

KEEPING UP

with **PUP**

May 2011

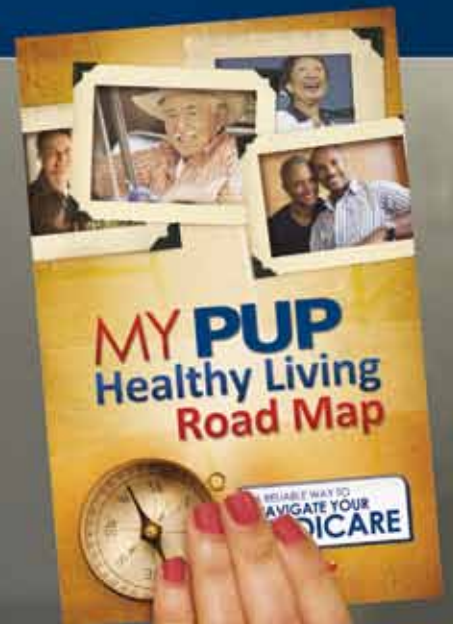
IMPORTANT PUP PHONE NUMBERS

Member Services: 1-866-571-0693

24/7 Nurse Hotline: 1-866-773-1071

YOUR HEALTHY LIVING ROAD MAP

If you attended one of PUP's Member Appreciation events in January, you already received your Healthy Living Road Map, a personal guide to help keep you feeling your best in 2011. The guide explains all the benefits PUP provides to help improve your health and well-being, and even includes a checklist to take to your PCP visits to make sure you're getting all of the important screenings that apply to you. If you were unable to go to a Member event and would like your copy of the Healthy Living Road Map, please email MemberConnection@pupcorp.com.



YOUR MEDICAL HOME

GOOD COMMUNICATION WITH YOUR DOCTOR IS KEY

As your patient-centered Medical Home, your Primary Care Physician (PCP) acts as the quarterback of your health care team, working with nurses, case managers and specialists to improve your health and well-being. The only thing that's more important than seeing your PCP on a regular basis is the quality of the visit - and it all starts with good communication.

Much like love, effective communication is a two-way street. It's your PCP's responsibility to help guide you through your health care in a way that's easy to understand. Sometimes medical terms and phrases can be tough to follow. Other times, the information is clear, but there's too much of it. Your PCP will work with you to make sure you clearly understand everything. Don't be afraid to ask him or her to slow down or repeat information when you need it.

You can do your part by being open with your PCP. It's important to share changes in your lifestyle including diet, physical activity and even personal events. This way, your PCP can suggest new ways to help improve your health on the inside and out. You might also consider bringing a "health advocate" with you to doctor visits - someone you trust, usually a family member or close friend, who can act as a second set of eyes and ears when visiting your PCP.

COMMUNICATION TIMELINE FOR DOCTOR VISITS

- **Before the visit:** Make a list of health concerns leading up to your appointment. For instance, if your elbow has been bothering you, write it down. Jot down your current medications, too. Keep the list somewhere easy to access so you can add more questions or concerns as they come up.
- **During the visit:** Bring your question & concern list with you, along with extra paper to take notes. Review each item on your list with your PCP. Don't forget to ask about the preventive screenings that you should be getting.
- **After the visit:** Follow up with your doctor or the office receptionist if you still have questions. You can also call PUP's 24/7 Nurse Hotline at 1-866-773-1071. In an emergency, always dial 911.





DO YOU QUALIFY FOR MONEY-SAVING BENEFITS?

Thousands of people with Medicare have been able to save big with out-of-pocket expenses and other health care costs - you might be one of them! Thanks to PUP's partnership with Social Services Coordinators (SSC), you have a quick and easy way to apply for a Medicare Savings Program.

WHAT IS A MEDICARE SAVINGS PROGRAM?

The state of Florida offers three programs that could pay your Medicare Parts A and B premiums and some out-of-pocket medical expenses:

- Qualified Medicare Beneficiary
- Specified Low Income Medicare Beneficiary
- Qualifying Individual 1

All you have to do is call SSC to see if you qualify. You'll be walked through the process step-by-step, and SSC will even review your application to make sure all the information is correct. Once it's complete, they'll submit it to the state for you. It doesn't get any easier than this!

WHAT OTHER SAVINGS ARE AVAILABLE TO ME?

SSC can provide information on many other federal, state and community programs that you might qualify for. Visit www.SSCheckUp.com to participate in the Social Service CheckUp®, where you'll answer a few brief questions. SSC will suggest the programs you may qualify for and even let you know how to apply. Let's be honest - you have nothing to lose and much to gain!

WHAT IF I HAVE QUESTIONS?

Please call SSC at 1-877-357-2543, Monday - Friday, 8 am to 6 pm. The speech or hearing impaired may call 1-877-644-3244.



MEET THE LIBBY'S

Jerome and Rowene Libby grew up together in a small town in Maine. Aside from the occasional interference from her protective older brother, they were joined at the hip. Sure, as kids they didn't have much money, but it turns out they didn't need much to enjoy each other's company and the finer things in life - like playing cards, going to the movies and dancing. Almost 60 years later, the Libby's are still happily married, dancing to the beat of just about anything.

Valued PUP Members since 2005, the couple joined PUP's Ambassador Program, where Members stay involved with the community and become advocates for PUP at local events and seminars.

Jerome and Rowene enjoyed attending PUP events and "Speaking up for PUP," where they shared their experiences with PUP and gave helpful answers from a current Member's point of view. Jerome felt so comfortable speaking to people about PUP, he figured he could make a job out of it - which is exactly what he did next. Though it was no small task, he took hours of courses and exams to become a Licensed Benefits Consultant. Now, he helps people learn about their options and find the PUP plan that fits them best.

"PUP is the best plan I've ever been on. It's easy. Call and you will get the answers. Honest answers," says Jerome.



10 THINGS YOU WANT TO KNOW ABOUT THE LIBBY'S

1 Rowene saved her husband's life by performing CPR.

2 They love to dance – anywhere and everywhere, to all kinds of music.

3 They have 2 children, 4 grandchildren, and 7 great-grandchildren.

4 In the 80s, the spirit of adventure and the urge to help others led Jerome and Rowene to a month's worth of missionary work in Africa (*see the pictures above*).

5 Rowene got lucky in Vegas as they celebrated their 25th wedding anniversary. "I couldn't pull her away from the slot machine with a tow truck," he says.

6 When they're not dancing, they're still moving. They've lived in Maine, Connecticut, Chicago, Pennsylvania and New Jersey.

7 It was the warm weather that brought them to Florida. "I'm sitting watching TV and the screen says it's going to be 80 degrees for the whole week - in November! That's when I knew we were moving to Florida," says Jerome.

8 Their guilty pleasure? Watching *Dancing with the Stars*.

9 Rowene volunteered at a local hospital for several years and loves helping others.

10 It was their dream to own a farm, and they made it happen in 1970. They also completely renovated the property, which had 11 rooms and wrap-around porches.

GETTING TO KNOW PUP

Cristina Bolick
Social Worker, Health Services



What is the best part of your job?

I love the one-on-one interaction I have with Members. My job gives me the flexibility to provide Members with extra assistance when they need it most.

It's very inspiring to see how thankful Members are when I reach out to help them. Their gratitude influences me to be the best social worker I can be, and to help as many members as possible.

A huge influence on me has been the wonderful people I work with. I see how much all of PUP's employees care about our Members and genuinely want to help them. It's a great feeling to work with such kind and generous people.

Is there a time you've been able to help a Member or make a difference on behalf of PUP that you'll always remember?

There was a Member who recently had a horrible turn of events in his life. He lost his job, his wife was chronically sick, and unfortunately they had lost their home and were living in a week-to-week hotel. I helped him access tons of community resources that were available in his area that he didn't even know about, including a chronic disease program for his wife. Under all the suffering, he still had a very positive attitude. He was so thankful for my help and it felt incredible to be able to make a difference and give him the support he needed.

Is there a motto that you try to live your life by?

I always try to treat others as I would like to be treated. I always try to think positively instead of negatively and to bring the good out of any situation.

TAKE A GOOD LOOK AT YOUR HEALTH WITH A HEALTH RISK ASSESSMENT

Do you ever wonder how healthy you are? In order to maintain your health and well-being, it's important to know where you stand. One way to get a closer look at your health is by taking a Health Risk Assessment (HRA).

An HRA is a personal survey that asks you questions about your health, including past and current medical conditions, how often you see certain types of doctors and your medications - almost like a personal snapshot of your health. You should be completing an initial HRA in your first 90 days with PUP (and once a year after that) so we can stay up-to-date with your health.



RING, RING! TWO MORE REASONS YOUR PHONE MAY BE RINGING

YOUR PCP IS CALLING TO SCHEDULE AN OFFICE VISIT

You may receive a call from your PCP, reminding you that it's time to come in for a routine physical exam or annual wellness exam. If you already know you're due for a doctor visit, take a moment now to schedule it. PUP encourages you to see your PCP at least twice a year.

CMS IS CALLING WITH THE CAHPS SURVEY

Between April and June, you may be chosen at random by the Centers for Medicare & Medicaid Services (CMS) to participate in a health care survey by phone or mail. It's called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). If you participate, your answers are very important because they can help PUP become a Five-Star health plan. And the higher our survey scores the better our ability to offer you better benefits in the future.

You'll be asked about different services PUP administers. We hope we've earned your highest rating in each areas you will be asked about, but if we haven't, we very much want to know what we can do better and get any issues you may be experiencing addressed. Call us at 1-888-961-7423.



By completing an HRA, you're giving PUP a better idea of what we can do to help improve your health and well-being.

PUP's nurses and care management coordinators review your answers and, if necessary, will work with you on a personal level to make sure no area of your health is left behind.

Taking your HRA is easy. You may get your survey in the mail, or receive a telephone survey from one of PUP's friendly nurses. You should know that the information you give during your HRA is completely private, and that it's important to answer each question honestly so we can get the clearest picture of your health.

YOU'RE NOT ALONE

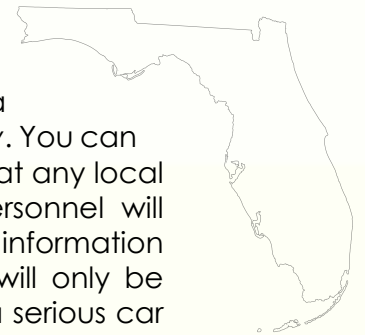
HOW TO SEEK HELP FOR DOMESTIC VIOLENCE AND ABUSE

Are you a victim of Domestic Violence or abuse? It can affect anyone, regardless of culture, background or age group. If you're experiencing this type of abuse, PUP can help. Psychcare, the company that manages your mental health benefits has a Domestic Violence Prevention Program that can give you information about national and local domestic violence agencies and shelters.

You can get more information about the Domestic Violence Prevention Program by calling Psychcare at 1-800-221-5487, or by using the TDD/TTY Florida Relay number, 711 for people who are deaf, hard of hearing, blind or speech impaired.

DID YOU KNOW?

Floridians can voluntarily provide emergency contact information online. Just take out your Florida driver's license or ID card and go to www.flhsmv.gov. You can also provide your emergency contact information at any local driver's license office. Only law enforcement personnel will have access to your emergency contacts, and the information is stored in a secure database. The information will only be used to notify your contact if you are involved in a serious car accident.



ARE YOU HAVING TROUBLE HEARING?

It may be a good idea to get your hearing tested if you:

- Ask others to speak louder or repeat what they said
- Don't hear sounds clearly
- Don't understand questions/comments correctly
- Tilt your head, lean forward, or cup your hand behind your ear to hear better
- Turn the TV/radio to a high volume to hear
- Experience ringing, buzzing or roaring in your ear

REMEMBER: DIABETICS ARE TWICE AS LIKELY TO EXPERIENCE HEARING LOSS

Annual hearing screenings for diabetic patients could lead to improved communication, safety and quality of life. Call HearUSA at 1-800-442-8231 to schedule your private appointment.

THE MERRY MONTH OF MAY

doesn't just mark the beginning of summer. It's also filled with important national health observances, like National Osteoporosis & Prevention Awareness Month and Senior Health & Fitness Day. This May, jump start your journey to a healthier, happier lifestyle.



PREVENTIVE SCREENING SPOTLIGHT: GETTING SCREENED FOR OSTEOPOROSIS

HOW DO I KNOW IF I'M AT RISK FOR OSTEOPOROSIS?

Studies show that women over the age of 65 have the highest risk of developing osteoporosis. Other risk factors include family history and the use of certain medications. Your PCP will ask you questions about your medical history and lifestyle to find out if you're at risk.

WHAT HAPPENS DURING THE SCREENING?

Your PCP will use something called a Bone Mineral Density (BMD) test to learn if you have osteoporosis and to determine if you're at risk for broken bones. One of the most popular BMD's is called a DXA test, which is a safe, painless test similar to an X-ray.

YOU CAN ALSO TALK TO YOUR PCP ABOUT:

- **Keeping a balanced diet.** Are you getting enough calcium, Vitamin D and protein? These are all important for healthy bones.
- **The risk of falling.** All it takes is one fall to fracture or break a bone. Ask about what you can do to keep your home fall-proof.
- **Staying active.** Discuss a new exercise plan with your PCP. Physical activity can help improve your balance, flexibility and strength.



YOUR LIFESTYLE CHANGE IS 5 MINUTES AWAY

Dr. Alfred Soto of Family Physicians of Metro West knows one thing to be true about exercise: it's the major key to good health. He knows from personal experience that making room in your day for physical activity can make a huge difference in your health and well-being - in fact, he heads to the gym almost every day.

THE DOC'S ADVICE?

Start with 5 minutes a day, a few times a week. Maybe it's a morning walk or an extra few steps around your home. Try turning those 5 minutes into 15 minutes, and eventually into 30 minutes. Before you know it, you're getting the physical activity you need to stay healthy. "Once you're in the habit, it's effortless," says Dr. Soto.

LACE UP THOSE SILVERSNEAKERS

As part of your health and wellness benefits, you have a SilverSneakers all-access gym membership at many fitness centers close to you. To find a participating location, visit www.silversneakers.com or call Member Services at 1-866-571-0693.

Always talk with your PCP before starting an exercise program.

9102 SouthPark Center Loop
Suite 200
Orlando, FL 32819

Phone: 1-866-571-0693
TTY/TDD: 1-800-955-8771
Mon-Sun: 8am - 8pm
www.UaskPUP.com

Health or wellness or
prevention information



ACCREDITED
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NAVIGATE YOUR MEDICARE



WHAT YOU'LL FIND INSIDE:

- Your Healthy Living Road Map
- Communicating Better With Your Doctor
- Qualifying For Money-Saving Benefits
- Healthy Living Tips
- And Much More