



CHECK UP

MEMBER NEWS

WINTER 2012, EDITION 19

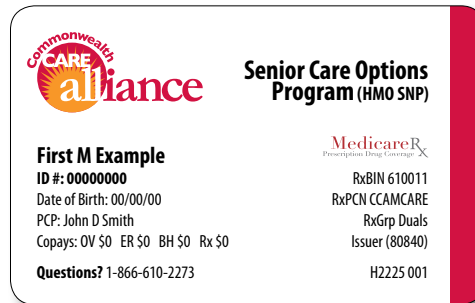
Show Your New Member ID Card

At the beginning of this year, Commonwealth Care Alliance began using a new vendor called informedRX® to manage our pharmacy benefits. This change meant that we had to send new ID cards to our members. You should have received your new ID card by now. It looks like the one shown here to the right.

It is important to show your **new member ID card** when you visit the pharmacist to avoid any delay in receiving your medications.

Remember, as a Commonwealth Care Alliance member, you **DO NOT** have to pay a copay.

If you have any problems, ask the pharmacist to call 1-866-610-2273 to speak to one of our Member Services team (this number is also on the back of your member card).



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



Call Us With Any Winter Problem!

When the weather outside is frightful, remember that you can call our Member Services team if you have any winter emergency.

Transportation late or didn't show up?

Having trouble keeping your house warm?

Call us and we will help!

Member Services Team

1-866-610-2273

TTY 1-866-322-7357

24 hours a day, 7 days a week



CAHPS Survey

Around this time of year, the Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) sends out a survey to find out how members feel about their Medicare Advantage plans (Commonwealth Care Alliance is one of these plans).

You are not required to complete this survey, but it is a great opportunity to have your opinion heard. **Your feedback is very important to Commonwealth Care Alliance.**

member PROFILE



Guillermina Morales & Ernesto Rodriguez Members since 2009

Senior Care Options members Guillermina and Ernesto recently celebrated their 50th wedding anniversary in Springfield.

When asked what is the secret to a happy marriage, Mrs Morales replied, "tolerance, understanding, and unconditional love. We help each other all the time and that is why we get along so well."

Mrs Morales wished to mention her children Carmen Virginia, Adalberto, Carlos Alexis, Iris, Zaida, Maria Ernestina, and her granddaughter Yamilee, all of whom were with her and Mr Rodriguez to celebrate their joyous occasion.

Mrs Morales also added that she was very happy with all the services she gets as a member of Commonwealth Care Alliance. She is looking forward to participating in the *Mi Vida, Mi Salud* course with Mr Rodriguez soon.

Cold or Flu or Allergies?

Did you know that the regular cold and flu season can last until as late as April? This year, to make things more complicated, the mild winter has made allergy season start early. So when your nose starts to run and your throat begins to hurt, how do you know if you're dealing with a cold, the flu, or simply allergies? Find out by asking yourself these questions:

Are my eyes itchy?

Itchy eyes are a common sign that you're suffering from allergies. Try not to rub your eyes, as it may make your symptoms worse. Instead, place cold compresses over them to relieve the itchiness. Ask your doctor or nurse if there is a suitable medication to help your allergies.

Am I only a little tired?

Mild tiredness is fairly common with a cold. Speak with your nurse or doctor, rest as much as you can, and drink a lot of clear fluids until you feel better.

Do I have a fever?

Fever over 100 degrees is usually only present with the flu. If you think you have the flu, speak to your doctor or nurse to see what treatment they suggest. Complications of the flu can be very dangerous for older adults.

Questions? If you feel unwell, always speak with your nurse or another member of your primary care team, or call 1-866-610-2273♦

Source: *Healthtrax Fitness & Wellness*



Food Safety

One in six Americans will get sick from food poisoning this year — that's about 48 million people. As we age, it can get harder to fight off germs, so it's easier to get sick from germs in your food. Apart from making you feel terrible, food poisoning can lead to long term health conditions or even death. Avoid it by following these four simple steps at home.

Clean

Clean kitchen surfaces, utensils, and hands with soap and water while preparing food.

Separate

Separate raw meats from other foods by using different cutting boards.

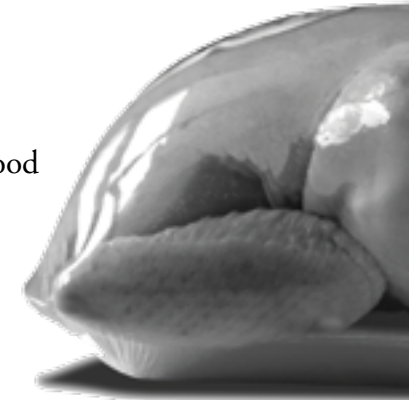
Cook

Cook foods to the right temperature by using a food thermometer.

Chill

Chill raw and prepared foods promptly.

Source: *www.foodsafety.gov*

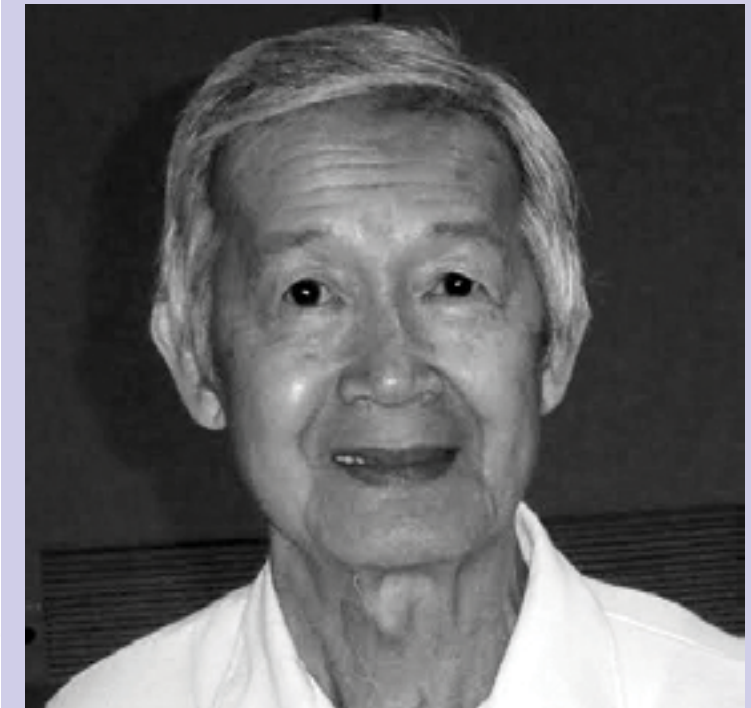


Food Safety Myth

It's ok to thaw meat on the counter

Truth

Bacteria grow rapidly at room temperature, so you should never thaw foods on the counter. Instead thaw in the refrigerator, in cold water, or in the microwave. Once the food has thawed, cook it immediately.



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. 1247



15-Minute Chili

Ingredients

- 1 pound ground turkey
- 1 (15 oz.) can kidney or pinto beans, drained and rinsed
- 1 can low sodium chicken broth
- 1 (14.5 oz.) can diced tomatoes, undrained
- 1 (6 oz.) can tomato paste
- 1 tablespoon chili powder
- 1/8 teaspoon cinnamon
- 1/4 teaspoon cumin
- 1/2 teaspoon ground black pepper

Directions

1. In a large non-stick saucepan, brown the ground turkey until it is no longer pink. Drain off any excess fat.
2. Add the remaining ingredients and bring to a boil. Lower heat and simmer for 10 minutes.

Source: Express Lane Diabetic Cooking © Robyn Webb



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

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. 1244 or e-mail nfry@commonwealthcare.org



30 Winter Street
Boston, MA 02108

1-866-610-2273 Toll free
1-866-322-7357 TTY
www.commonwealthcare.org

**Health or Wellness or
Prevention Information**