

FREEDOM **Rings** HEALTH MEMBER NEWSLETTER



4.5 Overall Medicare STAR Score
Above Average
Awarded by Medicare
for Quality & Service

Our Member Portal will assist you in getting updated information on Plan Providers and much more!



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Preventive Health: Quit Smoking to Live Longer and Feel Better

Cigarette smoking puts you at risk for many different health problems. It harms nearly every organ in your body. Smoking can lead to heart disease and doubles a person's risk for a stroke. It can lead to many forms of cancer. Smoking is the leading cause of preventable death in the United States.

Even if you are not a smoker, breathing in someone's second hand smoke can still lead to serious health problems. If you do smoke, please be respectful of others around you who do not smoke. You can go outdoors to smoke or refrain from smoking in cars with others. Most importantly, consider quitting altogether. Your family members will appreciate your efforts to keep them and yourself safe and healthy.

There are immediate and long-term benefits for both you and your loved ones when you quit smoking. The process of quitting smoking can be difficult, but there are many things you can do to make the process easier. There are medications or nicotine replacement products to relieve withdrawal symptoms. Counseling or different types of therapies are often helpful. Helplines offer free personalized help from specialists.

It may be a difficult process, but it could save your life and your family members' lives. Remember, you are not alone. Your providers will be more than happy to discuss your options for quitting.

Online resources to help you quit smoking:

- www.lung.org/stop-smoking: The American Lung Association's Freedom from Smoking Program
- www.smokefree.gov: Provides support to people trying to quit smoking.
- www.quitnet.com
- www.cdc.gov/tobacco/quit_smoking/index.htm
- www.BecomeanEx.org: A free plan to help you quit smoking.

Telephone quit lines offer free one-on-one help from information specialists. Helpful Quit Lines include:

- Cancer Information Service Quit Line
1-800-4-CANCER (1-800-422-6237)
- American Lung Association's Freedom From Smoking Quit Line
1-800-LUNG-USA (1-800-586-4872)
- Center for Disease Control
1-800-QUIT-NOW (1-800-784-8669); TTY 711

Defining the MEDICAL HOME MODEL

Freedom Health features the Patient- Centered Medical Home model into your health care. This means that you and your Primary Care Provider (PCP) are partners in your care. The goal is for you to:

- Have an approach to care considering you as a whole person, not just your condition.
- Receive coordinated care with other providers.
- Get high quality care. Your doctor's recommendations are based on sound clinical practices.


Your PCP takes responsibility for your care. The PCP also ensures that you have access to the services you need. This is to help prevent complications and better manage your health. Everyone is different. Your needs are based on your medical condition.

Care is based on:

1. **Where** the treatment should occur,
2. **When** it is needed, and
3. **What type** would best work for you and your medical condition(s).

As a Health Plan Member, this means that you need to coordinate with your PCP for all of your health care concerns.

- It is a good idea to make an appointment shortly after you select your PCP. It is best to establish a relationship up front before you have a problem. It is important that you and your PCP talk about your health care goals. You both need to know what is reasonable for you to meet your goals. It's best to do this when you don't have to worry about how sick you feel.
- You should also see your PCP as soon as possible after you have had a hospital stay or visit. This means a discharge from a hospital, observation visit, or emergency room (ER) trip. It is the best way for your doctor to understand what changed in your health that led you to the hospital. It's also a good time to discuss how you are feeling after discharge. You can get any questions answered about things to watch for such as medication issues. You and your PCP need to understand what happened in order to prevent another stay or ER visit. You should also discuss what you would do differently next time to avoid the hospital visit, if possible.



If you need help making a PCP appointment, staff at Freedom Health can help. Call the number for Member Services on your member identification card.

Case Management nurses can also assist you if you are having trouble managing your health care after discharge. They can be reached Monday through Friday from 8:00am - 4:30pm EST. Call 1-888-211-9913.

Register & Do More Online with our Member Portal!

Here are some of the benefits you will receive:



Place & track orders for your over-the-counter medication and diabetic supplies.



Find a Plan Doctor, Pharmacy, Hospital and covered drug.



Print and order your ID CARD, provider directory, formulary and other Plan materials.



Gain access to health & wellness information.



View your claims activity and benefit information.



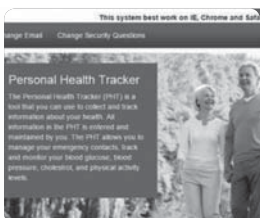
Access important Plan forms and documents from a central location.



Track your out-of-pocket expenses. (MOOP)



Complete your Health Assessment Form

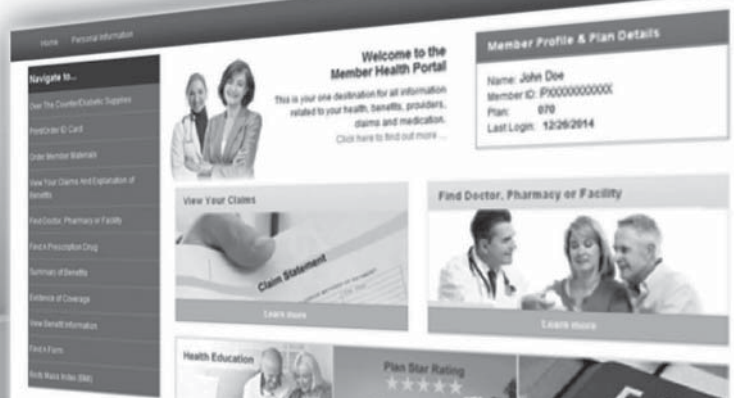


Personal Health Tracker

Log onto www.freedomhealth.com and register **TODAY!**



It's Easy & Convenient



ATTENTION DIABETICS:

Get Your Blood Glucose Levels Checked!

If you have Diabetes, you should be checking your blood glucose at home on a daily basis. But this daily testing does not show your sugar levels over a longer period of time. That is what the HbA1c test shows you. HbA1c is short for hemoglobin A1C, or glycosylated hemoglobin. This test measures your average blood glucose control over the past 2 to 3 months. If it is under control, your HbA1c should be less than 7%. If it is higher than 7%, you are at an increased risk of developing eye, kidney, or nerve disease. With these test results, you and your doctor can get a better idea of how well your treatment plan is working and adjust it accordingly.

The American Diabetes Association says the A1C test can help manage your diabetes by:

- Showing how accurate your daily self-testing has been
- Demonstrating whether your treatment plan is working
- Showing you how healthy choices influence your blood sugar levels

Generally, people with Diabetes should get an HbA1c at least twice a year. If you are not meeting your blood glucose targets, you should be tested four times a year. Remember, while this test is an important tool for checking your blood glucose over time, it is not a replacement for your daily self-checks.

Always Available to Our Members



Freedom Health offers a lot of information for our members on our website. This includes resources and programs available to our members. Please visit our website at: www.freedomhealth.com

Click on the links below for more information on the following topics:

- **Advance Directives:** About Us -> Utilization & Quality -> Advance Directives
- **Case Disease Management Programs:** About Us -> Utilization & Quality -> Case Management or Disease Management
- **Clinical Health Guidelines:** About Us -> Utilization & Quality -> Clinical Practice Guidelines
- **Fraud, Waste, and Abuse:** Quick Links -> Fraud, Waste, and Abuse
- **Grievance Appeals:** Quick Links -> Appeals & Grievance
- **Medical Record Standards:** About Us -> Utilization & Quality -> Medical Record Standards
- **Newsletters:** Quick Links -> Member Newsletters
- **Patient Safety Programs:** About Us -> Utilization & Quality -> Quality Management
- **Preventive Health Guidelines:** About Us -> Utilization & Quality -> Quality Management -> Preventive Health Information
- **Privacy:** Quick Link -> Privacy Policy & Legal
- **Quality Management Programs:** About Us -> Utilization & Quality -> Quality Management
- **Quality Management Performance:** About Us -> Utilization & Quality -> Quality Management -> Monitoring Quality
- **Utilization Management Programs:** About Us -> Utilization & Quality -> Utilization Management
- **UM Decisions:** About Us -> Utilization & Quality -> Utilization Management



Heart Healthy Cooking

Giving your body the right nutrients is helpful if you want to stay active and independent. You could also spend less time and money at the doctor. This is especially true if you have a chronic condition such as diabetes or heart disease. Eating heart healthy foods doesn't have to mean skimping on flavor or fun.

Consider these easy tips on how to cut down on fat, cholesterol, and salt while cooking:

- Use low or no fat dairy when possible. Try using plain yogurt instead of sour cream!
- Choose lean meats like chicken and turkey. For beef and pork, opt for cuts with "loin" or "round" in their name.

- Utilize natural flavors from lemons, limes, herbs, spices, and vinegars instead of butter.
- Eat the rainbow! Include a variety of colorful fruits and vegetables when cooking. It makes your plate more interesting.
- Select reduced-sodium or no-salt-added canned beans and vegetables for your recipes. Rinse your canned vegetables before cooking to reduce salt.
- Prepare food with small amounts of oil instead of butter or shortening. Oils that provide omega-3 fatty acids, such as canola or flaxseed, are best. Omega-3 fatty acids have good health benefits.

You can find additional healthy tips and recipes from a number of sources:

- Your weekly grocery store flyers that you get in the mail.
- **Websites that cater to healthier eating.** These include recipes such as diabetes focused recipes that address carbohydrate counting (www.diabetes.org), heart-healthy recipes (<https://recipes.heart.org>), and eating right (<http://www.eatright.org/resources/for-seniors>).
- **Cookbooks.** Invest in a new one focusing on healthier cooking. Vow to try some new things with your meals. You can also download a heart healthy cookbook online. The National Heart, Lung, and Blood Institute (<https://healthyeating.nhlbi.nih.gov>) offers recipe booklets for free. They even have Latino and African-American style recipes.



COMMUNICATE HEALTH INFORMATION

It is important to give your healthcare provider all of your medical information. This includes all of the medicine you take, your health conditions, and other doctors you

may see. To ensure the best treatment for you, sometimes providers need to talk to each other. Providers can't legally communicate with each other without your permission. To help all of your providers be on the same page regarding your care, you need to fill out an ROI (Release of Information) form. Each provider has this form. It allows them to communicate about your care as well as be informed and up-to-date on your health status. Ask your provider to

share your information. It can help with communication about your care. You do not have to share your health information with all of your providers. It is your choice. There are certain life-threatening situations, however, when providers are allowed to contact each other without your permission. This can happen if you are unconscious or unable to make medical decisions for yourself. This can also happen if you are in danger of hurting yourself.

Ask your provider today about signing an ROI form so that you can share your health information!

Scam ALERT

PROTECT YOURSELF FROM THIS SCAM

A booth at a local health fair, senior housing, community center or home health agency is offering free health screenings, including **genetic testing**. The representative falsely promises that Medicare or your Health Plan will pay for the test, and you simply need to provide a cheek swab, your ID and Medicare and/or Health Plan information to receive your test results. They may even ask for your doctor's name, implying that they will send your results to your doctor. Unfortunately, now they have your health plan or Medicare number, and they can bill **thousands of dollars for medically unnecessary tests or even services that you never receive**. They also have personal genetic information regarding your health.

Beware: This is a scam!!!

Don't be a victim of fraud. Protect yourself and your benefits.

- Never give out your Social Security, Medicare or your Health Plan ID numbers or banking information to someone you don't know.
- Do not consent to any lab tests without your doctor's order. Do not initial or sign any documents. Protect yourself and your benefits.
- Keep in mind; it is illegal to accept anything of value in exchange for medical services.

To report suspected Medicare fraud contact Freedom Health Plan at 1-800-401-2740.



Quality Management Department:

Helping Our Members Get the Best Care and Services

One of our goals at Freedom Health is to help our members improve their health by providing the best care and service options. In order to do this, we rely on our Quality Management (QM) program. This program describes how we monitor the quality of care and services given by the Plan's providers. The QM Program describes how we look at areas that need to be improved in medical and preventive services. We also perform outreach and health education activities for our members.

Each year, we evaluate the Quality Management program. We assess progress toward meeting our goals. One of the tools we use to evaluate the QM program is HEDIS® (Healthcare Effectiveness Data

and Information Set). HEDIS® is the most widely used rating system in the health care industry. HEDIS® is used like a report card. Health plans receive a score on certain services, tests and procedures. Freedom Health conducts an annual HEDIS® review. We will use our overall HEDIS® scores to create new goals and to develop improvement plans for the coming year.

You can read more about the Quality Management Program on our website at:

www.freedomhealth.com

About Us -> Utilization & Quality -> Quality Management

Help at Home

Most people reach a point when they need help at home. Signs include needing assistance with daily activities such as bathing or preparing meals. It could also be that you are having a hard time with certain housekeeping activities or errands. If you don't drive, it is even harder to do things like grocery shop.

Housekeeping or personal care services are not a covered Health Plan benefit. But, there are resources for you to try. Call the **Florida Elder Helpline at 1-800-963-5337**. They can tell you what resources are available in your area. The Elder Helpline could help connect you with state-funded programs. Other programs have a fee and are private pay but they might work for you.

Think about other ways you can go about getting help:

- Some grocery stores and pharmacies deliver to your home for a small fee.
- Consider grocery stores that offer in-store pickup. You order ahead of time and it's ready and waiting for you to pick up. You won't have to spend time shopping in the store. If you rely on a neighbor or friend to drive you on errands, this saves time.
- For food preparation help, consider Meals on Wheels. Services and payment options differ based on where you live. Call your local Meals on Wheels office. Ask what they offer and how they can help you.
- Local senior centers or church groups could help. Call your local government office or the senior center to learn about what's available. Ask at Church.
- Try asking a relative or friend for support. Often times people want to help, they just don't know how. Arrange for a day of the week or certain time to meet. Make it a fun activity.

If you still have questions about what services might be available near you, call the Case & Disease Management Department at 1-888-211-9913. A Social Worker will talk to you about your needs and programs offered.



How Can a Social Worker Help You?

Freedom Health has Social Workers available. You can speak to them at no cost. They will assess your needs over the phone. They can usually provide some options for what you need. These might depend on where you live. Each town or county might offer different services. Some charge a fee. It is just a matter of knowing who to call to ask.

Social Workers can also talk with you about your mental health benefits. Many people are not aware that they have these benefits. There are times when a mental health professional can help you feel better. Maybe you just need a little help getting over a stressful period in your life. The Social Worker can connect you with a professional. The Behavioral Health number is also located on the back of your member ID card. You can call directly as well.

To talk to a Social Worker, call the Case and Disease Management department at 1-888-211-9913. Staff are available Monday-Friday, 8:00am-4:30pm EST.

Hurricane Season is fast approaching

Have you completed your Hurricane preparations?

It is better to be prepared than to wait for the storm to be on the way. We can help you review what you need to do to get ready. Visit our website www.freedomhealth.com and click "Quick Links" then "Newsletters" to view our Disaster Preparation Guide for 2017. This Guide is full of valuable information. You can also visit us in person at one of our Concierge offices listed on the back page to pick one up. This Guide will assist you and your family if an emergency is declared.

Source: NOAA

Member & Rights Responsibilities



You have certain rights while you are getting medical care. You also have certain responsibilities as a patient. The following is a summary of your rights and responsibilities.

Member Rights

As a member of the Plan, you have the right to:

- Be treated with courtesy and respect, with appreciation of your dignity, and protection of your need for privacy
- A prompt and reasonable response to questions and requests
- Know who is providing medical services and who is responsible for your care
- Know what patient support services you can get and if an interpreter is available if you do not speak English
- Know what rules and laws apply to the conduct of the staff of the Plan and contracted providers
- Be provided information about diagnosis, planned course of treatment, alternatives, risks, and prognosis by the Plan's providers
- Refuse any treatment, except as provided by law
- If eligible for Medicare, know upon request and in advance of treatment, if the health care provider or health care facility accepts the Medicare assignment rate
- Receive, before treatment, a reasonable estimate of charges for medical care
- Receive a copy of a reasonable, clear, and understandable detailed bill and, upon request, to have the charges explained
- Access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment
- Treatment for any emergency medical condition that will get worse from failure to provide treatment
- Know if medical treatment is for experimental research and to grant consent or refusal to take part in such experimental research
- Private handling of medical records and, except when required by law, be given the chance to approve or refuse their release
- Voice complaints or appeals about the organization or the care it provides
- Express grievances about any violation of your rights through the Plan's grievance and appeals system, and to appeal to a state grievance and appeal oversight entity, or for Medicare members, through the CMS established appeal process

- Participate with practitioners in making decisions about your health care, and provide input into your proposed treatment plan
- Receive information about the Plan, its services, practitioners and providers, and members' rights and responsibilities
- Participate with practitioners in making decisions about your health care
- Have a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- Make recommendations regarding the Plan's member rights and responsibilities policies

Member Responsibilities

As a member of the Plan, your provider expects you to:

- Provide your health care provider, to the best of your knowledge, correct and complete information about present complaints, past illnesses, hospital stays, medicines and other health matters
- Report unexpected changes in your condition to your health care provider
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible
- Discuss with your health care provider if you do not comprehend a course of treatment or what is expected of you
- Follow the treatment plan suggested by your health care provider and agreed upon by you
- Keep appointments, and when you are unable to do so for any reason, notify your health care provider or health care facility
- Answer for your actions if you refuse treatment or do not follow the health care provider's instructions
- Assure that the financial obligations of your health care are fulfilled as promptly as possible
- Follow health care facility rules and laws that affect patient care and conduct

*Concierge***Service Locations****Hillsborough/Pinellas/Polk**

5403 N. Church Ave.
Tampa, FL 33614
(888) 211-9918

Hernando/Pasco/Citrus

8373 Northcliffe Blvd.
Spring Hill, FL 34606
(888) 211-9921

Orange/Osceola/Seminole/Brevard

950 S. Winter Park Dr., Suite 340
Casselberry, FL 32707
(888) 364-7905

Marion/Lake/Sumter/Volusia

2102 SW 20th Place, Building 200, Ste 201
Ocala, FL 34471
(888) 420-2539

**Sarasota/Manatee/
Charlotte**

3874 E. SR 64
Bradenton, FL 34208
(888) 850-5315

Lee/Collier

6831 Palisades Park Ct.,
Suite 1
Ft. Myers, FL 33912
(888) 272-2992

**Indian River/St. Lucie/
Martin/Palm Beach**

1187 S. US Hwy. 1
Vero Beach, FL 32962
(888) 274-8575

Catch Problems Early with Preventive Health Screenings

Preventive health tests can give us information about your health. These tests can find health problems early, before they become serious. Your Plan adopts preventive health standards for our members. These standards are based on nationally recognized standards of care. We provide these guidelines to our members to help you stay current with preventive health screenings and tests. Every year we review the standards and update them as needed. Our Quality Committee approves the changes to our recommendations. Throughout the year, we send information to our members about various preventive screenings that are recommended. We let our network doctors know what preventive health standards we have adopted on a regular basis.

Recommendations may be based on age and gender. They can also be based on other risk factors and health conditions. Some examples of preventive health standards that are recommended include colorectal cancer screening, high blood pressure screening, and breast cancer screening in women.

Find out what preventive health standards will benefit you, by taking the following steps:

1. Review the preventive health recommendations that are posted on our website. (The link is listed below.)
2. Find out which ones are relevant to you, based on your age, gender, and risk factors.
3. Talk with your doctor about your preventive health plan. Agree on what tests you should have and how often.
4. Then don't forget to schedule your screenings and put the dates on your calendar.

Be sure to talk with your doctor about changes in your life style based on the results of your preventive health tests.

To see the Plan's most up to date preventive health standards and a helpful Member Guide for Preventive Services, please visit our website at:

www.freedomhealth.com -> About Us -> Utilization & Quality -> Quality Management -> Preventive Health Information

"If you have questions about your Health Plan or Health Plan coverage, please contact Member Services toll-free at **1-800-401-2740** or **TTY/TDD at 711**. If you have questions about your individual health, your doctor or PCP is most qualified to answer these questions. As always, if you feel you need emergency assistance please dial 911.