

PUP MEMBER connection

Newsletter for Members | March 2010

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CMS SURVEYS ON THEIR WAY

To monitor the quality of your Medicare health care, the Centers for Medicare and Medicaid Services (CMS), the federal government agency that administers the Medicare Program, will be sending 2 new surveys to Medicare beneficiaries.

The Health Outcomes Survey (HOS) considers an enrollee's health status over time. The Medicare Satisfaction Survey, also known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, measures an enrollee's experience and satisfaction with health care.

The two surveys are randomly sampled, and it's possible you will receive both in the mail around the same time. If you receive one or both surveys, please take the time to complete them. This lets CMS know if you are receiving high quality care, and allows your voice to be heard as a Medicare beneficiary.

IT'S FUN TO PLAY AT THE Y-M-C-A

PUP's Fitlife program has expanded to the YMCA. See the complete list of locations on page 6.

JOIN THE PUP EMAIL LIST

If you would like to receive PUP updates via email, send your email request to memberconnection@pupcorp.com.



YOUR MEDICAL HOME

BY DR. ROBERT SUTTON
SENIOR MEDICAL
DIRECTOR, PUP

The idea of "Home" has a special meaning to each of us. Many believe that "a man's home is his castle." Young Dorothy knew "there's no place like home." And in most societies, the homemaker is revered and held in high esteem.

In the Spanish language, the homemaker or housewife is "ama de casa." Regardless of how we define our home, we all believe that it is a haven; a special place where we feel safe and secure and can relax and share our thoughts with family.

The idea of the medical home is not so different. It is built around the relationship you have with your personal physician, also known as your Primary Care Provider (PCP). This is the person that you should trust to know

about your personal health and concerns, the stress in your life and any changes that may be occurring. This way they will be able to help you coordinate your health and well-being through the various changes and stages of your life.

Physicians United Plan (PUP) embraces the idea of the medical home regardless of the complexity of your health care needs. You should be discussing your needs with your personal physician so that appropriate referrals can be made to best care for you. When you need special care, you should obtain referrals to specialists from your PCP (except for emergency care). That gives the personal physician and the specialist the opportunity to share information and improve communication. If the specialist believes that you should see a different specialist, that referral should be requested by the personal physician. This gives your personal physician the chance to see the recommendations of all the doctors. If you need to be hospitalized you should inform your PCP and see him or her after being discharged.

Imagine returning home from an extended trip and things have changed without you knowing. The locks have been changed, the telephone number has changed, the trusted neighbor moved away, the lawn is overgrown, and the newspapers are littering the lawn. Where do you start? Your doctor needs to know if things have changed, such as your medicine, ability to exercise, or your ability to care for yourself. If your personal physician does not know about these changes, he or she will be less likely to assist you on your return to good health.

Please use your personal physician as your medical home.



HEARING LOSS: THE INVISIBLE HANDICAP

According to the American Academy of Audiology, 36 million Americans experience hearing loss. Difficulty with hearing not only hinders communication, but can also have a serious impact on one's professional and personal life. In a related study done by the Better Hearing Institute, untreated hearing loss can cause irritability, fatigue, loneliness, depression, diminished psychological health, and impaired memory. Following arthritis and hypertension, hearing loss is one of the most common medical conditions in older adults.

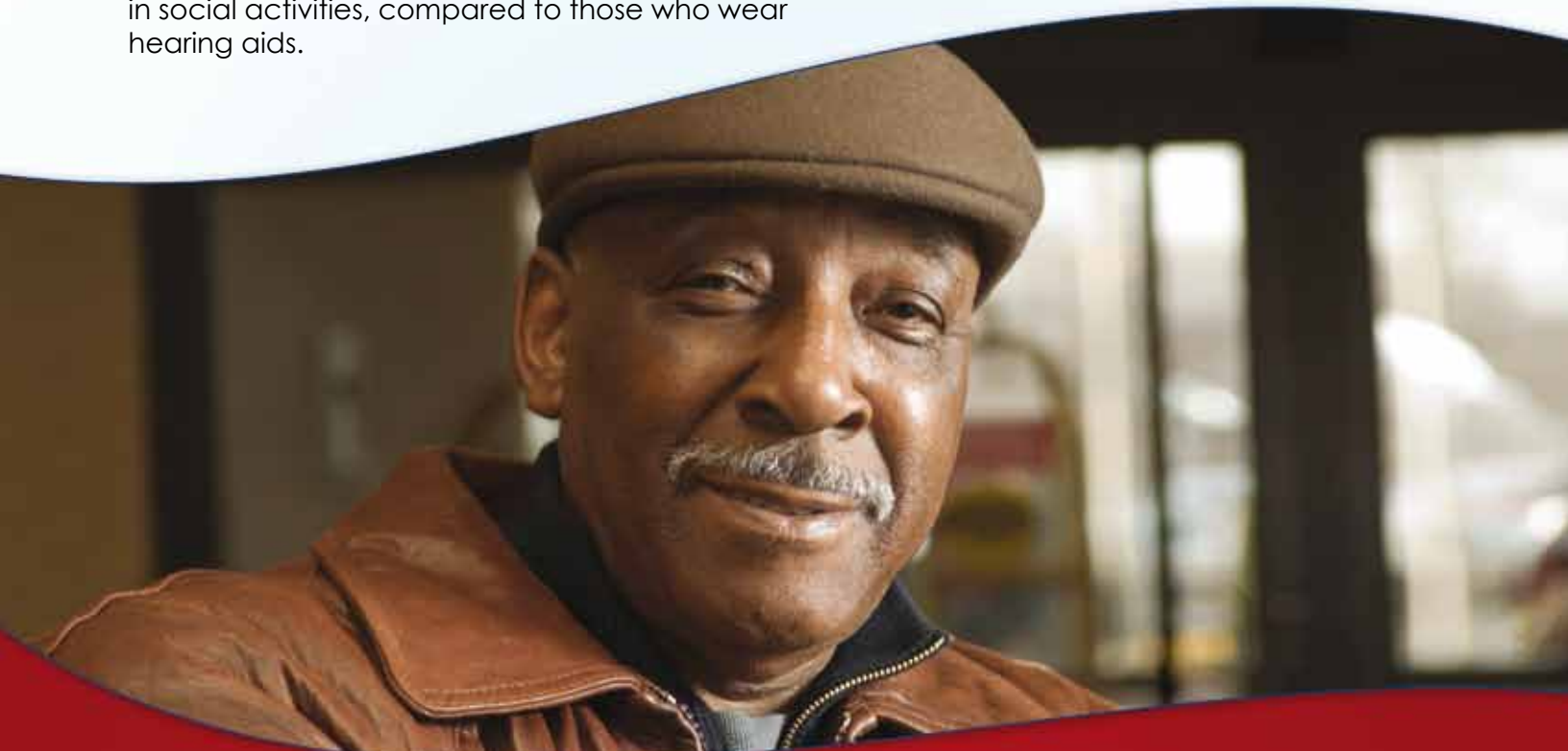
Hearing aids can make all the difference. A groundbreaking study conducted by the National Council on Aging shows why. The survey of 2,300 hearing impaired adults age 50 and older found that those with untreated hearing loss were more likely to report depression, anxiety and paranoia and were less likely to participate in social activities, compared to those who wear hearing aids.

LUCKILY, HEARING AIDS PROVIDE A SOLUTION TO THIS GROWING NATIONAL PROBLEM.

Some of the reported benefits of hearing aids include:

- Relations at home
- Self-confidence
- Relations with children, grandchildren
- Sense of safety
- Revival of social life

Remember: PUP covers routine hearing and hearing aids. For more information, call Member Services, check your 2010 Evidence of Coverage, or visit our website, www.pupcorp.com.



**FREE HEARING
SCREENING**
FOR MEMBERS WITH DIABETES
DURING MARCH

March 23rd is the annual America Diabetes Alert Day, a wake-up call to inform the American public about the seriousness of diabetes. Since people with diabetes are twice as likely to have hearing loss than those who do not, all HearUSA Centers will be offering you a free hearing screening and free 80-minute "Living With Diabetes" video, during the entire month of March.

You can schedule a free hearing-loss screening and learn more about the video "Living with Diabetes" by calling 1-800-442-8231.

RAISING AWARENESS FOR DIABETES

There was nothing sweet about the results of a survey taken by the American Diabetes Association (ADA) testing Americans' awareness of Diabetes. They received a failing grade, leaving researchers disappointed in the lack of awareness of such a serious disease.

Diabetes kills more people each year than breast cancer and AIDS combined. But over half the participants of the survey did not know that. Many were also unaware of the complications of diabetes, which include heart disease and stroke, high blood pressure, blindness, kidney disease, and amputation.

In an effort to raise awareness, the ADA has created a campaign called Stop Diabetes, which urges people affected by the disease to share their stories. For more information, visit their website at www.stopdiabetes.com.



A VALUABLE MENTAL HEALTH RESOURCE

Psychcare handles your mental health benefits for PUP. By going to the website www.psychcare.com, you can get information on:

Depression | Alzheimer's Disease | Bipolar Disorder
Schizophrenia | Substance Abuse | Stress Management
Domestic Violence | Anorexia or Bulimia | How to Stop Smoking

You can also read about ways to help yourself or get help for others. Most of the information on the website can be printed, or sent to you as a hard copy. For more information, visit www.psychcare.com or call 1-800-221-5487, Monday-Friday 8:30 am to 5:30 pm.

DO YOU HAVE DIABETES?

How engaged are you in managing your own diabetes? Self-management is key to successfully managing this disease that has the potential for many complications. But it's important to remember that self-management does not mean going it alone; it means working with your Primary Care Provider (PCP) and being actively involved in your own diabetes management plan. The evidence is clear, individuals with well controlled diabetes have significantly fewer complications such as heart attacks, blindness, kidney disease, and amputations.

It is important to know your schedule and stick to it – your schedule of check-ups and screening activities. If you don't already have a schedule that you and your PCP use, try taking this one to your next appointment and use it to talk about your diabetes management plan.

DIABETES MANAGEMENT: Discuss Goals and Screening Frequency with your PCP	
Self-monitoring of blood glucose	At least 3 times a day if you use insulin (<i>discuss the frequency and timing with your PCP</i>)
Doctor (PCP) visit for a diabetes check-up	2 times a year if you're well controlled but quarterly if you're not meeting your glycemic goals
Blood pressure check (goal: less than 130 over 80)	At each diabetes check-up appointment
A1C testing (a goal of less than 7% is good for most people)	2 times a year if you're well controlled but quarterly if you're not meeting your glycemic goals
Cholesterol testing (goals: LDL-C - less than 100 mg/dl, HDL – greater than 50 mg/dl, triglycerides – less than 150 mg/dl)	Annually
Kidney function test (ask your PCP about a test for microalbuminuria)	Annually
Eye exam (for retinopathy screening) (be sure to tell the eye doctor you have diabetes – tell your eye doctor to send the report to your PCP)	Annually
Flu shot	Annually
Pneumonia shot	Once at age 65 or older (<i>a one-time revaccination if the first vaccination was under age 65 and more than 5 years ago</i>)
Foot exam (keep your feet clean and dry and make a habit of checking them regularly)	Take your shoes and socks off at each of your diabetes check-up appointments and ask your PCP to check you feet
If you smoke – stop smoking, talk with your PCP if you need help	Now!



PUP'S FITLIFE PROGRAM HAS EXPANDED TO THE YMCA.

—BREVARD—

Cocoa YMCA at BCC
1519 Clearlake Rd., Bldg. 18
Cocoa, 32922

Titusville YMCA Family Center
2400 Harrison St.
Titusville, 32780

—BROWARD—

LA Lee Family YMCA
408 N.W. 14th Ter.
Fort Lauderdale, 33311

Greater Hollywood Family YMCA
3161 Taft St.
Hollywood, 33021

Parkland YMCA Family Center
10559 Trails End
Parkland, 33076

Pembroke Pines YMCA Family Center
501 S.W. 172nd Ave.
Pembroke Pines, 33029

Sheinberg Family YMCA of Weston
20201 Saddle Club Rd.
Weston, 33327

—HILLSBOROUGH—

Brandon Family YMCA
3097 S. Kingsway Rd.
Brandon, 33584

FishHawk Ranch YMCA Express
16144 Churchview Dr., Ste. 201
Lithia, 33547

Plant City YMCA
1507 YMCA Pl.
Plant City, 33567

Bob Sierra Family Branch YMCA
4029 Northdale Blvd.
Tampa, 33624

—HILLSBOROUGH (c.)—

Central City Family Branch YMCA
110 E. Palm Ave.
Tampa, 33602

Northwest Hillsborough Family YMCA
8950 W. Waters Ave.
Tampa, 33615

Interbay Glover Family YMCA
4411 S. Himes Ave.
Tampa, 33611

New Tampa Family YMCA
16221 Compton Dr.
Tampa, 33647

Campo Family YMCA
3414 Culbreath Rd.
Valrico, 33594

—LAKE—

Golden Triangle YMCA Family Center
1465 David Walker Dr.
Tavares, 32778

—MARION—

Marion County YMCA
3200 S.E. 17th St.
Ocala, 34471

—MIAMI-DADE—

Homestead Family YMCA
1034 N.E. 8th St.
Homestead, 33030

South Dade YMCA
9355 S.W. 134th St.
Miami, 33176

—ORANGE—

Aquatic and Family
Center YMCA
8422 International Dr.
Orlando, 32819



JUST PRESENT YOUR PUP ID CARD AT ANY OF THE FOLLOWING LOCATIONS:

—ORANGE (C.)—

Blanchard Park YMCA
10501 J Blanchard Trl.
Orlando, 32817

South Orlando YMCA Family Center
814 W. Oak Ridge Rd.
Orlando, 32809

Tangelo Park YMCA Family Center
5160 Pueblo St.
Orlando, 32819

Wayne Densch YMCA Family Center
870 N. Hastings St.
Orlando, 32808

—OSCEOLA—

Osceola County YMCA Family Center
2117 W. Mabbette St.
Kissimmee, 34741

—PALM BEACH—

YMCA of the Palm Beaches
2085 S. Congress Ave.
West Palm Beach, 33406

—PASCO—

Dade City Family YMCA
38035 Meridian Ave.
Dade City, 33525

James P. Gills Family Branch YMCA
8411 Photonics Dr.
New Port Richey, 34655

East Pasco Family Branch YMCA
37301 Chapel Hill Loop
Zephyrhills, 33541

Bardmoor Branch YMCA
8787 Bryan Dairy Rd.
Largo, 33777

—PASCO (C.)—

Greater Ridgecrest
Branch YMCA
1801 119th St. N.
Largo, 33778

Greater Palm Harbor
Branch YMCA
1600 16th St.
Palm Harbor, 34683

North Pinellas Branch YMCA
4550 Village Center Dr.
Palm Harbor, 34685

Harbordale YMCA
2421 4th St. S.
St. Petersburg, 33705

Jim & Heather Gills YMCA
3200 1st Ave. S.
St. Petersburg, 33712

Lake Wales Family YMCA
1001 Burns Ave.
Lake Wales, 33853

J. Douglas Williams YMCA
665 Longwood-Lake Mary Rd.
Lake Mary, 32746

—PINELLAS—

Clearwater Branch YMCA
1005 S. Highland Ave.
Clearwater, 33756

High Point Branch YMCA
5345 Laurel Pl.
Clearwater, 33760

Bardmoor Branch YMCA
8787 Bryan Dairy Rd.
Largo, 33777



TIPS FOR HEALTHY EATING:

TO HELP YOU STAY ON TRACK WITH YOUR HEALTHY EATING PLAN, FOLLOW THESE TIPS:

Do not skip meals. Skipping meals may cause your metabolism to slow down or lead you to eat more high-calorie, high-fat foods at your next meal or snack.

Select high-fiber foods like whole-grain breads and cereals, beans, vegetables, and fruits. They may help keep you regular and lower your risk for chronic diseases, such as coronary heart disease and type 2 diabetes.

Choose foods fortified with vitamin B12. Many adults over the age of 50 have difficulty absorbing adequate amounts of this vitamin. Therefore, they should get this nutrient through fortified foods, such as breakfast cereals, or from a dietary supplement. Talk with your health care provider to ensure that you are consuming enough vitamin B12.

Keep nutrient-rich snacks like dried apricots, whole-wheat crackers, peanut butter, low-fat cheese, and low-sodium soup on hand. Eat only small amounts of such foods as dried apricots and peanut butter because they are high in calories. Limit how often you have high-fat and high-sugar snacks like cake, candy, chips, and soda.

Drink plenty of water or water-based fluids. You may notice that you feel less thirsty as you get older, but your body still needs water to stay healthy. Examples of water-based fluids are caffeine-free tea and coffee, soup, and low-fat or skim milk.

Choose lean beef, turkey breast, fish, or chicken with the skin removed to lower the amount of fat and calories in your meals. As you age, your body needs fewer calories, especially if you are not very active.

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National Institutes of Health
NIH Publication No. 02-4993
October 2002
Updated January 2007



SPRING INTO FITNESS WITH PUP FITLIFE!

Spring is just a few short weeks away and a great time to get moving! Millions of older adults are doing just that and warding off chronic illnesses such as heart disease, diabetes, colon cancer, and high blood pressure – all of which can be prevented or improved through regular physical activity. Regular physical activity has beneficial effects on most (if not all) organ systems, and consequently prevents a broad range of health problems and diseases. With your health and wellness in mind, the PUP FitLife program is making physical activity convenient for you.

Your PUP FitLife benefit can help you achieve your fitness and wellness goals. The program provides you with a complimentary membership to participating health club locations that offer amenities such as fitness equipment, treadmills, free weights, and group exercise classes. CAM (Complementary and Alternative Medicine) is also a component of the PUP FitLife program and provides discounted services in more than 35 specialties offered by yoga instructors/studios, Pilates instructors, tai chi and Qigong experts, personal trainers, registered dietitians, massage therapists and more.

Take advantage of your PUP FitLife benefit and spring into fitness. Remember, talk to your doctor about starting a regular exercise regiment, and make sure you gradually increase your activity level.



Here are some activities that will help get you moving:

- At least 30 minutes of moderate activity, such as brisk walking, on five or more days
- Strength training at least twice a week to improve and maintain muscular strength and endurance
- Physical activities that enhance and maintain flexibility
- Moderate amounts of low-impact activities such as swimming, water exercises, or stretching for those who have difficulty with their mobility
- Gentle forms of yoga and tai chi to promote flexibility, improve balance, and increase strength

Check with your doctor before starting any exercise program. For assistance in locating a PUP FitLife fitness or CAM provider in your area, call 1-866-535-1675.

GETTING TO KNOW PUP:

MARTHA AGRAMONTE, TEAM LEADER OF PUP'S MEMBER SERVICES DEPARTMENT

Martha Agramonte has been part of the Member Services team for three years. Get to know more about her below:

Q: What do you like most about your job?

A: The ability to make a difference in a member's life. When we are able to acknowledge and understand our member's needs, it takes the relationship to a whole new level.

Q: What has been your biggest influence?

A: My older sister Elaine. She constantly reminds me about our commitment to social responsibility as individuals or as a family and that regardless of the circumstances individuals should always be treated with dignity and respect.

Q: Is there one moment at PUP that stands out to you?

A: Not just one, but every time a member takes the time to speak to me directly, so that I know about the outstanding service they just received from one of our Member Services representatives. It makes me very proud to be part of such a dedicated team.

Q: How would you describe our Member-Centric philosophy?

A: Always put yourself in the member's shoes and go above and beyond to resolve their issues.



PUP AMBASSADOR SPOTLIGHT

RON AND SIS BOUTIN

Sis Boutin knows how to get what she wants. So when she had her eye on future husband Ron, it was no different. Ron and Sis first met as young children. While she studied piano, he spent all of his time reading. "I think she thought I was a snob," Ron recalls. It's no wonder—getting his attention was not an easy task. Sis would watch him with both admiration and confusion. "He always had his nose in a book."

Years later, the two crossed paths. Sis' grandmother would often see Ron walking down the sidewalk of their neighborhood and ask, "Who is that nice looking man?" to which Sis replied, "Meme, you just don't go out with a guy." There was only one thing for her to do: create a way to run into Ron. A strategically planned walk along that same sidewalk one sunny day in Lawrence, Massachusetts was all it took. They will be celebrating their 60th anniversary this June.

The couple has been living in Florida since 1966. Tired of the unbearably cold winters, they wanted a change. When they had an opportunity to visit Florida, it was clear it would be a great move. "I liked what I saw," says Ron. "I sold my business, sold my house, and four weeks later we were on the road."

STANDING UP FOR PUP

Ron and Sis have been active participants in PUP's Ambassador Program since the health plan hit Orange County in 2007. In addition to reaching out to potential members and attending sales seminars, they also enjoy monthly luncheons and special Ambassador events. "The most rewarding part about being an Ambassador is getting to meet the people and getting out of the house. And learning more about PUP than I thought," Ron declares.

"For me," says Sis, "it's meeting the people, being able to show your enthusiasm and your belief in the company." Ron and Sis especially enjoy being able to participate in the Standing Up for PUP section of the Ambassador program, where they get to speak about their experiences with PUP. "The biggest thing for me is to see an agent get up and really know his stuff."

If you're interested in being a part of the PUP Ambassador program, there's still time to join. For more information, please contact Moriah Giguere at 407-209-1010, ext. 2404.



PUP IS
FANTASTIC