

# Enjoy Life

A Newsletter for VIVA MEDICARE Members

**Join the VIVA MEDICARE  
Advisory Council**  
*and make a difference*

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# Make a Difference

*by joining the*

## VIVA MEMBER Advisory Council

At VIVA MEDICARE, we know how important it is for our members and their caregivers to have a say in their health care. From the benefits we provide, like dental and over-the-counter allowances, to the educational materials and events we offer, to the customer service you get when you call our Member Services team, we need to know what you like and what you don't like. We want you to love VIVA MEDICARE so much that you tell all your friends and family about us.

**The VIVA Member Advisory Councils give you a chance to tell us how we can be even better.**

When you join the VIVA Member Advisory Council, or V-MAC for short, you'll meet with us and other VIVA MEDICARE members to share your ideas. Here are some things we do and talk about during our meetings:

- We show you mailers, like the newsletters and calendar, while they are being made and before they are printed. You get a chance to tell us what you think and what you would add or change.
- You get to tell us what you think about updates we are making to the member portal and website, before they go live for everyone else to see.

- You have time to tell us about benefits you'd like to have.
- If you've had a problem with a doctor or getting appointments, we want to know during the meeting.
- If you have questions, other members probably have the same ones, but don't know who to ask. When you ask, we can let all the other members know, too.

**V-MACs meet four times a year at the Hoover (205-978-4911), Grand River (205-699-3040), and Mobile (251-380-2222) VIVA HEALTH Cafés. This spring, they will start in Montgomery (334-272-8882) and Huntsville (256-701-8666). Lunch is served at each meeting..**

If you live close to these cafés and want to join a V-MAC or learn more, call the café at the number shown above. You can also email [vivamarketing@uabmc.edu](mailto:vivamarketing@uabmc.edu) and we will give you a call or send you more details.

Join these VIVA Member Advisory Council members and make a difference in your life and the lives of thousands of other VIVA MEDICARE members.





## Mid-year Benefit Changes

for use between April 1 - December 31, 2023!

We are excited to let you know about a change to certain prescription drugs covered under your Part B drug benefit. Each calendar quarter, starting in April, Medicare will review Part B drugs to see which ones have prices that are rising faster than the rate of inflation. These drugs are called “rebtable” Part B drugs.

Your cost for these Part B “rebtable” drugs will be limited to the cost set by Original Medicare. This will make your cost between \$0 and 20% of the Medicare-approved payment amount and should save you money. The list of Part B “rebtable” drugs and the cost for these drugs can change each

calendar quarter. Medicare will let us know which drugs are “rebtable” each quarter.

**Starting July 1, 2023, you will pay no more than \$35** for a one-month supply of Medicare-covered insulin furnished through durable medical equipment, like a medically necessary traditional insulin pump.

**NOTE:** *If you are on the Extra Value or Extra Care plan and have one of the following categories of Medicaid, the changes above apply to your VIVA MEDICARE coverage: Specified Low-Income Medicare Beneficiary (SLMB Only), Qualifying Individual (QI) and Qualified Disabled and Working Individual (QDWI) Recipients.*

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### Even more changes for these plans:

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If you're on the *Extra Value* or *Extra Care* plans, you now have an even higher eyewear allowance of **\$300 total in 2023**. That's \$100 more to use for eyeglass frames, lenses, contact lenses and upgrades you get between April 1 and December 31, 2023.



*Infirmory Health Advantage* members now have even more to spend on dental and eyewear.

Your dental allowance is now **\$2,000 total in 2023**. That's \$600 more to use for preventive, diagnostic, and comprehensive dental services between April 1 and December 31, 2023.

**AND** your eyewear allowance is now **\$300 total in 2023**. That's \$150 more to use for eyeglass frames, lenses, contact lenses and upgrades you get between April 1 and December 31, 2023.

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**We hope this news puts a little **SPRING** in your step!**



# Pharmacy News

## Type 2 Diabetes Drugs for Weight Loss

There has been a lot of talk lately about type 2 diabetes drugs being used for weight loss. When blood sugar levels start to rise after someone eats, these drugs, known as Glucagon-like peptide 1 or GLP-1, help the body make more insulin. The extra insulin helps lower blood sugar levels and better control type 2 diabetes. These drugs have also been shown to help people lose weight.

The government, which oversees all Medicare and Medicare Advantage plans, decides which drugs plans like VIVA MEDICARE are allowed to cover under your plan. As of today, they will not let us or any other Medicare Advantage plan pay for GLP-1 drugs, unless the person has been diagnosed with type 2 diabetes or another covered condition, such as Ozempic for fatty liver disease.

Below is a list of common GLP-1 drugs doctors prescribe for type 2 diabetes:

### GLP-1 Agonist Medications

#### Injections (Shots):

- \* Trulicity (weekly injection)
- \* Byetta (twice daily injection)
- \* Bydureon (weekly injection)
- \* Ozempic (weekly injection)

#### Oral Pills (Taken by Mouth):

- \* Rybelsus (once daily)

If you have any questions about the use of GLP-1 drugs for type 2 diabetes or weight loss, please call Member Services at 833-760-0592 and ask to have a pharmacy team member call you back. TTY users, call 711. Member Services is open Monday - Friday: 8am - 8pm. October 1 – March 31, they are open 7 days a week, 8am - 8pm.

## Direct Member Reimbursements

### Getting Paid Back for Prescription Drugs You Buy

A direct member reimbursement, or payment request, is when you ask to be paid back for a Part D prescription drug you bought at a local pharmacy or doctor's office. This means you paid out-of-pocket and did not pay for the drug with your VIVA MEDICARE insurance.

It is very important to mail any reimbursement requests to CVS Caremark at the mailing address below. CVS Caremark handles requests from VIVA MEDICARE members who are asking to be paid back for covered drugs they bought. To get started, go to [vivahealth.com/download.aspx?ID=35788](https://vivahealth.com/download.aspx?ID=35788) and download the Prescription Reimbursement Claim Form. Fill it out and attach your pharmacy receipts to the form. Cash register receipts can only be used for diabetic supplies.



**SCAN HERE**  
for Prescription  
Reimbursement  
Claim Form

The pharmacy receipt must show all of this:

- |                                    |   |
|------------------------------------|---|
| * Your name                        | * Total charge  |
| * Prescription number              | * Days supply for your prescription<br>(you may need to ask your pharmacist<br>for this "Day Supply" information) |
| * Medicine NDC number              | * Pharmacy name and address or<br>pharmacy NABP number  |
| * Date the prescription was filled |   |
| * Quantity (number of pills)       |   |

Mail the form and pharmacy receipt to:

**CVS Caremark**

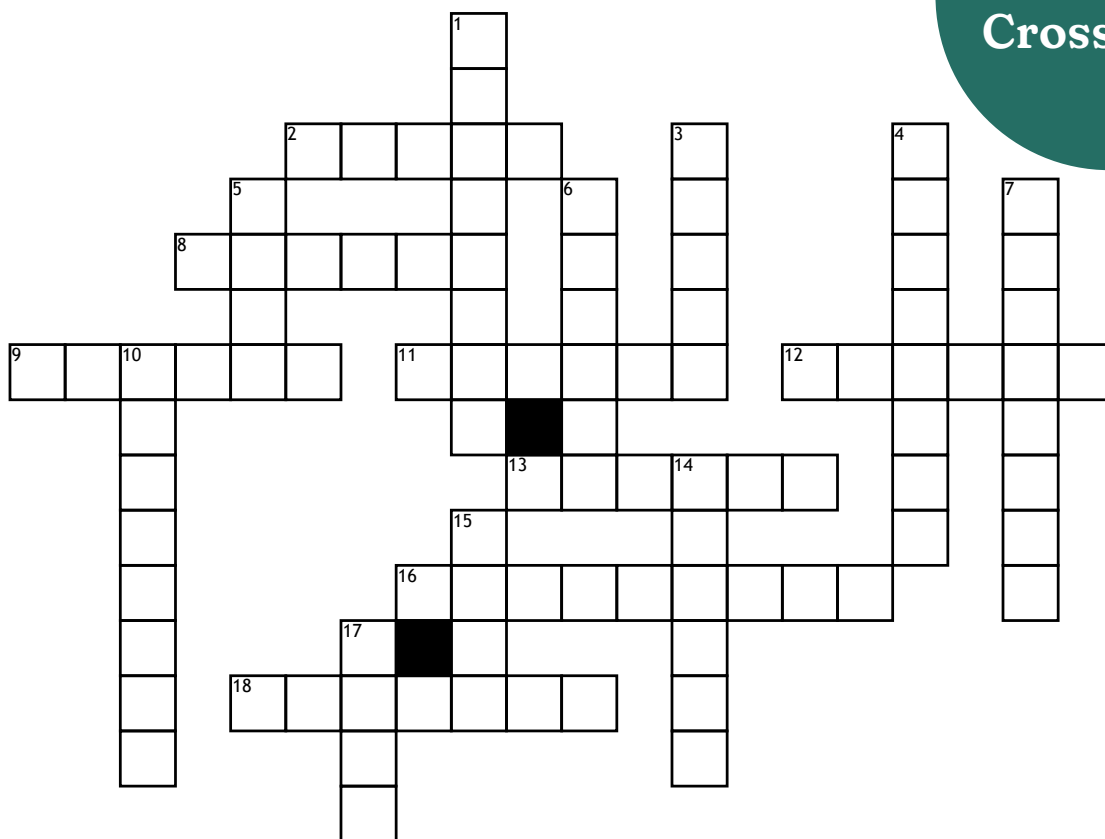
P.O. Box 52136

Phoenix, Arizona 85072-2136



# Spring Brain Games

## SPRING Crossword



### Across

- 2. Time for showers
- 8. Eating outing
- 9. \_\_\_\_\_ egg
- 11. Vegetable plot
- 12. Brief fall of rain
- 13. One of four in a year
- 16. Monarch

- 18. They're usually found in beds

### Down

- 1. Shower apparel
- 3. Verdant
- 4. Yellow spring flower
- 5. Flying toy with a tail
- 6. Small pool of water
- 7. America's pastime

- 10. Gloom's opposite
- 14. Fledgling plant
- 15. When spring ends
- 17. Sport with tees



# Forms You Should Have on File

## *with VIVA MEDICARE*

Did you know there is a form you can sign to make sure someone you trust, like a family member or friend, is allowed to talk to VIVA MEDICARE about your benefits, doctors, or claims? There is also a form that tells your doctor and family what kind of medical care you want, if you are too sick or hurt to talk or make decisions.

Planning for your health care in the future is a smart step to take now. Having the right forms signed and in your VIVA MEDICARE files makes your life and the life of your representative easier. Let's take a look at two forms and how they can help.

### VIVA HEALTH Personal Representative Form

The VIVA HEALTH Personal Representative Form gives your representative the same "individual rights" you have under HIPAA. HIPAA is the Health Insurance Portability and Accountability Act of 1996. It is a federal law that stops your health information from being shared without you knowing and saying it is allowed. When you fill out, sign, and send in the Personal Representative Form, the person you list as your representative can:

- Change your primary care physician
- Talk to us about your benefits, plan, and doctors
- Get VIVA MEDICARE claim and enrollment information



#### PERSONAL REPRESENTATIVE APPOINTMENT FORM

**IMPORTANT: Please read the front and back of this form before filling it out and signing.**

This form lets VIVA HEALTH, Inc., VIVA MEDICARE, VIVA HEALTH Administration, L.L.C. ("VIVA HEALTH") and VIVA HEALTH's Business Associates share your protected health information (PHI) with a person you trust, like a friend or family member. Having a signed Personal Representative Appointment Form on file makes it easier and faster for someone to help you get the care or information you need.

**Your Personal Representative can:**

- Talk to us about your plan coverage, like monthly premium payments (if you have one) and benefits your plan covers
  - Get all medical information we have about you which may include records and notes about treatment, diagnosis, HIV status, pregnancy, mental health, substance abuse, sexually transmitted diseases, and tests we have received from your doctors, hospitals, or pharmacies
  - Change your Primary Care Physician (PCP), if you have a PCP
  - File a complaint for you, if you are a VIVA HEALTH commercial member who receives health insurance from your employer
- Your Personal Representative can't:



**SCAN HERE**

for Personal  
Representative  
Appointment Form

### The Personal Representative Form **does NOT:**

- Let your representative enroll you in or disenroll you from a health plan
- Make decisions, appeals, grievances, or coverage determinations



This form only needs to be signed once. You can call Member Services to have this form mailed to you or find it here:

[vivahealth.com/medicare/member-resources](https://vivahealth.com/medicare/member-resources)

and click on Personal Representative

or, [vivahealth.com/download.aspx?id=315](https://vivahealth.com/download.aspx?id=315)

## Advance Directive or Living Will

An advance directive or living will is used to tell your doctor and family what kind of medical care you want, if you are too sick or hurt to talk or make decisions. You may not want machines or treatments if you cannot get better. You may want food and water through a tube or pain medicine. With an advance directive, you decide what medical care you want ahead of time. If you do not have one, members of your family may have to decide about your care during a very stressful time.

You do not need a lawyer to set up an advance directive, but you may want to talk with one before you take this important step. You must be able to think clearly and make decisions for yourself when you set it up. Whether or not you have an advance directive, you have the same right to get the care you need.

You can call Member Services to have this form mailed to you or find it here:

### ADVANCE DIRECTIVE FOR HEALTH CARE (Living Will and Health Care Proxy)

This form may be used in the State of Alabama to make your wishes known about what medical treatment or other care you **would** or **would not** want if you become too sick to speak for yourself. You are not required to have an advance directive. If you do have an advance directive, be sure that your doctor, family, and friends know you have one and know where it is located.

#### Section 1. Living Will

I, \_\_\_\_\_, being of sound mind and at least 19 years old, would like to make the following wishes known. I direct that my family, my doctors and health care workers, and all others follow the directions I am writing down. I know that at any time I can change my mind about these directions by tearing up this form and writing a new one. I can also do away with the directions by tearing them up and by telling someone at least 19 years of age of my wishes and ask them to write them down.

I understand that these directions will only be used if I am not able to speak for myself.

#### IF I become terminally ill or injured:

Terminally ill or injured is when my doctor and another doctor decide that I have a limited chance of recovery and that my death is imminent.



**SCAN HERE**  
for Advance  
Directive Form

[vivahealth.com/medicare/member-resources/#plans](https://vivahealth.com/medicare/member-resources/#plans)

Choose your plan and click the arrow. Then click

**View PDF** next to **Advance Directive for Health Care**

or, [vivahealth.com/download.aspx?id=678&type=doc](https://vivahealth.com/download.aspx?id=678&type=doc)



## Q&A with Dr. Tara Bryant, **VIVA HEALTH's Chief Medical Officer**

**Women's Health Week**

May 14 – 20, 2023



**Men's Health Week**

June 12 – 18, 2023

Two big health events happen in May and June each year:  
Women's Health Week and Men's Health Week.

Both events focus on **preventing diseases before they start** and helping your **mind and body** stay as healthy as can be. To learn more about the purpose of these events, we talked to VIVA HEALTH's Chief Medical Officer, Dr. Tara Bryant.

**Q: Dr. Bryant, health care communities across the country come together during Women's Health Week and Men's Health Week to remind people how important it is take care of yourself. Can you tell us more about why these weeks are such a big focus?**

**A:** Taking care of yourself physically and emotionally is really the greatest gift you can give to your family and friends. Women oftentimes take such good care of everyone else in their lives but forget about themselves. Women's Health Week is a time to remind women and girls of all ages to make their health a priority. Men usually avoid going to the doctor unless they are sick, and even then, they often try to tough it out instead of seeking treatment. Men's Health Week really focuses on preventing diseases before they start.

**Q: What are some things women tend to overlook about their health?**

**A:** We want women to focus on improving their quality of life. That means paying attention to their blood pressure and cholesterol, and getting them under control if they are high. If they have heart or lung disease or asthma, it's important to stop smoking or vaping, as this makes the conditions worse. Women also need to make sure they're at a healthy weight. Being overweight can cause so many other health issues.



**Q: What are some things women can do today to start improving their health?**

**A:** Grab your daughter or a friend and get your body moving; that's the single best thing that we can do as women to improve our mood, immune system, and overall well-being. Make sure you're eating a healthy diet and getting enough sleep. All of this is so important for emotional (mind) and physical (body) health.

**Q: You said that men tend to hold off going to the doctor, but getting regular checkups helps to prevent diseases.**

**A:** Yes! On average, men die nearly 5 years earlier than women. Preventing disease and finding diseases early is key to living a longer and healthier life. The best way to do this is by visiting your primary care physician each year to see if you're due for any tests or screenings.

**Q: What is the danger in putting off screenings when no symptoms are present?**

**A:** It's very important to get screenings before you are sick. If a disease is found early, before symptoms occur, it's easier to treat and, hopefully, cure. And, I can't stress enough, that if something doesn't feel right, like you notice blood in your stool, don't ignore it. Schedule an appointment with a doctor to get checked. It's probably something that's easy to treat; but, if it turns out to be something more, catching it in the early stages is key.

**Q: For men and women who are due for screenings, is there a cost?**

**A:** Many screenings have no cost for VIVA MEDICARE members. Here are some that are covered by every VIVA MEDICARE plan:

- Colon cancer screening
- Skin cancer screening
- Diabetic eye exam
- Prostate cancer screening (men)
- Cholesterol screening
- Breast cancer screening (women)
- Hearing exam
- Cervical cancer screening (women)
- Thyroid exam
- Bone density screening (women)

**Q: If members have any questions about what is covered by their plan, who should they call?**

**A:** They should call Member Services at 833-760-0592. TTY users, call 711. They are open Monday - Friday: 8am - 8pm. October 1 – March 31, they are open 7 days a week, 8am - 8pm.





417 20th Street North, Suite 1100  
Birmingham, Alabama 35203

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## Help us stay a 5-Star plan!

Each spring, the government sends out surveys to Medicare Advantage members across the country. They want to know if you're feeling better this year than you were last year. They ask how you like your doctors and how well VIVA MEDICARE is taking care of you. Your answers help us make sure we are giving you the best service possible. If you get a survey in the mail, please fill it out and send it in. We are so glad you're a VIVA MEDICARE member!

## Questions about your VIVA MEDICARE benefits?

Call our friendly Member Services team at

**833-760-0592 (TTY: 711)**

**We are happy to take your call Monday - Friday, 8am - 8pm.**

From October 1 - March 31, we are open 7 days a week, 8am - 8pm.

**New NationsHearing Hours: Monday - Friday, 8am - 5pm.**



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\_mcdoc3753A\_C\_03/09/2023