Thank you
from Brad Rollow,
CEO & President
of VIVA HEALTH
PAGE 2

STRETCH AWAY
YOUR STRESS
PAGE 7

MENTAL HEALTH Q&A
with Dr. Richard Powers
PAGE 8

National Prescription
Drug Take Back Day
PAGE 10

Gratitude and
the Science of
Happiness
PAGE 11
Dear VIVA MEDICARE Members,

I want to sincerely thank you for putting your trust in VIVA MEDICARE. Partnering with you in your health care journey is our privilege, and we look forward to what the future holds.

We began 2020 with a prestigious ranking from U.S. News & World Report, which named VIVA MEDICARE as one of the best Medicare Advantage plans in the country. We are the only Medicare Advantage plan headquartered in Alabama to earn this recognition. VIVA MEDICARE scored 4.5 out of 5 stars from the Centers for Medicare & Medicaid Services (CMS) for 2020, as well. The star score is based on 47 different quality measures that evaluate the care and service you receive from VIVA MEDICARE and your doctors.

As shown on the next page, satisfaction surveys are mailed to a sample of Medicare Advantage members across the nation every spring. Thanks to your responses, VIVA MEDICARE has been one of the most highly rated plans in Alabama for 10 years! From our member services team who answers your calls in our Birmingham office to the employees who greet you when you walk in to one of our VIVA HEALTH Cafés, we truly care about your health and happiness.

Serving our members brings pride and job satisfaction to our employees. In fact, VIVA HEALTH was selected by Modern Healthcare as one of the Best Places to Work in Healthcare in 2019. As an Alabama-based insurance company, we hope you see and feel the VIVA difference with every interaction you have with us.

If you receive a survey in the mail asking you to rate your experience with VIVA MEDICARE, please take a few minutes to respond. Your answers help ensure we are giving you the best service and benefits possible.

Best wishes for a happy and healthy year,

Brad Rollow

CEO/President

VIVA HEALTH, Inc.
It’s **Survey** Season!

*If you receive a survey, please help us by completing it so we can keep improving.*

Every spring, the Centers for Medicare & Medicaid Services (CMS) conducts surveys of people in Medicare health plans to learn more about the care and services you receive. If your name is selected and you receive a survey in the mail, we would greatly appreciate you taking the time to fill out the questionnaire. This is your opportunity to help **Viva Medicare** serve you better.

Because members are randomly sampled, you may receive two surveys in the mail around the same time. These surveys may look similar, but they collect different kinds of information. The Medicare Health Outcomes Survey (HOS) asks questions about your health over a certain period of time. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey collects information on your experience and satisfaction with the health care you receive.

---

1 health.usnews.com/medicare. 2 Every year, Medicare evaluates plans based on a 5-star rating system. The Star Rating referenced is for contract year 2020. 3 Based on the 2011-2020 Medicare & You Handbooks for Alabama.
Join us for a **free & fun** event at your local

**VIVA HEALTH Café!**

Please call your local VIVA HEALTH Café to reserve a spot at our events. Space may be limited!

---

**Café Socials** are a great way to meet new people and have some fun! Call your café for details and to reserve your spot for the following dates.

---

**April 7th**

**Dothan:** Biscuits & Bingo | 10 AM – 12 PM

**Florence:** Easter Baskets for Pediatrics | 10 AM – 12 PM

**Hoover:** Shake, Rattle, & Roll: Exercises for Joint Pain | 2 PM – 3 PM

**Grand River:** Shake, Rattle, & Roll: Exercises for Joint Pain | 10 AM – 11 AM

**Montgomery:** Laughter is the Best Medicine: Tips for Anxiety & Stress Relief | 10 AM – 11 AM

**Mobile:** Golf 101: PGA Golf Pro Tips & Tricks | 10 AM – 11 AM

---

**June 17th**

**Dothan:** Lunch & Learn — Scams & Finances | 11 AM – 1 PM

**Florence:** Movie & Popcorn | 10 AM – 11:30 AM

**Hoover:** Stress Relief — Yoga & Meditation | 10 AM – 11 AM

**Grand River:** Stress Relief — Yoga & Meditation | 2 PM – 3 PM

**Montgomery:** Fit & Feelin’ Good — Low Impact Chair Aerobics | 10 AM – 11 AM

**Mobile:** Ice Cream Social | 2 PM – 3 PM
**Improve Your Joint Health:** Arthritis Education

- **Dothan:** April 20th | 10 AM – 12 PM
- **Florence:** April 20th | 10 AM – 12 PM
- **Hoover:** April 21st | 10 AM – 12 PM
- **Grand River (Leeds):** April 22nd | 10 AM – 12 PM
- **Montgomery:** April 23rd | 10 AM – 12 PM
- **Mobile:** April 24th | 10 AM – 12 PM

**Member Appreciation Events**

- **Dothan:** May 18th | 10 AM – 1 PM*
- **Florence:** May 18th | 10 AM – 1 PM
- **Hoover:** May 19th | 10 AM – 1 PM
- **Grand River (Leeds):** May 20th | 10 AM – 1 PM
- **Montgomery:** May 21st | 10 AM – 1 PM
- **Mobile:** May 22nd | 10 AM – 1 PM

*Event held at Dothan Area Chamber of Commerce
102 Jamestown Blvd. | Dothan, AL 36301

**Caring for Caregivers – Education Events**

- **Dothan:** June 8th | 10 AM – 12 PM
- **Florence:** June 8th | 10 AM – 12 PM
- **Hoover:** June 9th | 10 AM – 12 PM
- **Grand River (Leeds):** June 10th | 10 AM – 12 PM
- **Montgomery:** June 11th | 10 AM – 12 PM
- **Mobile:** June 12th | 10 AM – 12 PM

For accommodation of persons with special needs at meetings, call 1-888-830-8482 (TTY users dial 711).
A Message from Dr. Tara M. Bryant, ViVa Health’s Chief Medical Officer

With your VIVA MEDICARE plan, you can go to your Primary Care Physician for a wellness visit at no cost to you. During this exam, talk about current medications, how to prevent falls or bladder control problems, and any other physical concerns you may have. In addition to discussing your bodily health, it is just as important to share how you’re feeling mentally and emotionally. If you are feeling sad, lonely, or stressed, it can impact your sleep or diet, and you probably won’t want to exercise or visit with friends and family. The body and mind work together; both must be healthy for you to live your best life possible.

When you visit your Primary Care Physician for your wellness exam, you will be given a short questionnaire or asked how often you’ve felt down or had little interest in doing things that used to make you happy. Answer these questions truthfully so your doctor can provide you with treatments to make you feel better. Taking steps to improve your mental wellbeing is no different than focusing on high blood pressure or controlling diabetes. You should never be embarrassed to ask for help.

If you need help finding a mental health provider, call Member Services at 1-800-633-1542.

You are not alone. VIVA MEDICARE is right here in Alabama alongside you, making sure you have the resources you need to have a strong body and a sound mind.

Tara M. Bryant, M.D., B.S.N.
The simple act of stretching can reduce tension in your body and stress in your mind. Stretching in the morning gets blood flowing in your body and can improve your level of energy. Stretching at night before going to bed can help you relax, fall asleep faster, and sleep better. When you release stress from your body and mind, you also release negativity, which leads to a more positive outlook on life.

Try these stretching exercises, many of which can be done from the comfort of your chair. Depending on your level of flexibility, you may not be able to do each stretch shown. Only stretch to a position that feels comfortable and hold for 30-60 seconds. If the stretches cause pain or discomfort, you should stop.
Dr. Richard Powers is Viva Health’s medical director for behavioral health. He is a geriatric psychiatrist and a neuropathologist. Dr. Powers was trained in pathology at the University of Kentucky, as well as psychiatry and neuropathology at Johns Hopkins Hospital. He is board certified in psychiatry and pathology. Dr. Powers has extensive experience in treating older patients with neuropsychiatric disorders and assisting their caregivers.

Dr. Powers understands the challenges facing Viva Medicare members and their caregivers in Alabama. He is passionate about brain and mind health and providing education to help our members of all ages live life to the fullest. We are excited to begin a four-part Q&A series with Dr. Powers, beginning with a topic that affects so many people in our state: Depression. Upcoming discussions include:

- Healthy brains
- Avoiding dementia
- Managing caregiver responsibilities for persons with neuropsychiatric disorders

Q: Is depression a normal part of aging?
A: No. Depression is a common health problem in older adults. About 750,000 Alabamians are age 65 or older, and 15 to 20% of these individuals will experience depression. Depression is common but not normal.

Q: What causes people to become depressed?
A: Depression is a medical condition, just like diabetes or high blood pressure. It is a biological brain disorder, and scientists can identify brain chemicals, as well as brain regions, that change with depression. Depression can run in families, but there is no genetic or brain imaging test that will predict whether you will develop this health problem.

Q: Can people who are depressed make themselves feel better?
A: People who have hypertension cannot lower their blood pressure through willpower. The same is true for people with depression. They must seek treatment. Most depressed patients improve with medication and/or therapy, but improvement usually takes at least several weeks. Seniors need to be patient, persevere, and give the medication and/or therapy time to work. People suffering from depression are not able to simply “snap out of it” any more than you can snap down your blood sugar if you have diabetes.

Q: How can you tell when someone is depressed?
A: It’s not always easy to tell when an older adult is depressed. Some medical conditions such as heart disease or cancer and some medications can cause behaviors that resemble depression. Attention problems or confusion can be mistaken for other brain disorders. It’s important to watch for changes in sleep, interest, energy, concentration, and appetite. Increased physical complaints such as unexplained abdominal problems, severe joint pain, and frequent visits to the doctor for vague symptoms can all be signs of depression. Severe depression can cause intellectual symptoms that mimic Alzheimer’s disease; this is called pseudodementia.

Q: What are the best treatments for depression?
A: Almost all older persons with depression will be treated as an outpatient. With a combination of talk therapy and medication, 90% of depressed patients over age 65 will improve. Talk therapy helps people understand and reverse their negative thinking. Depression often steals a person’s sense of hope; talk therapy helps to restore that positive outlook. Antidepressant medications help stabilize mood or stress. Medications help people suffering with depression control their emotions rather than having their emotions control them. Treatment puts the older person
back in the driver seat of their life. Medication treatment often continues for months or longer and anyone receiving treatment should not stop or reduce their medication without first discussing this decision with their doctor.

Q: How can Viva Medicare members find a mental health professional to help if they are feeling depressed?
A: Call Member Services at 1-800-633-1542. One of our friendly representatives in Birmingham can help you look up doctors in your area, mail you a provider directory, or answer any questions you may have about your mental health benefits. If you are near one of our café locations, you can stop by to pick up a provider directory. Our Viva Medicare staff understand the hardship that can result from depression, and they understand the positive benefit of treatment.

REFERRAL
If you love Viva Medicare, refer a friend or family member!
We are available to answer questions at 1-888-830-VIVA (8482), 7 days a week from 8:00 am to 8:00 pm, Oct. 1 - Mar. 31. After that, we are available Monday – Friday from 8:00 am to 8:00 pm.

ELECTION PERIODS
Know someone turning 65? The Initial Coverage Election Period (ICEP) takes place during a 7-month period surrounding a 65th birthday: three months before, the month of a 65th birthday, and three months after.

A Special Enrollment Period (SEP) allows people to enroll when certain, special circumstances occur, such as losing group health insurance coverage, moving to an area with different plan options, qualifying for Extra Help with prescription drug costs, or having a change in Medicaid status.

Call 1-888-830-VIVA (8482) or visit us online at www.VivaHealth.com/Medicare to learn more.

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 www.VivaHealth.com/privacy. You can also call Member Services at 1-800-633-1542 to receive a printed version in the mail.
Every year, millions of Americans misuse or abuse controlled prescription medications, and those numbers are on the rise. Sadly, one common source for people seeking opioids and other controlled prescription medications is the medicine cabinets of their families and friends. To combat this, the U.S. Drug Enforcement Administration (DEA) sponsors the National Prescription Drug Take Back Day. This program provides a safe, easy, and anonymous way for people to dispose of prescription drugs. The National Prescription Drug Take Back Day occurs in April and October each year. It is a day when the community 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. This spring, the National Prescription Drug Take Back Day will take place on April 25th from 10 am to 2 pm at many locations across the state. To look up a participating location near you, visit takebackday.dea.gov and enter your zip code or city and state in the collection site locator.

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.

What if I miss Prescription Drug Take Back Day?

Not a problem! There are many locations where you can dispose of unneeded medications on a daily basis. Visit takebackday.dea.gov and enter your zip code or city and state in the collection site locator.

Thank you for disposing of medications properly and doing your part to keep our communities safe!
When gratitude fills our hearts and minds, it leaves less room for us to be sad or angry. Scientists say that when we look for ways to be grateful, a shift takes place in our minds and our bodies. Not only do we start thinking less negatively about our lives, but our bodies start producing hormones that make us feel better as well.

End your day thinking about what went well. Try to find 3 examples from this list every day. Soon, you will start finding areas of gratitude in unexpected places.

1. What was the best part of my day?
2. What made me smile today?
3. What made me laugh out loud today?
4. Who helped me today?
5. Who was kind to me today?
6. What did I learn today?
7. Was I able to witness an act of kindness today?
8. Was today better than yesterday?
9. Was the weather nice today?
10. What did I eat today?
11. When did I feel love today?
12. What did I accomplish today?
13. What made me feel hopeful today?
14. What did I read or listen to today?
15. When did I feel peace today?
It’s Survey Season!

If you receive a survey in the mail, we would greatly appreciate your response. Your feedback helps us make sure we are providing the best service possible.

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

Visit us online at:
www.VivaHealth.com/Medicare
www.VivaHealth.com/Cafes

VIVA 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).