



## Five Simple Ways to Make Your Home Safer

### De-Clutter

As you get older, your reflexes and balance decrease. Avoid tripping hazards by removing clutter and items you no longer use (especially obstacles in walkways).

### Safe Shower

Add rubber grips to the bottom of the shower to avoid slippery surfaces. Use a shower chair to avoid standing while showering.

### Let There Be Light

Did you also know that by age 60 the average person requires 15 times more lighting than when they were 10 years old? Brighten up your home with additional lamps in bedrooms and living rooms.

### Get a Grip

Stairs are a falling hazard in homes — whether it's one step or 20. To increase safety, add hand rails in high-traffic doorways where there may be a step, such as the front entry.

### Flat Flooring

Remove rugs or make sure that they have a non-slip backing. ♦

Source: [www.senior.com](http://www.senior.com)

## Transportation Reminder

Commonwealth Care Alliance will arrange transportation to and from your medical appointments, and non-medical appointments if authorized by your primary care team.

To arrange transportation, please call our Member Services team **at least 48 hours before** your appointment. We need this time to process your request and contact the transportation provider.

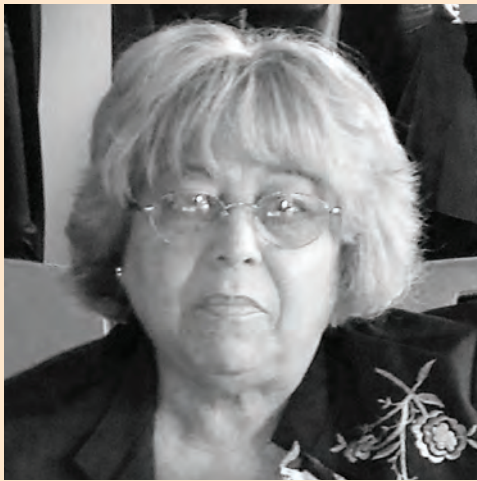
Remember, if your plans change and you don't need transportation after all, please call us to cancel as early as you can.

## Hurricane Irene

Hurricane Irene caused havoc as she made her way up the Eastern Coast in late August. Hundreds of thousands of people lost electricity to their homes, trees were uprooted, and flooding was widespread.

We are happy to report that Commonwealth Care Alliance's membership and staff are safe and well. Some experienced loss of electricity to their homes and fallen trees in their yard but overall, damage was relatively (and thankfully) minor.

# member profile



**Norma Barbosa**  
Member since 2008

Norma says the best part about being a Commonwealth Care Alliance member is the respect, care, and attention she gets from her primary care team. She's also glad she doesn't have to worry about paying for expensive medications because Commonwealth Care Alliance covers them all.

Back in 2009, Norma participated in the CDSMP in Spanish (*Mi Vida, Mi Salud*). She says this was a great program since she learned so much about healthy eating, choosing the correct food groups to eat from, and the right quantity. She has much more control over what she eats and even managed to lose some weight and maintain it.

Norma is very active in her community, especially at church. She is part of a group that visits people in hospitals to read them bible passages and keep them company.

## Falls Prevention Awareness

September 23 is Falls Prevention Awareness Day. Falls are the leading cause of fatal injuries for Americans 65 and older. More than 18,000 older Americans die every year because of a fall, and the rate has risen dramatically over the last 10 years.

There are things you can do to greatly reduce your chance of falling:

- Exercise! This will help maintain your balance, strength, and flexibility
- Get your eyes checked every year
- Review your medications with your doctor or nurse
- Get a fall risk assessment
- Make sure that where you live is as safe as possible (see page one for more ideas on making your home safe)

**Questions?** Talk to your nurse or another member of your primary care team, or call our Member Services Team at 1-866-610-2273♦

## Walking Club Directory

Now that the hot summer weather is finally cooling down a little, it makes it much easier to get outside and exercise. And as we all know, regular exercise can help prevent and reduce the effects of health conditions such as heart disease, diabetes, and osteoporosis.

Over 150 local walking groups have teamed with Massachusetts government and health agencies to produce a **Keep Moving** walking club directory, which aims to connect people to walking groups in their communities.

Call Member Services at the number below and we'll help you find your closest walking club. To access the directory directly, visit the Commonwealth of Massachusetts website — [www.mass.gov](http://www.mass.gov) — and type *Keep Moving Program* into the search tool.

**Questions or looking for your nearest walking club?** Please call our Member Services Team at 1-866-610-2273♦



# Life Choices Program

Life Choices is a Commonwealth Care Alliance program that focuses on providing member-centered care at all stages of life. We view end-of-life care as part of the normal process of medical care and we do our best to provide you with education, discussion, and medical care that honors your goals of care, provides the highest level of symptom control, and maximizes quality of life.

## Life Choices Program Services

1. Direct medical consultation to evaluate and create treatment plans for symptom care and interventions to improve quality of life.
2. Direct consultation to facilitate member and family meetings including discussion of goals of care, prognosis, Do Not Resuscitate/Do Not Intubate status, level of medical care and intervention, and setting of care.
3. Transitioning members to end-of-life care when appropriate while maintaining continuity with present care team.
4. Educational sessions and training to enhance clinician understanding and skills building regarding palliative care and end-of-life care.

**Questions?** Talk to your nurse or another member of your primary care team, or call our Member Services Team at 1-866-610-2273 ♦



**Local Member Meetings are held in your communities.**

**Look for your invitation in the near future. Families and caregivers are welcome!**

**Questions? Call Diana Zegarra at 1-866-610-2273 ext. 247**





# It's Okay to Complain!

Commonwealth Care Alliance has formal appeals and complaints processes that encourage its members to speak up if they are dissatisfied with any aspect of their health care. These processes help us make sure we are doing everything we can to care for our members in the best possible way. It also protects your rights to have your concerns heard and responded to in a consistent way.

For more information on appeals and complaints processes, please read Chapter 9 of your member handbook (Evidence of Coverage), visit our website, or call our Member Services Team at the number below.

**Questions?** Please call our Member Services Team at 1-866-610-2273♦



Visit the Commonwealth Care Alliance web site for the latest in member information

[www.commonwealthcare.org](http://www.commonwealthcare.org)



Call our Member Services team, 24 hours a day, 7 days a week

**1-866-610-2273**

To share your own recipes or stories, or if you have an idea for the newsletter, contact Nerissa J. Fry at 1-866-610-2273 ext. 244 or e-mail [nfry@commonwealthcare.org](mailto:nfry@commonwealthcare.org)



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Prevention Information**