weight
- Practice pelvic floor exercises (squeezing then relaxing your pelvic muscles)
- Avoid bladder irritants, such as caffeine, alcohol, and acidic foods
- Eat more fiber, which can prevent constipation, a cause of urinary incontinence
- Don’t smoke, or seek help to quit if you’re a smoker

Annual physical

Your annual physical is the perfect time to discuss any concerns you have about bladder control with your PCP or health care provider. HMO members pay \$0 for a physical exam with your PCP or health care provider once every calendar year.³ CarePartners Access PPO members pay \$0 (OON: 40% coinsurance) for a physical exam once every calendar year.³

Use your OTC benefit

You can use your OTC benefit towards incontinence supplies. To find out more info, visit carepartnersct.com/OTC or visit carepartnersct.com/order-otc (HMO) or carepartnersct.com/mybenefitscenter (PPO) to place an order with your OTC card. You can also use your OTC card in participating stores such as CVS, Dollar General, Family Dollar, Rite Aid, Stop & Shop, Walgreens, and Walmart, and at Walmart.com.¹

For complete details, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents.

Visit the National Institute on Aging (NIA) for further resources related to urinary incontinence: nia.nih.gov/health/bladder-health-and-incontinence/urinary-incontinence-older-adults.

Protecting against high blood pressure



If left undetected or uncontrolled, high blood pressure can damage your heart and put you at risk for stroke, kidney disease, vision loss, and heart disease. Have your blood pressure checked at least once a year by your doctor.

Prevention

Talk to your doctor about making lifestyle changes to address your risk factors. Eating a low-salt diet, exercising for 30 minutes each day, not smoking, and limiting alcohol can all make a difference.

How statins help

Having too much cholesterol in your blood can increase your risk for heart disease and increase your chances of having a heart attack due to plaque buildup in your arteries. Medications called statins are often prescribed to help regulate cholesterol levels. Statins help lower low-density lipoproteins, also known as LDL or “bad cholesterol.” By lowering cholesterol levels, statins help decrease your risk of stroke, heart attack, and other cardiovascular diseases. These drugs may also help stabilize the plaques on blood vessel walls.

Although most people tolerate statins, occasionally a small number of people may experience mild side effects such as nausea, and aches and pains in muscles and joints. Such side effects often go away once your body adjusts to the medication. If your doctor has prescribed statins for you, make sure to follow the instructions for when and how to take them. If you have any questions or experience side effects, call your doctor.

Blood Pressure category	Systolic (top number)	Diastolic (bottom number)
Normal	Less than 120, and	Less than 80
Elevated	120–129, and	Less than 80
High Blood Pressure (Hypertension) Stage 1	130–139, or	80–89
High Blood Pressure (Hypertension) Stage 2	140 or higher, or	90 or higher
Hypertensive Crisis (consult your doctor immediately)	Higher than 180, and/or	Higher than 120



How Your Plan Helps

Leading a healthy lifestyle can help you control high blood pressure.

Stay fit with SilverSneakers®!

Your plan includes a SilverSneakers fitness membership at no additional cost! Whether you want to work out from home with an online class, play tennis, swim laps, do yoga, or lift weights, SilverSneakers has you covered. For details, visit [SilverSneakers.com](https://www.silversneakers.com), or call SilverSneakers at **1-866-584-7389 (TTY: 711)**.

Get \$150 for joining a weight management program! (HMO plan members only)

Use your Weight Management benefit to get \$150⁷ for programs such as Weight Watchers® and/or hospital-based weight loss programs. For complete details, see your Evidence of Coverage (EOC) booklet at carepartnersct.com/documents.

Medication Tips for Better Health

According to the Centers for Disease Control and Prevention, medication taken incorrectly causes 125,000 preventable deaths per year in this country. It's important to follow your doctor's instructions for taking your medications correctly.

1 Ask questions

Make sure you know what a new medication is for, how to take it (time of day, with or without food), and how to store it properly.

2 Make a list

List all your medications—including over-the-counter medications—and give a copy to your doctor to help avoid harmful drug interactions. For an easy way to list your medications, use the Doctor Visit Book on page 8.

3 Use a calendar

Create a calendar (or reminder on your smartphone) to help remember when to take your medications and when they need to be refilled. Mark the calendar if you miss a dose and bring the calendar with you to your doctor appointment.

4 Stay organized

Weekly pill organizers help you keep track of your medications—especially if you have multiple prescriptions. Your pharmacy may be able to provide dosage packaging (for example, morning medications in 1 packet, evening medications in another for each day) to make it easier to take medications as prescribed.

5 Make fewer trips to the pharmacy

Many pharmacies offer medication synchronization services that put your prescriptions on the same refill schedule. If possible, fill your prescription medications for a 90-day supply to limit the amount of visits to the pharmacy. A prescription for a 90-day supply would mean visiting the pharmacy only 4 times a year. Ask your pharmacist about synchronizing your prescriptions and transitioning to a 90-day supply of medication.

How Your Plan Helps

Use your OTC benefit

You can use your OTC benefit towards pill organizers. To find out more info, visit carepartnersct.com/OTC or visit carepartnersct.com/order-otc (HMO) or carepartnersct.com/mybenefitscenter (PPO) to place an order with your OTC card. You can also use your OTC card in participating stores such as CVS, Dollar General, Family Dollar, Rite Aid, Stop & Shop, Walgreens, and Walmart, and at Walmart.com.¹

Use mail order to save up to \$400!

Avoid going to the pharmacy and have prescriptions you take regularly delivered to your door. With OptumRx Home Delivery Pharmacy, you may be able to save up to \$100 for a 90-day supply of prescription medications (depending on the tier your drug is on). That's a potential savings of up to \$400 a year!⁸ To sign up, just fill out and return the OptumRx Home Delivery Form at carepartnersct.com/rx-mail-form. Or call OptumRx at **1-800-496-7490** (HMO)/**1-800-506-3703** (PPO).



The MTM Program Can Help You With Your Medications



When you have chronic health conditions like high blood pressure, diabetes, COPD, asthma, high cholesterol, or heart failure, prescription drugs can be a big part of your life. If you have high drug costs or multiple chronic conditions, the Medication Therapy Management (MTM) program may be able to help make sure the prescription drugs you're taking are working for you.

If you qualify, a specially trained MTM pharmacist will work with you and your doctor to make sure your medications are working for you and to identify any potential problems. They can also help you to identify ways to save money on your prescription drug costs.

CarePartners of Connecticut has partnered with OptumRx to administer the MTM program. Eligible members will receive a letter that describes the details of the program and a phone call from an MTM pharmacist to complete a

comprehensive medication review. This pharmacist may be from OptumRx or from a pharmacy where you recently filled one or more of your prescriptions.

It's important to make sure we have your current phone number and address so you can be contacted. If there has been a recent change to your address, call Member Services to update your phone number or address. For more information on the MTM program and to see the eligibility criteria, visit our website at carepartnersct.com/mtm.

The MTM program is a free service for eligible members who have prescription drug coverage with their plan and is not considered a benefit. Participation in the program is voluntary, and members can disenroll at any time.

How can our Care Management team help you?



CarePartners of Connecticut has a Care Management team, composed of health experts, who can assist you in coordinating care or managing any health or social concerns you may have. These experts can help you if you get sick, have an injury, have a social need like access to food or transportation, or are looking for ways to stay healthy. Your team includes nurse Care Managers, social workers, and other health professionals who work closely with your primary care provider (PCP) or health care provider to help guide you or your caregiver through the health care system, improve your health and well-being, and more. As a member, there is no cost for you to work with our Care Management team.



In your corner

Health care can be overwhelming. Your Care Management team will make sure you or your caregiver understand your options, and help you get the services and care that you need. They'll be by your side whether you're at home, in your provider's office, at the hospital, or anywhere else in your community.



Stay healthy

We don't just help if you are sick or injured. If you're looking to start an exercise program, improve your diet, or set new health goals, we can help.



Recover at home

If you are hospitalized, we can help make your transition home easier. We will make sure you receive the right services to help prevent return trips to the hospital, including getting care at home if you need it and making follow-up appointments with your PCP or health care provider. We can even help you get your home assessed for any safety issues.



Manage your chronic condition

If you have a condition such as diabetes, heart failure, or depression, we can help you learn more about how to manage your illness, and help ensure you receive the right services and resources.



Complex assistance

If you have multiple chronic conditions or need more support to manage your health, we will work closely with you and your PCP or health care provider to make sure you have the resources you need. We can also help you or your caregiver coordinate your health care services, simplifying the process for everyone involved.



Social needs

We can provide assistance if you have any concerns about food, housing, or transportation to medical appointments or the pharmacy.



Dementia care

We can help with questions about dementia care or memory loss. If you or a loved one have concerns about dementia, we can help assess care needs, provide care planning, and assist with referrals to community resources, support groups, and education programs.



How to work with your Care Management team

For more information about working with your Care Management team, call Member Services. We may also try to reach you by phone or mail to offer support, so please connect with us!



HMO: **1-888-341-1507 (TTY: 711)**
PPO: **1-866-632-0060 (TTY: 711)**

Avoid a Return Trip to the Hospital

After a hospital stay, having a plan for how to recover at home can help prevent an unnecessary trip back.

Before leaving the hospital, raise any concerns you have about managing at home including:

- Symptoms to watch for
- A number to call if you have any problems
- Medication details such as purpose, amount, and when to take it
- Written instructions for follow-up appointments, treatments, or tests
- The contact information for any home care services you need

See your PCP or health care provider within 5–7 days

It's important to see your primary care provider (PCP) or health care provider for a follow-up appointment or telehealth appointment 5–7 days after leaving the hospital to make sure your recovery is going well. Ask your PCP or health care provider to review any new medications or changes made to your existing medications. If you need help making this appointment, call Member Services.



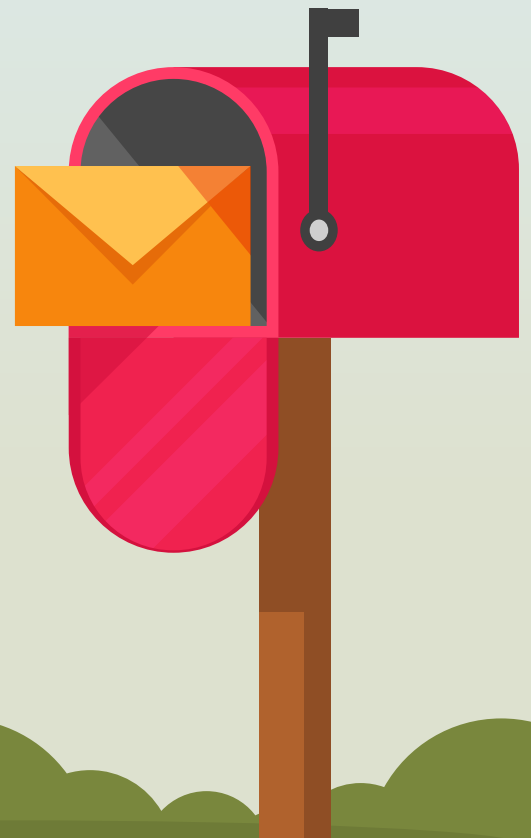
Watch Your Mailbox for an Important Medicare Survey!

Every spring, the Centers for Medicare & Medicaid Services (CMS) mails a survey called CAHPS® (Consumer Assessment of Healthcare Providers and Systems) to randomly selected Medicare beneficiaries. CMS makes survey results available on the Medicare Plan Finder website [medicare.gov](https://www.medicare.gov) to assist beneficiaries in selecting a health plan. CarePartners of Connecticut uses the information to improve our services for you.

The survey asks questions about the services you receive from your plan and your providers. Surveys are mailed beginning in March. Not every member will receive a survey. If you do receive a survey, please respond as soon as possible. Your responses are anonymous, and will help us understand how we are doing and what is important to you.

You may also receive a telephone call from SPH Analytics, a CMS-approved survey company to assist you in completing the survey. SPH Analytics will be clear that they are representing CarePartners of Connecticut. If you are unsure about the identity of a person calling, please contact Member Services at **1-888-341-1507** (HMO)/**1-866-632-0060** (PPO).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



Stay Connected to Your Plan With MyWire

You may already be receiving text messages from us, but if not, sign up for MyWire, a free service from CarePartners of Connecticut that provides plan information right at your fingertips.⁹ MyWire connects you to plan information and health tips through text messages. Be the first to hear about plan updates, get details on plan savings, and more.



To sign up for MyWire, just call **1-833-593-1789 (TTY: 711)** or visit carepartnersct.com/mywire.




Thank you
for being a member!

Representatives are available 8 a.m.–8 p.m., 7 days a week (Mon.–Fri. from Apr. 1–Sept. 30).

¹Additional shipping fees may apply. See carepartnersct.com/otc for more details.

²Reimbursement applies to emergency and urgent care situations only. You may be responsible for any copays that apply.

³A copay may apply if you receive services that address a medical condition during an annual physical or Annual Wellness Visit.

⁴This assessment evaluates your risk of falling. It is not a safety inspection of your home.

⁵\$175 is the total reimbursement amount each year (Jan. 1–Dec. 31).

⁶Coverage for blood glucose monitors and blood glucose test strips is limited to the OneTouch products manufactured by LifeScan, Inc. There is no preferred brand for lancets or glucose control solutions.

⁷\$150 is the total reimbursement amount each year (Jan. 1–Dec. 31). This benefit does not cover costs for pre-packaged meals/foods, books, scales, or other items or supplies.

⁸Depending on the tier your drug is on.

⁹MyWire is a secure communication program that is password protected and compliant with HIPAA, the federal law that protects your personal health information. If you decide at any time that you would like to stop receiving text messages via MyWire, reply "STOP" to the most recent message or call Member Services.

¹⁰Eligibility restrictions apply.

Discounts and services included in the Extras program are not plan benefits and are not subject to the Medicare appeals process. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.

CarePartners of Connecticut is an HMO and PPO plan, both with a Medicare contract. Enrollment in CarePartners of Connecticut depends on contract renewal. Every year, Medicare evaluates plans based on a 5-Star rating system. Visit www.medicare.gov for more information. CarePartners of Connecticut Medicare Advantage (HMO) plans received 4 out of 5 Stars for contract year 2024. CarePartners of Connecticut Access PPO plan did not meet the membership threshold to receive a Star rating for 2024. Benefits eligibility requirements must be met. Not all may qualify. CarePartners of Connecticut complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-341-1507 (HMO)/1-866-632-0060 (PPO) (TTY: 711).



1 Wellness Way
Canton, MA 02021-1166



High-quality benefits, low costs, and great savings

With a CarePartners of Connecticut HMO or PPO plan, you get great benefits and services that help you stay healthy and save. From a \$0 monthly premium to a \$0 medical deductible, \$0 Rx deductible, dental coverage, \$150 eyeglasses benefit, discounts on hearing aids, and much more, your plan makes it easier to save on programs and services that help you lead a healthy lifestyle.

Make sure your friends don't miss out.

Refer your friends to CarePartners of Connecticut. Tell your friends to call today to learn more.¹⁰

 **1-844-360-6466**
(TTY: 711)

