

Enjoy Life

A NEWSLETTER FOR VIVA MEDICARE MEMBERS

It's Survey Season

Give us your feedback!

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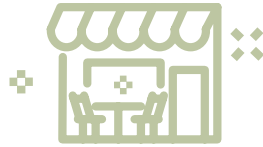
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VIVA HEALTH Cafés!



VIVA HEALTH Cafés are open! If you have questions about your benefits or want to speak with someone in person, we encourage you to call and schedule an appointment first to make sure you stay safe. A mask must be worn while visiting the cafés. We are happy to provide you with one.

We hope to start having in-person group events again soon. Until then, some cafés will be hosting virtual, online events.

Call your local café for more information or visit us online at vivahealth.com/virtual-events to watch videos about your benefits, health education, and much more.



Dothan

Southeast Health Doctors Building
1118 Ross Clark Circle, Ste. 101
Dothan, AL 36301
334-259-8482

Florence

North Alabama Medical Center
1751 Veterans Drive, Ste. 290
Florence, AL 35630
256-787-8482

Grand River (Leeds)

6200 Grand River Blvd. E., Ste. 442
Leeds, AL 35094
205-699-3040

Hoover

1550 - K Montgomery Hwy.
Hoover, AL 35216
205-978-4911

Huntsville

301 Governors Drive SW
Huntsville, AL 35801
256-701-8666

Mobile

3059 Dauphin St.
Mobile, AL 36606
251-380-2222

Montgomery

2107 - B Eastern Blvd.
Montgomery, AL 36117
334-272-8882



It's Survey Season!

It's important to us that you have the best experience possible with VIVA MEDICARE and your doctors. We all work together as part of your health care community to make sure you get healthy, stay healthy, and live your best life.

When you give us feedback about how we can improve, we take action. We can also work with your doctor's office to help make your visits even better. Let us know whether we at VIVA MEDICARE or your doctors are doing a great job or if there are some ways we can make your experience the best possible by completing the survey you may get in the mail this spring. The survey is like a report card that lets us know how you feel about the service we provide you. The spring survey is sent by the Centers for Medicare & Medicaid Services (CMS). It allows them to measure how well we are doing as the provider of your health insurance. If you receive this survey in the mail, please fill it out and send it back to CMS.



Learn more about VIVA MEDICARE's focus on providing you a high-quality experience by visiting vivahealth.com/virtual-events and entering "Survey" in the search bar.

We truly care about your health and happiness. We work hard every day to exceed your expectations, so please fill out those surveys!

★★★★★
4^{1/2}
STARS

*Highest
Star Rating*
for a plan in
Alabama²

🏆
11
YEARS

One of the most
highly rated
plans in Alabama
for 11 straight years³

¹health.usnews.com/medicare. ²Every year, Medicare evaluates plans based on a 5-star rating system. The Star Rating referenced is for contract year 2021. ³Based on the 2011-2021 Medicare & You Handbooks for Alabama.



COVID-19:

What You Do Today Makes a
Difference Tomorrow – Let's Get Back
to Enjoying Life Together Again



March marks a full year since our lives were turned upside down by the COVID-19 pandemic. Many of us have lost family members or friends. All of us have experienced some form of quarantine, isolation, fear of the unknown, or sadness from not being able to see loved ones or travel freely from state to state or even go to the grocery store. **Getting your COVID-19 vaccination is a very important step in stopping the spread of the virus and allowing us to enjoy life together again.**

The COVID-19 vaccine and its injection (called administration) are covered at no cost to you. You can get the vaccine at some pharmacies, the Health Department, some hospitals, or some doctors' offices. Make sure to bring your red, white, and blue Medicare card when you get the vaccine, since Medicare will be billed directly. You are not required to use a VIVA MEDICARE contracted provider.

It's important to know what type of vaccine you get. Vaccines may be a single-dose vaccination (one shot) or be part of a two-dose series (two shots). If you get a vaccine that requires two doses, you must get the second dose within weeks of the first dose. The exact number of days between doses will depend on which brand of vaccine you get. It is especially important to get the second dose of the same brand of vaccine within the required timeframe. **You will get a card showing the date you received your first dose and the brand of vaccine you got. Be sure to keep that card to show the provider who gives you the second dose.**

Remember, even if you have already had COVID-19, you should still get the vaccine so you'll have a stronger and longer-lasting immunity. Also, continue to follow the Centers for Disease Control and Prevention (CDC) guidelines:



***Wash your
hands often***



***Social distance from others
(at least 6 feet apart)***



***Wear a mask or
face covering***

COVID-19

GET YOUR INFORMATION FROM A TRUSTED SOURCE

Rumors and misinformation can spread quickly and easily during a crisis. Finding a trusted source of reliable information is even more important when the news is updated daily. We recommend getting your vaccine information from these online sources:

- **Centers for Disease Control and Prevention (CDC):** [cdc.gov](https://www.cdc.gov)
- **Alabama Department of Public Health:** [alabamapublichealth.gov](https://www.alabamapublichealth.gov)
- **VIVA MEDICARE:** [vivahealth.com/coronavirus](https://www.vivahealth.com/coronavirus)
- **vaccines.gov**

BEWARE OF COVID-19 VACCINE SCAMS

Several government agencies have gotten complaints of scammers using the public's interest in COVID-19 vaccines to take personal information and money through various schemes. Beware of the following activity:

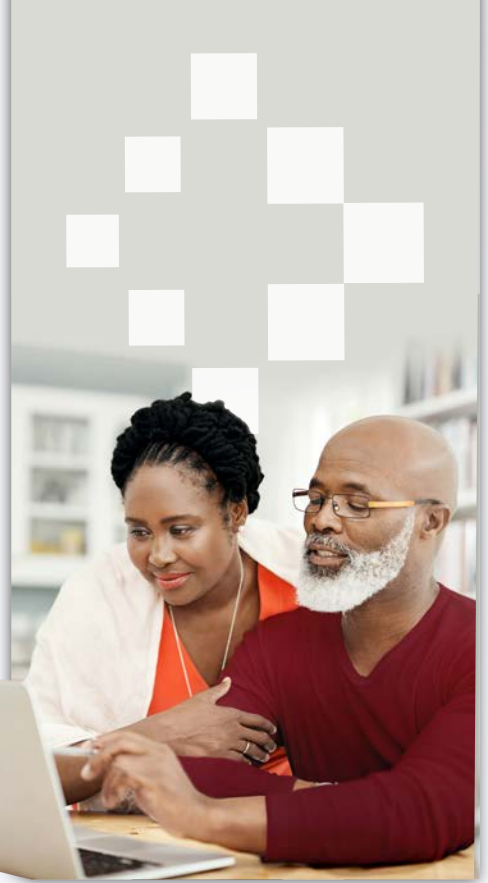
- Advertisements or offers for early access to a vaccine upon payment of a deposit or fee
- Requests asking you to pay out of pocket to get the vaccine or to put your name on a COVID-19 vaccine waiting list
- Offers to undergo additional medical testing or procedures when you get a vaccine
- Marketers offering to sell and/or ship doses of a vaccine, domestically or internationally, in exchange for payment of a deposit, fee, or gift card
- Unsolicited emails, telephone calls, or personal contact from someone claiming to be from a medical office, insurance company, or COVID-19 vaccine center requesting personal and/or medical information to determine if you are eligible to participate in clinical vaccine trials or get the vaccine
- Claims of FDA approval for a vaccine that cannot be verified
- Advertisements for vaccines through social media platforms, email, telephone calls, or online from unsolicited/unknown sources
- Individuals contacting you in person, by phone, or by email to tell you the government or government officials require you to get a COVID-19 vaccine

DON'T SHARE pictures of your vaccine card on social media. Your card shows your name, date of birth, and where you were vaccinated. It's important to protect your personal data.

If you have any questions or concerns, please call

**VIVA MEDICARE Member Services at
1-800-633-1542 (toll-free) TTY: 711**

Monday - Friday, 8am - 8pm
(Oct 1 - Mar 31: 7 days a week, 8am - 8pm)





May 26th

National Senior Health & Fitness Day!

This day is dedicated to increasing awareness about the benefits of health and fitness for older adults. Here's how moving your body every day helps:



- Reduces fall risks and increases the ability to live independently
- Maintains strength, healthy joints, and muscles
- Reduces or controls blood pressure
- Decreases the risk of colon cancer and diabetes
- Eases symptoms of anxiety
- Offers community and companionship when done in groups
- Lessens or prevents arthritis joint swelling and pain

At VIVA MEDICARE, we want to help you stay as physically active as possible. Two ways we are bringing fitness to you are through the Enjoy Life Online website and the Silver&Fit® Healthy Aging and Exercise Program. When you visit **Enjoy Life Online at VivaHealth.com/Virtual-Events**, you have access to free videos to help you stay active. In the search bar, enter keywords such as "chair aerobics," "balance," or "stretches" and join members of the VIVA MEDICARE team as they show you simple ways to move your body and improve your balance. Learn more about the Silver&Fit® Healthy Aging and Exercise Program on the next page.



Fit and Feeling Good 5-minute Chair Aerobics



Improve Balance and Reduce Falls

Quick & Simple Stretches





The Silver&Fit® Healthy Aging and Exercise Program

Embrace Active and Healthy Aging

At VIVA MEDICARE, we're always seeking ways to help you stay as healthy and happy as possible so you can live your best life. We're excited to offer you the Silver&Fit Healthy Aging and Exercise Program, designed specifically for older adults. Best of all, membership is **available at no cost** for VIVA MEDICARE members!

You can go to any fitness center in the Silver&Fit network and participate in classes such as strength training, yoga, and Zumba or use treadmills, elliptical machines, and free weights at a participating local gym. If you're more comfortable exercising at home, the Silver&Fit program can bring the gym to you with at-home, digital options.

You have access to:

- More than 15,000 gyms nationwide (You are not limited to using only one gym.)
- More than 1,500 digital workout videos on the Silver&Fit website and the Silver&Fit ASHConnect™ mobile app
- Daily workout classes on Facebook Live and the Silver&Fit YouTube channel
- Additional digital resources, such as Healthy Aging classes, a quarterly newsletter, and rewards for reaching new milestones

Get Your Fitbit® or Garmin® Wearable Fitness Tracker

As part of the Silver&Fit program Stay Fit kit options, you can choose a Fitbit® or a Garmin® Wearable Fitness Tracker kit, per benefit year.*

With your 2021 VIVA MEDICARE plan, these options are available at no cost to you!

Visit SilverandFit.com to activate your membership, select your participating fitness center and/or choose your at-home kit(s). You may also register by phone by calling toll-free **1.877.427.4788. TTY users dial 711.**



*The Garmin or Fitbit promotional code cannot be used in combination with any other promotion on the Garmin or Fitbit website. Once selected, Stay Fit Kits cannot be exchanged. Kits are subject to change. The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a federally registered trademark of ASH and used with permission herein. Other names may be trademarks of their respective owners. Individuals depicted are not Silver&Fit members.

VIVA MEDICARE Pharmacy Department News

Save Money on Your Prescription Medications

Medications prescribed by your doctor can sometimes be expensive. At VIVA MEDICARE, we have pharmacists, nurses, and social workers ready to help you find ways to better afford your medications. You can call VIVA MEDICARE Member Services and ask to be contacted by a pharmacist, nurse, or social worker. You can also find resources such as your plan's formulary online at vivahealth.com/medicare/member-resources.

Below are a few tips to save on your medications:

- Take generics, if available
- Use medicine listed on your formulary if you take brand name drugs
- Get a 90-day supply of your medications, when possible
- Sign up for prescription home-delivery (also known as mail-order)
- If you take multiple drugs for a condition, ask your physician if there is a combination drug that might save you money by having fewer prescriptions
- Use a pharmacy that offers preferred cost sharing, if available (listed in our pharmacy directory)
- Order over-the-counter (OTC) medications like vitamins through the OTC catalog



Taking your medications as prescribed is important. If you have trouble remembering to take your medicine, here are some tips to help you:

- ✓ Use a weekly pill box to organize your medicine.
- ✓ Make a medicine checklist or calendar and write down each time you take your medicine.
- ✓ Find cell phone programs that send reminders to alert you when a refill is needed.
- ✓ Set a daily alarm on a clock, watch, or phone.
- ✓ Take your medicine at the same time every day.
- ✓ Take your medicine with something you do every day like brushing your teeth, eating supper, or going to bed.
- ✓ Use your pharmacy's auto refill or prescription synchronization program.



NATIONAL PRESCRIPTION DRUG TAKE BACK DAYS



Do you have unused medications?

Many Americans have unused medications in their medicine cabinets or around their homes. These unused medications can unknowingly be misused by friends and family. Every year, millions of Americans misuse or abuse controlled prescription medications, and those numbers are on the rise. To combat this, the U.S. Drug Enforcement Administration (DEA) sponsors National Prescription Drug Take Back Days. This program provides a safe, easy, and anonymous way for people to dispose of prescription drugs. The National Prescription Drug Take Back Days normally occur in April and October each year so communities can come together to increase safety around prescription drugs. Pharmacies, fire stations, and police stations set up secure drop-off locations where you can safely dispose of the medications you may no longer need. Due to the ongoing COVID-19 pandemic, the DEA has not announced when the next National Prescription Drug Take Back Days will take place. Visit takebackday.dea.gov to find the most up-to-date information regarding this event.

Why is it important to dispose of unused medications?

Prescription medications that are left unused could end up lost, stolen, or misused. Medications are very helpful when taken as directed by your doctor, but when taken by the wrong person, they can cause serious problems. Keeping medications stored in a safe place, out of reach from visitors to your home, and making sure old medications are disposed of properly are both critical for safety.

Where can I dispose of unused medications?

Option 1: Place in a drug drop box

There are many locations where you can dispose of unused medications on a daily basis. Check with your local pharmacy or police station.

Option 2: Take advantage of drug Take Back Day events

Option 3: Safely dispose of medications in the trash by following these steps:

Step 1:

Mix leftover pills or liquids with unwanted substances like cat litter or coffee grounds

Step 2:

Throw away the sealed mixture in the trash

Step 3:

Remove your prescription label and dispose of empty bottle in trash

Thank you for disposing of medications properly and doing your part to keep our communities safe!



Visit takebackday.dea.gov or rxdrugdropbox.org and enter your zip code or city and state in the collection site locator to find a drop-off site near you.

Notice of Privacy Practices

VIVA MEDICARE is committed to protecting your privacy. Our Notice of Health Information Practices describes how medical information about you may be used and disclosed and how you can get access to that information. You can review this notice in your Evidence of Coverage or online at VivaHealth.com/privacy. You can also call Member Services at 1-800-633-1542 to receive a printed version in the mail.

Did you know you have 24/7 online access to your VIVA MEDICARE information through the Member Portal?

MANAGE YOUR ACCOUNT:

Whether you need to check your mailing address or request a new ID card, the VIVA Member Portal is a great one-stop place to handle your account needs.

VIEW YOUR CLAIMS:

View a list of your summarized medical and prescription claims.

READ YOUR EXPLANATION OF BENEFITS (EOB):

These notices give you a summary of your claims and costs. While in your member portal, you can choose to turn off paper EOBs and stop receiving them in the mail. You will still be able to view them at your convenience in the member portal.

Welcome to the VIVA Member Portal!

The VIVA Member Portal is your 24/7 secure member website for managing your account, accessing prior claims, requesting a replacement member card, and more. Access is free, easy, and secure!

Login

Register Your VIVA Member Portal Account

Registering for portal access is fast and easy:

1. Visit vivamembers.com/memberportal
2. Click the "Register Your VIVA Member Portal Account" button
3. Click "I am a Medicare Advantage member" button



Are you a Medicare Advantage Member or do you receive your healthcare plan through your employer? (select one below)

I am a Medicare Advantage member

I receive my healthcare insurance through my employer

4. Enter Your Information

To proceed with registering your account, find the required information below on your membership card. You will also need to provide an email address and your Medicare number. You will receive an email with a temporary password to finish setting up your member portal access.

Member Number

Enter your member number

Group Number

Enter your group number

Date of Birth: Month

Day

Year

Continue

Access to your
Member Portal is
free & secure!

Women's Health Week is May 9-15, 2021

**You take care of everyone else in your life.
It's time to take care of you!**

Women's Health Week serves as a reminder for women and girls to make their health a priority and take care of themselves. It is extremely important for all women and girls, especially those with underlying health conditions, such as high blood pressure, diabetes, obesity, heart and respiratory conditions, and women 65 years and older, to take care of their health now.



Take care of your body and mind:

- Maintain a healthy weight.
- Get and stay active.
- Eat heart-healthy, well-balanced meals and snacks.
- Take care of your mental health and learn to manage stress.
- Stay connected with family and friends.
- Get a good night's sleep to improve your mental and physical health, and boost your immune system.
- Monitor alcohol intake and avoid illicit drugs, including drugs that are not prescribed to you.
- Try to quit smoking and vaping.
- Get your yearly screenings for breast and cervical cancer.

Men's Health Week is June 14-20, 2021

This week is dedicated to increasing awareness about men's health issues. Did you know that men, on average, die almost five years earlier than women? Part of the reason is that men are more reluctant to go to the doctor. Yearly checkups help detect and treat diseases earlier, which promotes a better quality of life and enables you to live longer. Even if you don't feel sick, it is important to see your doctor regularly and schedule annual exams.



Some recommended screenings are:

- Blood pressure
- Colorectal cancer
- Depression
- Diabetes mellitus, type 2
- Lipid disorders
- STDs
- Prostate

Also, getting vaccinations for flu, shingles, pneumonia and diphtheria/tetanus are more important than ever, especially for men over the age of 65.

Men, be sure to get routine check-ups. Listen to your body and be mindful of changes to your physical and mental well-being, and discuss them with your doctor.

Women, encourage the men in your life to see a doctor regularly and take control of their health.



417 20th Street North
Suite 1100
Birmingham, Alabama 35203

PRSR STD
US POSTAGE
PAID
BIRMINGHAM, AL
PERMIT NO. 2061

It's *Survey* Season!

If you receive a survey in the mail, please help us help you by filling it out and sending it in. Your feedback helps us make sure we are providing the best service possible.



If you need us, *help is just a phone call away.*

Member Services: 1-800-633-1542 (toll-free) | **TTY users:** 711

Hours: Mon - Fri, 8am - 8pm; Oct 1 - Mar 31: 7 days a week, 8am - 8pm

Or, you can visit us online at www.VivaHealth.com/Medicare



VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-633-1542 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-633-1542 (TTY: 711). H0154_mcdoc2902A_C_02/18/2021